

SHOEBOX[®] QuickTest

Deployment Guide

Think Outside of the Booth![®]

Introduction

Welcome to SHOEBOX® QuickTest!

This deployment guide will help you with the basics of QuickTest so you can easily and efficiently start deploying your QuickTest units.

Once you're set up, we recommend taking a look at our comprehensive SHOEBOX Help Center website to learn all the capabilities of QuickTest at help.shoebox.md

If your iPad was provided by SHOEBOX Audiometry, you'll find the user guides in your iBooks app.

If you have any questions about SHOEBOX, please contact support@shoebox.md.



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IFU-21 1.0 2020-09

 Applicable to headphones and iPad

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

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Summary Checklist

This checklist serves as a high level summary of all the essential components of a successful QuickTest deployment, as well as a summary of this document's contents.

Before beginning your QuickTest deployment, ensure that you have completed all items listed below.

- ❑ **Install QuickTest on all units**
 - ❑ Download and log in, then complete first-time app setup
 - ❑ Ensure iPad is set to the correct region
 - ❑ Connect to data or WiFi

- ❑ **Configure QuickTest settings using the SHOEBOS web portal**
 - ❑ Language Settings
 - ❑ General Settings
 - ❑ Test Setup
 - ❑ Confirm your settings with a "Test Contact" run

- ❑ **Learn how to access in-app settings and add a site name**
 - ❑ Access in-app settings by swiping with two fingers from left to right on the splash screen, then entering your passcode
 - ❑ Add a site name for each of your units so that your QuickTest participant results are tagged with the location where the test was taken (I.E. First Street Clinic, Second Street Clinic, etc.)

- ❑ **Determine which workflow type your organization will be using: Kiosk or Attended**
 - ❑ **If using Kiosk Mode:**
 - ❑ Enable "Guided Access" mode on all of your units
 - ❑ Source kiosks that will support your QuickTest iPads
 - ❑ **If using Attended Mode:**
 - ❑ Review the Steps for Success (Integration, Training, Objection Handling, Maintenance and Disinfecting)
 - ❑ Ensure proper screening and disinfecting procedures are communicated to all staff members who will be working with QuickTest
 - ❑ Ensure proper objection handling procedures are communicated to all staff members who will be working with QuickTest

- ❑ **Review maintenance and monitoring procedures with your organization**

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Installing QuickTest

If you received your iPad from SHOEBOX

1. Turn on your iPad.
2. Connect to WiFi from within the iPad settings..
3. Tap the QuickTest app icon to launch QuickTest.



If you provided your own iPad

1. Turn on your iPad
2. Follow the Apple Installation Wizard to setup
3. Launch the App Store by tapping the App Store icon
4. Search for SHOEBOX QuickTest
5. Tap the "GET" button to download and install QuickTest
6. Once installed, the app will appear on your iPad home screen
7. Tap the QuickTest app icon to launch QuickTest

Is your iPad set to the correct region?

To confirm your region, from your iPad's home screen go to Settings > General > Language & Region.

Confirm your iPad is set to the region in which you will be deploying QuickTest.

Now you're ready to set up your QuickTest system!

Starting the QuickTest App for the First Time

1. Tap the QuickTest app icon to launch QuickTest
2. Tap the "Get Started" button
3. Login using your SHOEBBOX email and password
4. Enable microphone and location monitoring. This is important, as QuickTest needs microphone and location access to run optimally
5. Set up your passcode to prevent participants from being able to access your settings.
You can't skip this step!

Don't know your SHOEBBOX login?

Hint: the email is the one where you receive your SHOEBBOX emails, and the password is the one you created on the SHOEBBOX web portal.

If you don't know what these are, contact support@shoebox.md

After you finish setting up, you'll find yourself on the home (splash) screen.

Your next task will be to access your SHOEBBOX web portal to perform all of the necessary configurations for QuickTest, but before you do that, ensure that your iPad is connected to WiFi or cellular data so that QuickTest can send and receive updates.

Now you're ready to configure your QuickTest settings!

Configuring QuickTest using your Portal

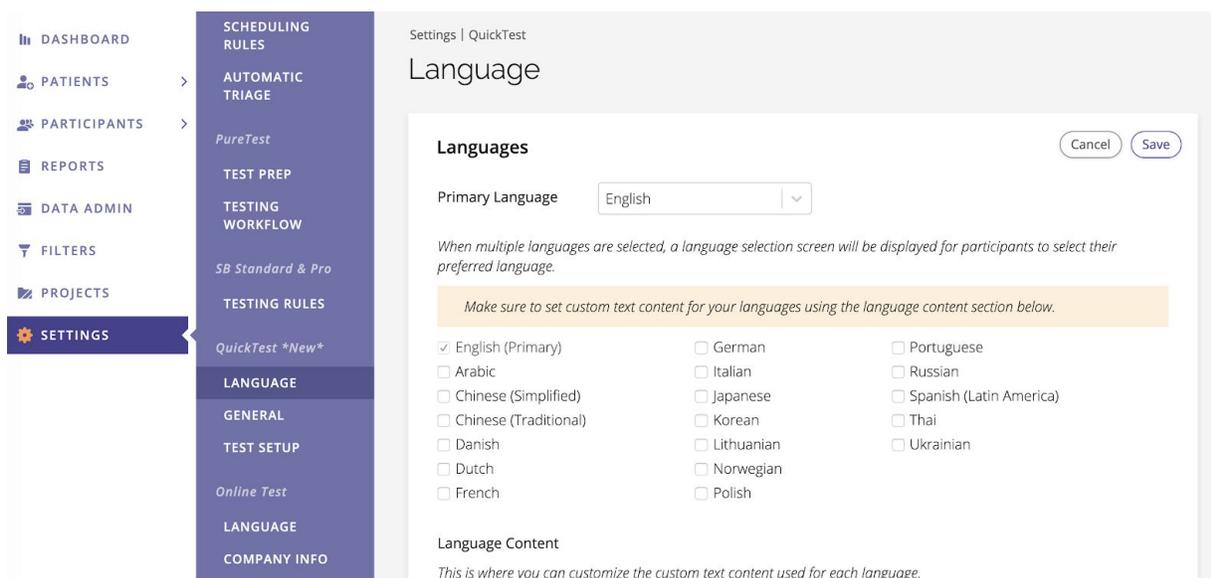
Before you begin the deployment phase for your QuickTest unit(s), you need to log in to your SHOEBBOX web portal and configure your QuickTest settings to ensure that QuickTest will perform the way you want it to.

First, log in to the portal in your web browser by going to portal.shoebox.md and entering your e-mail and password.

Configuring Language

On your first login, you will be asked to select the primary language for QuickTest. This is the default language QuickTest will be displayed in on your iPad.

This language setting can be changed at any time by going to Settings > QuickTest > Language. You can also select multiple languages to enable a multi-language selector on your iPad.



Note: enabling multiple selectable languages onto your iPad may require you to download the corresponding Apple keyboard to your iPad in order to support the selected language.

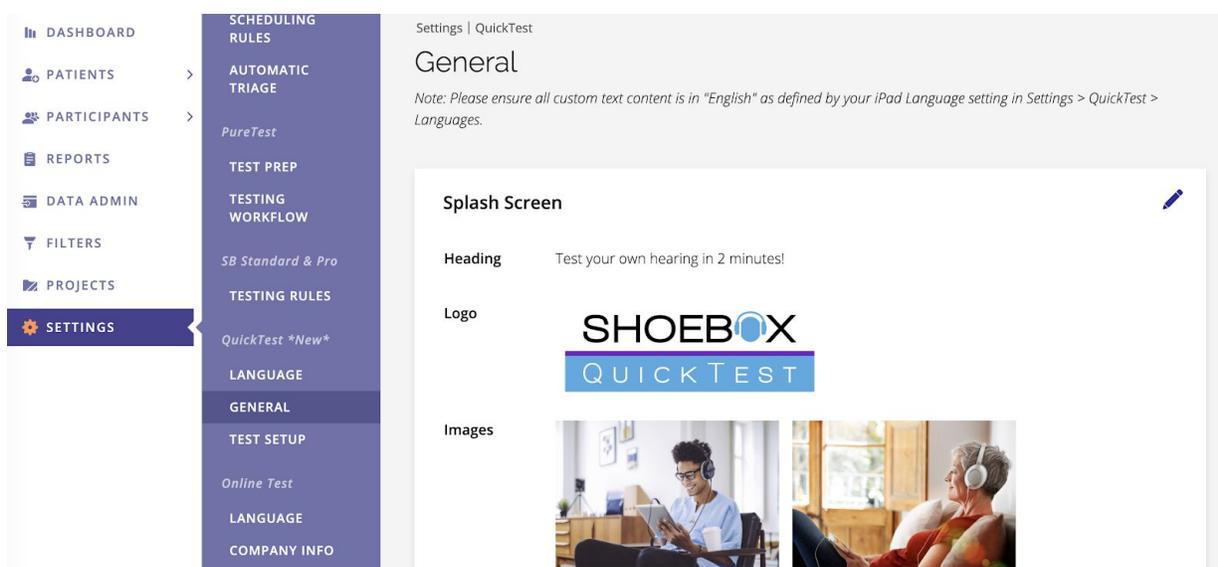
For example, if you want to enable Arabic as a selectable language, you will need to download the Arabic keyboard to your iPad for your Participants to be able to enter text using their language.

Customizing your QuickTest Settings

Once your language settings have been configured, the next step is to configure how your QuickTest will be presented to participants and how it will function.

General Settings: these settings govern the look and feel of your QuickTest, along with what pre-test content your participants will have access to.

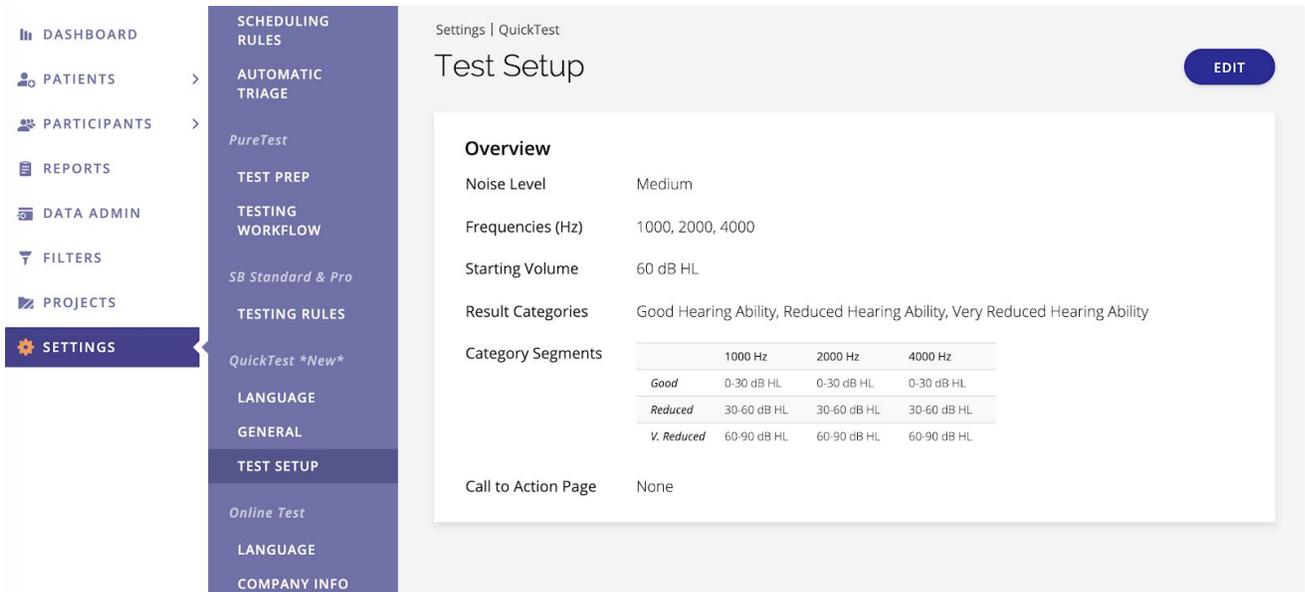
These settings can be accessed in the web portal by navigating to Settings > QuickTest > General. You can use the default settings if you would prefer, but we strongly recommend customizing your settings to match your organization's branding.



Test Setup: These settings control how the test itself will function, along with what post-results call to action content you would like to enable for participants.

These settings can be accessed in the web portal by navigating to Settings > QuickTest > Test Setup.

As with General Settings, we've set up some default test settings for you so you can try out the product without needing to do any customization. However, we strongly recommend customizing these settings to your organization standards before deploying your QuickTest unit(s).



Confirm Your Settings with a “Test Contact” Run

Once you have completed your customization and test setup on the portal, we recommend going through the test on the iPad in order to confirm that everything is working as intended.

1. Open the QuickTest app. If you have uploaded a custom logo, heading, or splash screen images, they should be displayed here now. If they are not displayed, ensure your iPad is connected to the internet so that QuickTest can sync the settings you configured on your web portal.
2. Begin your test run. If you have your contact page turned on, we suggest naming yourself, “Test Contact.” By doing so, you can easily find yourself in the Participants list and delete your results from the web portal when you’re done.

Access In-App Settings & Add a Site Name

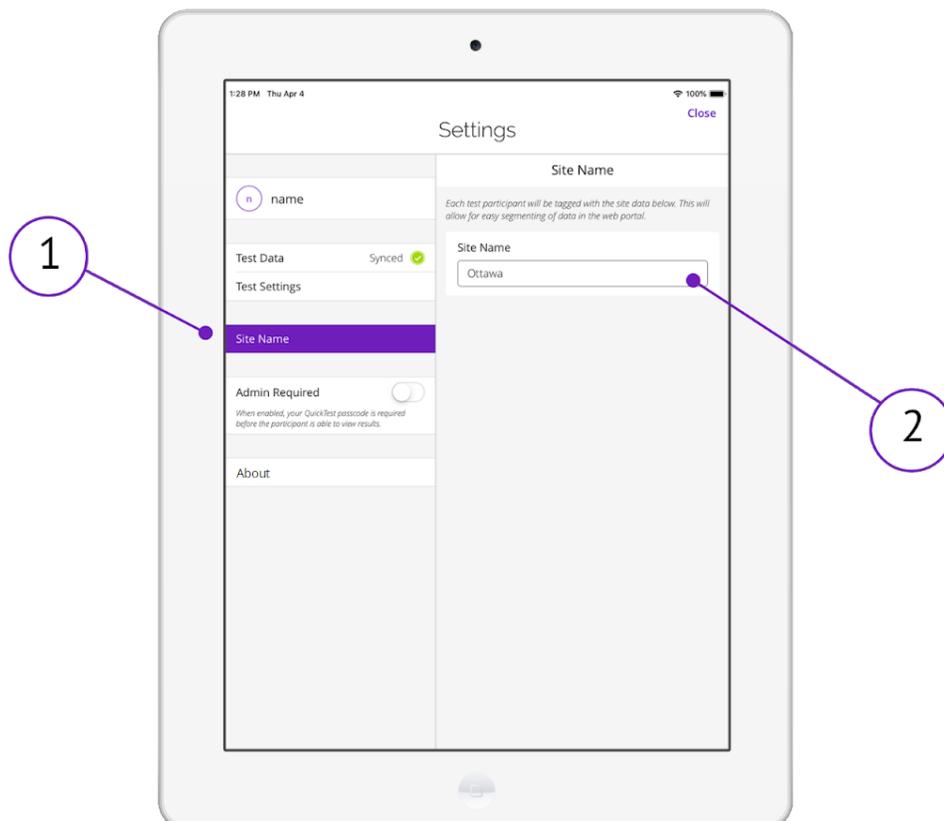
The final step in the configuration process is understanding how to access QuickTest's in-app settings and what they do.

On the splash screen of your QuickTest app. Swipe with two fingers from left to right. You will then be prompted to enter your passcode, and will be brought to the in-app settings screen.

The most important setting on this screen is the **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.

To add a site name:

1. On the settings screen, tap "Site Name" in the side navigation
2. Tap the "Site Name" text field to add your site name



Workflow Options: Kiosk Mode vs. Attended Mode

Now that you have your QuickTest settings configured and you have confirmed that everything is working as intended, your next step is to decide which QuickTest workflow option is best for you.

Kiosk Mode

In this mode, the QuickTest iPad is configured to run in an unattended, standalone kiosk that participants can access as a part of their visit. This mode is intended for customers who wish to deploy their QuickTest units for automated lead generation.

Some examples of locations where QuickTest kiosks can be deployed:

- Pharmacies
- Opticians
- Fairs & tradeshow
- Waiting rooms of affiliated or partnered clinics

Attended Mode

In this mode, the QuickTest iPad is either presented to the participant by a staff member, or a staff member is attending the QuickTest setup. This mode is intended for customers who wish to deploy their QuickTest units into clinics to serve as a hearing screening test that can be integrated into their regular patient workflow.

Some examples of how to integrate this into your workflow in a clinic environment:

1. **Upon registration:** When a patient checks in for their appointment, or add the hearing screening into the workflow before they proceed.
2. **During appointment:** When a patient is completing a pre-screening or appointment, introduce the hearing screening as a natural next step.
3. **Post appointment:** Take a couple minutes to complete the hearing screening before they leave.

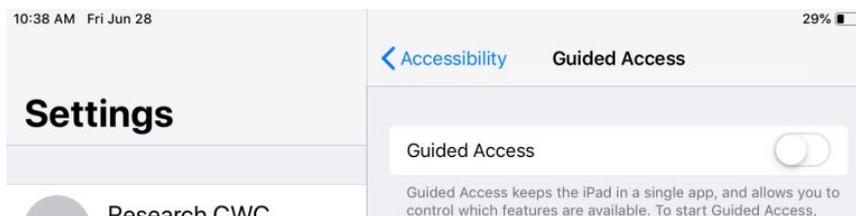
Kiosk Mode: Guided Access Setup

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 have a streamlined and easily accessible experience. These settings are referred to as, "Guided Access," and they prevent the user from accessing anything on the iPad other than QuickTest.

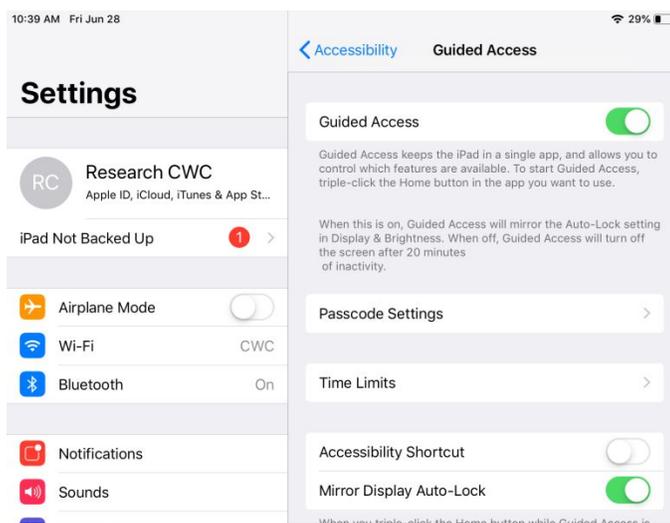
Important: when using a QuickTest iPad in a standalone kiosk, ensure that your iPad is plugged in to prevent the battery from draining.

To set up guided access:

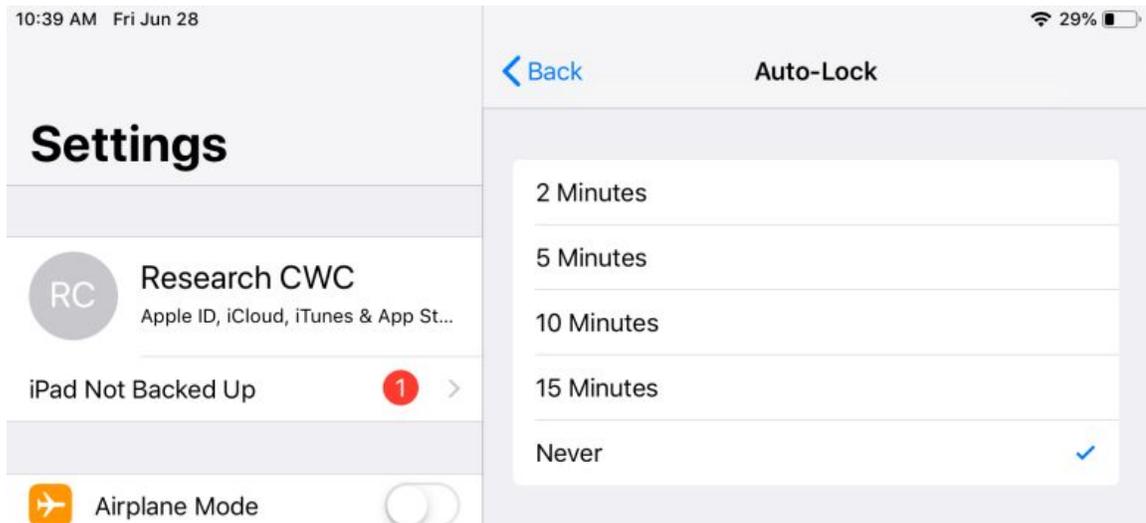
1. Go to your iPad's Settings
2. Once there, go to General > Accessibility > Guided Access, then tap the switch to enable Guided Access



3. Once Guided Access is enabled, more Guided Access options will appear. Tap on Mirror Display Auto-Lock to enable it. Ensure that Mirror Display Auto-Lock is ON before continuing



4. Once your Guided Access settings are enabled, tap on Display and Brightness > Auto-Lock
5. Set your Auto-Lock to "Never"



To start a Guided Access session:

1. Open the app (QuickTest) that you would like to use in Guided Access mode
2. Press the Home button three times to turn on Guided Access
3. Tap "Start"

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

Kiosk Mode: Sourcing Guide

When purchasing a kiosk or stand to use with your QuickTest iPad, please consider the following checklist of key criteria to ensure that you purchase a kiosk or stand that supports your QuickTest iPad.

Key Criteria checklist for QuickTest-supporting kiosks:

Requires:

- Portrait orientation for iPad
- Audio cable access for headphones
- Power cable access for charging
- Device fit-kit confirmed before purchase to support your iPad type

Recommended:

- Pinhole access for home screen and on/off buttons
- Plug cover on kiosk for safety and display
- Security feature to prevent device theft
- Headphone hanger or stand available
- Sturdy and durable option to prevent accidental damage / future cost for replacements
- ADA (Americans with Disabilities Act) compliance

Finally, before purchasing a kiosk, consider the layout of the area where you'll be setting up the kiosk and decide if you'll need to purchase any additional extension cables from Apple or extension cords for far-away outlets. These accessories are almost always sold separately from kiosk vendors.

Attended Mode: Steps for Success & Objection Handling

When using QuickTest in Attended Mode, there are some key steps you and your organization need to take into consideration to ensure a smooth deployment.

Steps for Success

When initiating a QuickTest deployment into multiple locations, here are some key first steps to success:

1. **Integration.** Integrating hearing screening into your workflow enables consistency of use, increased weekly screenings and eases staff adoption. SHOEBOX QuickTest can be offered as an optional hearing screening to every patient over 18 years of age. By providing this service to everyone we begin to remove stigma and increase hearing health awareness, enabling a conversation today that reduces their journey in the future.
2. **Training.** Training staff with simple screening procedures ensures the hearing screening is used correctly and that both the patient and the staff member are feeling comfortable with the interaction
3. **Objection Handling.** Providing objection handling ensures both staff and patients are comfortable discussing screening results and how the hearing screening works.
4. **Maintenance & Disinfecting.** Following simple iPad maintenance will keep your unit up and running, proper transducer disinfection or headphone covers will ensure your units are safe to use.

Screening Procedure

Here are some best practices for screening procedures that you will want to communicate to staff members who will be administering QuickTest:

1. Before they put on the headphones, provide the following instructions:
"Press start when you're ready, then follow the prompts"
"When the test starts, tap the button in the center of your screen when you hear a sound, even a very quiet one"

2. Observe the first few taps to ensure they understand the instructions
3. After they complete the test, confirm they understand their screening results. Review the results provided by following the description on the results page.
4. Follow up with next steps for the participant:

For participants with **reduced** or **very reduced** hearing:

"We recommend booking an appointment for a full hearing test, this will provide a detailed assessment of your hearing."

For participants with **good** hearing:

"We recommend following up every two years to maintain awareness of your current hearing health, and if you have not had a full assessment or if you have hearing concerns, it is a great idea to do so to have a baseline for your hearing."

Objection Handling

The final key to a smooth QuickTest deployment is to ensure that all staff members involved with QuickTest are trained to handle customer objections at a moment's notice.

If participants have questions or concerns regarding their results or next steps, here are some helpful responses to guide them in the right direction:

Q: It is noisy here; how accurate are these results?

A: QuickTest has been designed for noisy environments such as trade shows. The test frequencies used bucket participants to provide an effective indicator of your hearing ability.

Q: I don't trust these results. My hearing is fine.

A: If you don't feel comfortable with your results, I would encourage you to take a full hearing test to better understand your hearing health. Would you like to book an appointment?

Q: My results say reduced, however my (left or right) ear is fine, do I have to address hearing loss if one of my ears is perfectly fine?

A: I would recommend you take a full hearing exam to get a better idea of your overall hearing health. Hearing loss, even in one ear, can still have a negative impact on your day-to-day life, or be an indicator for other issues. Would you like to book an appointment?

Q: Can I bring my family member in for this hearing test? I think they may have hearing loss.
Each location may have a different booking process however we encourage you to follow up with your manager on how to support this request.

Maintenance & Monitoring

After your initial deployment, you will want to ensure that your organization follows standard maintenance procedures so that your QuickTest units continue to run smoothly.

Maintenance

QuickTest units are relatively low maintenance, however there are some key maintenance procedures that all organizations should follow to ensure an optimal, error-free experience.

1. Ensure that the iPad is charged overnight using the iPad charger provided by SHOEBOX. If used in a standalone kiosk, ensure that the charging cable is properly connected to the iPad at all times.
2. At the end of each day, ensure the iPad has been synced by reviewing the latest synced time/date in the QuickTest app settings (accessible by swiping with two fingers on the QuickTest splash screen and entering your password).

Note: your device needs to be connected to Wi-Fi or data to sync.

3. A cleaning cloth is provided with your system which should be used between every patient to ensure a screen free of debris.

Avoid getting moisture in openings. Don't use window cleaners, household cleaners, compressed air, aerosol sprays, solvents, ammonia, abrasives, or cleaners containing hydrogen peroxide to clean the iPad. The iPad has an oleophobic coating on the screen; simply wipe the iPad's screen with a soft, lint-free cloth to remove oil left by your hands. The ability of this coating to repel oil will diminish over time with normal usage, and rubbing the screen with an abrasive material will further diminish its effect and may scratch your screen.

Disinfection Procedures

Part of the QuickTest maintenance process is ensuring that your units are properly disinfected on a regular basis. Using the information below as a reference, ensure that proper disinfection procedures are communicated to all members of your organization who will be working with your QuickTest units.

COVID-19 Notice: For testing guidelines and sanitation methods for the prevention of COVID-19, please refer to the pdf article linked below provided by the National Hearing

Conservation Association (NHCA), which contains detailed instructions on screening, proper PPE usage, and sanitation methods for COVID-19 prevention.

[Best Practices Guidelines for Safely Conducting Hearing Testing During the COVID-19 Pandemic.pdf](#)

-Provided courtesy of National Hearing Conservation Association (NHCA) Task Force with participation from the Council for Accreditation in Occupational Hearing Conservation (CAOHC), and Occupational Medicine Specialists, Richard Stepkin, M.S.- Chair; Raul Mirza, D.O.; Michael Zittle, D.O.; Carolyn Tolley, M.S.; Tim Rink, Ph.D.

Where can I find a list of qualified disinfectants for COVID-19?

Oaktree Products is the leading provider in the US of clinical supplies to the hearing care industry. This list can be helpful to find infection control alternatives in this time of limited and restricted availability.

<https://www.oaktreeproducts.com/covid-19-qualified-disinfectants>

Disinfecting Transducers

Note: It is not recommended to clean your transducers with alcohol based products, as the alcohol breaks down the plastic on the ear covers, as well as the noise attenuating foam padding. We recommend hydrogen peroxide based products.

For cleaning where there is a potential for exposure to other infectious contaminants: Accel PREvention wipes are a good choice. <https://www.amazon.ca/Accel-Prevention-Ready-Use-Wipes>

Take extra care to ensure cleaning liquid does not come into contact with the center portion of the headphone as it can damage delicate internal components.

Disinfecting iPads

In accordance with [Apple's Product Cleaning Guidelines](#), the following is recommended for disinfecting and sanitizing your iPad:

- Use 70% isopropyl alcohol wipes or Clorox disinfecting wipes
- Gently wipe the hard, nonporous surfaces of your Apple product, such as the display, keyboard, or other exterior surfaces.
- Do not use bleach
- Avoid getting moisture in any opening
- Do not submerge your iPad in cleaning agents
- If using a fabric or leather case for your iPad, seek alternative cleaning methods as disinfectant wipes may damage the material

Warning: Do not use window cleaners, household cleaners, compressed air, aerosol sprays, solvents, ammonia, abrasives, or cleaners containing hydrogen peroxide to clean the iPad. Using abrasive materials will deteriorate the oleophobic coating on the screen that allows you

to remove oil left by your hands with a soft, lint-free cloth, and may even scratch your screen. Avoid getting moisture in openings.

To clean the iPad:

- Unplug all cables and turn it off (press and hold the Sleep/Wake button, and then slide the on-screen slider)
- Use a soft, slightly damp, lint-free cloth to gently remove smudges from the iPad

Reference: <https://support.apple.com/en-ca/HT204172#ipads>

Monitoring

As a part of our SHOEBOX Mobile Device Management (MDM) service, we can track the battery life per device serial number for all of your deployed units and share it with you via automated emails.

We also offer additional services such as location tracking, automatic remote software updates, and the ability to lock access to other apps to prevent your QuickTest iPads from being used for anything other than testing.

If you opt out of our MDM service, touching base with your location(s) is a good practice. It will allow you to ask questions regarding usage levels, maintenance and battery life to ensure you are never offline.