App Manual

VOLT MAX 2 Hearing Aids • Series AV

MDHearing

IMPORTANT: Stay up to Date

We update our app regularly to improve and enhance the user experience. The app may change with future updates and this physical manual will not reflect the changes.

For the most current version of the app manual, please visit

https://start.MDHearing.com

Compatible Devices

The MDHearing app is available for:

• iPads and iPhones with iOS version 12 and higher.

• Android devices running version 8 or higher.

Bluetooth

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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 MDHearingAid.com/contact-us for current hours of operation)

support@MDHearingAid.com

24 hours a day, 7 days a week

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Downloading the App

The MDHearing app lets you set up the hearing aids, personalize them to fit your needs, and adjust the sound settings.

To download the app, scan the QR code.

Downloading the app manually:

a) On your smartphone or tablet, open the App Store® on iOS/Apple or Google Play Store on Android™.

b) Search for “MDHearing” in the search bar.

c) Download the app and open it to get started.

a)

b)

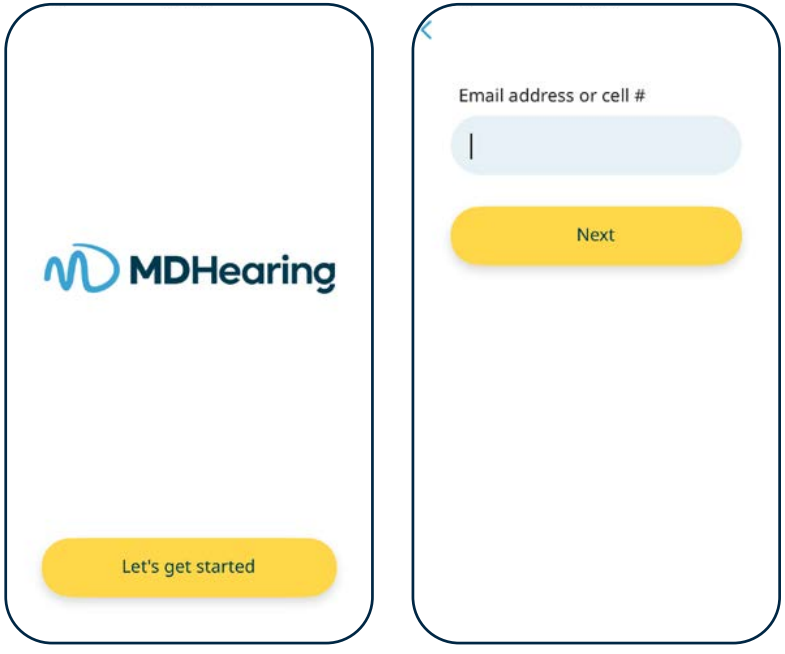


App Store is a service mark of Apple Inc., registered in the U.S. and other countries.
Android, Google Play and the Google Play logo are trademarks of Google Inc.

Sign In

a) Sign in with your email address or phone number.

a)

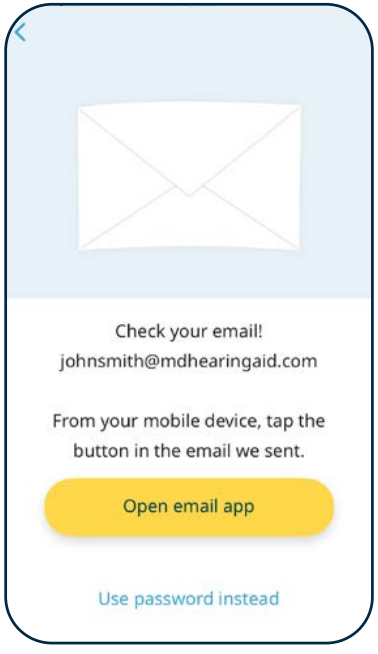


b) Open the text message or email from MDHearing Support on your device and tap the link to finish your secure sign in. You can also use a password to sign in as an alternative.

Please note: *Check your spam folder or filtered text messages if you do not see the message in your inbox.*

c) Continue setting up your hearing aids in the MDHearing app.

b)



c)



Connecting With iOS

Fully charge the hearing aids prior to first use and pairing with the app.

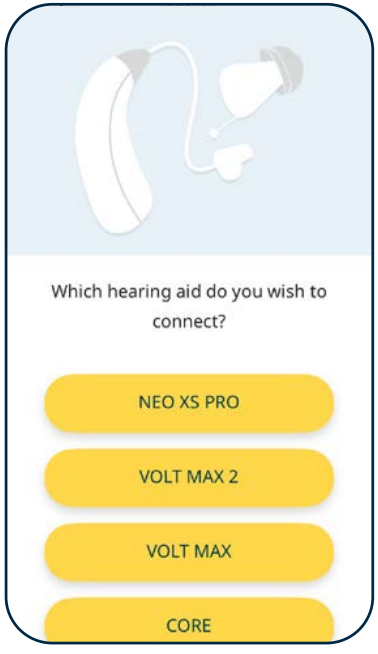
a) Select the *VOLT MAX 2* to connect.

Please note: *Instructions for charging your VOLT MAX 2 can be found in the user manual.*

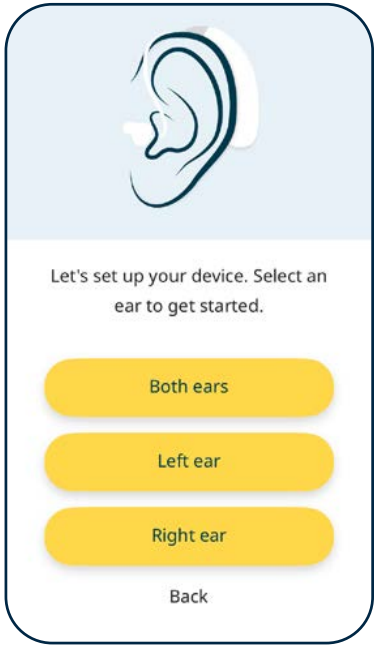
b) Select the ear you want to set up.

Please note: *Screens will be red when setting up right ear. Screens will be blue when setting up left ear.*

a)



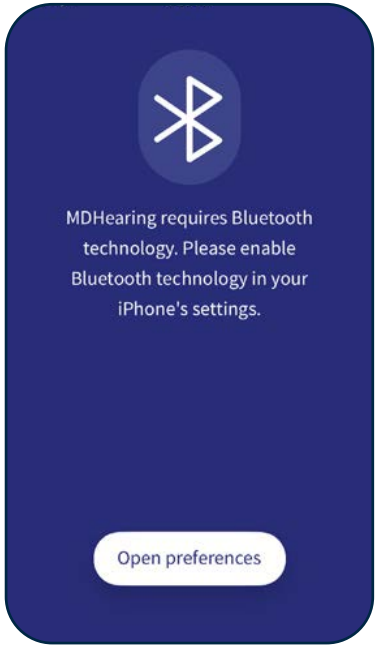
b)



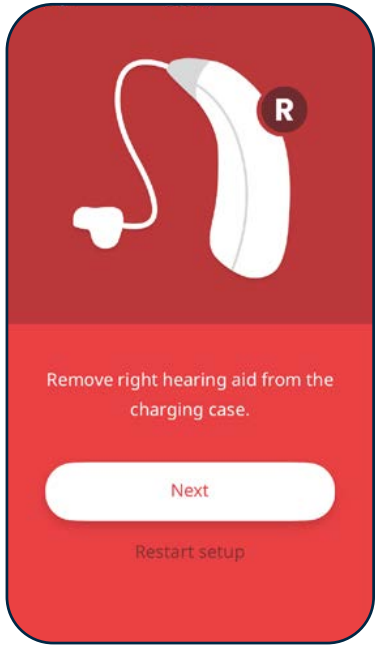
c) Turn on Bluetooth in your phone settings to allow the app to communicate with the hearing aid, and return to the app.

Please note: *Do NOT pair the aids via your phone's Bluetooth settings outside the app. Follow instructions in the app, otherwise it will not find the hearing aids.*

c)



d)



d) Remove the hearing aid from the charging case and tap "Pair" when the message appears.

Connecting With Android

Fully charge the hearing aids prior to first use and pairing with the app.

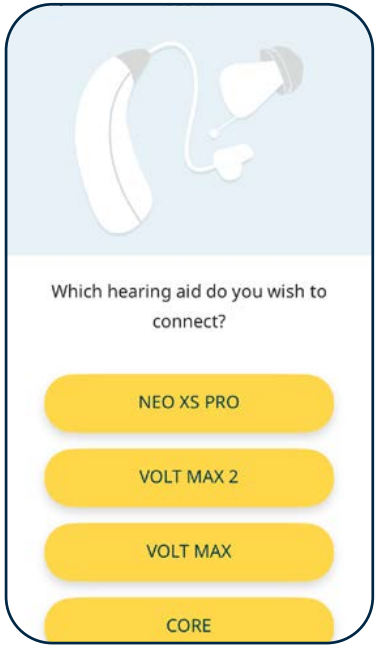
a) Select the *VOLT MAX 2* to connect.

Please note: *Instructions for charging your VOLT MAX 2 can be found in the user manual.*

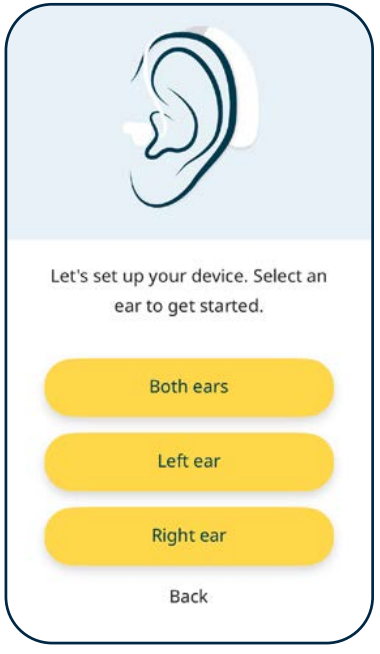
b) Select the ear you want to set up.

Please note: *Screens will be red when setting up right ear. Screens will be blue when setting up left ear.*

a)



b)

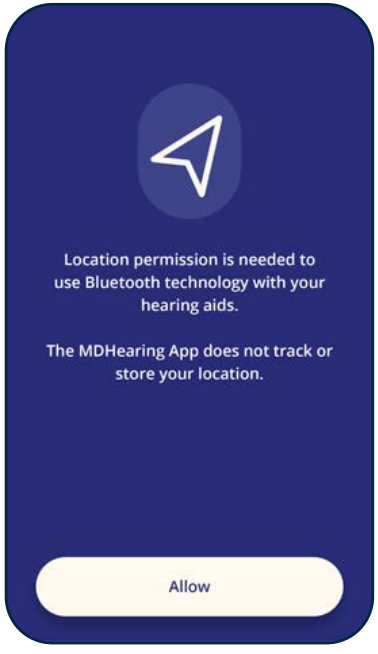


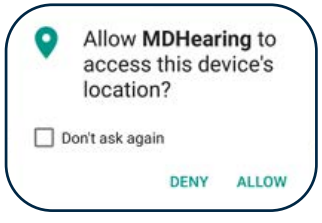
c) Allow MDHearing to access the device location and connect with your hearing aid. The app does not track or store your location.

Please note: *Do NOT pair the aids via your phone's Bluetooth settings outside the app. Follow instructions in the app, otherwise it will not find the hearing aids.*

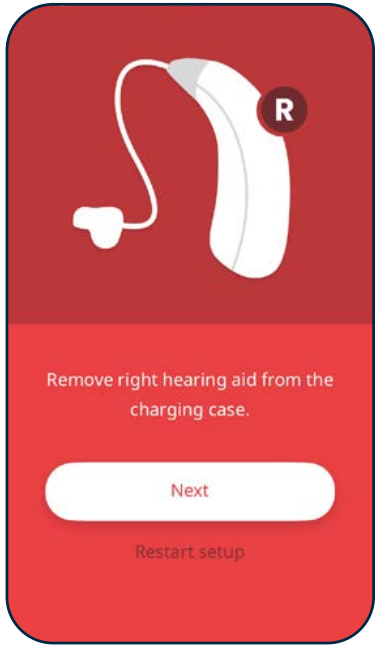
d) Remove the hearing aid from the charging case and tap "Pair" when the message appears.

c)





d)

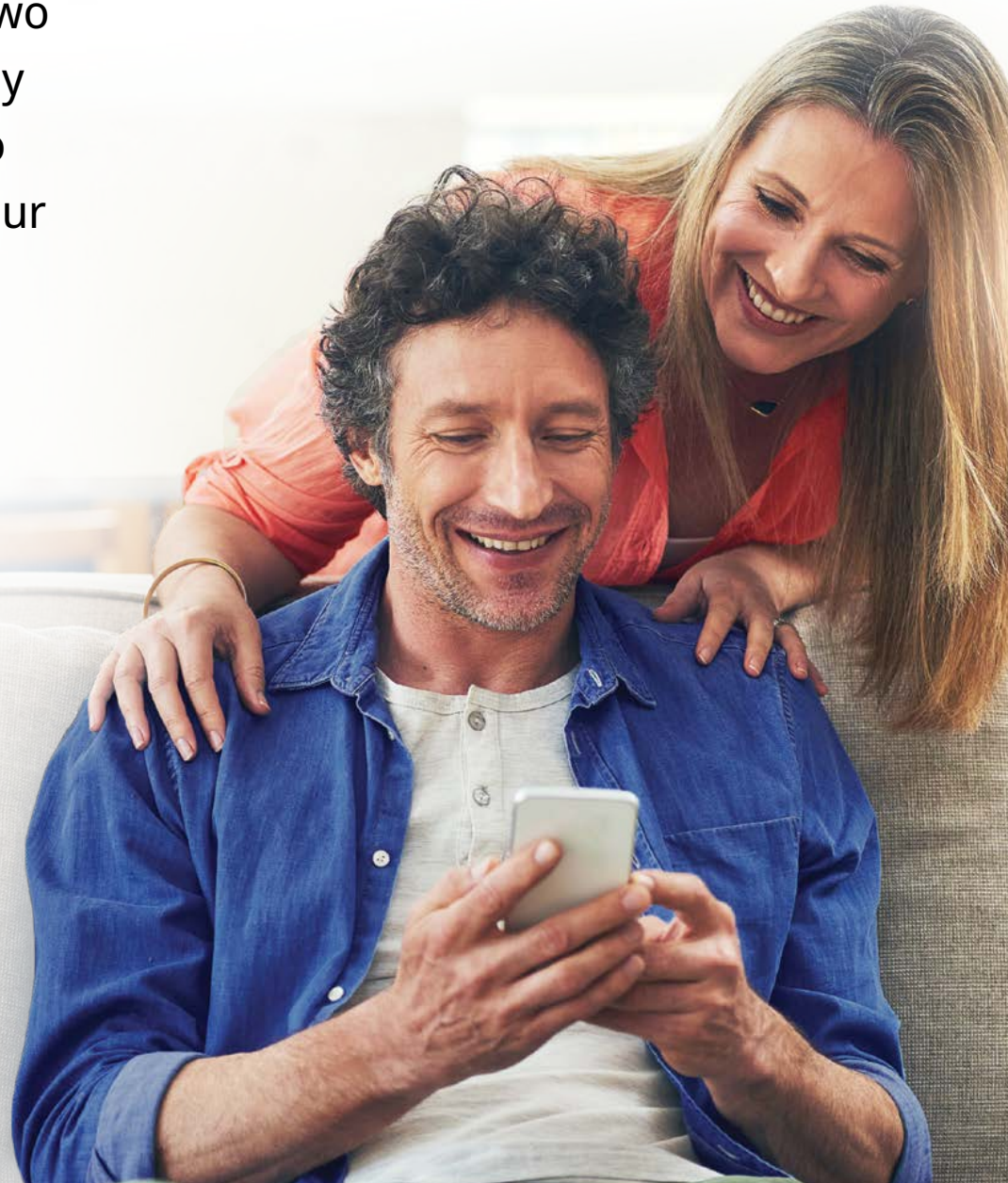


Personalizing

Just as no two people are alike, no two ears are exactly the same. That's why MDHearing created a way for you to personalize your hearing aids for your unique ears.

By measuring your response to a series of tones, the app will create a profile for each ear and customize the programs just for you.

Please note: *This is not a medical evaluation or test.*



When to Personalize

First use:

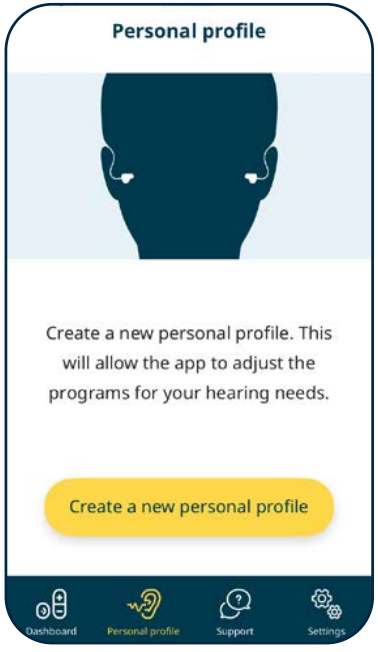
You will be prompted to personalize after connecting your hearing aids to the app.

Annually:

Your ears can change over time. It is best to update your profile every year.

Changes in your hearing:

You can create a new personal profile any time you feel your hearing has changed.

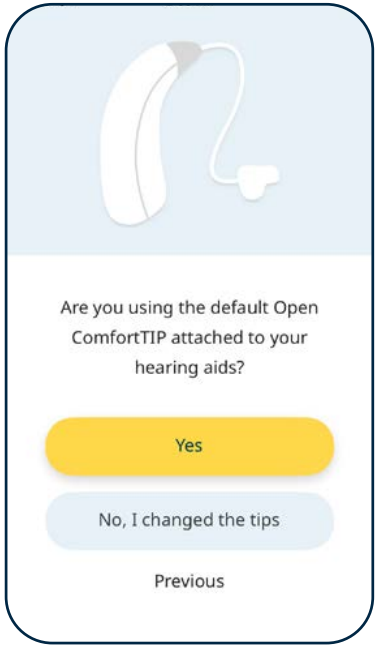


Personalization Process

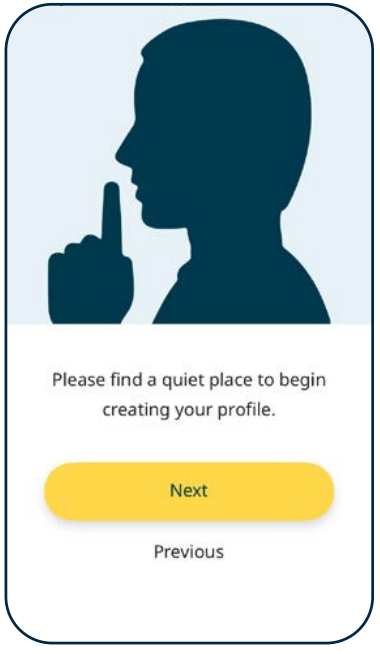
a) To begin creating your personal profile, you will need to specify which type of tip you are using.

Please note: *We recommend first trying the default open ComfortTIP™ that is attached. The app will detect if the High Volume closed tip is needed.*

a)



b)

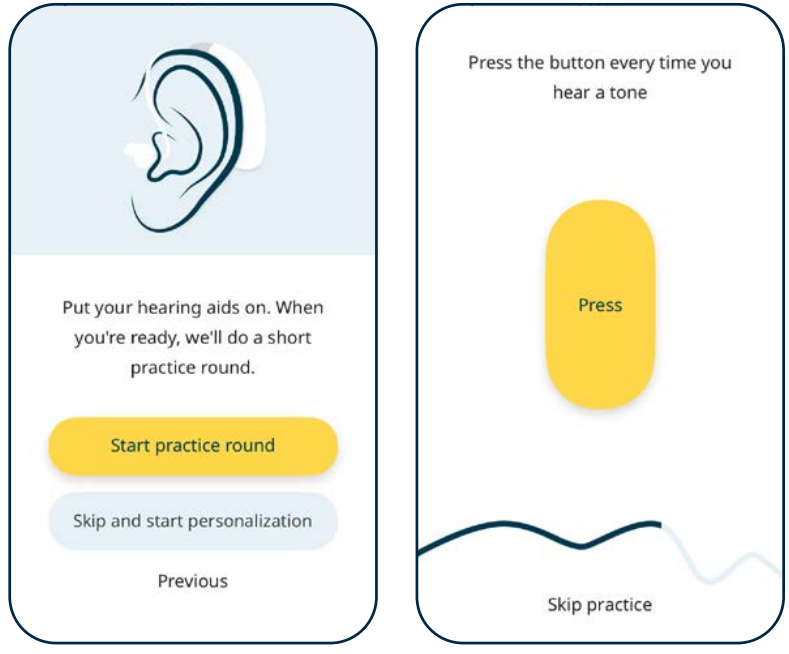


b) Allow the MDHearing app to use your device microphone. This is only used during the personalization to check that you're in a quiet place for accurate results.

c) Follow the instructions in the app to complete your personalization for each ear. This will take about 10 minutes.

Please note: *For accurate results, only press the button if you really heard the tone.*

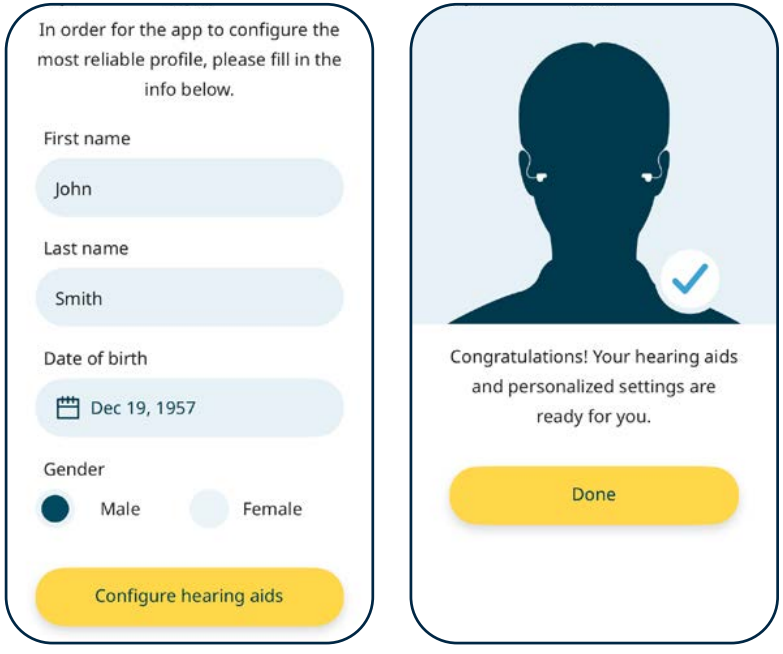
c)



d) To finish optimizing your hearing aids, enter your date of birth and gender.

Please note: *Personalization results differ based on age and gender.*

d)

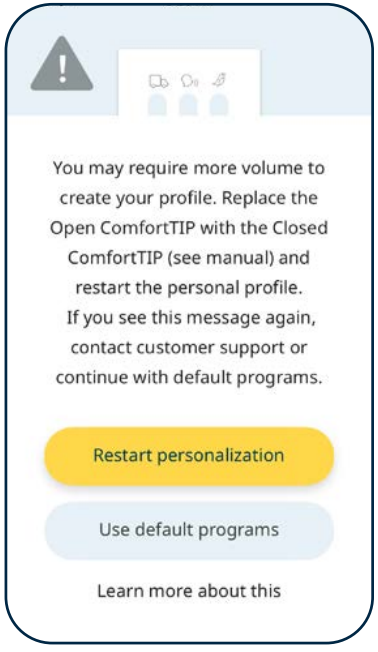


High Volume Closed Tip

The app will detect if you need more volume to create your profile. If this is the case, you will see this screen.

Use the High Volume closed tip included in your accessories.

Detailed instructions for using this tip can be found in the Replacing Parts section in your *VOLT MAX 2* user manual.

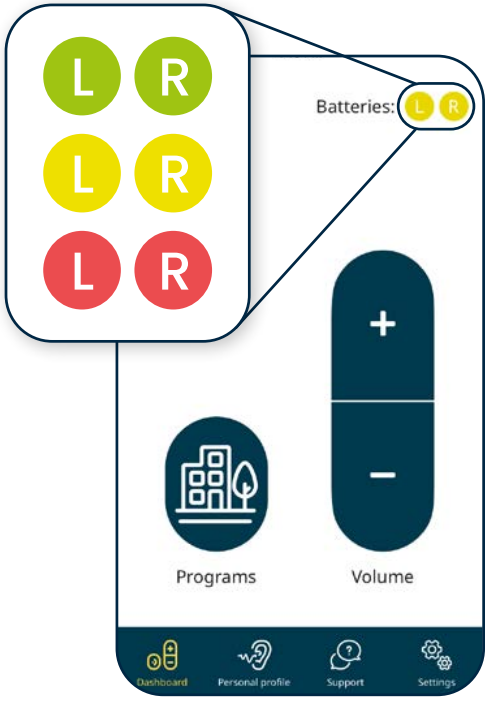


Dashboard Controls

The Dashboard allows you to view your hearing aid battery levels and change your program and volume. Tap the Programs button to access program options. Tap the Volume button to access volume control.

Battery Information

- **Green** = Good battery
- **Yellow** = Replace/recharge battery soon
- **Red** = Replace/recharge battery immediately

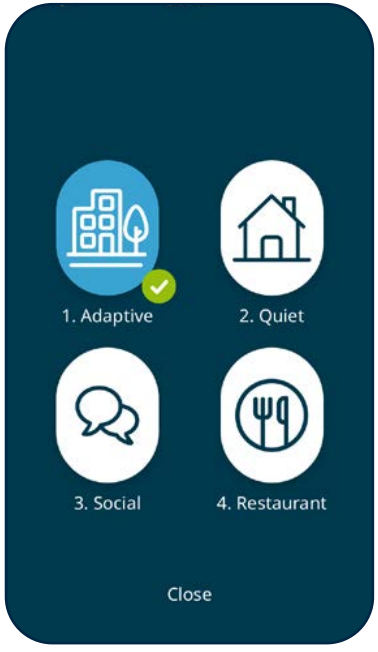


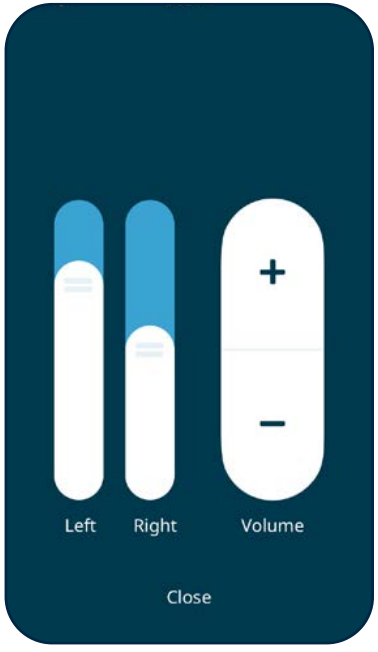
Important! *The app may no longer work when battery level is low (even if the hearing aid is still working) because the app connection requires more power than the hearing aid amplification.*

Program and Volume Control

Programs: For detailed program descriptions, see the Settings section in your *VOLT MAX 2* user manual.

Volume: Drag the sliders up and down to control the left or right aid's volume. Tap "+/-" to raise/lower the volume of both hearing aids.

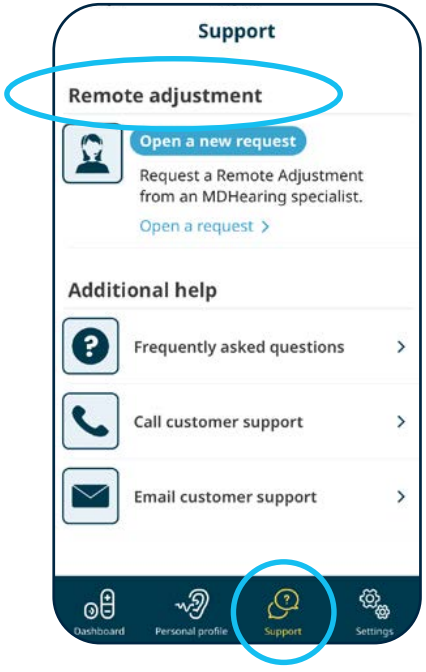


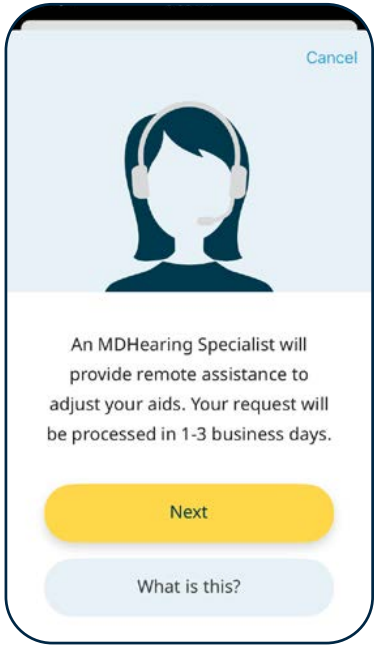


Please note: *When the hearing aid is turned off and back on, it will return to the last used settings.*

Remote Adjustment/Support

Our hearing specialists can adjust the sound settings for you remotely through the app. Let us know the issue you are facing and a specialist will adjust your hearing profile.





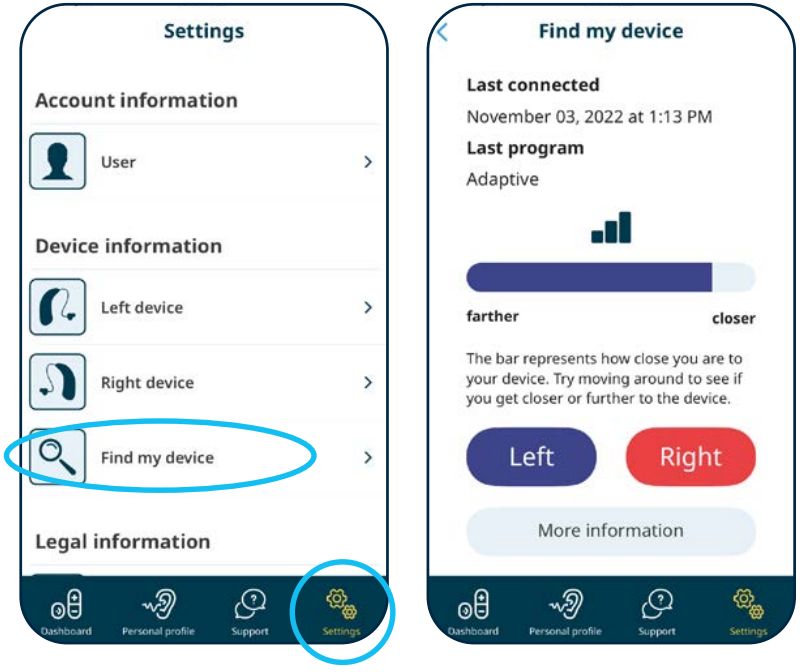
To get started, go to the “Support” tab at the bottom of the screen. Select “Open a new request” and follow the instructions to complete your request. You can also view the status of an open request or get support via phone or email on this screen.

Once the adjustments have been made by a specialist, you will receive a notification (if you have notifications enabled on your device). Open the app and select “View & apply changes” to complete your remote adjustment.

Find My Device

The Find My Device tool helps you locate your misplaced hearing aids. Its real-time distance indicator represents how close you are to the device. It also tracks your last-known time of connection and program setting.

Find My Device can be found under the “Settings” tab at the bottom of the screen.

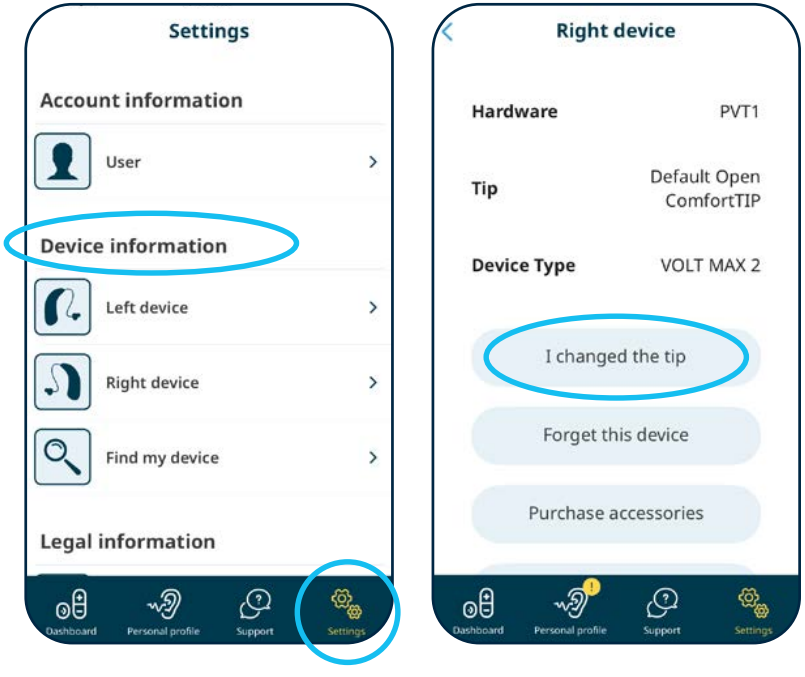


Device Information

Device Information can be found under the “Settings” tab at the bottom of the screen. Select the Left or Right device.

“I changed the tip” button:

If you change the tip, we recommend specifying which type of tip you are using on each hearing aid. This ensures that you recreate your personal profile to reflect the tip and volume, thus giving you the most accurate results.

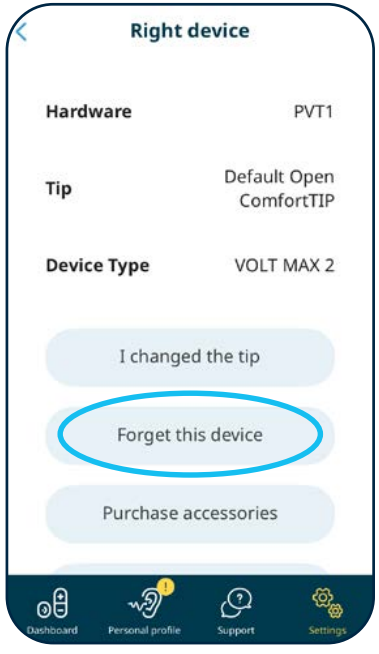


“Forget this device” button:

You are only able to connect your hearing aids to one device at a time.

You should “forget this device” if:

- you switch to a new phone or tablet and need to delete the hearing aid from the previous device.
- you get a new hearing aid due to rreplacement, repair, or purchasing a new one.



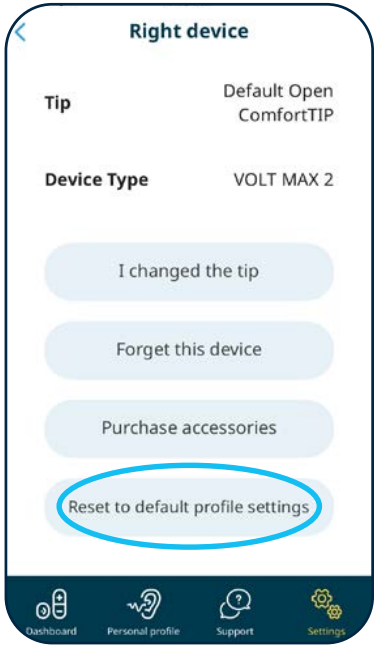
“Reset to default profile settings” button:

Resetting your profile settings to factory default will remove your personalization settings and any remote adjustments made by our hearing professionals.

You should “reset to default profile settings” if:

• you want to delete your personal profile.

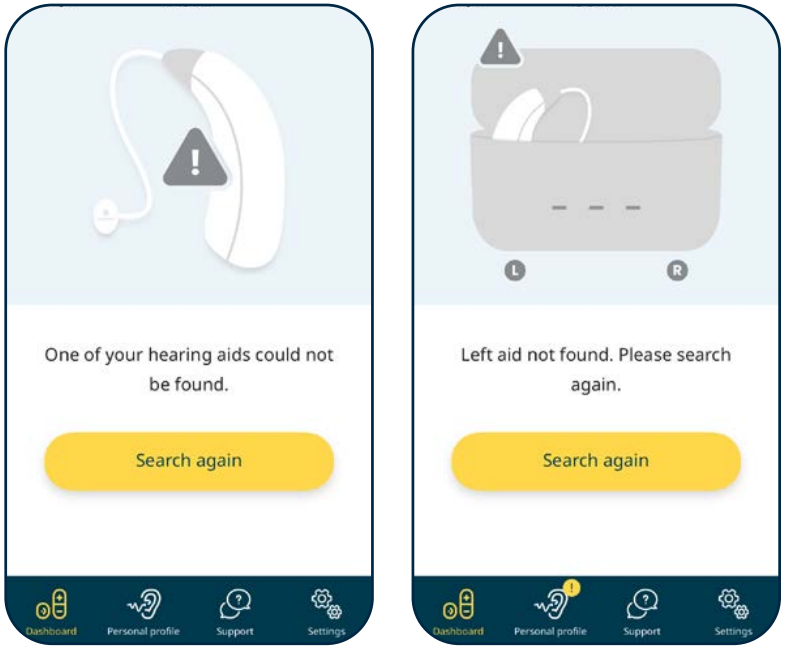
• you feel you heard better with the default settings.



Troubleshooting

Please note: *For sound issues, please see your VOLT MAX 2 user manual.*

Connection Problems



If the app is unable to find your aid, check the following and then press “search again”.

VOLT MAX 2 is turned on:

Make sure the hearing aid is charged. If unsure, charge until blue light turns green (when charging case is plugged in) or off (when charging case is unplugged).
Place the hearing aid on your ear, press the button, and listen for beeps.

VOLT MAX 2 is near the smartphone:

Bluetooth has a limited connection range. Make sure your *VOLT MAX 2* is within six (6) feet of your device.

No other device is connected to the *VOLT MAX 2*:

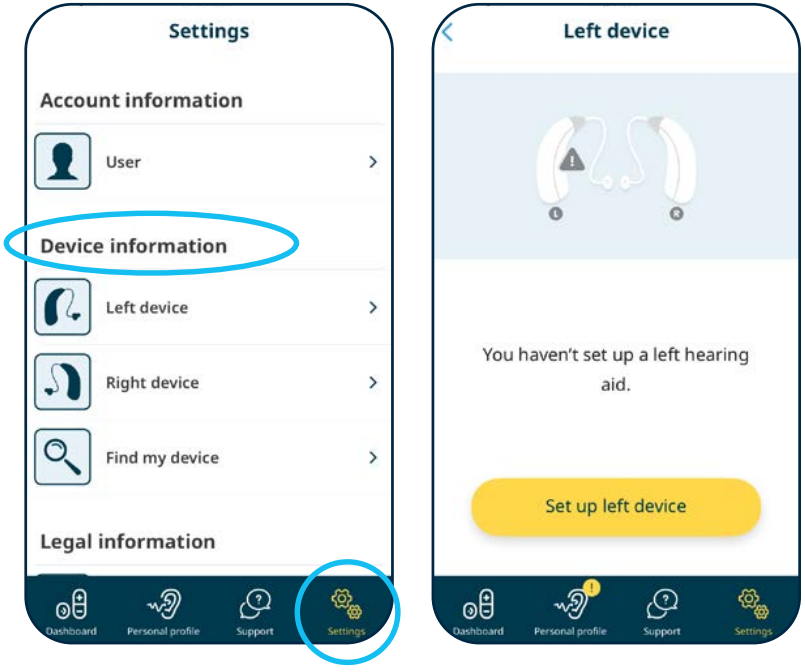
If you use the MDHearing app on both your smartphone and tablet, you will only be able to connect with one device at a time. Make sure the app is completely closed on the other device.

If the app is still unable to find the aid, charge the hearing aid. The app may no longer work when hearing aid battery is low, even if the *VOLT MAX 2* is still working. This is because the app connection requires more power than the hearing aid amplification.

Add a Second Hearing Aid to the App

If you started using the app with only one aid and later decide to add a second aid, you will need to go to the “Settings” tab at the bottom of the screen and scroll down to Device Information.

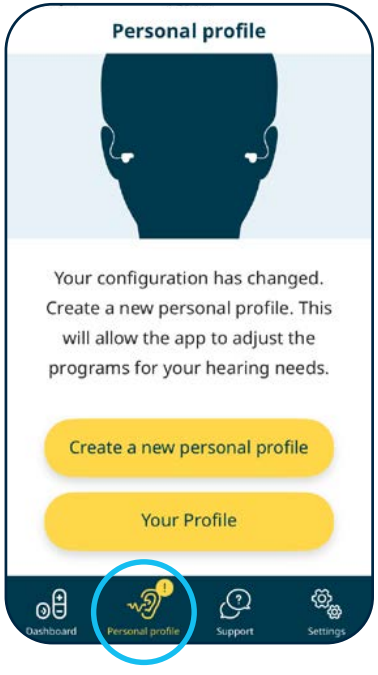
Select either Left or Right Device, depending on which side you need to set up. Then tap the “Set up Left/Right device” button and follow the instructions in the app.



Incomplete Profile Notification

When your personal profile is incomplete, you will see an exclamation mark on the Personal Profile icon. This means you need to recreate your personal profile. This can be the case when:

- you never completed the personalization.
- you add a new hearing aid.
- you change the tip in the app settings.



For more FAQs, *visit the Support tab in your MDHearing app.*

Warnings

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to ensure that the app will function correctly and will be kept up to date.

The app must only be used with MDHearing smart hearing aids for which it is intended, and SC Industries takes no responsibility if the app is used with other devices.

If using the MDHearing app with the hearing aid, please make sure to read the hearing aid user guide. The hearing aid user guide was included in the hearing aid package. If you need a new copy, please contact MDHearing customer support.

Mobile device apps are intended to be used with wireless hearing aids. Mobile device apps send and receive signals from the wireless hearing aids via mobile devices for which the apps have been developed.

MDHearingAid.com
800-918-3914

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