SHOEBOX

SHOEBOX Puretest

Return Instructions and Hardware Installation

Thank you for taking advantage of the SHOEBOX Advanced Replacement process. These instructions include directions for returning the expired equipment and installing the new hardware. **Please read and follow all the instructions below.**

Return Instructions:

- You will have **30 days to return** the old headphones and/or microphones to SHOEBOX.
- Please note that if you do not return the headphones and microphone, **there will be a charge for the unreturned items.**
- Once sent, please email your SHOEBOX contact with the return tracking number and the serial numbers of the returned items. You can avoid being charged for outstanding items if we are informed of the return.
- As a reminder, your organization is responsible for any return shipping costs.

Return Shipping Address: US Residents

Attention: SHOEBOX Returns
185 Commerce Drive
Hauppauge, NY 11788
Phone: +1 516-313-9309

Return Shipping Address: Canadian Residents

Attention: SHOEBOX Returns
#210-80 Aberdeen St.
Ottawa, ON K1S 5R5 Canada
Phone: +1 613-728-6666

Updating PureTest Headphones (Transducers) & Microphones

Once you have received new hardware from SHOEBOX, **you MUST add the new headphones and microphone and REMOVE the old hardware in the SHOEBOX app settings.**

Please **do not remove the QR code** from the transducer cable. Your transducers cannot be identified without it.

To add your new headphones and/or microphone:

1. From the home screen, tap **Settings**.
2. Under **Hardware**, tap **Headphones & Microphone**.
    - The **Headphones & Microphone** screen displays the headphones and microphone that are currently installed on your iPad and will indicate if they are expired or about to expire.

To change the headphones:

1. On the **Headphones** panel, tap the **Plus** icon .
2. Install your newly calibrated headphones using one of the following options:
    a. Select your headphones from the list of available headphones.

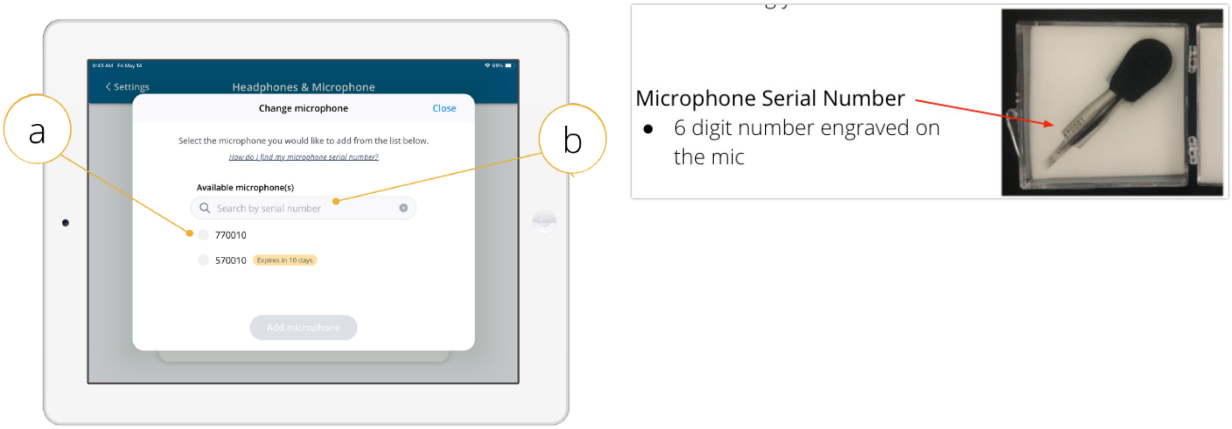
b. Enter their 12-digit ID number printed on the label attached to the wire of your headphones (printed on the bottom of the red earcup on newer models of DD450 headphones).

c. Tap the **Barcode** button to scan the QR code attached to the label on the wire of your headphones (printed on the bottom of the red earcup on newer models of DD450 headphones).



To change the microphone (if required):

1. On the **Microphone** panel, tap **Remove** to remove the old microphone.
2. To add a new microphone, tap the **Plus** icon .
3. Install your newly calibrated microphone using one of the following options:
    a. Select your new microphone from the list of available microphones.
    b. Enter the 6-digit ID number etched on the side of your new microphone.



Once installed, your new headphones and microphone will be listed on the **Headphones and Microphone** panels. Great job! You are now ready to use your SHOEBOX device.