



MD>>>AMP

User Manual

MDHearingAmp.com

v04.20



A photograph of a woman with short brown hair and glasses, wearing a striped shirt and a grey cardigan, smiling and looking towards the left. Behind her, a man with glasses and a beard, wearing a light-colored shirt, is also smiling and looking in the same direction. They appear to be in a meeting or collaborative work environment. The background is bright and out of focus.

“

I'm able to hear and
join conversations.
These have made
**my life so much
more enjoyable.**

— Jerry W.

Congratulations

With the *AMP*, you are back in control of the sounds around you, thanks to advanced digital 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 your hearing, your expectations, and your frequency of use.

We're here to help.

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

800-823-9819

Mon.—Fri. 8:00am—4:30pm (CST)

support@MDHearing.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.

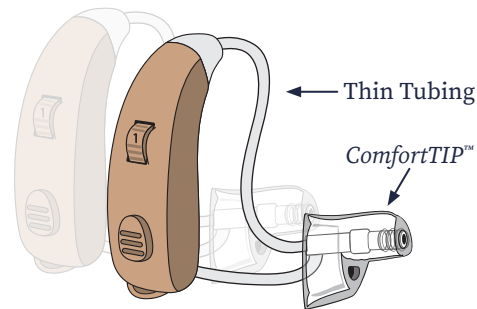
Table of Contents

Package Contents.....	2
AMP Diagram	3
Quick Start Guide	4
Insert Battery/Turn On	5
Place AMP On Ear	8
Adjust Volume.....	9
Program Selection	10

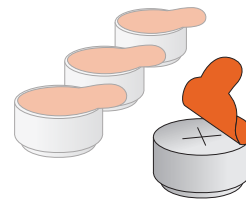
Care and Cleaning	11
Replacing Tips and Tubing..	13
Troubleshooting.....	17
Warranty and Repair	21
Return Policy.....	23
Warnings	25
Technical Specifications....	26

Package Contents*

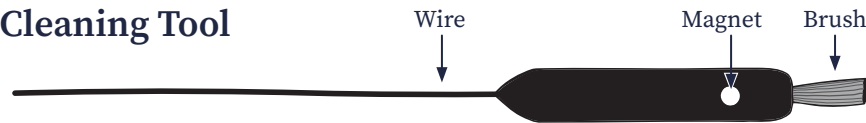
a) AMP Device(s)



b) Size 13 Batteries

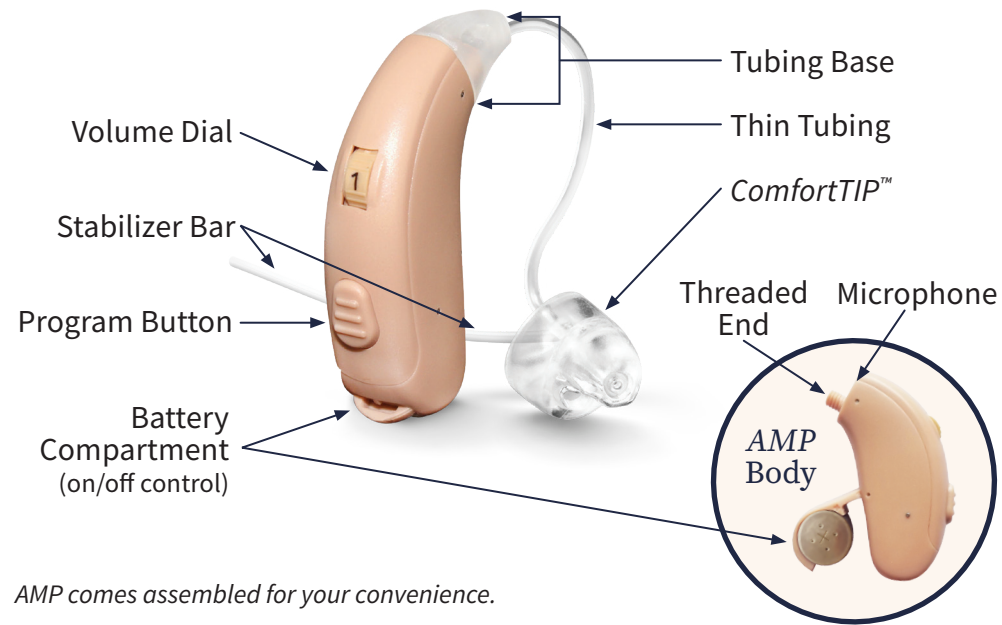


c) Cleaning Tool



*Contents will vary depending on quantity ordered.

AMP Diagram



Quick Start Guide

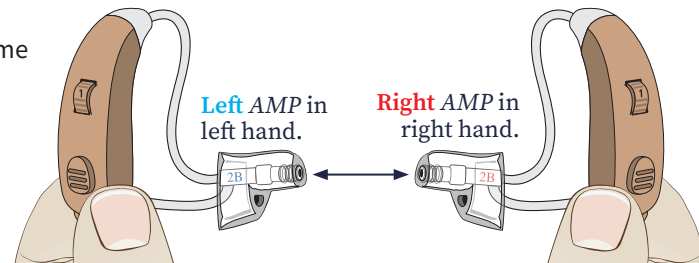
Three Easy Steps for Using Your MDHearing AMP

If you have a pair, first identify the left and right device.

Step 1: Insert battery

Step 2: Place AMP on your ear

Step 3: Adjust the volume



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

Step 1: Insert Battery

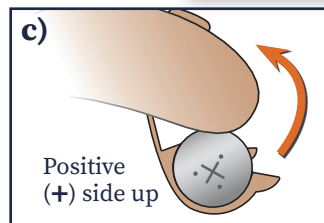
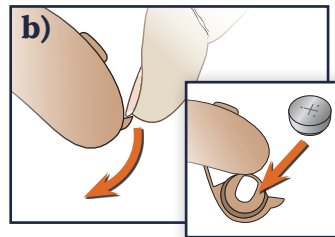
Battery Type: Size 13 zinc-air (orange tab)

a) Remove orange adhesive tab to activate battery. **Wait one (1) FULL minute for the battery to become fully operational.**

b) Push nail grip downward to open the battery compartment. With positive (+) side of the battery facing up, use the cleaning tool magnet (or your fingers) to insert battery.

c) Close battery compartment to turn your AMP on.

***Please note:** If the battery compartment does not close easily, battery may be inserted upside down.*

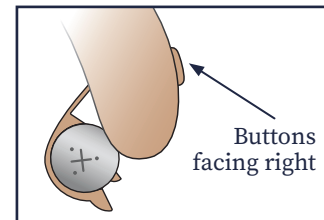


Battery Information

Battery Removal:

1. Hold AMP with buttons facing right and open battery compartment.

2. Remove battery with the magnet on your cleaning tool or turn AMP over and let battery fall in your hand.



Low Battery Warning:

A soft beep-beep indicates low battery. It will repeat every 5–10 minutes until the battery fully runs out.

Battery Tips:

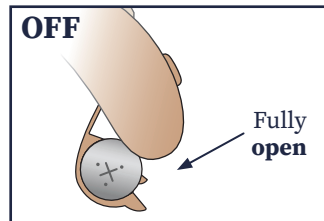
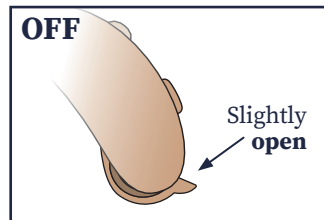
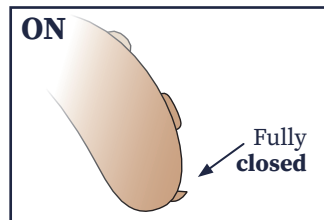
- Open battery compartment when not in use.
- Store batteries in original packaging.
- Do not use expired, unsealed, or corroded batteries.
- Do not leave exhausted battery in AMP.

Caution!** Keep batteries out of reach from children and pets. If a battery is accidentally swallowed, seek medical attention immediately, or call **The National Battery Hotline at 800-498-8666.

On/Off Control

The AMP has a two-stage battery door which functions as an on/off switch.

- **ON:** Close battery door completely.
- **OFF:** Slightly open the battery door (it should catch on a notch), or continue to open the battery door fully to change the battery.



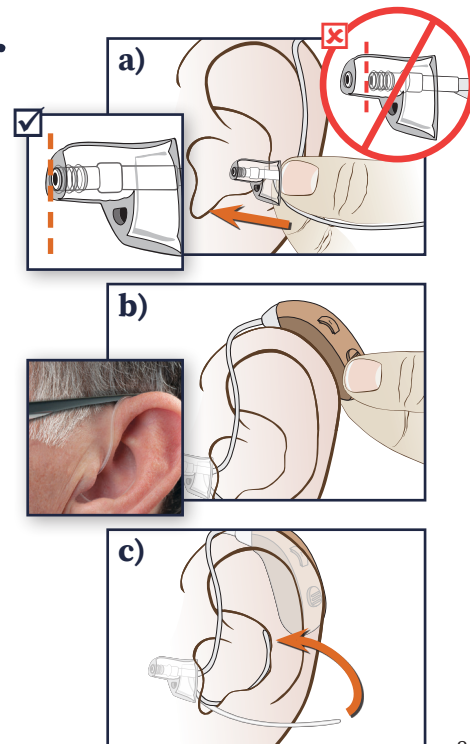
Step 2: Place On Ear

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 AMP 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.



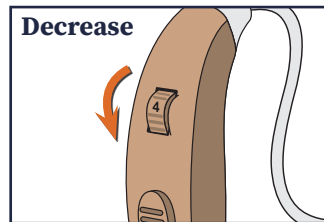
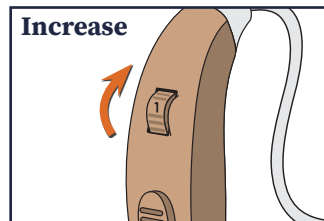
Step 3: Adjust Volume

The AMP 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*.

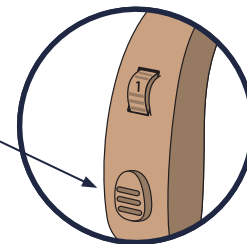
Please note: Whistling may be heard if the AMP is turned on but not positioned securely in your ear. Once the ComfortTIP is properly inserted, whistling will stop.



Program Selection

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

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



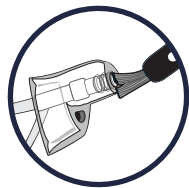
Program	Beeps	Best For
1. Quiet*	1 beep	Watching TV and time with family at home.
2. Social	2 beeps	Small group meetings, church, time with friends.
3. Noisy	3 beeps	Large crowds, restaurants, traffic, nature sounds, or high octave music.
4. Restaurant	4 beeps	Reduce background noise in any loud environment.

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

Care and Cleaning

Daily Cleaning:

Use the cleaning tool **brush** to remove debris from *ComfortTIP™*, microphone, and buttons.



ComfortTIP



Microphone



Buttons

Regular Cleaning:

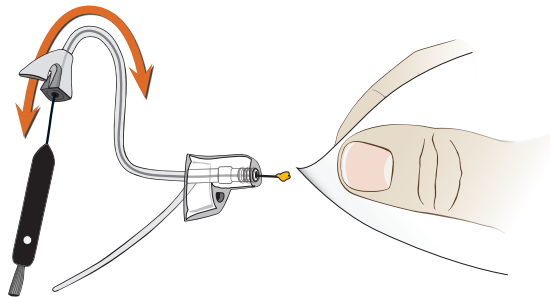
Use the cleaning tool **wire** to remove debris from tubing.

a) Remove tubing (see page 14).

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

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

d) Reattach tubing to *AMP* 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, with battery compartment open.
- For prolonged periods of non-use, remove the battery to prevent corrosion.
- Do not let your *AMP* get wet.
- Do not use hair spray or a hair dryer while wearing your *AMP*.
- Do not expose your *AMP* to excess moisture or heat.



Replacing Parts

Tips and tubing are left and right ear specific.

Thin Tubing:

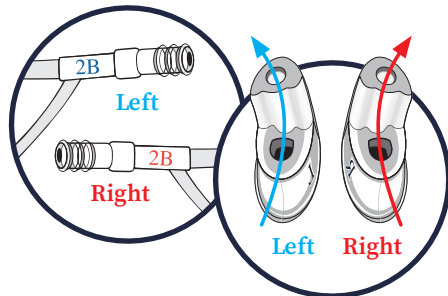
The **blue label** indicates left ear.

The **red label** indicates right ear.

ComfortTIPS™:

Left ear tips curve the left.

Right ear tips curve to the right.



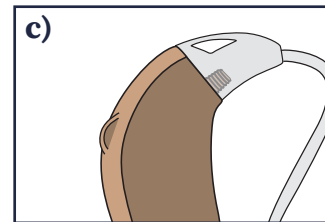
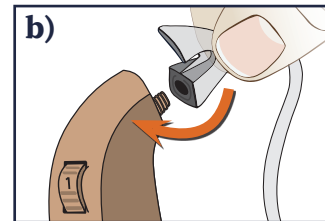
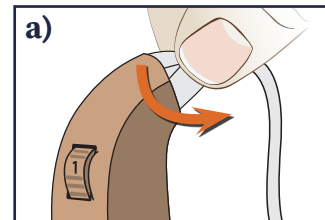
If you require a different size, you're not getting enough volume, or you're experiencing whistling at higher volumes, please call 800-823-9819 for alternative options.

Replacing Tubing

a) Remove tubing: Turn tubing base counter-clockwise, like a bottle cap (or hold tubing base firm and twist AMP body clockwise to detach).

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

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

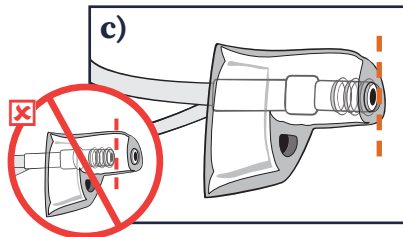
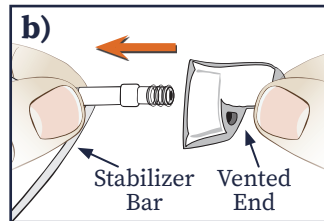
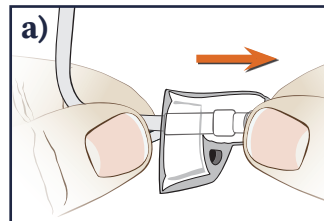


Replacing Tips

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



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

Ordering Replacements

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 *AMP* sounding and feeling like new.

Visit www.MDHearingAmp.com or call 800-823-9819 to order tubing, tips, and batteries.

Troubleshooting

Action Steps:	Issue:			
		Intermittent or distorted sound	Feedback/whistling	Weak or no sound
	Turn AMP on			✓
	Adjust volume	✓	✓	✓
	Replace battery	✓		✓
	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.
- Replace the battery with a fresh one (see page 5).
- Remove tubing from AMP body (see page 14) and rotate volume dial to four (4). If it whistles, your AMP is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 11) 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.MDHearingAmp.com or call 800-823-9819.

Device makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified.
- Most amplifiers 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 **800-823-9819**.
- 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 amplifiers, you may experience whistling. This is normal for all microphones, not just microphones in amplifiers.

Device has a weak or no sound.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Make sure the battery compartment is closed all the way and *AMP* is on.
- Replace the battery with a fresh one (see page 5).
- Remove tubing from *AMP* body (see page 14) and rotate volume dial to four (4). If it whistles, your *AMP* is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 11) and ear canal. Replace tubing/tip if they appear worn.

If you are still having difficulty, please contact us at **800-823-9819** or **support@MDHearing.com**.

Warranty and Repairs

The MDHearingAMP 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 AMP, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the device, all of which void the warranty.

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@MDHearing.com

Or, call: **800-823-9819**
Office hours: Monday to Friday,
8:00 am to 4:30 pm (CST).

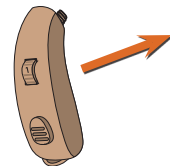
Repair Mailing Guidelines

Do:

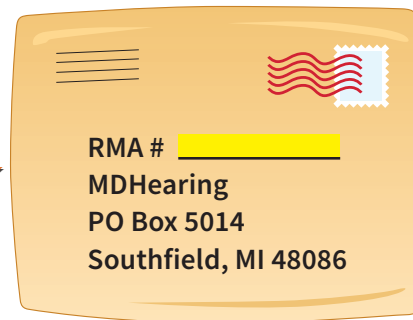
- Send **ONLY** the **AMP body**
- Use a **small padded envelope**
- Write **RMA number** on the **OUTSIDE** of envelope

DON'T send:

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



Repair Facility:



Do not mail to this address without an RMA number.

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your MDHearing *AMP*, 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 purchase as shown on your invoice.

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: 800-823-9819**, Mon.–Fri., 8:00 am–4:30 pm (CST).

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

Return Facility:

RMA #
MDHearing
PO Box 5014
Southfield, MI 48086

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

Warnings

Personal sound amplification products (PSAPs) are intended to amplify environmental sound for non-hearing impaired consumers. They are not intended to compensate for hearing impairment. Examples of situations in which PSAPs typically are used include hunting (listening for prey), bird watching, listening to lectures with a distant speaker, and listening to soft sounds that would be difficult for normal hearing individuals to hear (e.g., distant conversations, performances). PSAPs are not intended to diagnose, treat, cure or mitigate disease and do not alter the structure or function of the body.

Technical Specifications

MAX OSPL90	122 dBSPL
HF Average OSPL90	119 dBSPL
HFA Full-on-gain	40 dBSPL
THD@	800 Hz 1%
.....	1600 Hz 1%
EQUIV INPUT NOISE	25 dB
BATTERY CURRENT DRAIN	0.90 mA

Your serial number:

(You can find your AMP serial number on the back of the battery door.)

