

# ***VOLT***

**Series M • User Manual**



**MD** >>>  
HearingAid®

A photograph of three women with short, light brown hair laughing together outdoors. The woman in the center is wearing a maroon V-neck shirt and is looking slightly to her right with a wide, joyful smile. The woman on the left is partially visible, also laughing. The woman on the right is leaning in, her face close to the others, also laughing. The background is a soft-focus green, suggesting foliage. The overall mood is happy and positive.

“

My hearing was so bad,  
I felt left out and didn't  
go out much. I hear  
sounds now that I haven't  
heard in years. This has  
changed my life.

— Phyllis G.



# Congratulations

With the *VOLT*, you are back in control of the sounds around you, thanks to digital, rechargeable technology, paired with user-adjustable controls.

Please read this User Manual in its entirety.

Practice and patience are important as your ears relearn how to hear. Your results, and improved quality of life, will depend on the type and degree of your hearing loss, your expectations, and frequency of use.

# We're here to help.

Our dedicated, U.S.-based hearing instrument specialists are the heart and soul of MDHearingAid. They're happy to guide and assist you with any questions you may have. Take advantage of our free one-on-one phone consultations.

**800-918-3914**

Monday-Friday (Visit [MDHearingAid.com/contact](https://MDHearingAid.com/contact) for current hours of operation)

**[support@MDHearingAid.com](mailto:support@MDHearingAid.com)**

24 hours a day, 7 days a week





“

The customer service has been outstanding. They continue to solve the problem and give solutions.

— Joan P.

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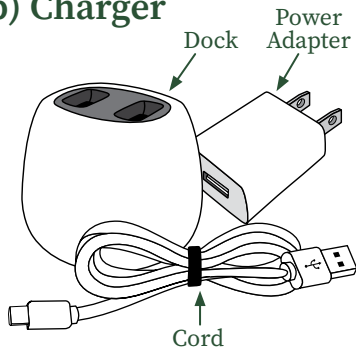
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# Package Contents\*

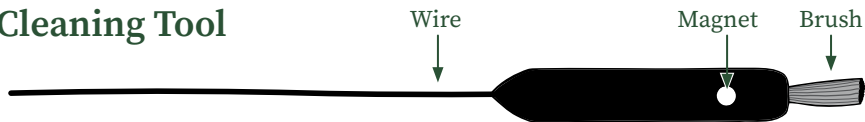
## a) VOLT Hearing Aid(s)



## b) Charger



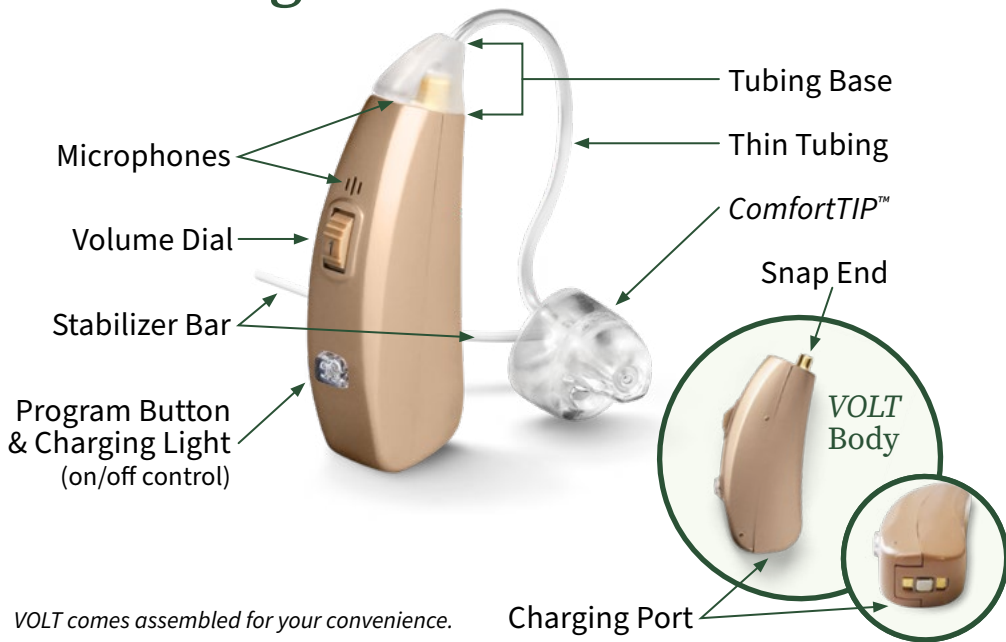
## c) Cleaning Tool



\*Contents will vary depending on quantity ordered.



# VOLT Diagram



“

I'm impressed with  
the quality and  
clarity of sound.  
I love that it is  
rechargeable.

— Michael S.



# Quick Start Guide

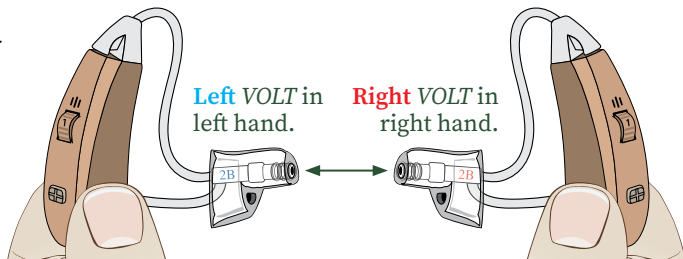
## Three Easy Steps for Using Your MDHearingAid® VOLT

*If you have a pair, first identify the left and right hearing aid.*

**Step 1:** Charge VOLT

**Step 2:** Turn VOLT on

**Step 3:** Place VOLT on ear



*To identify left/right VOLT: Hold an aid upright in each hand, with controls facing you. The tips/tubing point toward each other when in the correct hand.*

# Step 1: Charge *VOLT*

- a)** Plug charging dock into a standard outlet.
- b)** Place *VOLT* on the charging dock. Blue light will turn on.
- c)** When fully charged, blue light will turn green and *VOLT* is ready to use.\*

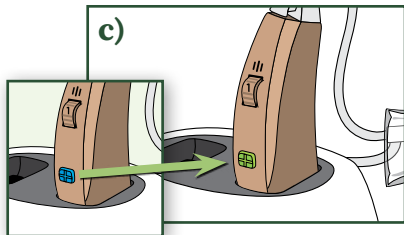
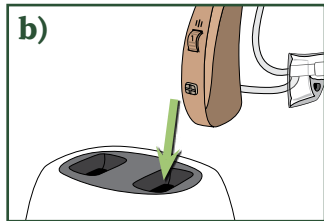
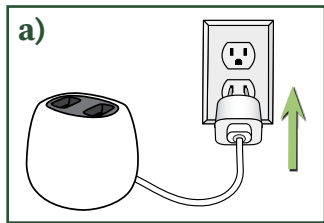
**Blue Light** = Charging

**Green Light** = Fully Charged

**Light Off** = Not Charging

**Red Light** = Charger issue (see page 8)

*\*It takes approximately 3–3.5 hours to fully charge the VOLT.  
On average, a full charge lasts 18–22 hours.*



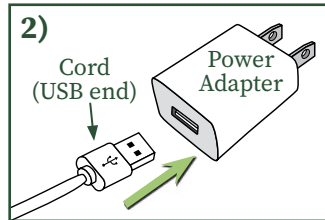
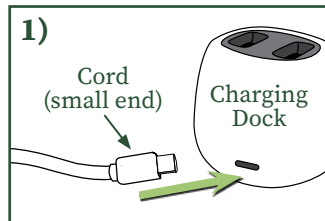
## Charger Information

The charging dock is magnetic—simply place *VOLT* on it forward or backward. It will turn off automatically and start to charge. A sensor stops the charging process once the battery is full, so there is no risk of battery degeneration if *VOLT* is left on the charger.

### Charger Assembly:

The charger is made up of three pieces: a cord, a power adapter, and a charging dock.

1. Connect charging dock to the small end of the cord.
2. Connect the other end of the cord (USB) to the power adapter.

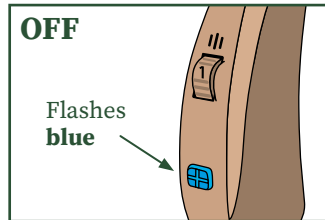
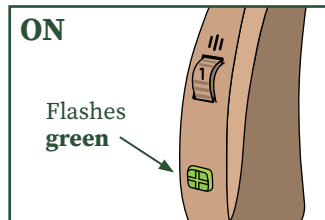


**Please note:** If the charging light on *VOLT* turns red, the charger may need to be replaced. Please contact customer service at 800-918-3914.

## Step 2: Turn On

The *VOLT*'s program button also functions as the on/off control.

- **ON:** Press and hold the program button for 2–3 seconds. The light will flash green once when turned on.
- **OFF:** Press and hold the program button for 2–3 seconds. The light will flash blue once when turned off.

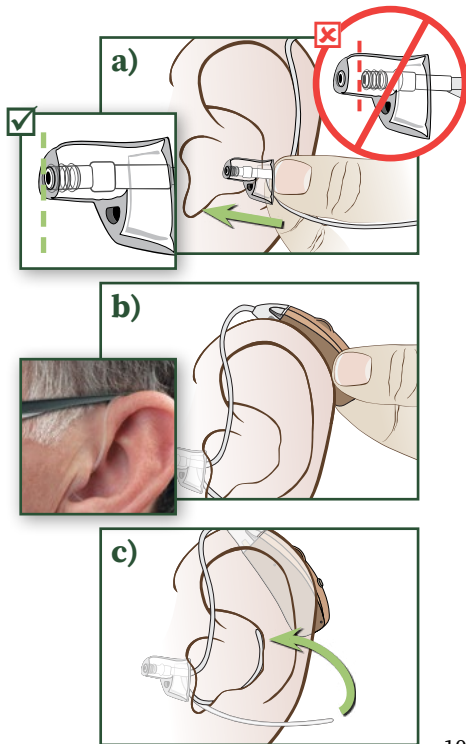


# Step 3: Place On Ear

*Prevent ComfortTIP™ from coming off in ear. Always verify the tip is pushed all the way on tubing before inserting tip in ear.*

- a)** Hold thin tubing at the stabilizer bar junction. Insert *ComfortTIP* with gentle pressure into ear canal.
- b)** Place *VOLT* body behind ear. The curve of thin tubing should rest on top of your ear comfortably (next to glasses).
- c)** Tuck stabilizer bar in the outer bowl of ear. It may be trimmed to suit the size of your ear.

**Please note:** Whistling may occur if the tip is not properly inserted in your ear.





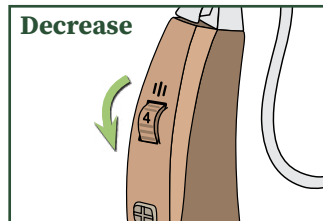
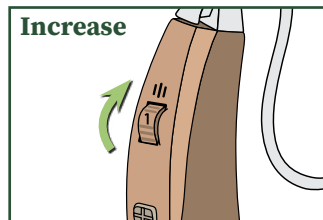
# Adjust Volume

The *VOLT* uses a volume dial with numbers from 1 (minimum) to 4 (maximum).

- To increase volume, rotate volume dial up.
- To decrease volume, rotate volume dial down.

**Caution!** To avoid a sudden blast of sound, please raise the volume *SLOWLY*.

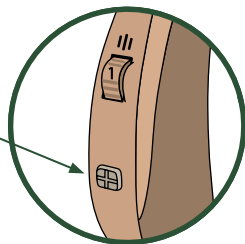
**Please note:** The volume dial does not need to be set to a number position. You can also position the volume dial between numbers.



# Program Selection

To change programs, press the **program button**.  
Beeps will indicate a program change.

Experiment with both programs at various volumes to find what combinations work best for you.



Program	Beeps	Best For
1. Quiet*	1 beep	Watching TV and time with family at home.
2. Social	2 beeps	Small group meetings, church, time with friends.
3. Noisy	3 beeps	Large crowds, restaurants, traffic, nature sounds, or high octave music.
4. Restaurant	4 beeps	Reduce background noise in any loud environment and hear directly in front of you.

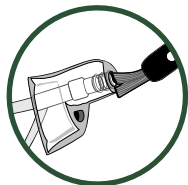
*\*Program 1 is the default setting. When VOLT is turned off, it will reset to Program 1.*

# Care and Cleaning

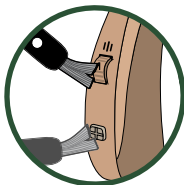
## Daily Cleaning:

Use the cleaning tool **brush** to remove dust, earwax, or other debris from the *ComfortTIP™*, buttons, and microphones (found on the top and front of *VOLT*).

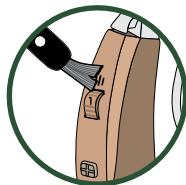
The *VOLT* body can be cleaned with a tissue or soft cloth. Do not use water, alcohol, or other liquid agent to clean the *VOLT* as it may damage it.



*ComfortTIP*



Buttons

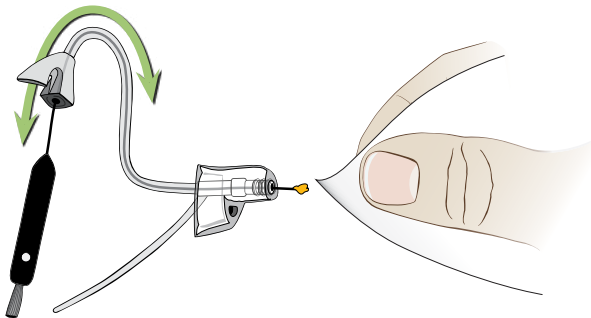


Microphones

## Regular Cleaning:

Use the cleaning tool **wire** to remove debris from tubing.

- a)** Remove tubing (see page 18).
- b)** Thread wire through tubing base and out of the tip.
- c)** Wipe end of wire clean and repeat as necessary.
- d)** Reattach tubing to *VOLT* body.



## Tips for optimal performance:

- Avoid physical shock, such as dropping it on the floor.
- Store in a cool dry place, such as a hearing aid dehumidifier.
- For maximum battery life, charge *VOLT* until blue light turns green with each charge.
- Do not let your *VOLT* get wet.
- Do not use hair spray or a hair dryer while wearing your *VOLT*.
- Do not expose your *VOLT* to excess moisture or heat.



# Ordering Parts and Protection

For optimal performance, proper care and maintenance are imperative. **In addition to regularly cleaning your tubing and tips, you should also replace them every three (3) months.** Over time, these items wear out and may become stiff, affecting both fit and sound quality. Regular replacement will keep your *VOLT* sounding and feeling like new.

If you'd like to protect your hearing aids beyond the 90-day warranty, MDHearingAid offers the **MDSield™ Protection Plan** for total coverage against any accidental damage and more. Call us today for detailed information about coverage and cost.

Visit **[www.MDHearingAid.com](http://www.MDHearingAid.com)** or call **800-918-3914** to order tubing, tips, protection, and other accessories.

# Replacing Parts

Tips and tubing are left and right ear specific.

## Thin Tubing:

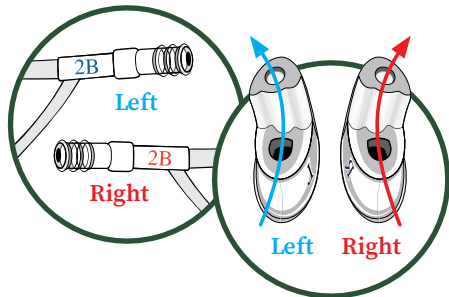
The **blue label** indicates left ear.

The **red label** indicates right ear.

## ComfortTIPS™:

Left ear tips curve the left.

Right ear tips curve to the right.



If you require a different size, you're not getting enough volume, or you're experiencing whistling at higher volumes, please call **800-918-3914** for alternative options.



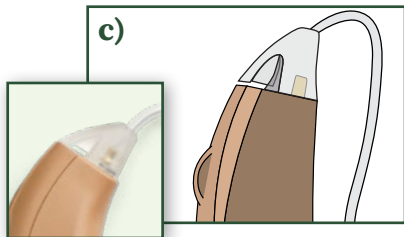
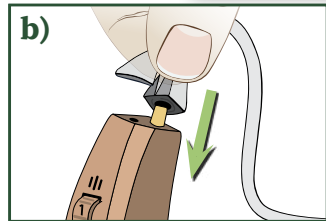
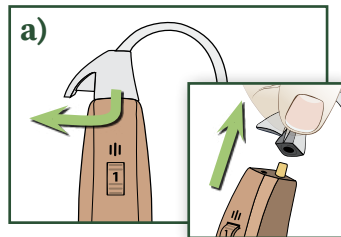
## Replacing Tubing

**a) Remove tubing:** Rotate tubing base 90° and slide off. You may experience resistance when removing the tubing for the first time.

**b) Attach tubing:** Gently push new tubing on.

**c) Make sure tubing base is flush with sides of VOLT body when you are finished.**

*Please note: Thin tubing is left and right ear specific.*

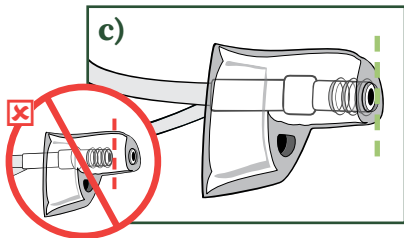
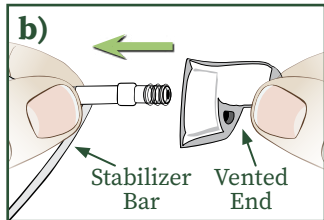
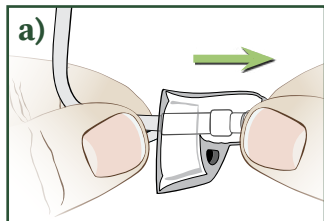


## Replacing Tips

**a) Remove tip:** Hold tubing with one hand and pull *ComfortTIP™* off with other hand.

**b) Attach tip:** Align new *ComfortTIP* so the vented end is lined up with the stabilizer bar. Push tip over the ridges on the end of tubing.

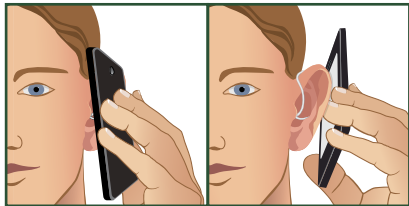
**c) IMPORTANT:** The end of the tubing should be visible through the opening of the *ComfortTIP*. Otherwise, tubing may detach from tip when removing *VOLT* from your ear.



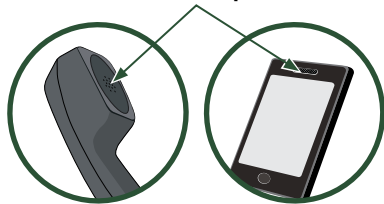
**Please note:** *ComfortTIPs™* are left and right ear specific.

# Using the Telephone

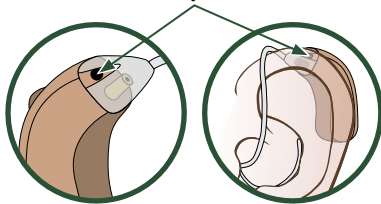
If whistling occurs while using the phone, try various positions with the phone's **audio output** and *VOLT* **microphone** until you find what works best for you.



Audio Output



Microphone



# Troubleshooting

Action Steps:	Issue:			
		Intermittent or distorted sound	Feedback/whistling	Weak or no sound
	Turn <i>VOLT</i> on			✓
	Adjust volume	✓	✓	✓
	Charge <i>VOLT</i>	✓		✓
	Use dehumidifier	✓		✓
	Clean ear canal	✓	✓	✓
	Clean tubing/tip	✓	✓	✓
	Change tubing/tip	✓	✓	✓

For more detailed troubleshooting tips, see the following pages.

## Sound is distorted or intermittent.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Lower the volume.
- Turn *VOLT* off. Charge until blue light turns green and turn *VOLT* back on.
- Remove tubing from *VOLT* body (see page 18) and rotate volume dial to four (4). If it whistles, your *VOLT* is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 14) and ear canal. Replace tubing/tip if they appear worn.

For optimal performance, tubing and tips should be **replaced every three (3) months**. To order replacements and additional cleaning accessories, visit **[www.MDHearingAid.com](http://www.MDHearingAid.com)** or call **800-918-3914**.

## Device makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified.
- Most hearing aids whistle when not inserted properly. Try reinserting the *ComfortTIP™* into your ear canal so it fits better.
- Lower the volume.
- If whistling occurs when raising the volume, you might need more gain and should try our closed *ComfortTIP*. Call us at **800-918-3914**.
- Wax or debris can cause whistling. Clean tubing/tip and ear canal, and replace tubing/tip if they appear worn.

***Please note:*** When an object (hand, hood, person, wall, etc.) comes close to your ear while wearing hearing aids, you may experience whistling. This is normal for all microphones, not just microphones in hearing aids.

## Device has a weak or no sound.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Make sure the *VOLT* is on (see page 9).
- Make sure *VOLT* is charged. If unsure, turn *VOLT* off and charge until blue light turns green. Turn *VOLT* back on.
- Remove tubing from *VOLT* body (see page 18) and rotate volume dial to four (4). If it whistles, your *VOLT* is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 14) and ear canal. Replace tubing/tip if they appear worn.

If you are still having difficulty, please contact us at **800-918-3914** or **support@MDHearingAid.com**.



# Warranty and Replacements

The MDHearingAid® *VOLT* is covered against defects in materials and workmanship for 90 days from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of your *VOLT*, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the device, all of which void the warranty. (For added coverage, see page 16 for the MDShield™ Protection Plan.)

If you require **Warranty or Replacement Service**, please contact us for a Return Merchandise Authorization (RMA) number, instructions, and replacement costs (if applicable).

For fastest service, e-mail: **support@MDHearingAid.com**  
Or, call: **800-918-3914**

## Repair Mailing Guidelines

### Do:

- Send **ONLY** the **VOLT** body
- Use a **small padded envelope**
- Write **RMA number** on the **OUTSIDE** of envelope

### DON'T send:

- Carrying case
- Packing materials
- Charger or other accessories  
(unless otherwise instructed)



### Replacement Facility:



***Do not** mail to this address  
without an RMA number.*

# Return Policy

**Your satisfaction is guaranteed.** If you are not satisfied with your MDHearingAid® *VOLT*, you have 45 days to return it for a full refund. We are unable to honor return requests after 45 days from the date of delivery as reported by shipment tracking.

**All products MUST include a Return Merchandise Authorization (RMA) number** for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee.

For an RMA number and specific return instructions, please call **Customer Service: 800-918-3914.**

Days from Delivery	Amount Refunded	
	with RMA	without RMA
1-45	100%	80%
46+	No Refund	No Refund

### Return Facility:

RMA #   
MDHearingAid  
650 W Lake St #120  
Chicago, IL 60661

*You must contact customer service for an RMA number before mailing to this address.*

# Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Pain or discomfort in the ear.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

Stop using the MDHearingAid® *VOLT* and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve.
- Skin irritation develops in or around your ear canal.
- Your ear becomes occluded with excessive ear wax.
- You develop an infection of your ear or ear canal.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of hearing aids is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

# Important Notice For Users

Good health practice requires that a person with hearing loss has a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial/rental or purchase/option program. Many hearing aid

dispensers now offer programs that permit you to wear a hearing aid for a period of time for a fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver (without prior consultation by an ear specialist) is not in your best health interest and its use is strongly discouraged.

### **Children with hearing loss**

This product is not for use by anyone under 18 years of age. In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation. Hearing loss may cause problems in language development, educational growth, and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.



# Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 45 DAYS FROM THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE LESS ANY NONREFUNDABLE RESTOCKING FEE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE AND ALL MERCHANDISE PERTAINING TO THIS TRANSACTION, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELED. IF YOU CANCEL, YOU MUST RETURN TO THE SELLER, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE. TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM, TO MDHEARINGAID, 650 W LAKE ST #120, CHICAGO, IL 60661 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

---

(Buyer's Signature)

---

(Date)

# Technical Specifications

MAX OSPL90 ..... 120 dBSPL

HF Average OSPL90 ..... 110 dBSPL

HFA Full-on-gain. .... 38 dBSPL

THD@ ..... 500 Hz 2%

..... 800 Hz 2%

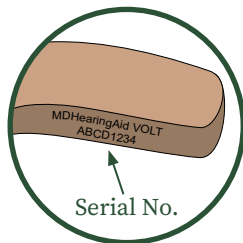
..... 1600 Hz 2%

EQUIV INPUT NOISE. .... 25 dB

## Your serial number:

---

*(You can find your VOLT serial number on the back of the hearing aid)*





**MDHearingAid.com**

v09.21