

# *VOLT* User Manual



**MD** >>>  
HearingAid®

**“...changed my life for the better.  
My hearing was so bad that I felt left out  
and didn’t go out very much. I hear sounds  
now that I haven’t heard in years.”** — Phyllis G.





# CONGRATULATIONS!

Enjoy the sounds around you and conversations with your family and friends again. Please read this User Manual in its entirety. Your satisfaction with hearing aids will depend on the type and degree of your hearing loss and your expectations. While no hearing aid will restore normal hearing, we are here to help you make the most of your investment. Frequent use of your aids will allow you to enjoy the full benefits of better hearing in your life.

# WE'RE ALWAYS HERE FOR YOU

Our hearing instrument specialists are ready to provide assistance with any questions you may have. Take advantage of our free one-on-one phone consultations.

**312-366-3899**

Mon. – Fri. 8:30 am – 4:30 pm (CST)

**support@MDHearingAid.com**

24 hours a day, 7 days a week





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# PACKAGE CONTENTS\*

**A) MDHearingAid *VOLT***

with Thin Tubing and Open *ComfortTIP™*, assembled for your convenience.

**B) High Volume Kit**

with Earhook, *13PLUS* Tubing, and Closed *ComfortTIP*. Requires customization; see page 18.

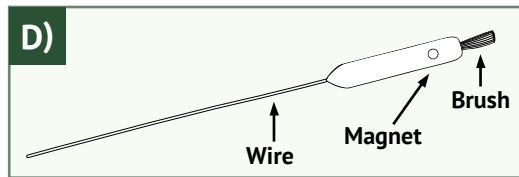
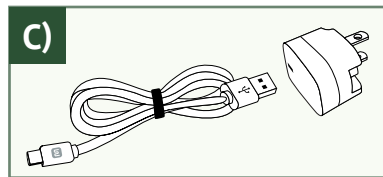
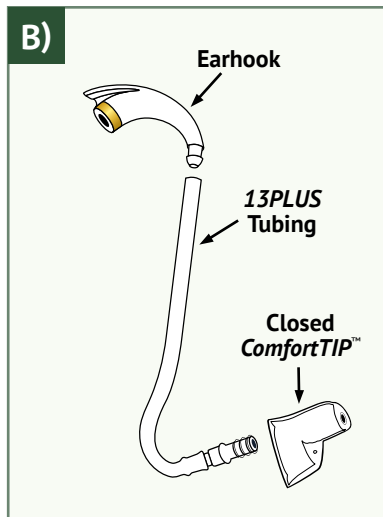
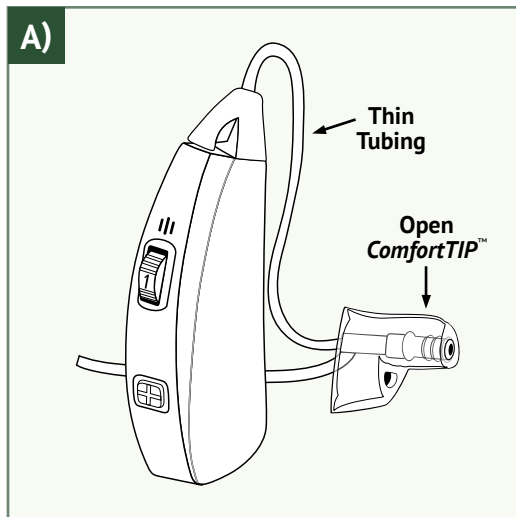
**C) Charger**

with USB Cord and Plug. See page 12 for instructions.

**D) Cleaning Tool**

with Brush, Magnet, and Wire. See page 19 for instructions.





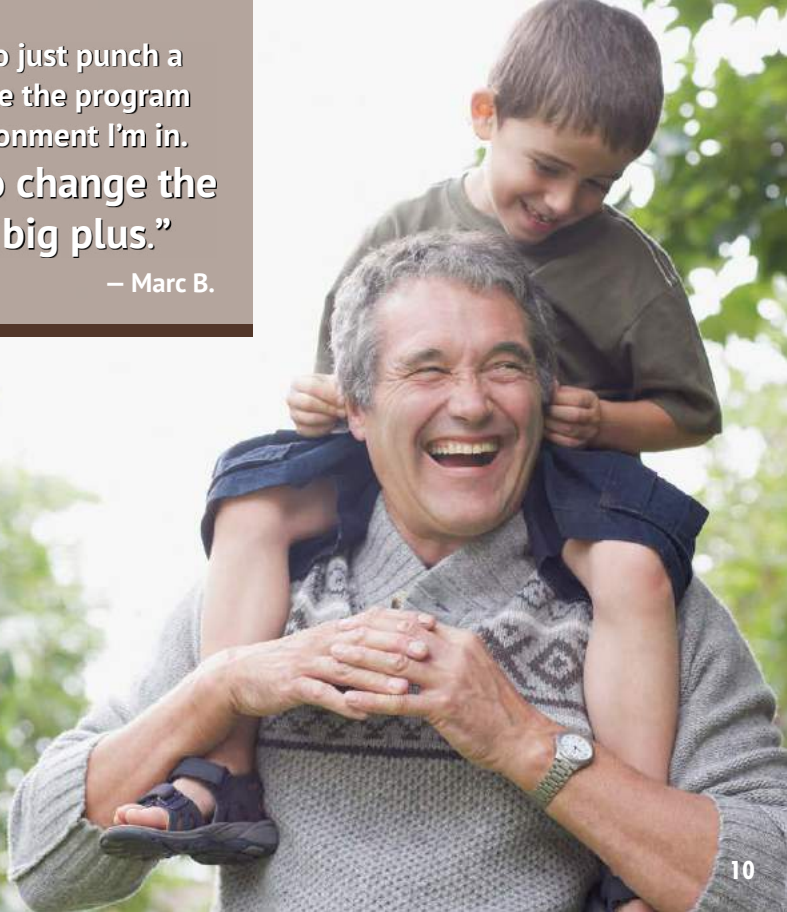
\*Contents will vary depending on product ordered.

# VOLT DIAGRAM



“Love being able to just punch a button and change the program to meet the environment I’m in. Not having to change the batteries is a big plus.”

— Marc B.



# STEPS

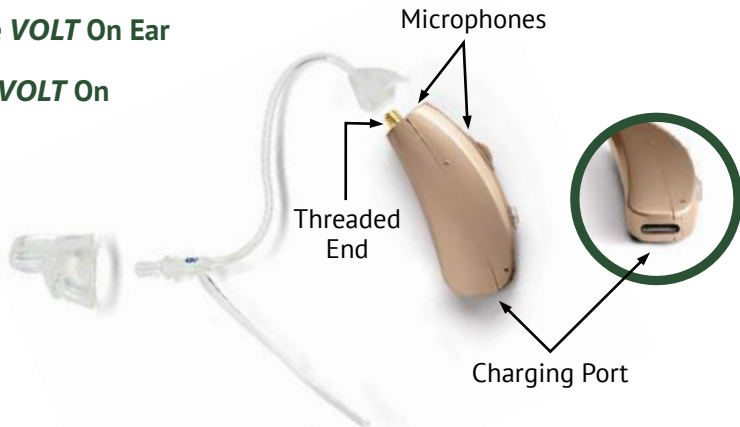
## QUICK START GUIDE

### Three Easy Steps for Using Your MDHearingAid *VOLT*

Step 1: Charge *VOLT*

Step 2: Place *VOLT* On Ear

Step 3: Turn *VOLT* On



*VOLT* comes assembled for your convenience.

# STEP 1: CHARGE *VOLT*

a) Plug charger into standard outlet.

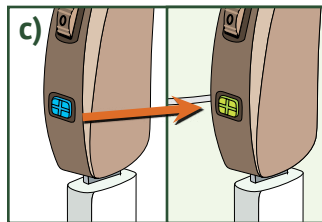
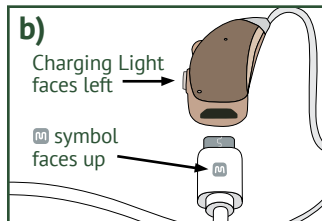
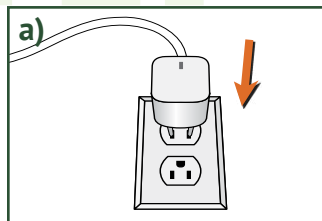
b) Connect *VOLT* to USB cord.  
Blue light will turn on.

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



\*On average, a full charge lasts 18-22 hours.

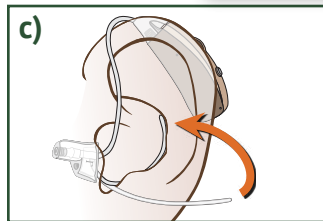
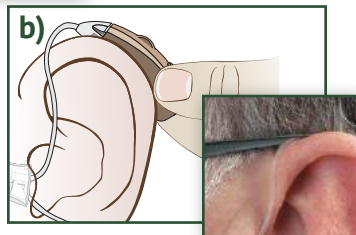
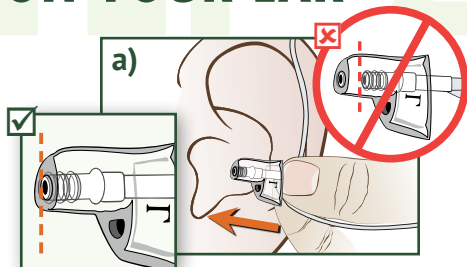
## STEP 2: PLACE *VOLT* ON YOUR EAR

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

**a)** Hold Thin Tubing at 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 ear comfortably (next to glasses).

**c)** Tuck Stabilizer Bar in outer bowl of ear. It may be trimmed to suit the size of your ear.



*The MDHearingAid **VOLT** in final position*



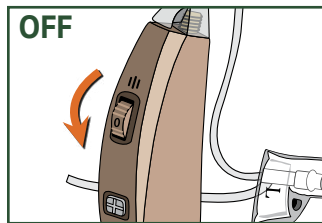
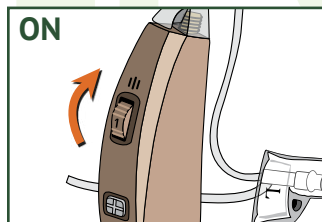
## STEP 3: TURN *VOLT* ON

The ***VOLT*** uses a Volume Dial with a built in on/off control (like a radio).

- To turn ***VOLT*** ON, turn Volume Dial upward, past the click.
- To turn ***VOLT*** OFF, turn Volume Dial downward, past 0 until you feel a click.

***IMPORTANT:*** When ***VOLT*** is turned ON, it will take a few seconds to begin amplifying sound. Please raise the volume SLOWLY to avoid a sudden blast of sound.

***WARNING:*** Whistling may be heard if ***VOLT*** is turned ON but NOT positioned securely in your ear. This is normal. Once the ComfortTIP is properly inserted in your ear, whistling will stop.





# REPLACING TIPS AND TUBING

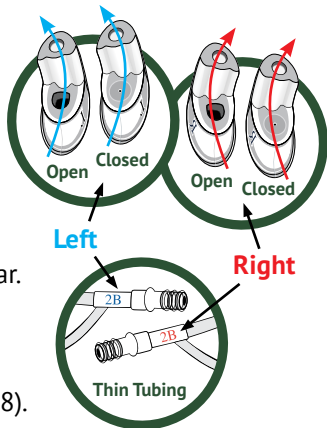
## Select *ComfortTIP*™:

*ComfortTIPs* are *right* and *left* ear specific.

- Open: Allows natural sound and better air flow.
- Closed: Allows highest volume without feedback.

## Select Tubing:

- Right Thin Tubing (*red label*): Use for fitting right ear.
- Left Thin Tubing (*blue label*): Use for fitting left ear.
- *13PLUS* Tubing: Use this wider tube if you require higher volume or a custom tube length (see page 18).



## TO INCREASE OUTPUT

	INITIAL ASSEMBLY			MAX. OUTPUT
Type of <i>ComfortTIP</i>	Open	Closed	Open	Closed
Type of Tubing	Thin	Thin	13PLUS	13PLUS

*ComfortTIP* and Tubing combinations which allow for more gain (higher volume)

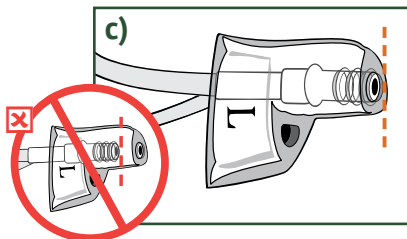
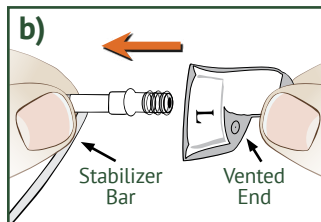
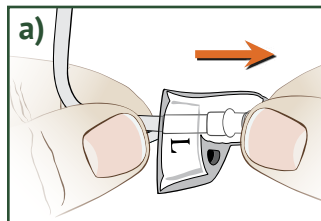
## Replacing *ComfortTIP*™

**a)** Hold Tubing with one hand and remove *ComfortTIP* with other hand.

**b)** Align new *ComfortTIP* so vented end is lined up with Stabilizer Bar. Push Tip over the ridges on end of Tubing.

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

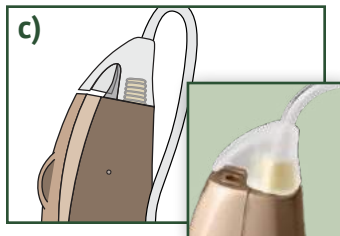
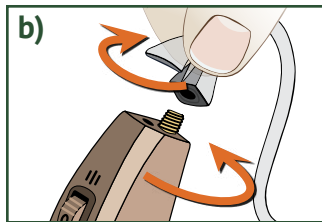
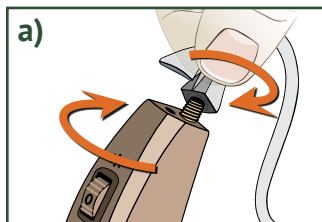
*If you are experiencing whistling at higher volumes, remove **Open** ComfortTIP and replace with **Closed** ComfortTIP.*



## Replacing Thin Tubing

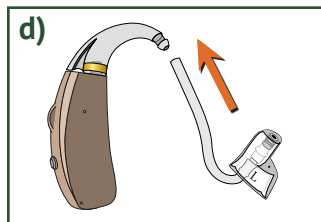
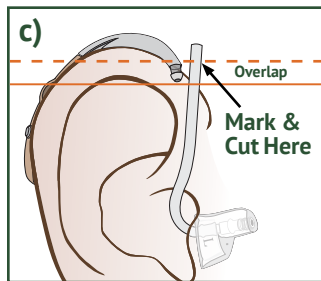
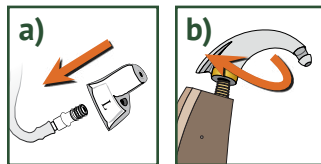
- a) Remove Tubing: Turn Tubing Base counter-clockwise (like a bottle cap), or hold Tubing Base firm and twist **VOLT** Body clockwise to detach.
- b) Attach new Tubing: Gently turn Tubing Base clockwise onto **VOLT** Body, or twist **VOLT** Body counter-clockwise into Tubing Base.
- c) Make sure Tubing Base is flush with sides of **VOLT** Body when you are finished.

**Please note:** The **VOLT** Body can be used for either the left or right ear. Only Thin Tubing and **ComfortTIPS**™ are ear-specific.



## Using High Volume Kit (Optional)

- a) Attach *ComfortTIP* to *13PLUS* Tube.
- b) Twist Earhook clockwise onto ***VOLT*** Body.
- c) Insert *ComfortTIP* with *13PLUS* Tube attached into ear canal. Place ***VOLT*** Body behind ear so Earhook rests on top of ear. Mark a line on Tube ABOVE bottom of Earhook. Cut Tube at marked line.
- d) Push cut end of *13PLUS* Tube onto Earhook until it slides OVER the end of Earhook.



*The High Volume Kit  
assembled*



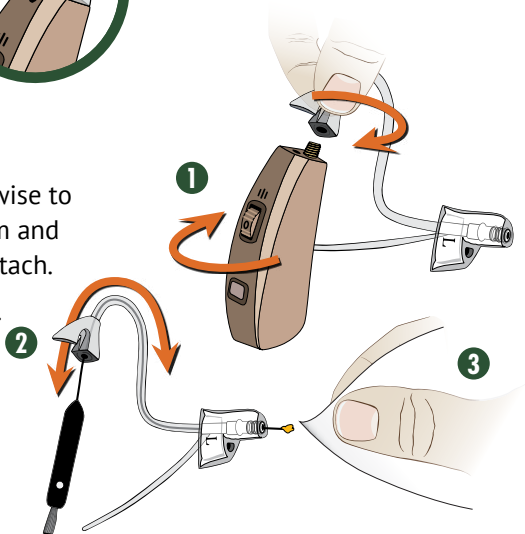
# CARE AND CLEANING

Brush ComfortTIP™ and Microphones daily.



Use Cleaning Tool Wire regularly.

1. Turn Tubing Base counter-clockwise to remove. Or hold Tubing Base firm and twist **VOLT** Body clockwise to detach.
2. Insert Wire through Tubing Base.
3. Wipe end of wire clean.
4. Repeat as necessary.
5. Reattach Tubing to **VOLT** Body.



## Follow these tips for optimal performance:

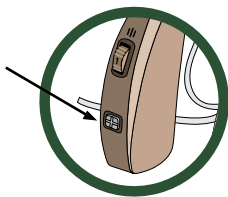
- Avoid physical shock, such as dropping on the floor.
- For maximum battery life, charge **VOLT** until blue light turns green with each charge.
- Store in a cool dry place when not in use, such as a hearing aid dehumidifier.
- Do not let your **VOLT** get wet.
- Do not use hair spray or a hair dryer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



# PROGRAM SELECTION

To change programs, press the **Program Button**.

Experiment with these programs to find which works best for you.



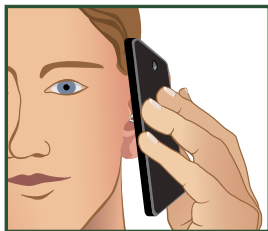
PROGRAM	BEST FOR	INDICATOR
1. <b>Everyday*</b>	Hearing high and low pitched sounds.	One Beep
2. <b>High Frequency</b>	High pitched sounds: nature sounds or high octave music.	Two Beeps
3. <b>Restaurant</b>	One-on-one conversations or reducing background noise in restaurants.	Three Beeps
4. <b>Groups</b>	Small group (three-five people) conversations in background noise.	Four Beeps

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

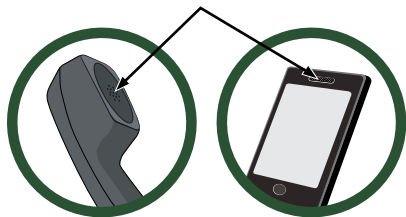


# USING THE TELEPHONE

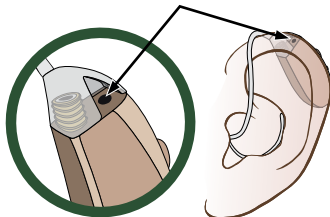
Use Program 1 (one) or 2 (two) when using the phone. You may need to make slight adjustments to the volume of either your **VOLT** or phone. If whistling occurs, try different positions with the phone's **audio output** and **VOLT microphone** until you find what works best for you.



audio output



microphone



**Please note:** The speaker function on your phone also works well with your **VOLT**.

# TROUBLESHOOTING

ACTION STEPS:	ISSUE:			
		Intermittent or distorted sound	Feedback: Whistling/squealing	Weak or no sound
	Turn <b>VOLT</b> on			✓
	Charge <b>VOLT</b>	✓		✓
	Adjust volume	✓	✓	✓
	Clean Tubing/Tip	✓	✓	✓
	Use dehumidifier	✓		✓
	Change Tubing/Tip	✓	✓	✓
	Clean ear canal	✓	✓	✓

For more detailed troubleshooting tips, see the following pages.

## 1. Sound is distorted or intermittent.

- Rotate Volume Dial (on/off control) back and forth, in case dust or lint has collected in the controls.
- Trapped moisture may be distorting the amplified sounds. Consider using a hearing aid dehumidifier overnight.
- Lower the volume.
- Turn **VOLT** OFF. Charge until blue light turns green and turn **VOLT** back ON.
- Check Tubing/Tip for wax or debris that may be blocking sound. Clean Tubing/Tip. Replace Tubing/Tip if they appear worn.

For optimal performance, *ComfortTIP*™ and Tubing should be replaced every three months. Replacements and additional cleaning accessories can be ordered at: [www.MDHearingAid.com](http://www.MDHearingAid.com).

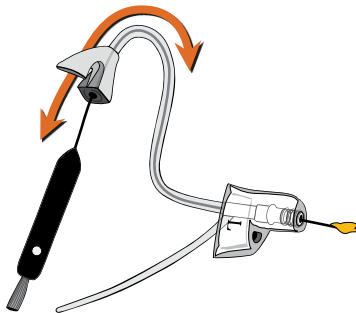
## 2. Instrument makes a whistling sound.

- 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 ear canal so it fits better.
- Lower the volume.
- If whistling occurs when you raise the volume, try using a Closed *ComfortTIP*.
- If whistling occurs after trying a Closed *ComfortTIP*, you might require more gain (volume) and should try the High Volume Kit (see page 18).
- Clean any wax or debris from Tubing/Tip and/or ear canal. Whistling will disappear when the condition is corrected.

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

### 3. Instrument has a weak or no sound.

- Make sure your **MDHearingAid VOLT** is turned ON.
- Rotate Volume Dial (on/off control) back and forth, in case dust or lint has collected in the controls.
- Make sure **VOLT** is fully charged.
- Remove Tubing from **VOLT** Body and rotate Volume Dial to three. If it whistles, your **VOLT** is working and the Tubing/Tip needs to be cleaned or replaced.
- If you are still having difficulty, please email us at **support@MDHearingAid.com**.



**Tube Cleaning Tips:** Remove Tubing from **VOLT** Body. Thread Cleaning Tool Wire through Tubing five-six times starting at the triangular Tubing Base. Then wipe debris from Tubing/Tip and reattach Tubing to **VOLT** Body.

**“I got my *VOLTs* wet, sent them in for repair, and had them back in five days. Friendly, prompt, courteous, knowledgeable, and truly ready to listen and solve problems.”** – Daniel W.



# PROTECTION PLAN & REPLACEMENTS PARTS

## MDSHield™ Protection Plan



- Offers 100% protection from **ALL** types of accidental damage, including damage not covered by our standard 90-Day Warranty (water damage, pet damage, etc.) Product loss is not included.
- This service contract lasts for 1 (one) year from the date of purchase.
- MDSHield coverage must be purchased within your initial 90 days of ownership.

## Tubing and *ComfortTIP*™ Replacement

For **OPTIMAL PERFORMANCE**, Tubing and *ComfortTIP* should be replaced every **3 (three) months**. Regular replacement keeps your **VOLTs** sounding and feeling like new.

Visit [www.MDHearingAid.com](http://www.MDHearingAid.com) to order Tubing, *ComfortTIPs*, and MDSHield Protection Plans.



# MANUFACTURER'S WARRANTY & REPAIR

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 instrument, all of which void the warranty (with MDShield™ Protection Plan these are covered, see page 28).*

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

For fastest service e-mail:  
**support@MDHearingAid.com**

Or, call: **312-366-3899**  
Office hours: Monday to Friday,  
8:30 am to 4:30 pm (CST).

Repair Facility:  
**MDHearingAid, Inc.**  
**Repairs Department**  
**24151 Telegraph Rd, #100**  
**Southfield, MI 48033**

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

## Repair Packaging Guidelines

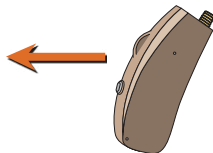
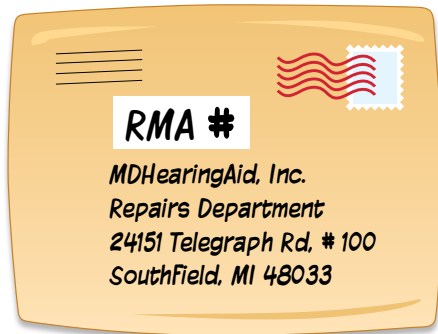
Please use the following guidelines when mailing to our Repair Facility.

### Do:

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

### DON'T send:

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



# RETURN POLICY

**Your satisfaction is guaranteed.** If you are not satisfied with your MDHearingAid ***VOLT***, you have 45 days from the date of purchase to return it for a full refund.

**MDHearingAid requires a minimum trial period of 21 days.** This minimum trial period is required because medical studies show that your brain requires about three weeks to adjust to new hearing aids. Return requests prior to 21 days from date of invoice will incur a ten percent (10%) Early Return Fee.

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

Please e-mail **support@MDHearingAid.com** for a RMA number and specific return instructions. We are available 24 hours a day, 7 days a week (a calendar day equals a business day). Or you may call Customer Service, 312-366-3899 Monday to Friday, 8:30 am to 4:30 pm Central Standard Time.

DAYS FROM INVOICE	AMOUNT REFUNDED	
	with RMA	w/out RMA
1- 20	90%	80%
21-45	100%	80%
46+	No Refund	No Refund

We are unable to honor return requests after 45 days from the date of purchase as shown on your invoice.

Return Facility:

**MDHearingAid, Inc.**

**Returns Department**

**24151 Telegraph Rd, #100**

**Southfield, MI 48033**

***Contact customer support for a 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 **MDHearingAidVOLT** and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve while using the **VOLT**.
- 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 PROSPECTIVE USERS

Good health practice requires that a person with a hearing loss have 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 PURCHASE. 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, 917 W. WASHINGTON BLVD, SUITE 202, CHICAGO, IL 60607 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE INITIAL TRANSACTION. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

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(Buyer's Signature)

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(Date)

# TECHNICAL SPECIFICATIONS

MAX OSPL90 ..... 125 dBSPL

HF Average OSPL90 ..... 116 dBSPL

HFA Full-on-gain..... 40 dBSPL

THD@ .....500 Hz 1.0%

.....800 Hz 0.3%

.....1600 Hz 0.7%

EQUIV INPUT NOISE .....20 dB



**MDHearingAid.com**

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