

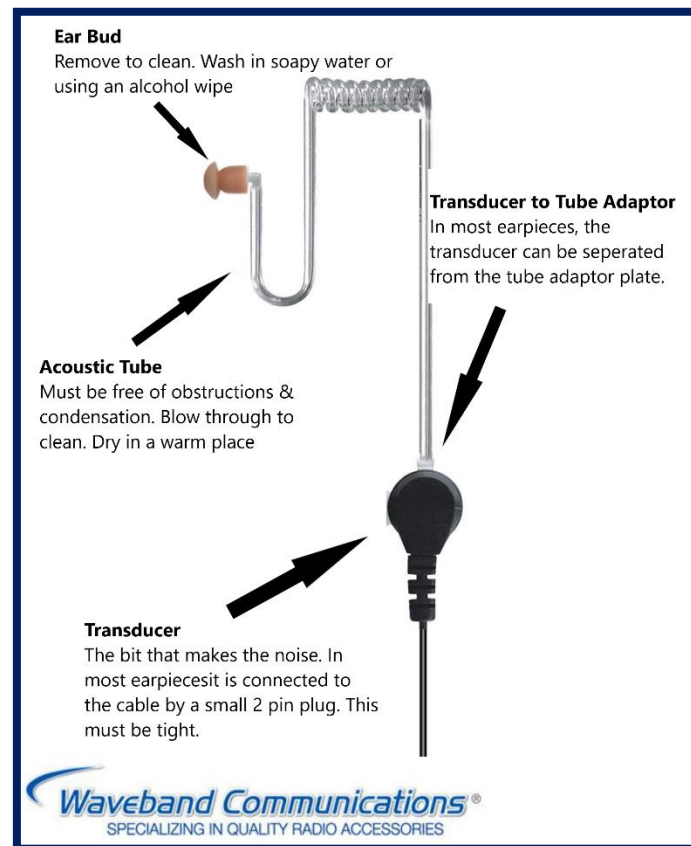
## **Troubleshooting & Maintenance Guide for Your Waveband Acoustic Tube Earpiece**

The Acoustic Tube Earpiece is one of the most effective radio accessories utilized by professionals in all industries, whether that be the security guard at a casino or the soldier patrolling the southern border. They allow teams to talk directly into each other's ears from a distance, relaying information and thus coordinating activities to perform the job. As with all two-way radio accessories, you'll want to take appropriate care of your new purchase if you hope to achieve a long useful life of your product. As part of our everlasting commitment to quality and customer satisfaction, we've put together a guide with tips & instructions on getting the best lifetime of performance out of your new Waveband Communications Acoustic Tube Earpiece!

### **Common Failures Associated with Acoustic Tube Earpieces, & How to Avoid Them**

There are 4 common failures reported by acoustic earpiece owners, and there can be a number of underlying causes. Ranked in descending order from commonality, they are: Earpiece becoming blocked with earwax/moisture, Cable partially unplugged from transducer, Cable failure, Transducer failure. The figure to the right shows an acoustic tube earpiece & where each issue may be found:

- Keep cables/earpiece away from aftershave, perfumes, hairsprays, or other grooming products containing harmful chemicals.
- Avoid leaving earpiece in direct sunlight for long periods of time.
- Do not wash cables, mics, or plug
- Earbuds & foams can be cleaned with warm, soapy water or washed in a net bag or knotted sock in a washing machine. All other parts can be cleaned with warm, soapy water.
- If you suspect that water has found its way into the electronics, remove power/batteries immediately and leave to gently dry for at least 24 hours.



[Type here]

**Acoustic Tube Troubleshooting** – The acoustic tube is one of our most popular earpieces and takes a special degree of care to maintain due to its technical complexity. Below, we've compiled some common issues and questions we get from customer feedback, along with answers to assist any customers with similar inquiries.

***“I can't hear anything through my acoustic tube earphone...is it broken?”***

First, you'll want to determine if the acoustic tube itself is the root of the problem by disconnecting the earphone and testing if you can hear incoming calls from the speaker. Remove the acoustic tube from the clothing clip assembly by rotating the twist connector. Make sure the audio accessory is properly connected to your two-way radio, and that the radio is turned on & the volume turned up. Put your ear next to the clothing clip assembly while your radio is receiving an incoming transmission. If you can hear the transmission, then the sound pressure through your acoustic tube is being blocked by a kink, debris, or hole in the tube. Clean if you observe debris in the tube, or replace if the tube is structurally damaged.

***“The volume on my acoustic tube is much lower than when I first bought it”***

The likely cause of this problem would be damage or blockages in the acoustic tube. Over time, the tube can become blocked with moisture, dirt, earwax, or sweat. Remove the acoustic tube from the clothing clip assembly by rotating the twist connector, then inspect the tube for damage/debris. If the tube appears damaged, you'll need a replacement. If the tube appears to be blocked or looks dirty (might appear yellow/brown), then clean the tube following the procedure below.

***“My acoustic tube appears to have an air bubble, or tube material is distorted. Can I fix it?”***

If the acoustic tube appears to have an air bubble inside the tube, it may just have moisture or condensation trapped inside. Follow the cleaning instructions below to clear the tube. If cleaning fails to fix the issue, the tube material may be warped or damaged, requiring a replacement.

**Instructions for Cleaning Acoustic Tube:**

[Type here]

For best performance, your Acoustic Tube Earphone requires regular maintenance and cleaning. Over time the Acoustic Tube can become blocked with condensation, dirt, earwax, or body sweat. Cleaning the Earphone improves performance and prolongs the life of the Acoustic Tube and other parts.

1. Remove the Acoustic Tube from the clothing clip assembly by rotating the twist connector. Inspect the tube for any blockages or foreign matter inside of the tube.

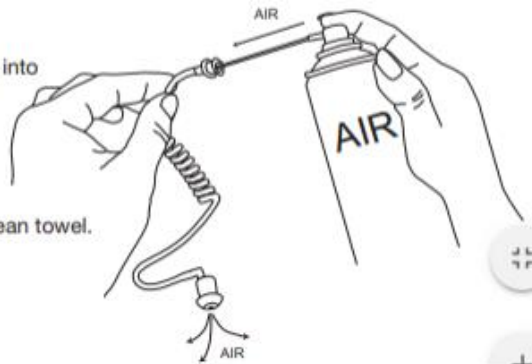
2. Disconnect the Earbud, Twist Connector and PVC Elbow from the Acoustic Tube. Inspect all of these parts for any blockages.

3. Completely submerge the Earbud, Twist Connector, PVC Elbow, and Acoustic Tube in warm (not hot) water for 10-15 minutes. Do not use any soap, detergent, cleanser, or any other type of cleaning chemicals.



4. Reassemble the earphone by inserting the PVC Elbow and Twist Connect respectively into the top and bottom of the Acoustic Tube. Insert the Earbud onto the open end of the PVC Elbow.

5. Insert the straw from a can of compressed air into the hole at one end of the earphone and blow any debris or water out of the Acoustic Tube.



6. Pat the outside of the Earphone dry with a clean towel.

7. Repeat this process if needed.

If the above steps failed to solve your problem, then you may need to purchase a [replacement acoustic tube](#).

The most common acoustic tube earpiece failures in order are:

- Earpiece becoming blocked with earwax/moisture
- Cable partially unplugged from transducer
- Cable failure
- Transducer failure