

User Manual

VOLT 4 Hearing Aids • Series E



FDA Warnings

WARNING: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: When to see a doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of earwax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part further into your ear, injuring your eardrum or ear canal, possibly seriously.

Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

MDHearing has a team of U.S.-based licensed audiologists and hearing specialists ready to assist by phone, email, text, and video sessions.

Note: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening—for example, noisy environments.

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events,” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

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We're here to help.

Our U.S.-based team of licensed audiologists and hearing specialists are the heart and soul of MDHearing. They're here to guide and assist you with any questions you may have.

To help our professionals improve your experience and provide the most accurate advice, take our free online hearing test at www.MDHearingAid.com/hearing-test.

800-918-3914

Monday-Friday (Visit www.MDHearingAid.com/contact-us for current hours of operation)

support@MDHearingAid.com

24 hours a day, 7 days a week

Congratulations

With the *VOLT 4*, you are back in control of the sounds around you—thanks to digital, rechargeable technology paired with user-adjustable settings.

Please read this User Manual in its entirety before using your new hearing aids.

Practice and patience are important as your brain relearns 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.





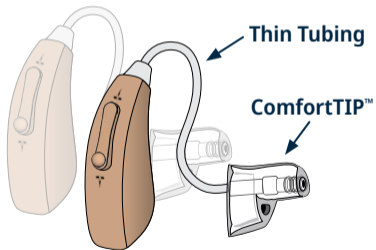
“

Superior in quality
of sound, ease of
use, and best value.
Thank you for
restoring my
confidence.

— Loren B.

Package Contents

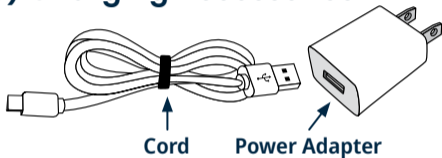
a) Hearing Aid(s)*



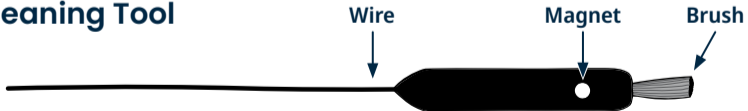
b) Charging Case



c) Charging Accessories



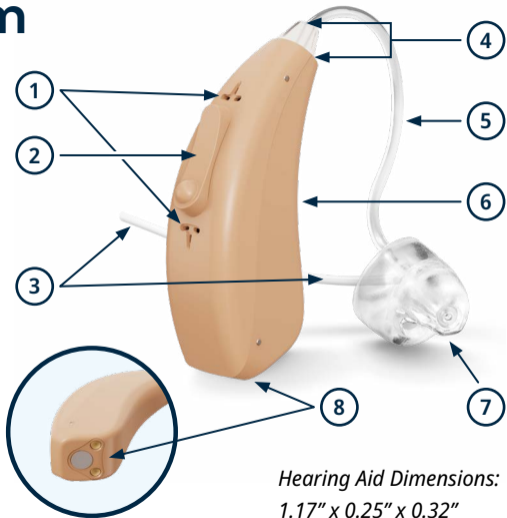
d) Cleaning Tool



**Contents will vary depending on quantity ordered.*

VOLT 4 Diagram

- 1) Microphones
- 2) Control Switch (volume and program control)
- 3) Stabilizer Bar
- 4) Threaded Tubing Base
- 5) Thin Tubing (series EV, size 2B)
- 6) Hearing Aid Body
- 7) ComfortTIP™ (open, size small)
- 8) Charging Contacts



*Hearing Aid Dimensions:
1.17" x 0.25" x 0.32"*

Quick Start Guide

If you have a pair of hearing aids, first identify the left and right aid. Hearing aids are fit, and may be tuned, differently for each ear. Therefore, they should not be swapped.

Step 1: Charge the hearing aids.

Step 2: Place the hearing aids on your ears.

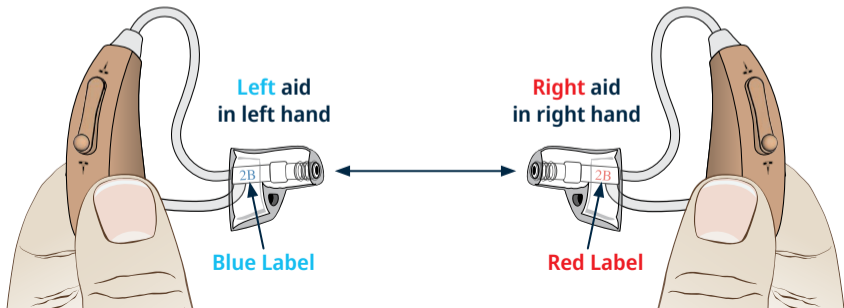
Step 3: Adjust the settings.

Please note: Tubing and tips are left and right ear specific (see page 29).

Identifying Your Left and Right Hearing Aids

To identify the left and right aids, hold them upright in each hand with the control switch facing you. The tubing/tips point toward each other when in the correct hand.

You may also look for the label near the end of the tubing. The **blue label** indicates left ear. The **red label** indicates right ear.

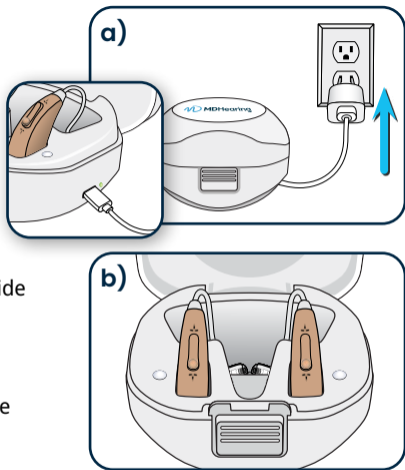


Step 1: Charge

a) Plug the charging case and USB cord into a standard outlet. LED3 will flash green to indicate the case is *charging*, and turn solid green to indicate it's *fully charged*.

b) Place the hearing aid(s) in the charging case. The left hearing aid should be placed in the left side of the charging case, and the right hearing aid in the right side.

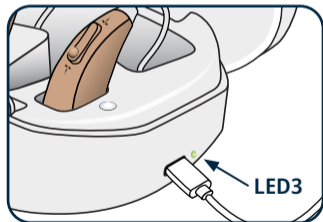
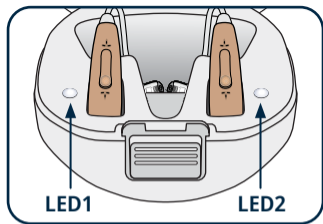
c) LED1 and/or LED2 will turn white to indicate the hearing aid is *charging*. The lights will turn off to indicate *fully charged* and ready to use.



Charging Case LEDs

The charging case has three LED light indicators.

- **LED1 and LED2:** Charging status of the left and right hearing aids. These are positioned next to the charging ports inside of the case.
- **LED3:** Charging status of the charging case. This is positioned on the side of the case, next to the charging cord port.



LEDs 1 & 2: Left & Right Hearing Aids

Charging	Solid white
Fully charged	Off

LED 3: Charging Case

Charging	Plugged in	Flashing green
Fully charged	Plugged in	Solid green
Hearing aids charging	Unplugged	Solid blue
Low battery	Unplugged	Flashing green 10 times, then off

Charging Information

	Charge Time	Battery Life
Hearing Aids	About 2 hours	Up to 20 hours
Charging Case	About 3 hours	Up to 3 full charges of the hearing aids

Once the hearing aid is fully charged, a sensor stops the charging process. There is no risk of battery degeneration if left in the charging case. The charging case can also remain plugged in while not in use.

Please note: We recommend wiping the hearing aid with a dry soft cloth to remove any moisture or oils before placing in the charging case.

Low Battery Warning

When the hearing aid battery is low, 3 long beeps repeat every 5 minutes until it fully depletes. When the charging case battery is low, LED3 will flash green 10 times and then turn off, indicating it has depleted.

On/Off Control

The hearing aid will automatically turn off when placed in the charging case, and turn on when removed from the case.

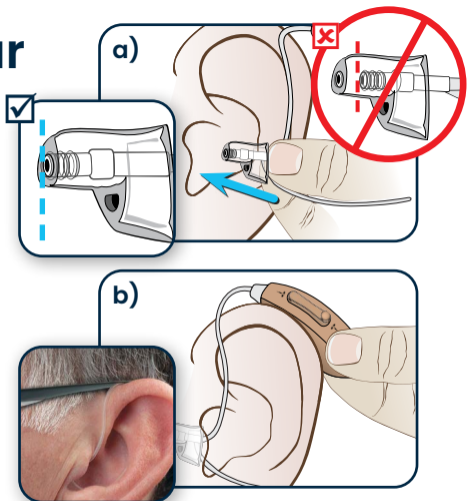
When the hearing aid is turned back on, it will delay 5 seconds before providing any sound. It will give 5 long beeps and then restore the last-used volume and program settings.

Step 2: Place On Ear

Prevent the ComfortTIP™ from coming off in ear—always verify the tip is pushed all the way on tubing before inserting. The tubing end should be visible through the opening of the ComfortTIP.

a) Hold the thin tubing at the stabilizer bar junction. Insert the ComfortTIP with gentle pressure into your ear canal.

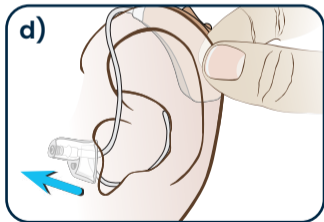
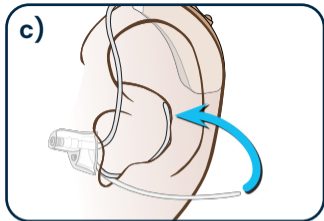
b) Place the hearing aid body behind your ear. The thin tubing should rest on top of your ear comfortably (next to glasses).



c) Tuck the stabilizer bar into the outer bowl of your ear. It will be straight at first, but will curve to the shape of your ear over time. It may also be trimmed to suit the size of your ear.

d) You may need to gently pull your ear outwards and push the ComfortTIP into the ear canal, following the natural curve of your ear canal.

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

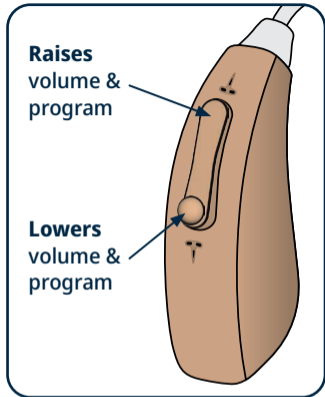


Step 3: Settings

The *VOLT 4* uses a multi-function control switch that serves as the volume control and program control.

- **Top of switch:** Raises volume and program.
- **Bottom of switch:** Lowers volume and program.

If you would like help fitting your *VOLT 4*, please contact one of our licensed hearing professionals at **800-918-3914** or **support@MDHearingAid.com**.



Volume Control

To change volume, press and quickly release the switch. You can raise or lower the volume.

- A single, short beep indicates each volume change.
- Two short beeps indicate when minimum and maximum volume is reached.

Program Selection

To change programs, press and hold the switch for 3 seconds. Beeps indicate a program change.

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

***Please note:** When the hearing aid is turned off and back on, it will delay 5 seconds before providing any sound. It will give 5 long beeps and then restore the last-used volume and program settings.*

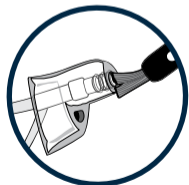
Program	Beeps	Best For
1. Quiet	1 beep	Watching TV and time with family at home. Both low and high pitched hearing loss.
2. Social	2 beeps	Time with friends, church, small group meetings, or hearing loss in the higher pitches.
3. Noisy	3 beeps	Large crowds, cafes, traffic, nature sounds, high octave music, or hearing loss in the higher pitches.
4. Restaurant	4 beeps	Any loud environment where you need to hear directly in front of you.

Care and Cleaning

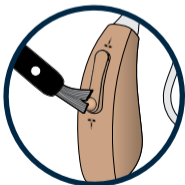
Daily Cleaning:

Use the cleaning tool **brush** to remove dust, earwax, or other debris from the ComfortTIP™, button, and microphones.

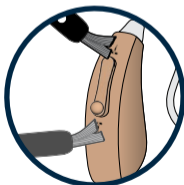
The hearing aid body can be cleaned with a dry soft cloth. Do not use water, alcohol, or other liquid agent to clean the hearing aid as it may damage it.



ComfortTIP



Button



Microphones

Monthly Cleaning (or as needed):

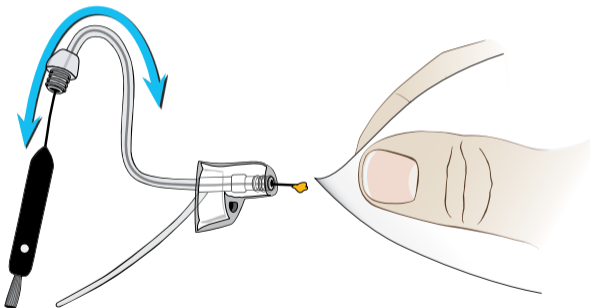
Use the cleaning tool **wire** to remove debris from tubing.

a) Remove tubing (see page 30).

b) Thread the wire through the tubing base and out of the tip.

c) Wipe the end of wire clean and repeat as necessary.

d) Reattach the tubing to the hearing aid body.



Replacing Parts

In addition to daily cleaning, you should also replace tips and tubing every 3 months.

Tips and tubing are left and right ear specific. The *VOLT 4* comes assembled with the following:

Thin Tubing (series EV, size 2B):

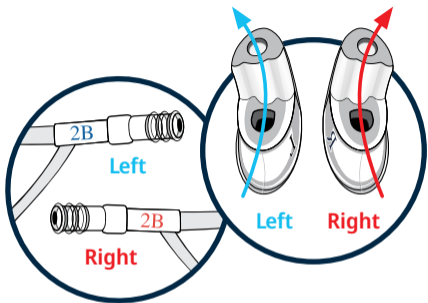
The **blue label** indicates left ear.

The **red label** indicates right ear.

ComfortTIPS™ (open, size small):

Left ear tips curve to the left.

Right ear tips curve to the right.



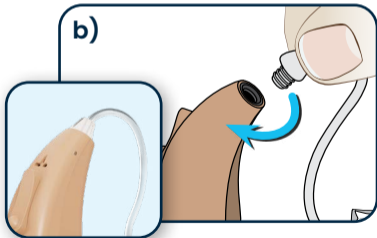
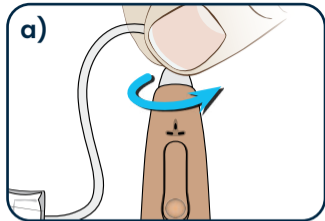
If you require a different size, you need more volume, or you're experiencing whistling at higher volumes, please call **800-918-3914** for alternative options.

Replacing Tubing

a) Remove tubing: Hold the tubing at the base and rotate it counter-clockwise like a bottle cap (or hold the tubing base firm and twist the hearing aid body clockwise to detach). You may experience resistance the first time you remove the tubing.

b) Attach tubing: Gently turn the tubing base clockwise onto the hearing aid (or twist the hearing aid body counter-clockwise into tubing base).

c) The tubing should be parallel to the hearing aid body when you are finished.

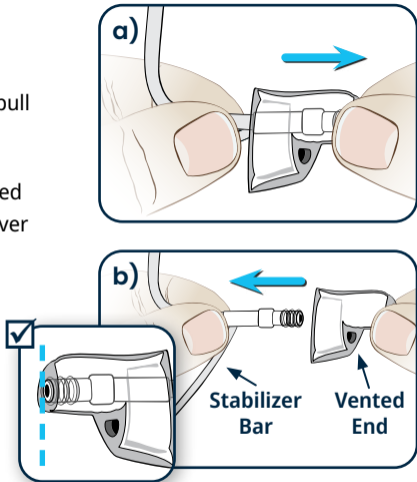


Replacing Tips

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 tubing end should be visible through the opening of the ComfortTIP. Otherwise, tubing may detach from tip when removing from your ear.



Ordering Parts and Protection

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

If you'd like to protect your hearing aids beyond the 1-year warranty, MDHearing offers the **MDSHield™ 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 or call 800-918-3914 to order tubing, tips, protection, and other accessories.

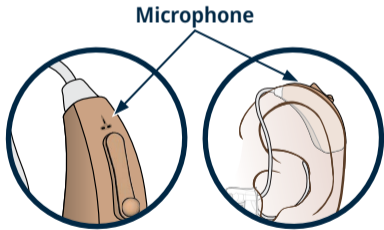
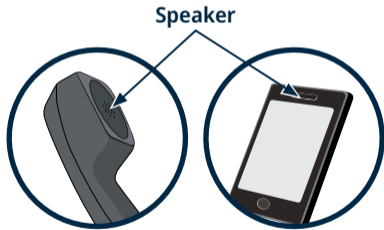
Tips for Optimal Performance

- 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 the hearing aid until it is fully charged with each charge.
- To extend the overall life of your battery, do not store the hearing aid or charging case for over a month without charging.
- Do not use hair spray or a hair dryer while wearing the hearing aid.
- Do not expose the hearing aids to excess moisture or heat.



Using the Telephone

Use program 1 when using the phone. If whistling (feedback) occurs, make slight adjustments to the volume or try various positions with the phone's **speaker** and the hearing aid's **microphone** until you find what works best for you.



Troubleshooting

		Issue:		
		Intermittent or distorted sound	Feedback/whistling	Weak or no sound
Action Steps:	Adjust volume	✓	✓	✓
	Charge <i>VOLT 4</i>	✓		✓
	Use a dehumidifier	✓		✓
	Clean ear canal	✓	✓	✓
	Clean tubing/tip	✓	✓	✓
	Change tubing/tip	✓	✓	✓

Sound is distorted or intermittent.

- Trapped moisture may be distorting the sound. Use a hearing aid dehumidifier overnight.
- Lower the volume.
- Make sure the hearing aid is charged. If you are unsure, fully charge the hearing aid and turn aid back on.
- Remove tubing from the hearing aid body and turn the volume up to maximum. If it whistles, the hearing aid is working and wax or debris may be blocking the sound. Use an ear rinse kit or have your ears cleaned by a professional.
- Clean the tubing/tip and replace if they appear worn (see pages 27–31).

*For optimal performance, tubing and tips should be **replaced every 3 months**. To order accessories, visit 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 tip into your ear canal so it fits better.
- Lower the volume.
- If whistling occurs when increasing volume, you may need more gain and should try the closed ComfortTIP™. Call us at **800-918-3914**.
- Wax or debris can cause whistling. Clean tubing/tip and replace if they appear worn (see pages 27–31). Clean ear canal or try an ear canal wax removal solution.

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 weak or no sound.

- Trapped moisture may be distorting the sound. Use a hearing aid dehumidifier overnight.
- Make sure the hearing aid is on.
- Make sure the hearing aid is charged. If you are unsure, fully charge the hearing aid and turn aid back on.
- Remove tubing from the hearing aid body and turn the volume up to maximum. If it whistles, the hearing aid is working and wax or debris may be blocking the sound. Use an ear rinse kit or have your ears cleaned by a professional.
- Clean the tubing/tip and replace if they appear worn (see pages 27–31).

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

Warranty and Replacements

The MDHearing *VOLT 4* is covered against defects in materials and workmanship for one (1) year 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 hearing aids, such as physical shock, damage from moisture or sweat, excessive wax build-up, lack of proper maintenance, or tampering with the device, all of which void the warranty. If you do not regularly change your tips and tubing, your warranty will be considered void. Similar to car maintenance, hearing aid maintenance is essential to ensure your hearing aids are working well for years to come.

For added coverage, see page 32 for the MDShield™ Protection Plan.

If you require **Warranty or Replacement Service**, please see the replacement instructions on page 40. Replacement costs may be applicable.

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your MDHearing *VOLT 4*, you have 60 days from the date of delivery (as reported by shipment tracking) to return for a full refund. We are unable to honor return/refund requests for accessories.

How To Initiate a Return or Replacement

To initiate a return or replacement, **you MUST contact customer service to start our return process** before sending the devices back to us. This is essential for proper processing and efficiency. Please contact **800-918-3914** or **support@MDHearingAid.com** to activate your return.

Please see page 41 for mailing guidelines.

Mailing Guidelines

DO send:

- The **hearing aid(s), charging case, and original box** in a mailer

DON'T send:

- Hearing aid accessories (tips, tubes, etc.)

Returns & Replacement Facility:

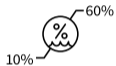


Do not mail to this address without contacting customer support to activate the return process (see page 40).

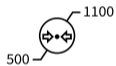
Transport and Storage Conditions



During transport or storage for a long period of time, the temperature should not exceed the limit values of 14° to 158° Fahrenheit (-10° to 70° Celsius).



During transport or storage for a long period of time, the relative humidity should not exceed the limit values of 10% to 60%.



The air pressure range between 500 and 1100 hPa is appropriate or the hearing aid performance could be affected.

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 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 MDHearing *VOLT 4* 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.
- 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.

General Warnings

This product may help you hear better if you:

- Strain to follow conversations when others don't, especially in noisy places.
- Have trouble understanding the TV or telephone calls.

This product may not be right for you if you:

- Consistently experience feedback (whistling) of the earbuds when you turn up the volume to a level that is comfortable for you, even after you have followed the instructions for fitting your ear tips properly.

- Feel the hearing aid is not providing enough amplification even at the highest volume setting.

To prevent hearing damage:

- Use appropriate hearing protection in loud environments. The hearing aids are NOT hearing protection devices.
- Remove the hearing aids if you encounter any overly loud sounds.

Batteries

- Do not attempt to open the product or replace the battery; that will terminate the warranty.

- The battery is built-in and cannot be replaced. Use of other batteries may present a risk of fire, explosion, or chemical burn.
- Dispose of rechargeable product according to local regulations. Please recycle when possible. Do not dispose the rechargeable product as household waste or attempt to burn it as it may explode.
- For safety reasons, use only the charging case and AC adapter supplied with your hearing aids. Use of any other types may invalidate any approval or warranty, as well as damage or destroy the product and could be dangerous.

Hazard Warnings

- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Not doing so could lead to infection.
- Communication devices such as digital cell phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction, or locate the cell phone and move away from it.

- Hearing aids may fail suddenly without prior warning (e.g. in case of a defect or an empty battery), particularly in situations where you're required to hear acoustic warning signals, e.g. in traffic.
- Be aware that some sounds may sound different when you're using the hearing aids. Keep this in mind when you need to be aware of your surroundings. You should adjust to this over time.

Explosion Hazard

- Do not use your hearing aids in explosion hazard areas.

X-ray, MRI, CT, PET Scanning, Electrotherapy

- Hearing aids must NOT be exposed to strong electrical fields that may be generated during X-rays, CT scans, PET scans or MRIs, during electrotherapy or during surgeries. Please remove your hearing aids in these types of situations to prevent any damage to them.

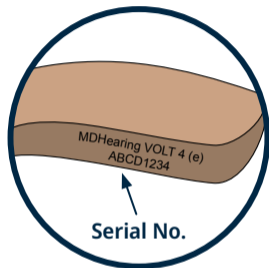
Technical Specifications

MAX OSPL90	112 dB SPL
HF Average OSPL90	105 dB SPL
HFA Full-on Gain	35 dB
Frequency Range	200-5,500 Hz
Total Harmonic Distortion @500 Hz	1%
Total Harmonic Distortion @800 Hz	1%
Total Harmonic Distortion @1600 Hz	1%
Equivalent Input Noise	25 dB
Latency Value	<15msec
Frequency Response Smoothness	<12 dB

Your Serial Number

Please retain your hearing aid serial numbers for your records. Your *VOLT 4* serial number can be found on the spine of the hearing aid.

Serial Number(s): _____



Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 60 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 MDHEARING, 650 W LAKE ST #120, CHICAGO, IL 60661 NO LATER THAN MIDNIGHT OF THE 60TH DAY AFTER THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

(Buyer's Signature)

(Date)

MDHearingAid.com

800-918-3914

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