

SHOEBOX[®] QuickTest

User Guide

Think Outside of the Booth![®]

Introduction

Welcome to SHOEBOX® QuickTest!

QuickTest is our screening solution, perfect for generating hearing healthcare leads and performing basic hearing screening to determine the next steps in their hearing health journey.

This user guide will help you learn all the capabilities of QuickTest.

If your iPad was provided by SHOEBOX, you can find all user guides in your iBooks app.

We would love to help in any way we can, so reach out to us at support@shoebox.md if you have any questions.



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CE Applicable to headphones and iPad

Covered by US Patent Nos. 9,119,574 & 10,506,341.

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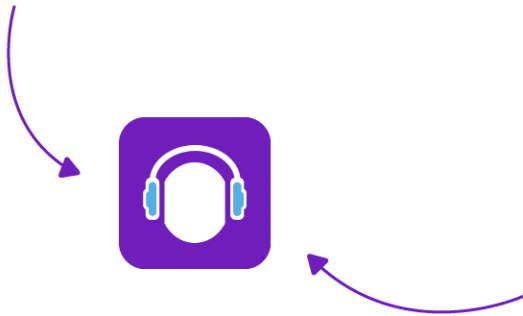
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Installing QuickTest

If you received your iPad from SHOEBBOX:

1. Turn on your iPad.
2. Make sure you are connected to Wi-Fi.
(**Hint:** Go to **Settings > Wi-Fi**).
3. Tap the QuickTest app icon to launch QuickTest.



If you provided your own iPad:

1. Turn on your iPad.
2. If this is a brand-new iPad, follow the Apple Installation Wizard to set up.
3. Tap the **App Store** icon.
4. Search for "SHOEBBOX QuickTest."
5. Tap the **Get** button to download and install QuickTest.
6. Once installed, the app will appear on the home screen.
7. Tap the QuickTest app icon to launch QuickTest.

You are now ready to set up your QuickTest system!

Logging in to QuickTest

You must be connected to the internet to log in to QuickTest.

1. Tap the QuickTest app icon to launch QuickTest.
2. Tap the **Get Started** button.
3. Use the email and password you used to set up your SHOEBOX QuickTest account.
4. Enable microphone and location monitoring.
 - **Note:** The microphone is used by QuickTest to monitor background noise during testing, and location monitoring is used to help organize your data. To run QuickTest optimally, please enable both.
 - **Important:** If you're using a 10th generation or higher iPad, please see our instructions for [connecting your transducers](#).
5. Set your passcode to prevent participants from accessing your settings. You cannot skip this step!
6. Once you are done setting up, you will find yourself on the home (splash) screen.

Forgot your QuickTest password?

Click the **Forgot your password?** link on the login screen and enter the email associated with your SHOEBOX account. You will receive an email with directions on how to reset your password.

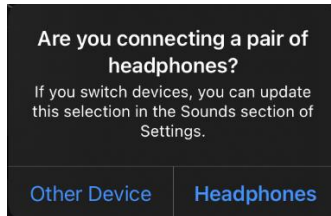
Important: This will change the password you use to login to the web portal as well!

Don't know your QuickTest login?

The email is the one where you receive your SHOEBOX emails, and the password is the one you created on the web portal. If you do not know what these are, contact our support team at support@shoebox.md.

Connecting transducers to a 10th gen+ iPad

If you're using a 10th generation or higher iPad, the first time you plug in a pair of transducers connected by an Apple DAC, a popup will ask you to confirm the type of device.



From this prompt, you must select **Headphones**. If you tap **Other Device** for a pair of transducers, they may not perform as expected. To correct the issue, you will need to follow the steps in our [troubleshooting guide](#).

Logging in to the Data Management Portal

The SHOEBBOX Data Management Portal is where you will manage the settings for QuickTest and access the test data gathered from your participants.

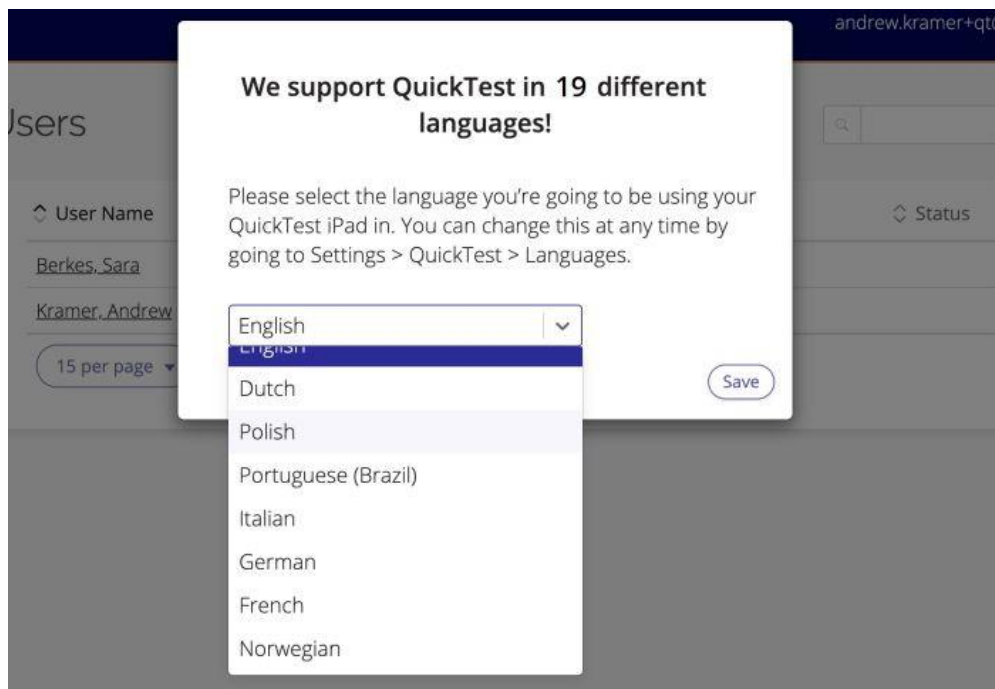
If you want to customize your QuickTest settings before you begin testing, you will need to log in to the Data Management Portal.

1. To log in to the Data Management Portal, go to <https://portal.shoeboxdm.com>.
2. Enter your email and password.

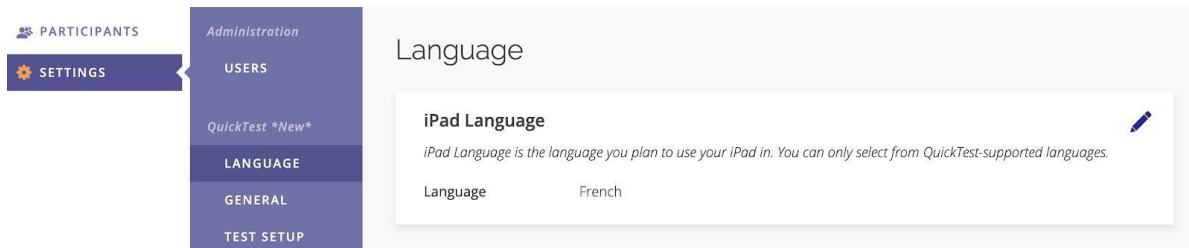
Language settings

After logging in for the first time, you will be asked to choose one of the nineteen QuickTest-supported languages that you will be using on your iPad.

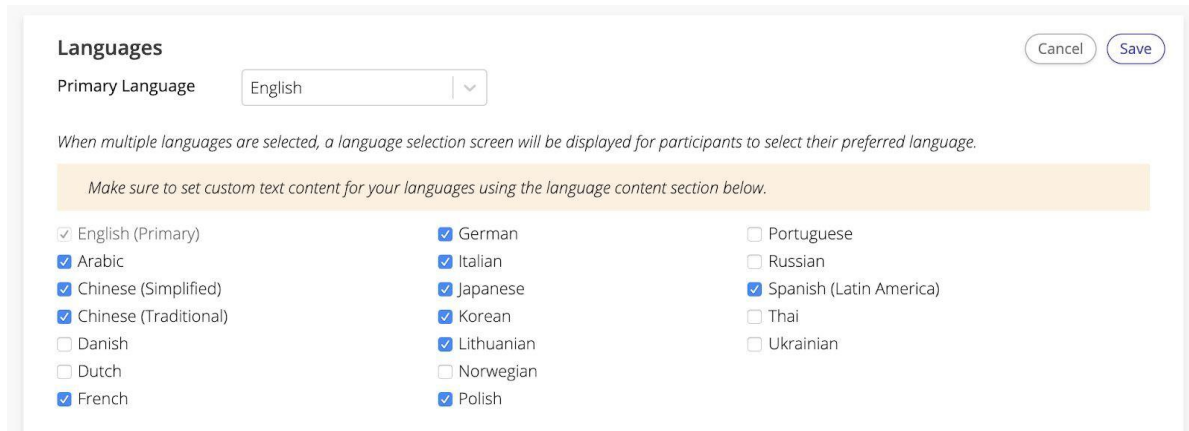
Note: This will only change the language for QuickTest on the iPad and will not change the language displayed in the Data Management Portal.



You can change this language setting at any time by going to **Settings > QuickTest > Language**.

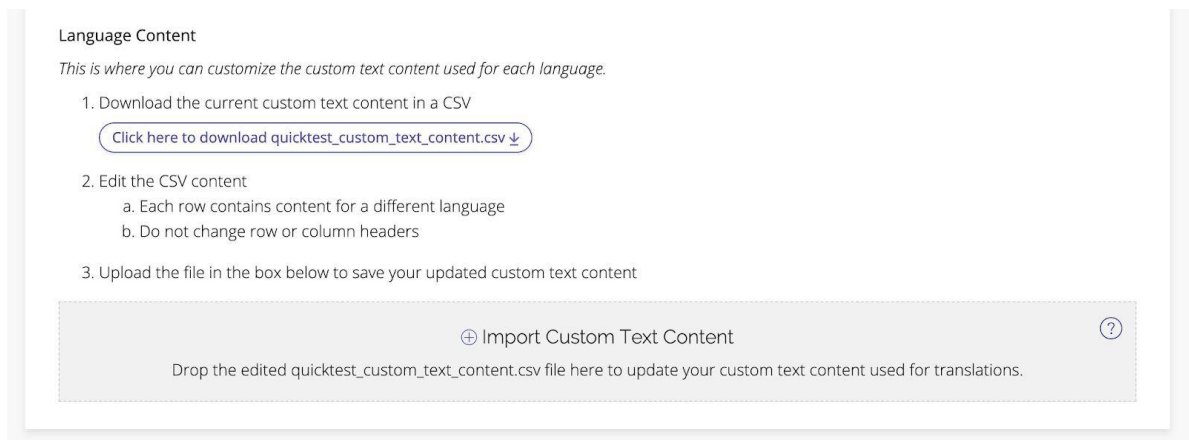


On the **Language** page, you can select as many participant-facing languages as you require.



You can also customize the displayed text content sections on the QuickTest app for each language using the provided CSV template. This allows you to display custom text, such as contact form page text or privacy policy page text, in each of your localized languages.

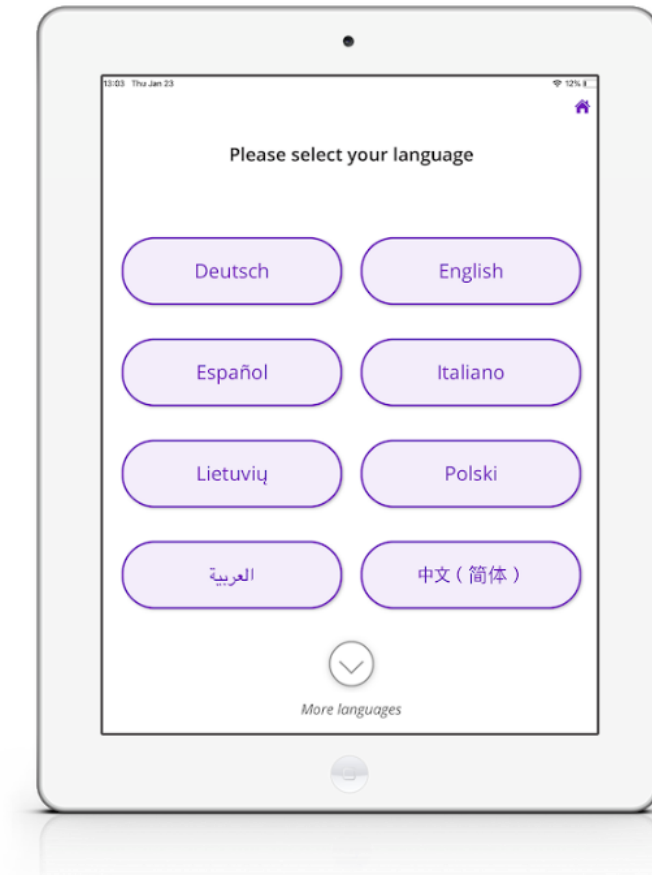
Note: Uploading the default CSV template will return all your language settings to default.



Switching your primary language will enable you to add and edit custom text content for your QuickTest app in the primary language you selected, located on the “General” and “Test Setup” settings pages. This allows you to update the custom text for each language without using a

CSV if you prefer. Your content for each language will be saved separately from each other. Languages do not overwrite each other.

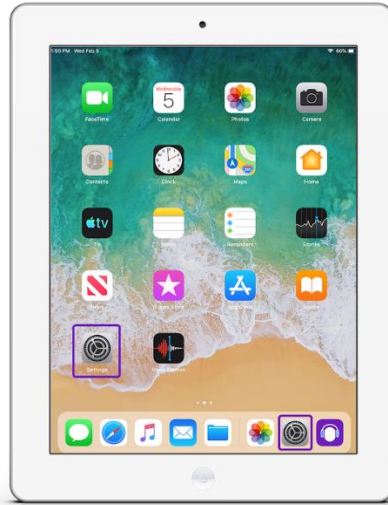
Selecting more than one language will enable a **Language Select** screen to be displayed on the app that will prompt participants to select a language before beginning the test.



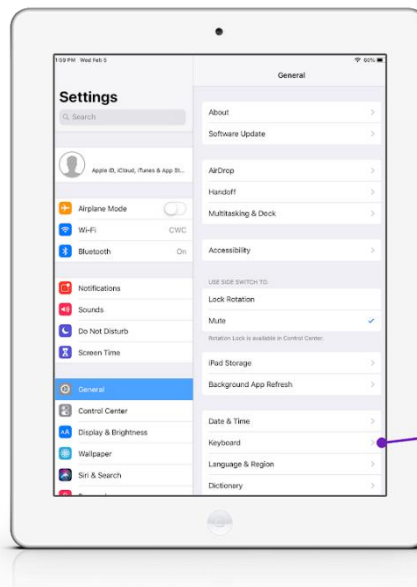
Downloading additional language keyboards to your iPad

Enabling multiple languages for QuickTest may require you to download the corresponding Apple keyboard to your iPad to support the selected language. For example, if you want to enable Arabic as a selectable language, you will need to download the Arabic keyboard to your iPad for your participants to be able to enter text using their language.

1. To download additional language keyboards, tap the **Settings** icon on your iPad.

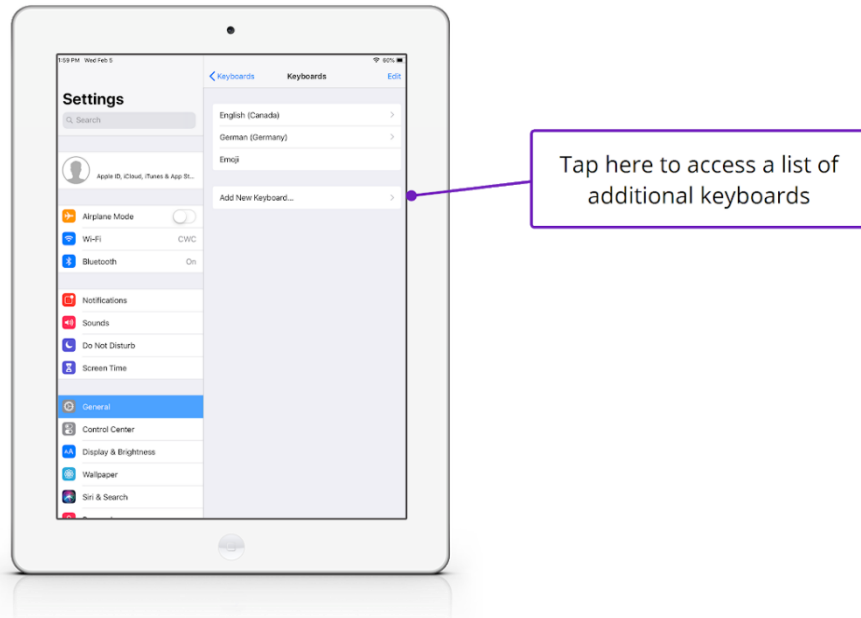


2. On the **General** tab, tap **Keyboard**.

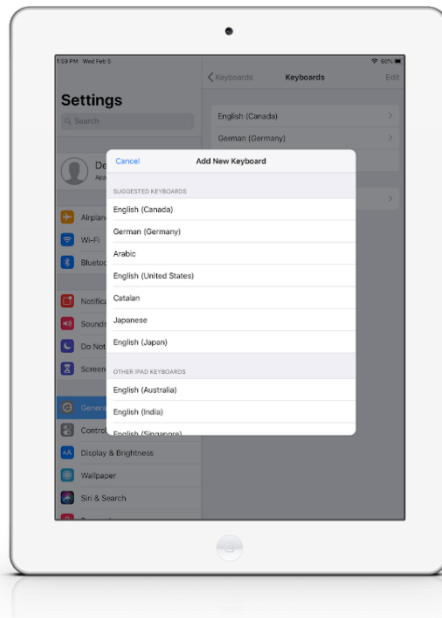


Tap here to access your iPad's keyboard settings

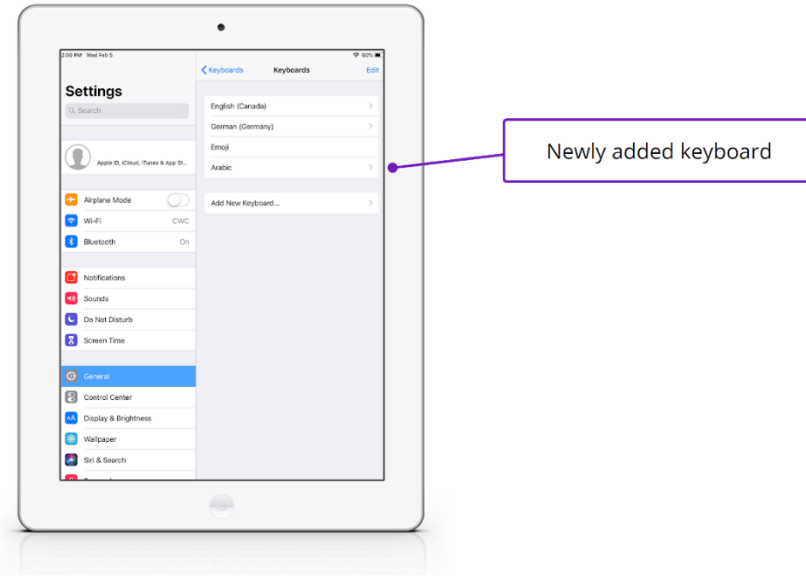
3. Tap **Add New Keyboard**. You may have to tap **Keyboards** first if you already have multiple keyboards enabled.



4. Select your desired keyboard from the list.



5. Your new keyboard will appear on your keyboards list.



QuickTest will automatically detect which keyboard to enable for the participant based on the language they chose from the language select screen. Below is an example of an Arabic screen with the text shifted to right-to-left reading and the keyboard automatically switched to the newly downloaded Arabic keyboard.



Customizing your QuickTest settings

In the SHOEBOS Data Management Portal, you can access and modify the settings for QuickTest.

General settings

To access the general settings, navigate to **Settings > QuickTest > General** in the Data Management Portal. Here, you will find QuickTest general settings already set to their defaults, allowing you to use QuickTest without any customization.

If you want to customize your general settings, the first thing we recommend is uploading your own logo. Uploading your own logo will unlock the ability to turn on a privacy statement and select an accent color.

Splash screen settings


The splash screen is displayed before a participant begins a test. Below are descriptions of all the splash screen settings you can modify.

Heading

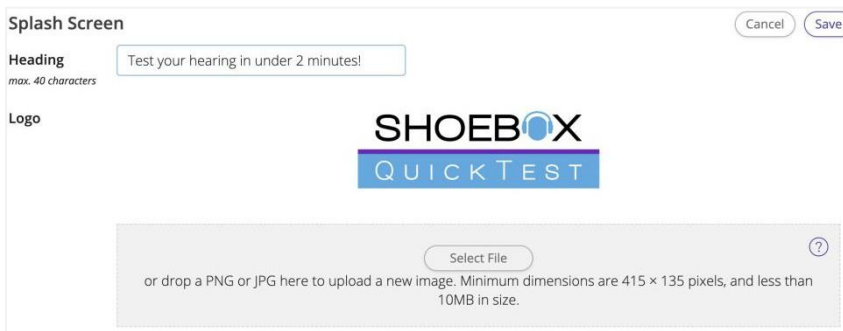
The text in the **Heading** field will appear on the splash screen of QuickTest before a participant begins their test. You can use our default heading or create your own by entering the text you want in the field.

Logo

You can upload a logo to QuickTest that aligns with your organization's branding.


1. To upload images, click the **Pencil** icon  In the top-right corner of the **Splash Screen** section.
2. Under the logo image, click **Select File** or drag and drop an image file onto the grey box. The logo must have minimum dimensions of 415 × 135 pixels and a file size of less than 10MB. Accepted file formats are PNG and JPG.

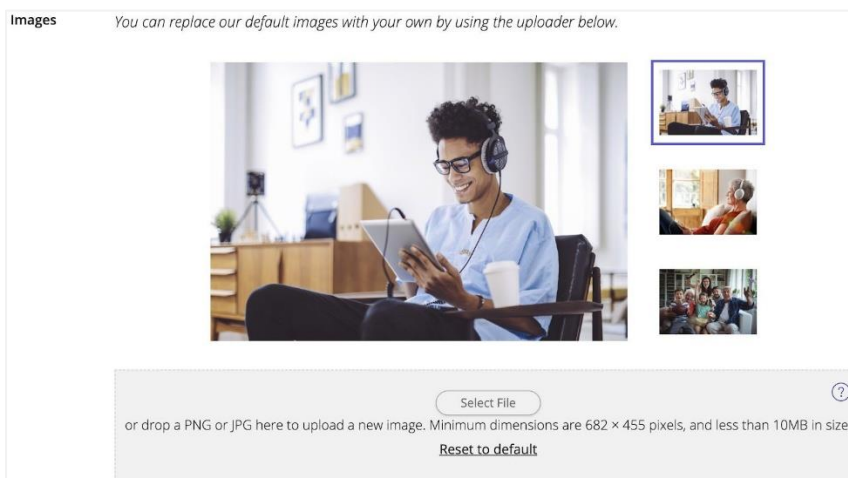
3. In the top-right corner, click **Save**.



Images

You can replace the default images that are displayed on the splash screen with your own images using the image uploader.

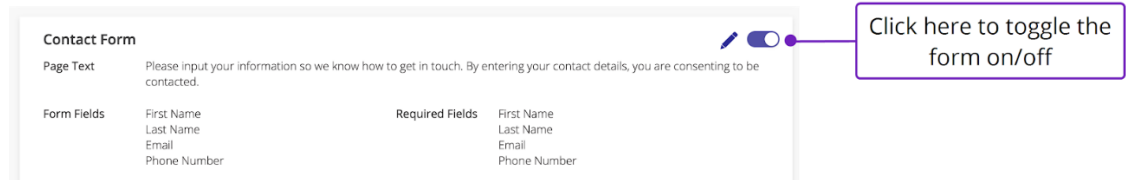
1. To upload images, click the **Pencil** icon  In the top-right corner of the **Splash Screen** section.
2. Under the default images, click on the image you want to replace.
3. Click **Select File** or drag and drop an image onto the grey box. Each image must have minimum dimensions of 682 x 455 pixels and a file size of less than 10MB. Accepted file formats are PNG and JPG.
4. In the top-right corner, click **Save**.




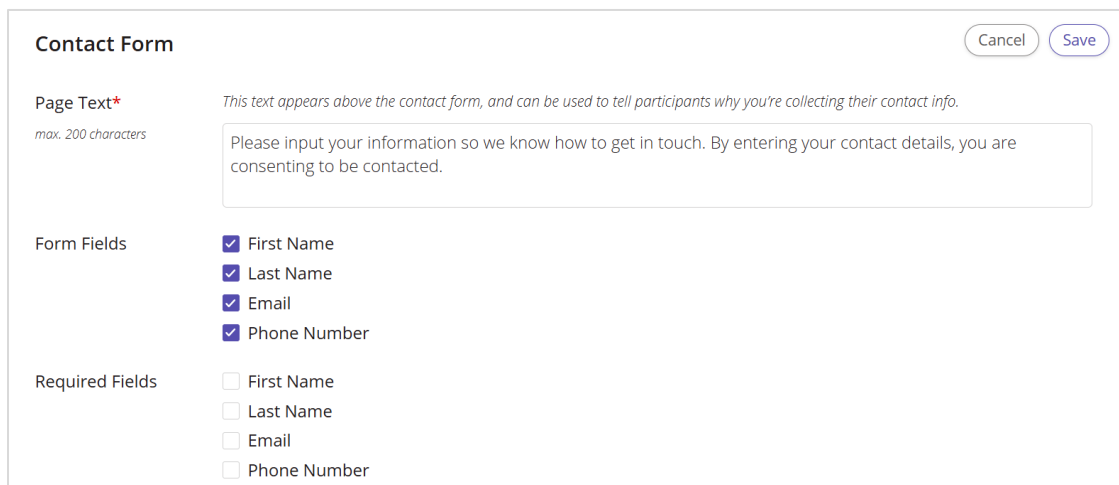
Contact form settings

You can enable a contact form to gather information from the participants who are taking your test.

1. To enable the contact form, set the toggle in the **Contact Form** section to ON.
 - **Note:** If you have saved any changes to the contact form settings and then turn the form off, your customizations will be retained.



2. To edit the contact form's settings, click the **Pencil** icon  in the top-right corner of the **Content Form** section.
3. In the **Page Text** field, enter a brief explanation for your participants about why you are collecting contact information.
4. Next to **Form Fields**, select the checkbox next to each type of information you want to gather from your participants.
 - **Note:** All contact form fields are on by default, but none are set to be required.
5. After you have selected which form fields you want to use, you can select which form fields you would like to mark as required fields. We recommend requiring at least a first or last name, otherwise all unnamed participants will appear as **Anonymous** in your participant list.

A screenshot of the 'Contact Form' settings panel. The panel has a title 'Contact Form' and 'Cancel' and 'Save' buttons in the top right corner. Below the title, there is a 'Page Text*' field with a sub-label 'max. 200 characters' and a text area containing the text 'Please input your information so we know how to get in touch. By entering your contact details, you are consenting to be contacted.' Below the page text, there are two columns of form fields: 'Form Fields' and 'Required Fields'. The 'Form Fields' column has four checkboxes, all of which are checked: 'First Name', 'Last Name', 'Email', and 'Phone Number'. The 'Required Fields' column has four checkboxes, all of which are unchecked: 'First Name', 'Last Name', 'Email', and 'Phone Number'.

6. If you want to include a link in your contact form that displays additional information about your company when a participant clicks it, complete the following steps:
 - Set the **Additional Company Information** toggle switch to ON.
 - In the **Company Name** field, enter your organization's name.
 - In the **Company Information** field, enter the additional information you would like to have displayed to the participants. This can include contact information for your organization.

Additional Company Information

If enabled, a link will appear under the contact form. When tapped, it will display your company information. This is where you can put your company contact information, like address and phone number.

Company Name*

Company Information*

7. After making your changes, click **Save** in the top-right corner.
 - **Note:** If you deselect all form fields and click **Save**, your contact form will be turned off.

A note on your iPad's region

Your iPad's configured region will affect phone number validation in the contact form. Please ensure your iPad's region matches the region in which you will be testing.

1. To change your iPad's region, navigate to **Settings > General > Language & Region > Region** on your iPad.
2. Select your country from the list.
3. In the **Change Region** popup, confirm that you want to change to the selected region. Your iPad will restart.
4. After setting up your new region, verify that the date and time appear the way you want them to be reflected in the test results.

Contact consent statement

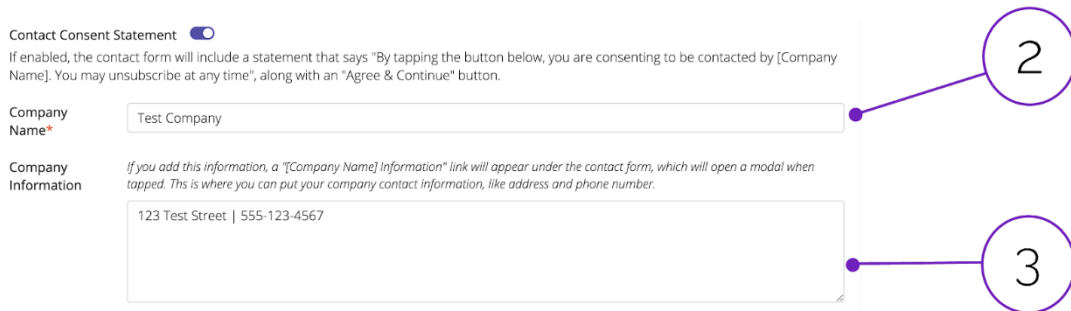
In the **Contact Form** section, you can enable a contact consent statement to be displayed in your test along with an **Agree & Continue** button. The consent statement says, "By tapping the

button below, you are consenting to be contacted by [Organization]. You may unsubscribe at any time." This allows you to gather consent from your participants to contact them further.

1. To enable the consent statement, set the **Contact Consent Statement** toggle to ON.



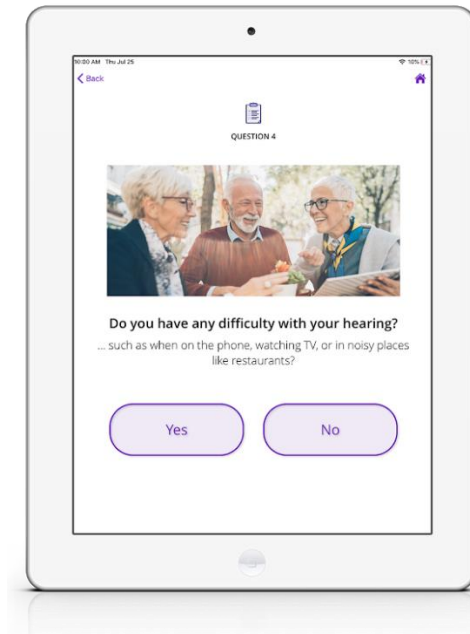
2. In the **Company Name** field, enter your organization's name.
3. In the **Company Information** field, enter your organization's contact information.



4. After making your changes, click **Save** in the top-right corner.

Pre-test questionnaire

You can enable a short questionnaire for your participants to answer while they are taking the test.



SHOEBOX selected the four questions used in the questionnaire from a repository of lead generation research. The research found these questions to be the most effective for determining participant motivation.

To enable the questionnaire, set the toggle switch in the **Questionnaire** section to ON.

Questionnaire 🔴

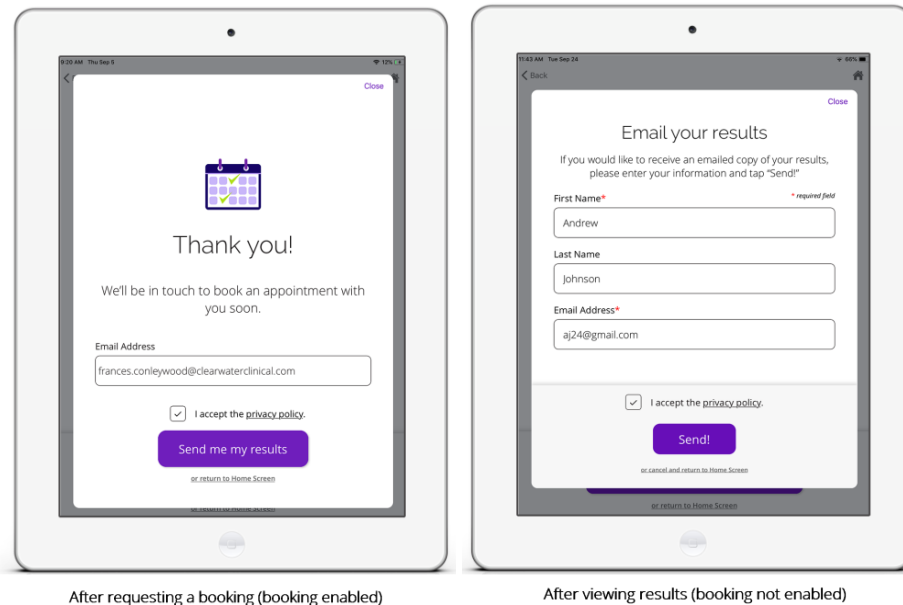
When enabled, the listed questions and answer choices will display to the participant before they start the game.

Do you have any difficulty with your hearing?	Yes No
Has anyone close to you expressed concern about your hearing?	Yes No
How important is it to improve your hearing right now?	Very Moderately Slightly Not at all
Please select your age category?	13-24 25-44 45-64 65-74 75+

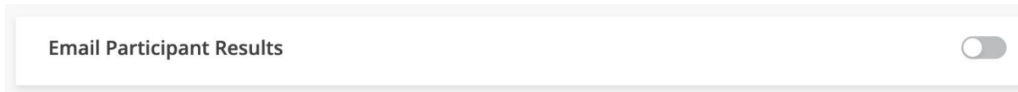
To view the answers your participants gave in the questionnaire, you can download the CSV export from the **Participants** page.

Email participant results

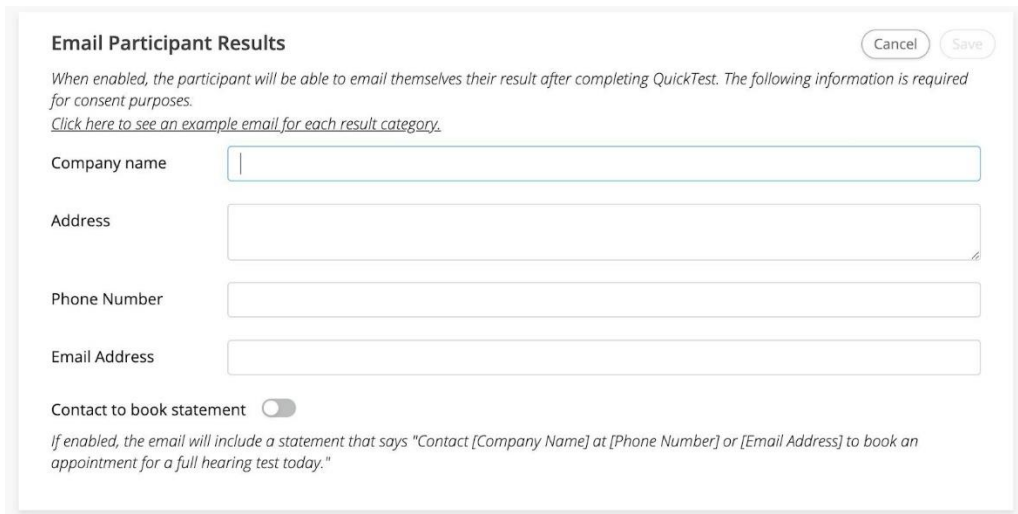
You can allow your participants to have their results sent to them via email after they complete a test. You can also include the option for participants to consent to being contacted by your organizations to book a follow-up appointment.



1. To enable your participants to have their results emailed to them, set the toggle switch in the **Email Participant Results** section to ON.

A toggle switch labeled "Email Participant Results" with the switch currently turned off.

2. Enter your organization's name, address, phone, and email in the specified entry fields.

A form titled "Email Participant Results" with a "Cancel" and "Save" button in the top right. The form contains the following fields and options:

- Company name: A text input field.
- Address: A text input field.
- Phone Number: A text input field.
- Email Address: A text input field.
- Contact to book statement: A toggle switch that is currently turned off.

Below the form, there is explanatory text: "When enabled, the participant will be able to email themselves their result after completing QuickTest. The following information is required for consent purposes. Click here to see an example email for each result category." and "If enabled, the email will include a statement that says 'Contact [Company Name] at [Phone Number] or [Email Address] to book an appointment for a full hearing test today.'"


3. If you want to include a statement in the email prompting the participant to consent to being contacted by your organization to book an appointment, set the **Contact to book statement** toggle switch to ON.
4. After making your changes, click **Save** in the top-right corner.

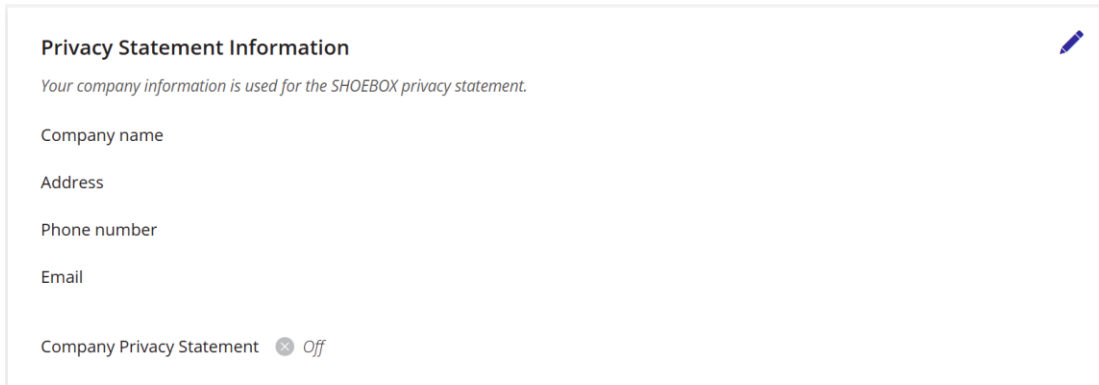
Privacy statement information


If you are collecting demographic information from your participants, the laws in your country or region may require you to have a privacy statement that participants must agree to before taking the test. QuickTest allows you to add your own custom privacy statement, which the participant must view and agree to before proceeding. If you do not require a privacy statement, you must still add your company information, which will then be used in the SHOEBOSX privacy statement, which does not need to be viewed or agreed to by participants.

Note: To add a custom privacy statement, you must first [upload your own logo](#).

To configure your privacy statement information:

1. To add your company information, click the **Pencil** icon  in the top-right corner of the **Privacy Statement Information** section.



Privacy Statement Information 

Your company information is used for the SHOEBOX privacy statement.

Company name

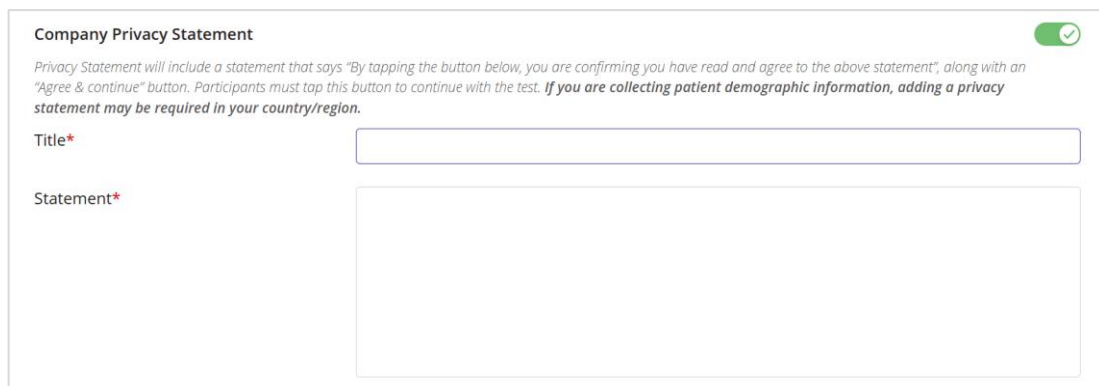
Address


Phone number

Email

Company Privacy Statement Off

2. In the fields provided, enter your company's name, address, phone number, and email address.
3. To enable a custom privacy statement, set the **Company Privacy Statement** toggle to ON.




Company Privacy Statement 

*Privacy Statement will include a statement that says "By tapping the button below, you are confirming you have read and agree to the above statement", along with an "Agree & continue" button. Participants must tap this button to continue with the test. **If you are collecting patient demographic information, adding a privacy statement may be required in your country/region.***

Title*

Statement*

4. In the **Title** field, enter a title for your privacy statement.
5. In the **Statement** field, enter the text for you privacy statement. There is no character limit, and the screen will scroll automatically to accommodate longer entries. An **Agree & Continue** button will stick to the bottom of the screen, so participants do not have to scroll to the end of your text to continue.
6. After adding your custom privacy statement, click **Save** in the top-right corner.

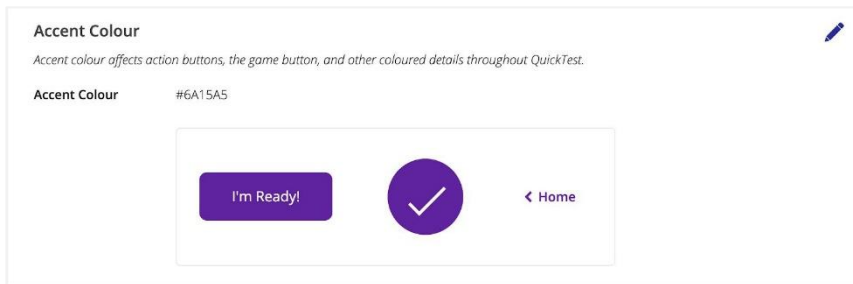
If you want to turn your custom privacy statement off, click the **Pencil** icon  in the top-right corner of the **Privacy Statement Information** section, then set the **Company Privacy Statement** toggle to OFF. Any text you entered for the custom statement will be saved.


Accent color

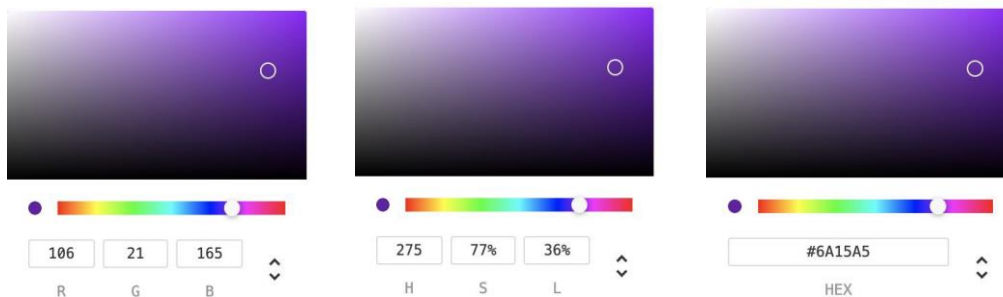
Changing the accent color changes the color of various elements in the QuickTest interface, such as the buttons and other details. This allows you to align the look and feel of the test with your organization's branding.

Note: To change the accent color, you must first upload a logo.

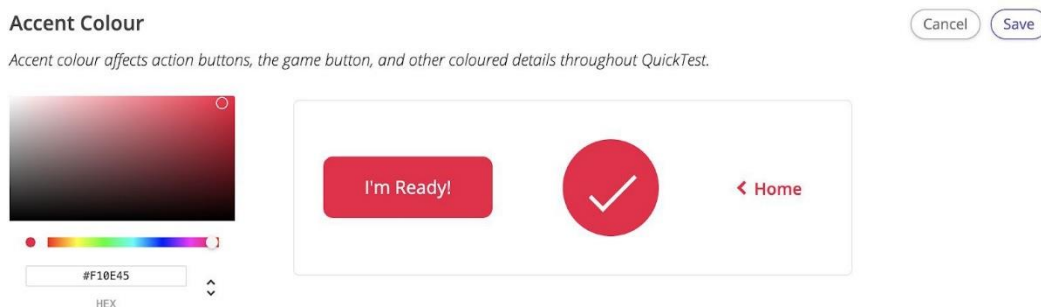
1. To change the accent color, click the **Pencil** icon  In the top-right corner of the **Accent Colour** section.



2. Using the color panel on the left, select a saturation and hue for the color of your choice by dragging the cursors in the color palette and color bar. To be more precise, you can also manually enter RGB values, HSL values, or a HEX code to select the exact color you need. To switch between RGB, HSL, and HEX formats, click the arrows .



3. After selecting your accent color, click **Save** in the top-right corner.

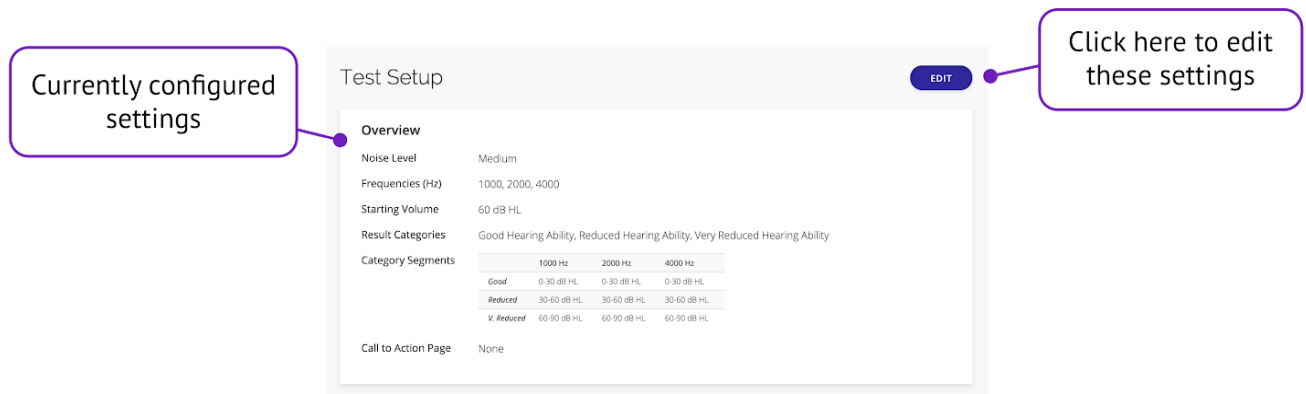


Test settings

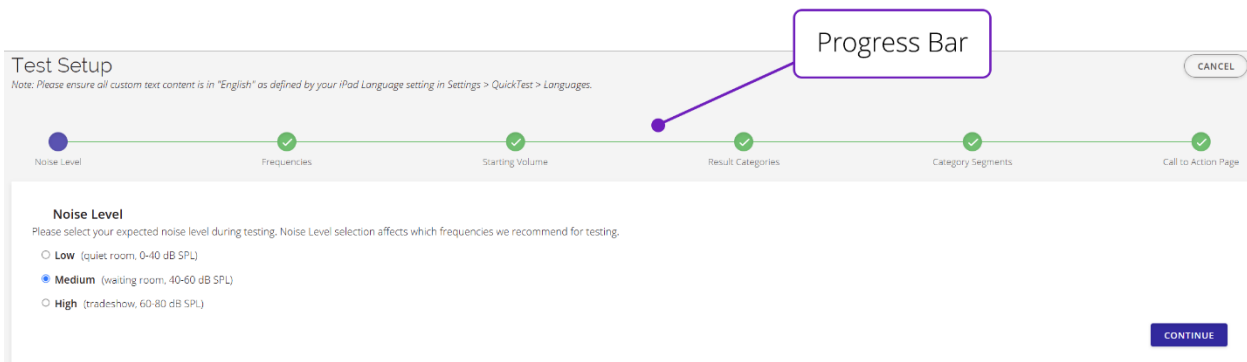
To access the test settings, navigate to **Settings > QuickTest > Test Setup** in the Data Management Portal.

As with the general settings, the test settings already have default options selected, so you can try out the product without any customization. We strongly recommend familiarizing yourself with these settings before testing any participants.

On this page, you will see an overview of your currently configured test settings. When you are ready to edit these settings, click the **Edit** button in the top-right corner.



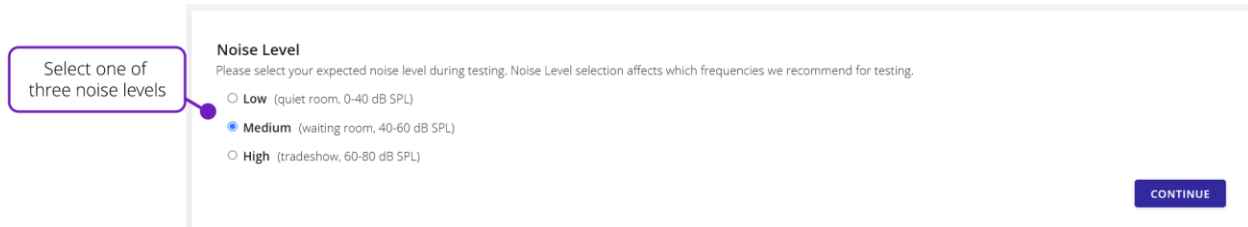
Because certain test settings are dependent on other settings, editing is displayed in a wizard format with a progress bar. This means that each setting must be customized in order, and you must finish customizing all your settings before you can save. If you want to keep the default setting, simply click **Continue** without making any changes.



Noise level

Setting your expected level of background noise affects which frequencies we recommend for testing. However, you can always override our recommendations.

For more information on test setup recommendations for different noise levels, see [Appendix B: Test setup examples](#).



You have three choices of expected background noise level:

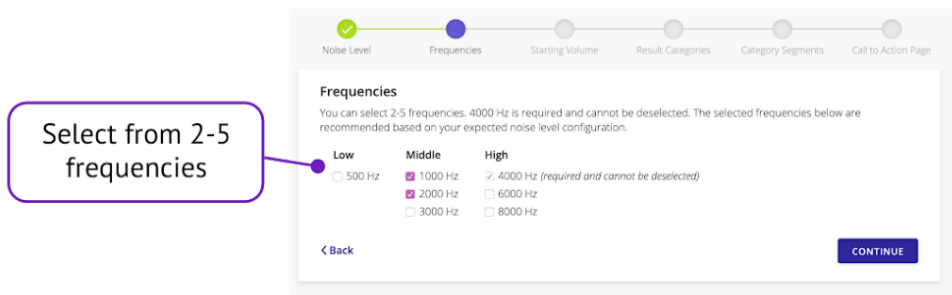
1. **Low:** For testing environments (such as a quiet room with a closed door) with expected noise levels of 0-40 dB SPL
2. **Medium:** For testing environments (such as a doctor's office) with expected noise levels of 40-60 dB SPL
3. **High:** For testing environments (such as a tradeshow) with expected noise levels of 60-80 dB SPL

When you have selected your expected background noise level, click **Continue**.

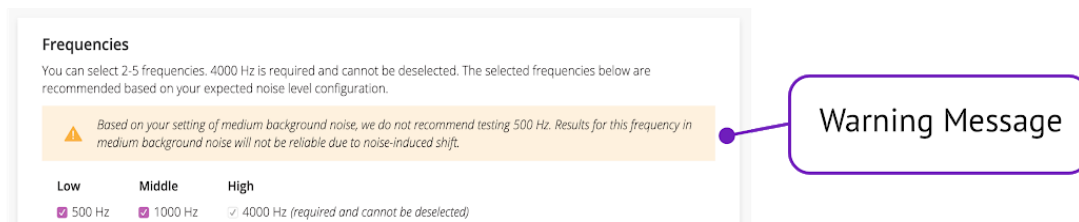
Frequencies

You can select between two to five frequencies for testing. These frequencies will be tested in order from lowest to highest frequency.

Note: 4000 Hz (4 kHz) is a required frequency and cannot be deselected. This is because the ability to hear tones at 4 kHz is a valuable predictor of age-related hearing loss that affects quality of life and is therefore a main contributor to appropriate referrals. Additionally, 4 kHz is one of the easiest frequencies to detect in environments with background noise, making it optimal for use in a variety of locations such as clinics or trade shows.



Recommended test frequencies will vary depending on the expected background noise level of the environment you will be testing in. Our specific frequency recommendations are based on both published research and internal testing in various noise environments. You can override our recommendations, but we will post a warning message if you select a frequency not recommended for testing in your expected testing environment.



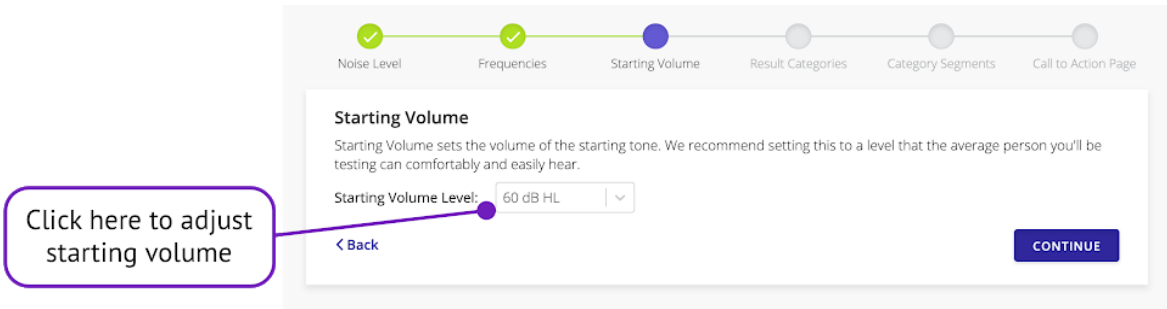
Recommended frequencies per noise level:

- **Low background noise:** 1000 Hz, 2000 Hz, 4000 Hz
- **Medium background noise:** 1000 Hz, 2000 Hz, 4000 Hz
- **High background noise:** 3000 Hz, 4000 Hz, 6000 Hz

When you have finished selecting your test frequencies, click **Continue**.

Starting volume

The starting volume sets the volume of the starting tone. We recommend setting this to a level that the average person you will be testing can comfortably and easily hear. The default setting is 60 dB HL.



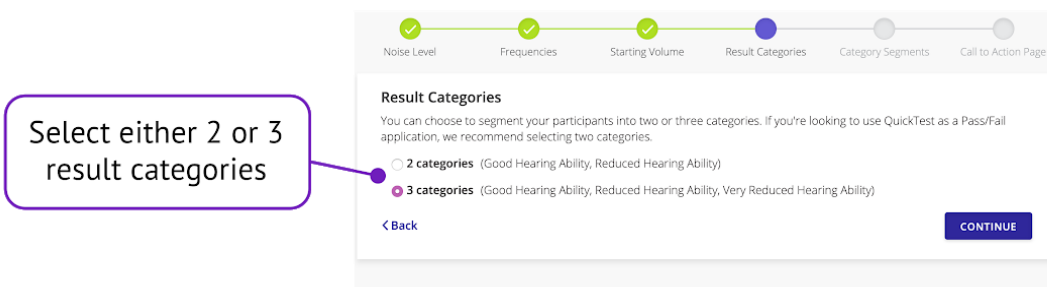
You have three choices for the starting volume:

1. **60 dB HL**, recommended for:
 - a. Testing participants in a low to medium noise level environment, or
 - b. Testing those who are likely to have normal hearing or mild hearing loss.
2. **70 dB HL**, recommended for:
 - a. Testing participants in a medium noise level environment, or
 - b. Testing those who are likely to have mild to moderate hearing loss.
3. **80 dB HL**, recommended for:
 - a. Testing participants in a high noise level environment, or
 - b. Testing those who are likely to have moderate to severe hearing loss.

When you have finished selecting your starting volume, click **Continue**.

Result categories

You can choose to segment your participants' hearing levels into two categories (**Good** or **Reduced**), or three categories (**Good**, **Reduced**, or **Very Reduced**). If you are looking to use QuickTest as a pass/fail application, we recommend selecting two categories.



When you have finished selecting your result categories, click **Continue**.

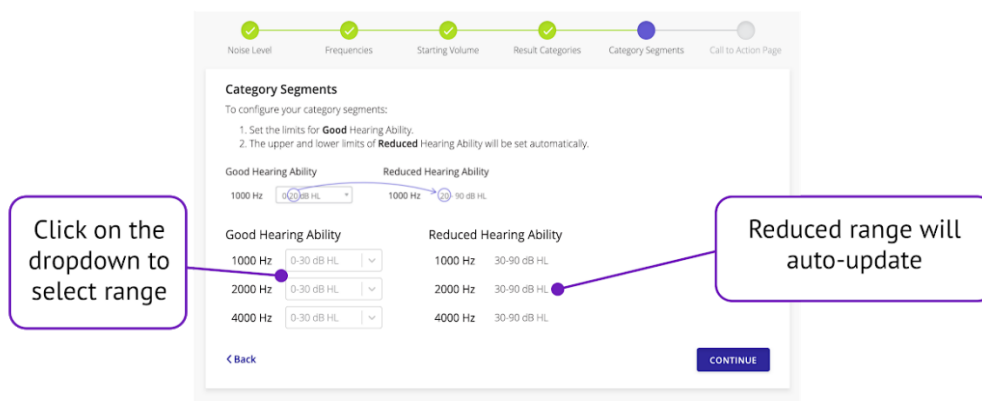
Category Segments

If you have two categories:

For each of your selected frequencies, you can set the upper limit of **Good Hearing Ability**.

Reduced will automatically span the range between **Good** and 90 dB HL.

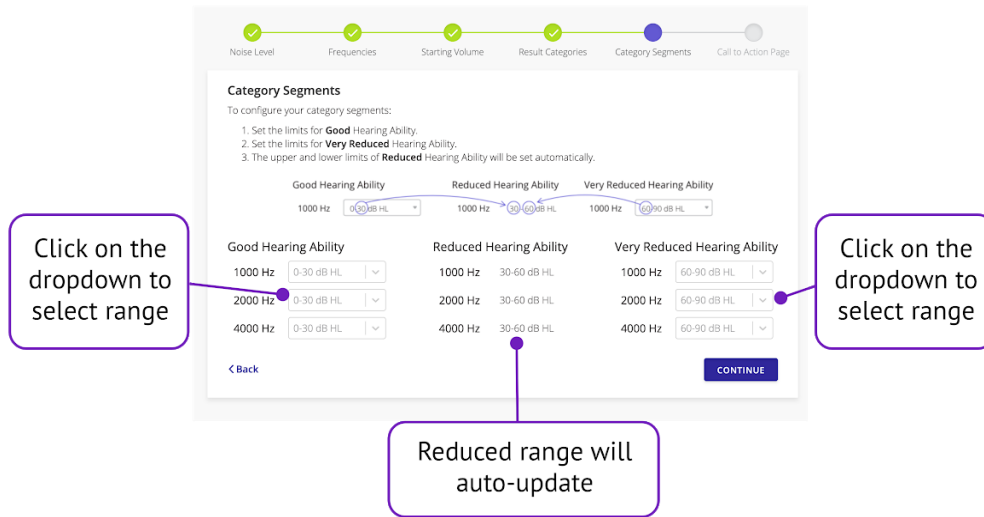
- The upper limit of **Good** can be set in 10 dB increments from 20 dB to 40 dB HL (the lower limit is 0 dB HL) for all frequencies other than 6K and 8K.
- **For 6K and 8K:** The upper limit of **Good** can be set in 10 dB increments from 20 dB to 70 dB HL.



If you have three categories:

For each of your selected frequencies, you can set the upper limit of **Good** and the lower limit of **Very Reduced**. **Reduced** will automatically span the range between your set limits for **Good** and **Very Reduced**.

- The upper limit of **Good** can be set in 10 dB increments from 20 dB to 40 dB HL (the lower limit is 0 dB HL) for all frequencies other than 6K and 8K.
 - **For 6K and 8K:** The upper limit of **Good** can be set in 10 dB increments from 20 dB to 70 dB HL.
- The lower limit of **Very Reduced** can be set in 10 dB increments from 50 dB to 80 dB HL (the upper limit is 90 dB HL) for all frequencies.



When you have finished customizing your category segments, click **Continue**.

Call-to-action pages/booking requests

You can choose to enable a call-to-action page for each result category. The participant will see this information page after the result pages.

1. To create a call-to-action page, click the results category tab for which you want to add a call-to-action page.
2. Set the toggle for the result category to ON.
3. Add a heading, image, and page text for the call-to-action page. Heading and page text are required, adding an image is optional.
4. You can also choose to enable a **Book an Appointment** button, which will add an extra booking request page to the end of your test.
 - **Note:** You must have a post results call-to-action page enabled to enable a booking request page.
5. If you have enabled booking requests, you can then configure the following settings for your booking requests:
 - a. The form fields that will be displayed on the booking request page for participants to provide their phone or email contact information.
 - b. Your organization's name (required) and information (optional).

- c. The option to email all admin users when a participant requests a booking. This will enable an automated email every day at 12am EST that provides all admin users with a list of participants who requested a booking the previous day.
- **Note:** The **Participants** page in the Data Management Portal can also show you which participants have requested a booking, and their preferred method of contact.
6. After you have enabled all desired call-to-action pages, click **Save & Exit** to save your settings and exit the wizard.

Test Setup CANCEL

Note: Please ensure all custom text content is in "English" as defined by your iPad Language setting in Settings > QuickTest > Languages.

Progress: Noise Level ✓, Frequencies ✓, Starting Volume ✓, Result Categories ✓, Category Segments ✓, Call to Action Page ●

Post-Results Call to Action Page

At the end of QuickTest, participants will see their results displayed over two pages: an overall results page, and a detailed results page. If you want to provide specific information to your participants, you can enable a custom Call to Action Page to display after the result pages. This page can be customized for each of your enabled result categories.

[View an example Call to Action Page](#)

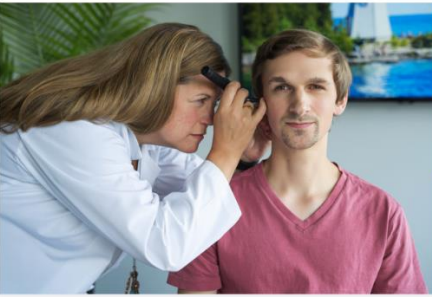
Good Hearing Ability **Reduced Hearing Ability** Very Reduced Hearing Ability 1

Post-Results Call to Action Page

If enabled, a Call to Action Page with your custom-input content will display after the result pages for any participant in the Reduced Hearing Ability category.

Heading

Image



?

or drop a PNG or JPG here to upload a new image. Minimum dimensions are 1000 x 500 pixels, and less than 5MB in size.

Page Text

4 Add "Book an Appointment" button ?

Booking Form Fields (must select at least one)

Phone Number

Email

The booking form will include a statement that says: "By tapping the button below, you are consenting to be contacted by [Company Name]. You may unsubscribe at any time", along with an "Agree & Submit" button.

Company Name*

Company Information

If you add this information, a "[Company Name] information" link will appear under the contact form, which will open a modal when tapped. This is where you can put your company contact information, like address and phone number.

Email all admin users when a participant requests an appointment (email with booking list sent daily at 12am EST)

5 6

< Back

Working with filters

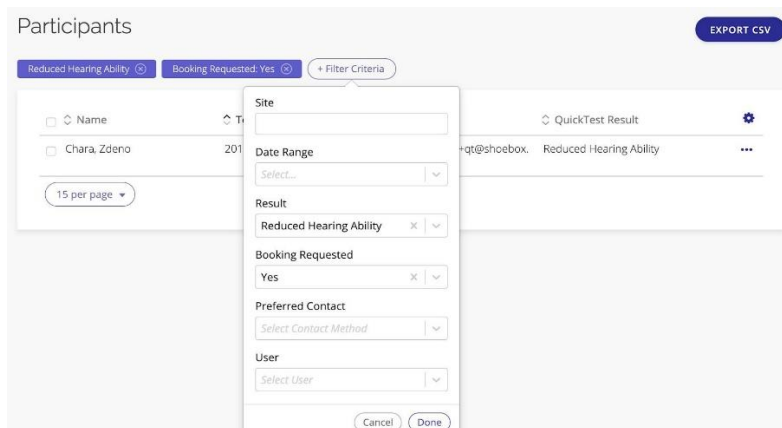
Filters allow you to easily organize and navigate data on your **Participants** page. By applying filter criteria, the **Participants** page will only display participants that meet the criteria you have selected, allowing you to easily locate the participants you are looking for.

Note: Filter criteria on the **Participants** page cannot be saved. The types of filter criteria you can apply are:

- **Site:** Filters participants based on their testing site.
- **Date Range:** Filters participants based on their testing date.
- **Result:** Filters participants based on their test results.
- **Booking Requested:** Filters participants based on whether they requested a booking.
- **Preferred Contact:** Filters participants based on their preferred contact method.
- **User:** Filters participants based on the user from your organization who uploaded the test results.

Adding filters

1. On the **Participants** page, click the **+ Filter Criteria** button.
2. Select your desired filter criteria.
3. Click **Done**.
4. The **Participants** page will be filtered based on your criteria selections. To remove a filter, click the **X** on the criteria button.

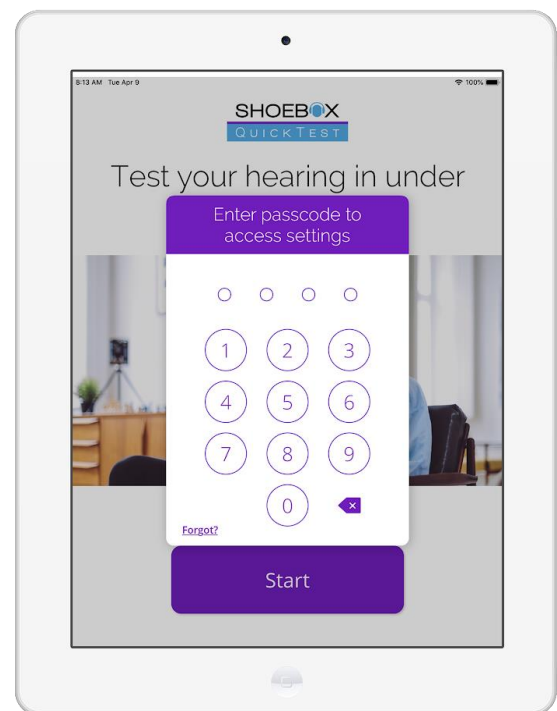
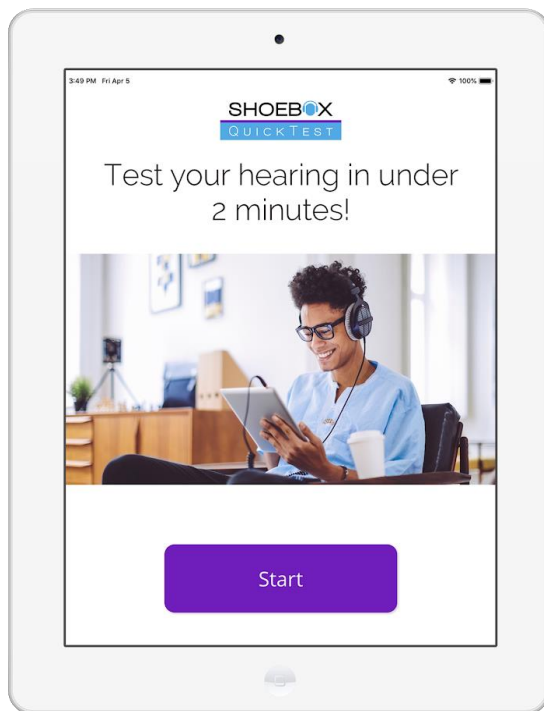


Note: Filter criteria that you apply to the participant list will also be applied when you export a CSV of the participant list.

QuickTest settings on the iPad

Most of the QuickTest settings on the iPad are read-only and reflect the settings that you configure in the Data Management Portal. Settings that can be configured on the iPad include **Site Tag** and **Admin Required**.

1. To access the settings in QuickTest, launch QuickTest on the iPad.
2. From the home (splash) screen, use two fingers to swipe from the left side of the screen to the right. This will bring up the passcode prompt.
3. Enter your passcode. The **Settings** screen will be displayed.



Forgot your passcode?

Tap the **Forgot?** link on the passcode entry pad. The app will then give you the option to log out and reset your passcode. All you need to do now is log back in using your email and password, and then you can enter a new passcode.

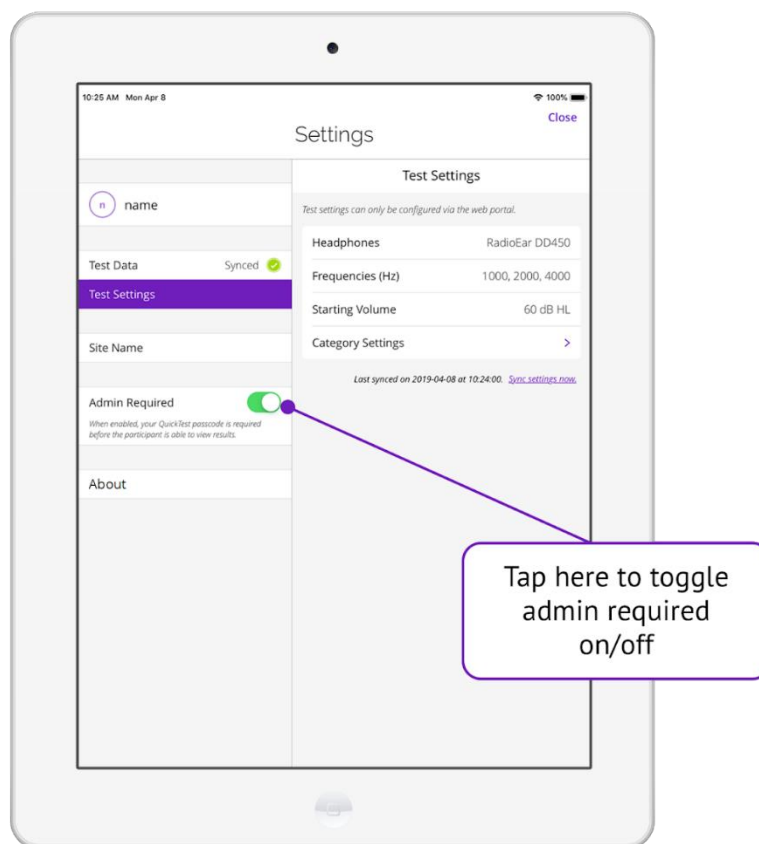
Admin required

When the **Admin Required** setting is enabled, your QuickTest passcode will be required before the participant is able to view their test results.

This can be useful if you want to review test results with participants and would prefer them not to read the results on their own.

Note: When this setting is enabled, page timeouts will be disabled. This gives you time to review results with the participant without having the test automatically return to the home screen.

1. To enable the **Admin Required** setting, set the **Admin Required** toggle to ON in the left panel on the **Settings** screen.

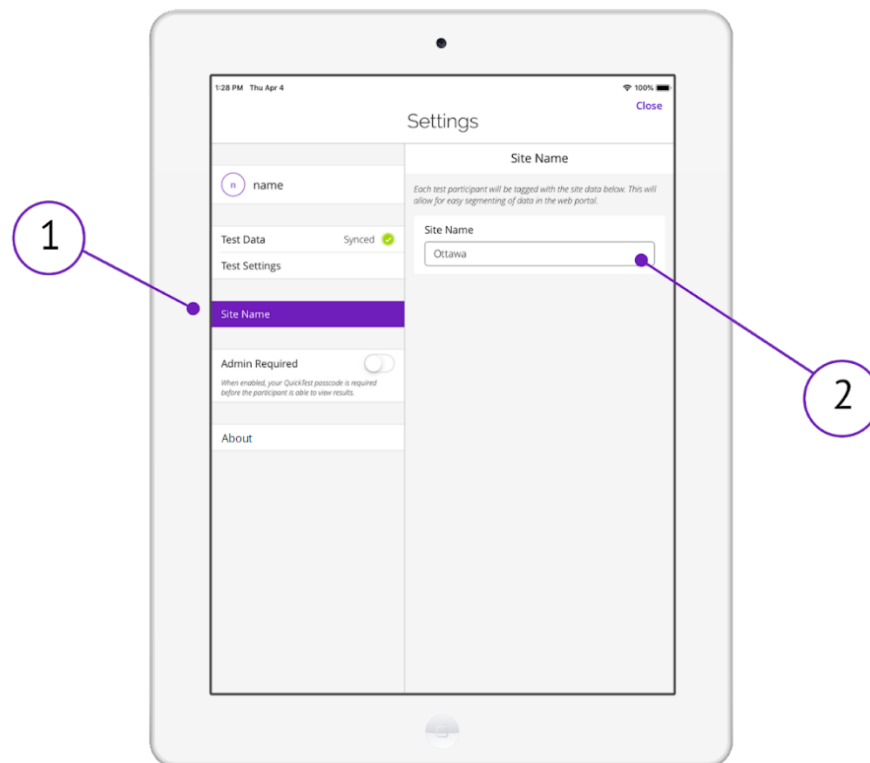


Site name

Site Name is a custom location tag that links test participants to a specific test location. This can be used to help organize your data if you test in multiple locations.

Site names are added individually on the iPad from the QuickTest Settings screen. All participants tested on the iPad will be tagged with the included site name when uploaded to the portal.

1. To add a site name, tap **Site Name** in the left panel on the **Settings** screen.
2. On the right, tap the **Site Name** field and enter your site name.



Accessing site names

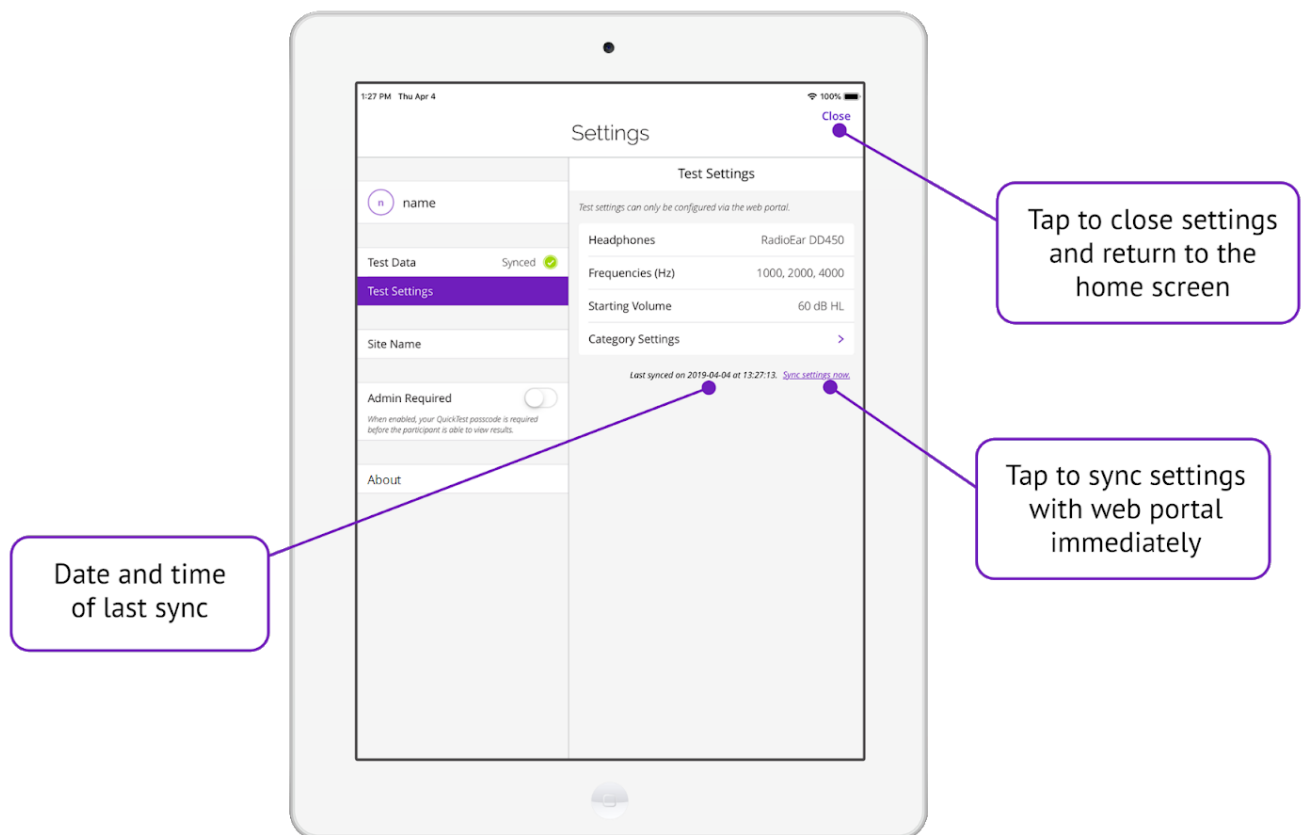
Site names are a QuickTest-specific filter in the Data Management Portal and can be accessed the same way as any other filter. For more information on filters, see [Working with filters](#).

Syncing settings

Settings automatically sync from the Data Management Portal to the iPad every time the home (splash) screen is displayed, and you are connected to the internet.

If you want to sync your settings immediately, you can do so from the **Settings** screen in the QuickTest app.

1. To sync settings immediately, tap **Test Settings** on the **Settings** screen.
2. Under the settings, the last synced date and time will be displayed.
3. Tap **Sync settings now**.
4. The configured settings will now match the settings in the Data Management Portal.
5. In the top-right corner of the screen, tap **Close**.



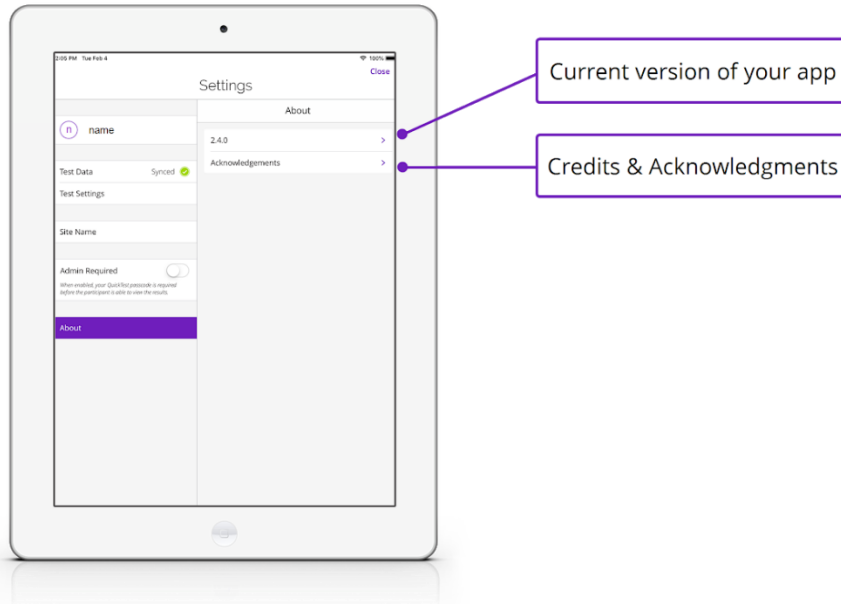
Date and time of last sync

Tap to close settings and return to the home screen

Tap to sync settings with web portal immediately

Finding your QuickTest version and credits

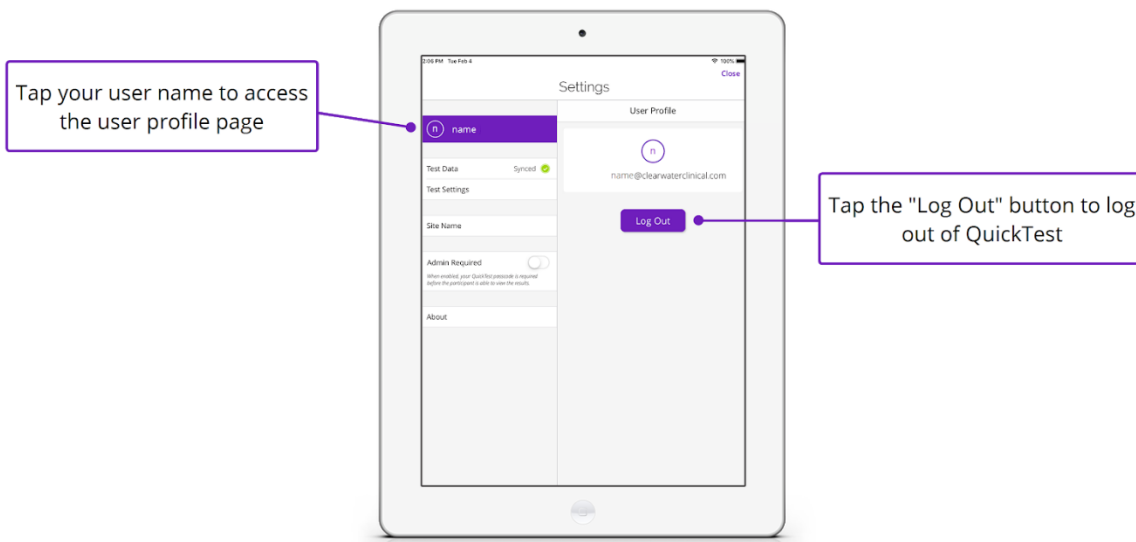
On the **Settings** screen, tapping **About** will display your app's current version and third-party software acknowledgments.



Logging out of QuickTest

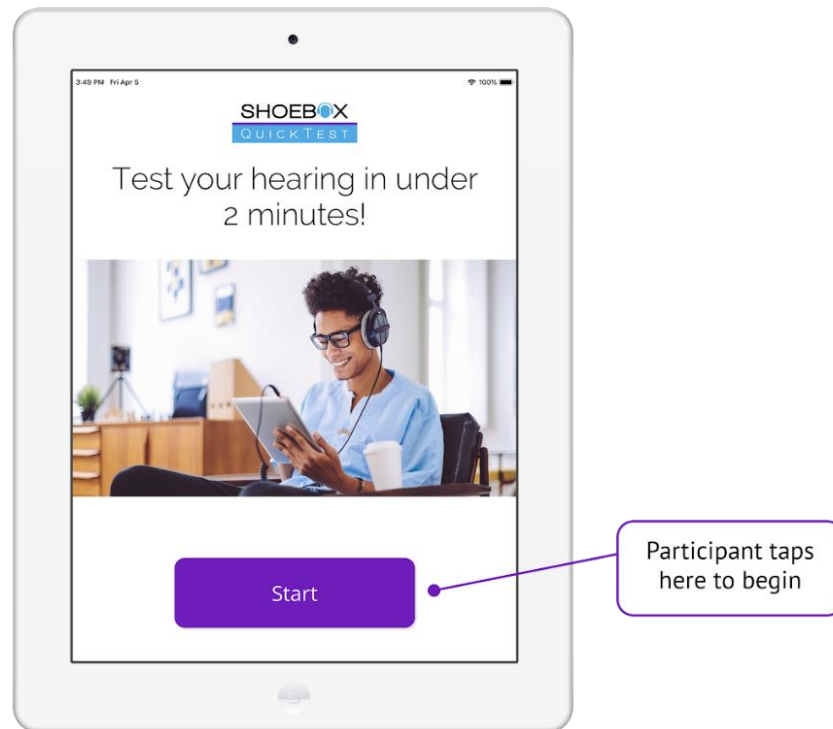
On the **Settings** screen, tapping your username brings up your user profile. To log out, tap the **Log Out** button on your user profile.

Important: Ensure all data is synced before logging out.



Completing a Test

Completing a test is simple. From the home (splash) screen, tap **Start**, and follow the prompts on each screen to move to the next one.



Previewing QuickTest

We suggest previewing your test by going through the full workflow yourself, so you can get a feeling for what your participants will experience. Start on the home screen and work your way through to the end. You can see images of all screens in [Appendix C: Participant screen flowchart](#).

If you have your contact page turned on, we suggest naming yourself something simple, such as "Demo" or "Test." By doing so, you can easily find yourself on the **Participants** page in the Data Management Portal and delete your results.

If the contact form is not enabled or a name is not entered, participants will be named "Anonymous" on the **Participants** page. This can make it difficult to differentiate between your tests of the system and real participant test results.

Result pages

There are three result pages included in QuickTest that can be displayed to your participants, depending on your test settings.

- If you only have two categories set, your participants will either see the **Good Hearing Ability** result page or the **Reduced Hearing Ability** result page.
- If you have three categories set, your participants will either see the **Good Hearing Ability** result page, **Reduced Hearing Ability** result page, or **Very Reduced Hearing Ability** result page.

Note: When the **Admin Required** setting is enabled, page timeouts will be disabled. This gives you time to review results with the participant without having the test automatically return to the home screen.


If you have call-to-action pages enabled, they will display after the related result page. You can view images of each of the different result pages in [Appendix A: Result pages](#).

The Participants Page

Any participants that have been created in QuickTest on the iPad will be available on the **Participants** page in the Data Management Portal.

QuickTest Participants EXPORT CSV

+ Filter Criteria



<input type="checkbox"/> Name	<input type="checkbox"/> Test Date	<input type="checkbox"/> QuickTest Result	<input type="checkbox"/> Email	
<input type="checkbox"/> Patient 01_Test	2024-04-16	Good Hearing Ability	test.patient01@shoebox.md	...
<input type="checkbox"/> Patient 02_Test	2024-05-29	Good Hearing Ability	test.patient02@shoebox.md	...
<input type="checkbox"/> Patient 03_Test	2024-11-05	Very Reduced Hearing Ability	test.patient03@shoebox.md	...
<input type="checkbox"/> Patient 04_Test	2024-11-05	Reduced Hearing Ability	test.patient04@shoebox.md	...
<input type="checkbox"/> Patient 05_Test	2024-11-19		test.patient05@shoebox.md	...
<input type="checkbox"/> Patient 06_Test	2025-01-23	Reduced Hearing Ability	test.patient06@shoebox.md	...
<input type="checkbox"/> Patient 07_Test	2025-03-11	Very Reduced Hearing Ability	test.patient07@shoebox.md	...
<input type="checkbox"/> Patient 08_Test	2025-04-29	Reduced Hearing Ability	test.patient08@shoebox.md	...
<input type="checkbox"/> Patient 10_Test	2025-04-29	Very Reduced Hearing Ability	test.patient10@shoebox.md	...
<input type="checkbox"/> Patient 11_Test	2025-04-29	Very Reduced Hearing Ability	test.patient11@shoebox.md	...
<input type="checkbox"/> Patient 12_Test	2025-05-26	Reduced Hearing Ability	test.patient12@shoebox.md	...
<input type="checkbox"/> Patient 13_Test	2025-05-26	Reduced Hearing Ability	test.patient13@shoebox.md	...
<input type="checkbox"/> Patient 14_Test	2025-08-11	Very Reduced Hearing Ability	test.patient14@shoebox.md	...

15 per page < Previous 1 2 3 4 5 6


Participants page display options

You can change which columns are displayed on the **Participants** page, as well as sort the participant list using any of the four columns (provided they contain sortable data).


To change which columns are displayed

1. Click the **Gear** icon  to open the column display options.
2. Above each column, select an option from the dropdown menu to change the data that is displayed.
 - **Note: Participant Name** will always be displayed in the first column.
3. To remove a column, select the dashed line ----- in the dropdown menu.
4. Click the **Gear** icon  to close the column display options when you're done.

To sort the participant list

1. Click the **Arrow** icon  beside the column header you wish to sort by. You can choose to sort in ascending or descending order.

- If the **Arrow** icon  is not displayed beside the column header, the list cannot be sorted by that column's data.

Name	Test Date	Email	QuickTest Result
◇ Name	◇ Test Date	◇ Email	◇ QuickTest Result 
Anonymous	2019-04-05		Good Hearing Ability
Anonymous	2019-04-03		Good Hearing Ability
Tom, Pete	2019-04-03	pete.tom@email.com	Good Hearing Ability
Doe, Jane	2019-04-03		Good Hearing Ability

QuickTest results and sites




To view participant results, make sure to display the **QuickTest Result** column on the **Participants** page. If you want to see your configured sites, make sure to display the **Sites** column.

Participants EXPORT CSV			
◇ Name	◇ Test Date	◇ Site	◇ QuickTest Result 
<u>Penner, Jer</u>	2019-01-30	Site #53	

Deleting participants

If you need to delete a participant, you can do so from the **Participants** page.

1. Log in to the [SHOEBOX Data Management Portal](#).
2. Hover over **Participants** in the side menu, then click **QuickTest**.
3. Find the participant you want to delete, click the three-dot icon **...**, then click **Delete**.

<input type="checkbox"/> ◇ Name	◇ Test Date	◇ QuickTest Result	◇ Email	
<input type="checkbox"/> Anonymous	2021-05-12	Good Hearing Ability		
<input type="checkbox"/> Anonymous	2021-05-21	Good Hearing Ability		

15 per page << Previous 1 2 3 4 5 6 Next >>

4. If you need to delete several participants, select the checkbox next to each participant's name, then click the three-dot icon at the top of the right-hand column and select **Delete**.

2 selected

<input type="checkbox"/> Name	Test Date	QuickTest Result	Email
<input checked="" type="checkbox"/> Anonymous	2021-05-12	Good Hearing Ability	
<input checked="" type="checkbox"/> Anonymous	2021-05-21	Good Hearing Ability	

15 per page

<< Previous 1 2 3 4 5 6 Next >>

Reviewing test results

Test results can be reviewed from the **Participants** page in the Data Management Portal.

Clicking a participant's name in the list will open their [individual page](#), which contains more information about them and their test results.

You can also download a detailed list of all your participants and their test results as a CSV by clicking the **Export CSV** button. If you have any filters applied, the CSV export will only contain the filtered participants.

Note: Test results can only be synced from the iPad to the Data Management Portal when the iPad is connected to the internet. Results will sync continuously when connected.

QuickTest Participants

+ Filter Criteria

EXPORT CSV

Export a CSV of QuickTest data for all participants

<input type="checkbox"/> Name	Test Date	QuickTest Result	Email	
Patient 01_Test	2024-04-16	Good Hearing Ability	test.patient01@shoebox.md	...
Patient 02_Test	2024-05-29	Good Hearing Ability	test.patient02@shoebox.md	...
Patient 03_Test	2024-11-05	Very Reduced Hearing Ability	test.patient03@shoebox.md	...
Patient 04_Test	2024-11-05	Reduced Hearing Ability	test.patient04@shoebox.md	...
Patient 05_Test	2024-11-19		test.patient05@shoebox.md	...
Patient 06_Test	2025-01-23	Reduced Hearing Ability	test.patient06@shoebox.md	...
Patient 07_Test	2025-03-11	Very Reduced Hearing Ability	test.patient07@shoebox.md	...
Patient 08_Test	2025-04-29	Reduced Hearing Ability	test.patient08@shoebox.md	...
Patient 10_Test	2025-04-29	Very Reduced Hearing Ability	test.patient10@shoebox.md	...
Patient 11_Test	2025-04-29	Very Reduced Hearing Ability	test.patient11@shoebox.md	...
Patient 12_Test	2025-05-26	Reduced Hearing Ability	test.patient12@shoebox.md	...
Patient 13_Test	2025-05-26	Reduced Hearing Ability	test.patient13@shoebox.md	...
Patient 14_Test	2025-08-11	Very Reduced Hearing Ability	test.patient14@shoebox.md	...

15 per page

<< Previous 1 2 3 4 5 6

View more details and test info for a participant by clicking their name

Individual participant pages

Clicking on a participant's name in the participant list will take you to that participant's individual page, which contains all the data collected during their test experience.


Printing an individual participant page


If you would like to print a copy of this page for your records, select the **Print** option in your browser window with the participant's page open. The participant's page will be automatically formatted to a print layout.

Other methods to print:

- With the participant's page open, right-click on the page then select **Print**.
- With the participant's page open, press **Ctrl+P** on Windows or **Command+P** on a Mac.

Contact information

The **Contact Information** section lists all the contact information provided by the participants during their test experience. Any information that was not provided by the participant will be blank but can be entered manually by clicking the **Pencil** icon .

Contact Information		
First Name	Test	
Last Name	Participant 200	
Phone	111-555-6666	
Email	demo@test.io	
Agrees to receive results by email	<input checked="" type="checkbox"/>	Yes
Agrees to be contacted about results	<input checked="" type="checkbox"/>	Yes
Requests to be contacted to book an appointment	<input checked="" type="checkbox"/>	Yes

Consent records

During a test, participants are asked to indicate their preferences regarding:

1. Receiving their test results by email.
2. Being contacted by your company to discuss their test results.

3. Being contacted by your company to book a follow-up appointment.

A participant's responses are displayed on their individual page, allowing you to quickly understand their contact preferences. These preferences are also included when you export the participant CSV.

Note: Consent records cannot be edited on the participant's individual page.

Test results

The **Test Results** section displays the participant's result category (Good, Reduced, or Very Reduced Hearing Ability) and their range of hearing ability for each tested frequency.

Test Results		
Results Category	Reduced Hearing Ability	
Frequency (Hz)	Range (Left ear)	Range (Right ear)
1000 Hz	30-40 dB HL	30-40 dB HL
2000 Hz	30-40 dB HL	20-30 dB HL
4000 Hz	20-30 dB HL	30-40 dB HL

Questionnaire


The **Questionnaire** section displays the participant's answers to the questionnaire.

Questionnaire	
Do you have any difficulty with your hearing? ... such as when on the phone watching TV or in noisy places like restaurants?	No
Has anyone close to you expressed concern about your hearing? ... such as your spouse children or friends?	No
How important is it to improve your hearing right now?	Moderately
Please select your age category	25-44


Note: The participant will only be able to complete the questionnaire if it has been enabled in the general settings. For more information, see [Pre-Test Questionnaire](#).

Testing information

The final section on the page contains information for test data and test setup. Under **Test Data**, the following information is provided:

- **Test Date:** Displays the date the participant took the test.
- **User:** Displays the user from your organization that was logged into the iPad at the time of the test.
- **Site:** Displays the location where the user took the test. For example, the address of your office or where your kiosk is located. You can manually enter a site name by clicking the **Pencil** icon .

The **Test Setup** section displays the test settings configured in the Data Management Portal that were used for the test. For more information on these settings, see [Test settings](#).

Test Data 

Test Date: 2019-09-24

User: example.user@yourcompany.com

Site: Fifth St. Location

Test Setup

Noise Level: Low

Frequencies (Hz): 1000, 2000, 4000

Starting Volume: 60 dB HL

Result Categories: Good Hearing Ability, Reduced Hearing Ability, Very Reduced Hearing Ability

Category Segments

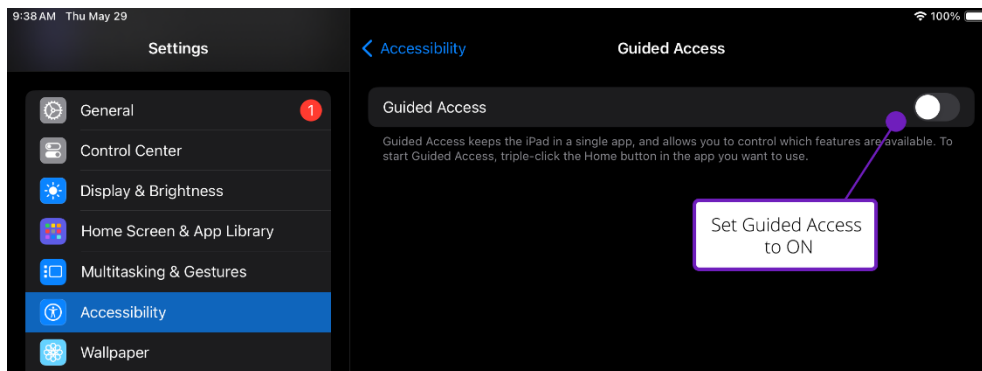
	500 Hz	1000 Hz	3000 Hz	4000 Hz	6000 Hz
<i>Good</i>	0-20 dB HL	0-20 dB HL	0-20 dB HL	0-20 dB HL	0-20 dB HL
<i>Reduced</i>	20-50 dB HL	20-50 dB HL	20-50 dB HL	20-50 dB HL	20-50 dB HL
<i>V. Reduced</i>	50-90 dB HL	50-90 dB HL	50-90 dB HL	50-90 dB HL	50-90 dB HL

Guided access (kiosk mode) setup

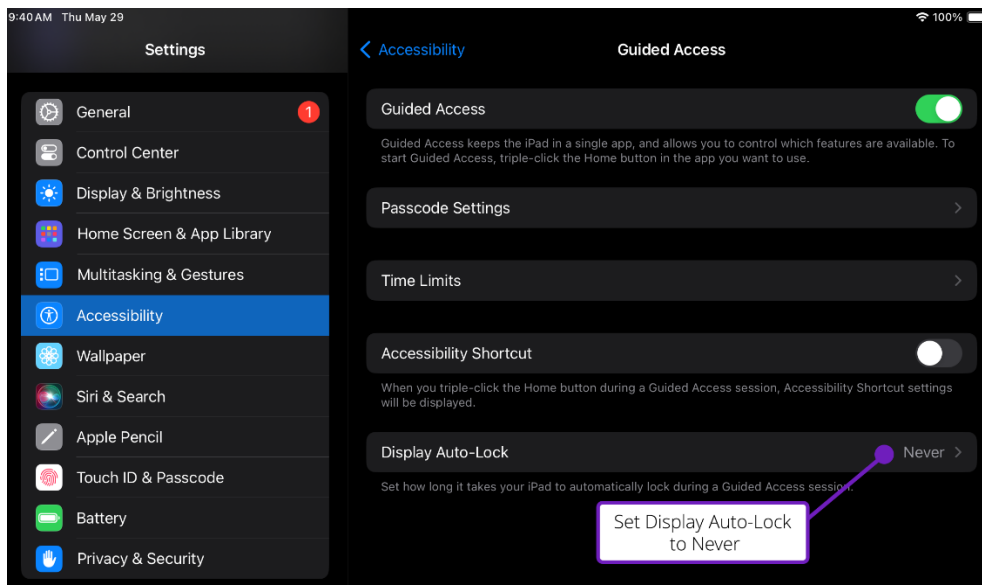
When preparing a QuickTest iPad for use in a standalone kiosk, there are certain settings you need to enable to make sure that your participants can easily access the test and have a streamlined experience. These settings are referred to as "Guided Access" and they prevent the user from accessing anything on the iPad other than QuickTest.

To set up Guided Access

1. Go to your iPad's settings.
2. On the **Settings** screen, go to **Accessibility > Guided Access**.
3. Set the **Guided Access** toggle to ON. Once **Guided Access** is enabled, more options will appear.

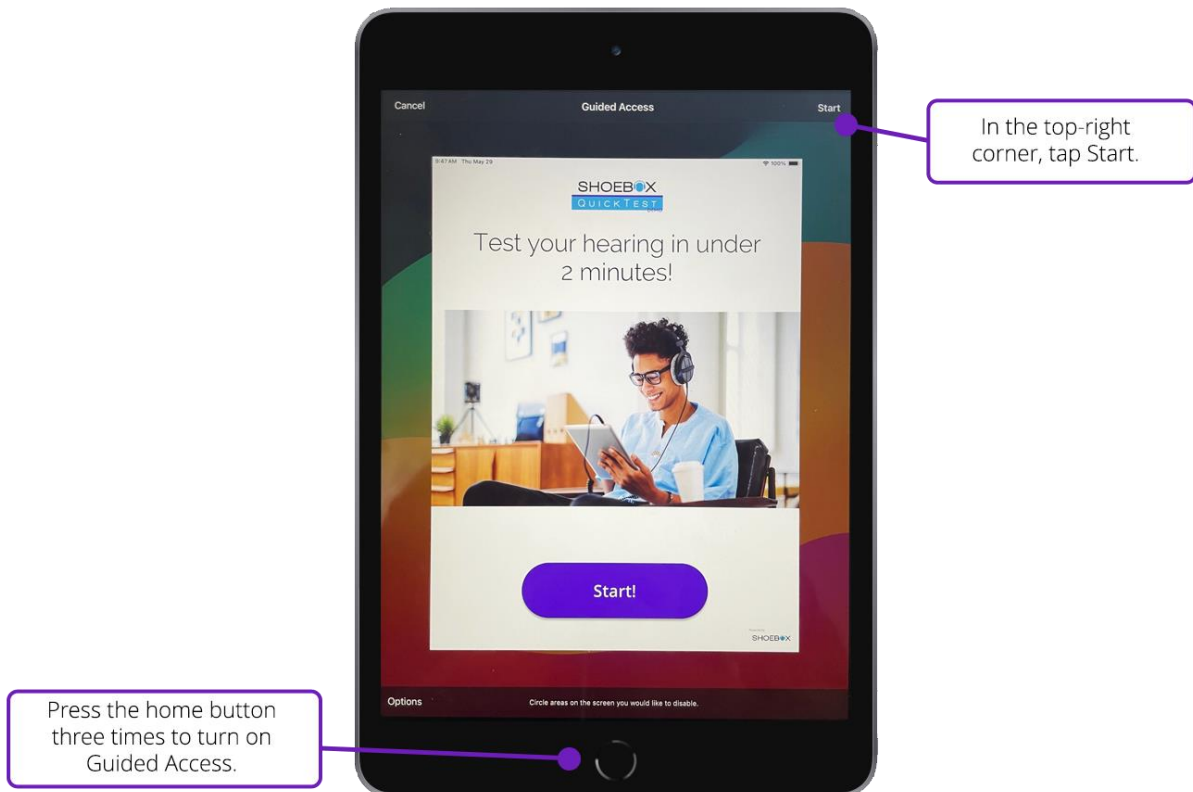


4. Tap **Display Auto-Lock** and select **Never** from the list.



To start a Guided Access session

1. Open the QuickTest app.
2. Press the home button three times to turn on Guided Access.
3. In the top-right corner, tap **Start**.



Your iPad is now configured to run as a standalone kiosk.

Appendix A: Result pages

Below are screenshots that reference how result pages appear when either two or three categories are selected in the test settings on the Data Management Portal.

Two categories

Good hearing ability

10:17 AM Mon Apr 8 100%

10:17 AM Mon Apr 8 100%

Back

Left Ear Right Ear

GOOD REDUCED

1000 Hz 2000 Hz 4000 Hz 1000 Hz 2000 Hz 4000 Hz

MIDDLE HIGH MIDDLE HIGH

Hearing Ability Test Frequency

Your results indicate you can enjoy the various sounds of everyday life.

You can protect your hearing by:

- Wearing earplugs when using woodworking tools or lawn mowers
- Wearing earplugs at loud concerts
- Turning down the volume when listening to music or television

Remember to check your hearing regularly. The earlier you get help for hearing loss, the better.

Tell me more

Back to home screen

Disclaimer: This hearing assessment is not a medical hearing test and should only be used as an informational tool.

Reduced hearing ability

10:17 AM Mon Apr 8 100%

10:17 AM Mon Apr 8 100%

Back

Left Ear Right Ear

GOOD REDUCED

1000 Hz 2000 Hz 4000 Hz 1000 Hz 2000 Hz 4000 Hz

MIDDLE HIGH MIDDLE HIGH

Hearing Ability Test Frequency

Your results indicate you are missing out on some of the middle and high sounds of everyday life.

Middle pitch sounds include regular speech, the sound of rustling leaves, and "s", "p", and "g" sounds.

High pitch sounds affect clearness of speech and enjoyment of music. They include birdsong, soft voices, children's voices, and "s", "f", and "t" sounds.

With help, you can enjoy all the sounds of everyday life again.

Tell me more

Back to home screen

Disclaimer: This hearing assessment is not a medical hearing test and should only be used as an informational tool.

Three categories

Good hearing ability

2:54 PM Wed Apr 3

2:54 PM Wed Apr 3

100%

100%

REduced

GOOD

VERY REDUCED

You

Your results are consistent with someone with **good hearing ability**.

Tell me more

Back to home screen

Disclaimer: This hearing assessment is not a medical hearing test and should only be used as an informational tool.

Left Ear

Right Ear

GOOD

REDUCED

VERY REDUCED

1000 Hz 2000 Hz 4000 Hz 10000 Hz 20000 Hz 40000 Hz

MIDDLE HIGH MIDDLE HIGH

Hearing Ability by Frequency

Your results indicate you can enjoy the various sounds of everyday life.

You can protect your hearing by:

- Wearing earplugs when using woodworking tools or lawn mowers
- Wearing earplugs at loud concerts
- Turning down the volume when listening to music or television

Remember to check your hearing regularly. The earlier you get help for hearing loss, the better.

Reduced hearing ability

2:56 PM Wed Apr 3

2:56 PM Thu Apr 4

100%

100%

REduced

GOOD

VERY REDUCED

You

Your results are consistent with someone with **reduced hearing ability**.

Tell me more

Back to home screen

Disclaimer: This hearing assessment is not a medical hearing test and should only be used as an informational tool.

Left Ear

Right Ear

GOOD

REDUCED

VERY REDUCED

1000 Hz 2000 Hz 4000 Hz 10000 Hz 20000 Hz 40000 Hz

MIDDLE HIGH MIDDLE HIGH

Hearing Ability by Frequency

Your results indicate you are missing out on some of the middle and high sounds of everyday life.

Middle pitch sounds include regular speech, the sound of rustling leaves, and "sh", "p", and "g" sounds.

High pitch sounds affect clearness of speech and enjoyment of music. They include birdsong, soft voices, children's voices, and "s", "t", and "th" sounds.

With help, you can enjoy all the sounds of everyday life again.

Very reduced hearing ability

The image shows two screenshots from a hearing assessment application. The left screenshot is a summary screen with a circular gauge divided into four segments: yellow (top, labeled 'REDUCED'), red (right, labeled 'VERY REDUCED'), green (bottom, labeled 'GOOD'), and blue (left, labeled 'VERY REDUCED'). The center of the gauge says 'You'. Below the gauge, the text reads: 'Your results are consistent with someone with very reduced hearing ability.' A purple button labeled 'Tell me more' is at the bottom. A small disclaimer at the very bottom states: 'Disclaimer: This hearing assessment is not a medical hearing test and should only be used as an informational tool.'

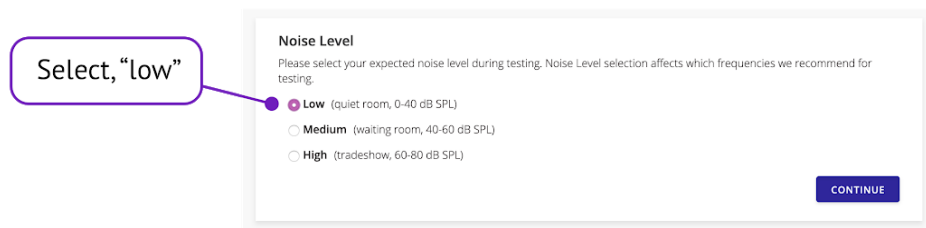
The right screenshot is a detailed bar chart for the 'Right Ear'. The y-axis represents hearing ability levels: 'VERY REDUCED', 'REDUCED', and 'GOOD'. The x-axis is labeled 'Hearing Ability by Frequency' and has categories: 'VERY LOW', 'MIDDLE', 'HIGH', 'VERY LOW', 'MIDDLE', 'HIGH'. The bars show the following levels: 'VERY LOW' (red, VERY REDUCED), 'MIDDLE' (red, VERY REDUCED), 'HIGH' (green, GOOD), 'VERY LOW' (red, VERY REDUCED), 'MIDDLE' (orange, REDUCED), and 'HIGH' (orange, REDUCED). A purple button labeled 'Back to home screen' is at the bottom.

Appendix B: Test setup examples

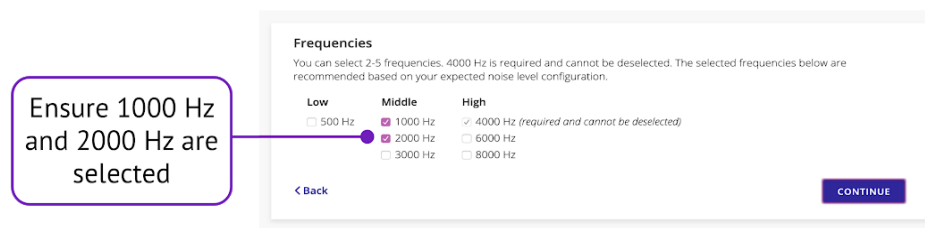
Your QuickTest setup can be optimized to best match various use cases and noise environments. If you are unsure how to configure QuickTest, we recommend using one of the following test setup examples.

With respect to the overall number of result categories, as well as call-to-action pages, no official recommendations are provided and are left to your discretion.

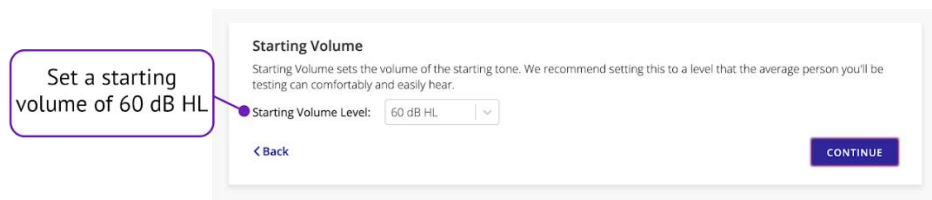
Test setup: Low noise (0-40 dB SPL)



- **Frequencies:** 1000 Hz, 2000 Hz, 4000 Hz



- **Starting Volume Level:** 60 dB HL



- **Category Segments (for 1K, 2K, and 4K)**
 - **Good:** 0-30 dB HL
 - **Reduced:** 30-60 dB HL
 - **Very Reduced:** 60-90 dB HL

Category Segments
To configure your category segments:

1. Set the limits for **Good** Hearing Ability.
2. Set the limits for **Very Reduced** Hearing Ability.
3. The upper and lower limits of **Reduced** Hearing Ability will be set automatically.

Good Hearing Ability: 1000 Hz 0-30 dB HL, 2000 Hz 0-30 dB HL, 4000 Hz 0-30 dB HL

Reduced Hearing Ability: 1000 Hz 30-60 dB HL, 2000 Hz 30-60 dB HL, 4000 Hz 30-60 dB HL

Very Reduced Hearing Ability: 1000 Hz 60-90 dB HL, 2000 Hz 60-90 dB HL, 4000 Hz 60-90 dB HL

< Back CONTINUE

Test setup: Medium noise (40-60 dB SPL)

Noise Level
Please select your expected noise level during testing. Noise Level selection affects which frequencies we recommend for testing.

Low (quiet room, 0-40 dB SPL)
 Medium (waiting room, 40-60 dB SPL)
 High (tradeshow, 60-80 dB SPL)

CONTINUE

- **Frequencies:** 1000 Hz, 2000 Hz, 4000 Hz

Frequencies
You can select 2-5 frequencies. 4000 Hz is required and cannot be deselected. The selected frequencies below are recommended based on your expected noise level configuration.

Low 500 Hz
 Middle 1000 Hz
 2000 Hz
 3000 Hz
 High 4000 Hz (required and cannot be deselected)
 6000 Hz
 8000 Hz

< Back CONTINUE

- **Starting Volume Level:** 70 dB HL

Starting Volume
Starting Volume sets the volume of the starting tone. We recommend setting this to a level that the average person you'll be testing can comfortably and easily hear.

Starting Volume Level: 70 dB HL

< Back CONTINUE

- **Category Segments (for 1K, 2K, and 4K)**
 - **Good:** 0-40 dB HL
 - **Reduced:** 40-60 dB HL
 - **Very Reduced:** 60-90 dB HL

Category Segments
To configure your category segments:

1. Set the limits for **Good** Hearing Ability.
2. Set the limits for **Very Reduced** Hearing Ability.
3. The upper and lower limits of **Reduced** Hearing Ability will be set automatically.

Select 0-40 dB HL for all three frequencies

Select 60-90 dB HL for all three frequencies

Test setup: High noise (60-80 dB SPL)

Noise Level
Please select your expected noise level during testing. Noise Level selection affects which frequencies we recommend for testing.

Low (quiet room, 0-40 dB SPL)
 Medium (waiting room, 40-60 dB SPL)
 High (tradeshow, 60-80 dB SPL)

CONTINUE

Select, "High"

- **Frequencies:** 3000 Hz, 4000 Hz, 6000 Hz

Frequencies
You can select 2-5 frequencies. 4000 Hz is required and cannot be deselected. The selected frequencies below are recommended based on your expected noise level configuration.

Low	Middle	High
<input type="checkbox"/> 500 Hz	<input checked="" type="checkbox"/> 1000 Hz	<input checked="" type="checkbox"/> 4000 Hz (required and cannot be deselected)
	<input type="checkbox"/> 2000 Hz	<input checked="" type="checkbox"/> 6000 Hz
	<input checked="" type="checkbox"/> 3000 Hz	<input type="checkbox"/> 8000 Hz

CONTINUE

Ensure 3000 Hz and 6000 Hz are selected

- **Starting Volume Level:** 80 dB HL

Starting Volume
Starting Volume sets the volume of the starting tone. We recommend setting this to a level that the average person you'll be testing can comfortably and easily hear.

Starting Volume Level: 80 dB HL

CONTINUE

Set a starting volume of 80 dB HL

- **Category Segments (for 3K, 4K, and 6K)**
 - **Good:** 0-40 dB HL
 - **Reduced:** 40-70 dB HL

- **Very Reduced:** 70-90 dB HL

Category Segments
To configure your category segments:

1. Set the limits for **Good** Hearing Ability.
2. Set the limits for **Very Reduced** Hearing Ability.
3. The upper and lower limits of **Reduced** Hearing Ability will be set automatically.

Good Hearing Ability Reduced Hearing Ability Very Reduced Hearing Ability

1000 Hz 0-60 dB HL 1000 Hz 50-60 dB HL 1000 Hz 60-90 dB HL

Good Hearing Ability	Reduced Hearing Ability	Very Reduced Hearing Ability
3000 Hz 0-40 dB HL	3000 Hz 40-70 dB HL	3000 Hz 70-90 dB HL
4000 Hz 0-40 dB HL	4000 Hz 40-70 dB HL	4000 Hz 70-90 dB HL
6000 Hz 0-40 dB HL	6000 Hz 40-70 dB HL	6000 Hz 70-90 dB HL

< Back CONTINUE

Callout 1 (Left): Select 0-40 dB HL for all three frequencies

Callout 2 (Right): Select 70-90 dB HL for all three frequencies

Appendix C: Participant screen flowchart

The following flowchart is a feature overview of screens a participant may experience in a high-level workflow.



Troubleshooting

Where can I change settings?

General and test settings can be changed in the Data Management Portal. For more information, see [Customizing your QuickTest settings](#).

Site Name and **Admin Required** settings are iPad-specific and can be changed on the **Settings** screen in the QuickTest app. For more information, see [QuickTest settings on the iPad](#).

Why am I not seeing my settings changes in QuickTest?

When your iPad is connected to the internet, settings automatically sync from the Data Management Portal to the iPad every time the home (splash) screen is displayed, and you are connected to the internet. If you want your settings to sync immediately, navigate to the QuickTest settings on the iPad and tap **Sync settings now** in the **Test Settings** section. For more information, see [Syncing settings](#).

How do I view QuickTest results?

You can view QuickTest results from the **Participants** page in the Data Management Portal. For more information, see [Reviewing test results](#).

How do I reset QuickTest if someone does not finish the test?

QuickTest will time out after one minute of inactivity on any screen aside from the privacy policy screen, where it will time out after two minutes, and the result screens, where it will time out after five minutes. The game screen will never time out but will go through the test until the end. This is because if someone has severe hearing loss, it is possible they may not hear any tones and therefore not interact with the test. You can go back to the home (splash) screen at any time by tapping the home icon in the top-right corner of the game screen.

How do I stop people from exiting QuickTest?

QuickTest can be exited both through using the home button and through multi-touch gestures native to the iPad. Enabling “Guided Access” mode will prevent users from being able to exit QuickTest in this manner. For more information, see [Guided access \(kiosk mode\) setup](#).

What if no sound plays through the headphones?

If you cannot hear any sound playing through the headphones, first make sure your headphones are fully plugged in. If you are still having issues, you can call SHOEBOX Support at 1-877-349-9934 or email support@shoebox.md.

Do I need to set a volume on the iPad?

No. Volume controls for QuickTest are preconfigured, so your iPad volume does not matter.

What transducers (headphones) can I use?

QuickTest is optimized with a standard calibration for RadioEar DD450 or DD65 headphones.