FAQ

1. What should I do if the green icon indicating active sound monitoring is not showing while I am busy listening to music/other media?
Restart your device and open the dbTrack app. If the icon still does not appear, please contact the researcher as soon as possible.

2. What should I do if the dbTrack app indicates that I am signed out?
Ask the researcher to provide you with your user details to sign back in.

3. What happens when I receive a call on my device?
You need to unplug your dbTrack earphones, as the sound sensor included in the earphones uses the microphone communication channel to update the dbTrack app on the sound levels measured inside the ear.

4. Can I send a voice note when the dbTrack earphones are plugged in? No. You can listen to a voice note, but you need to unplug your dbTrack earphones when you want to record and send a voice note as the sound sensor included in the earphones uses the microphone communication channel to update the dbTrack app on the sound levels measured inside the ear.

5. Can I use other earphones with the dbTrack app?
No. The dbTrack app only works with the dbTrack earphones, therefore, please only use dbTrack earphones throughout the study period.

6. Does the dbTrack app work when I am offline?
Yes, internet connection is only required for the initial setup and data syncing.

7. How much battery power does the dbTrack app use?
The dbTrack app has been optimized to use as little battery power as possible and it is generally in line with standard music player apps.