


# Auditdata

## Support Bulletin

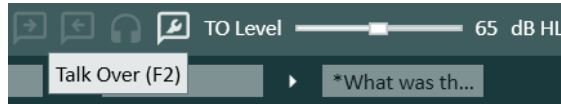
Support Bulletin Details			
<b>Title:</b>	Support bulletin #5	<b>Support Bulletin #</b>	DN02551/05
<b>Product:</b>	2000-1 Fitting Unit (Measure, Unity 4)	<b>Date:</b>	18/04/2025
<b>Reason for Action:</b>	Unexpected increase in intensity levels with talk over microphone	<b>Author:</b>	Samantha Dixon & Nils Westerlund
<b>Information Classification:</b>	Public	<b>Status:</b>	Approved

Description
<b>Issue:</b>
<p>We have received reports from a small number of users informing us their patients have experienced an unexpected increase in intensity levels after enabling the talk over microphone.</p> <p>We have identified the issue occurs when user has changed selected ear sides, transducer type, or masking settings, then turns on talk over microphone, the system on occasions doubles adjustment made to intensity levels from ret SPL and calibration values. This can result in the levels presented to the patient not being as expected.</p> <div></div> <p>Headset with mic. - S (Talk over)</p>
<b>Solution:</b>
<p>To ensure patients do not experience this increase in level of sound, we recommend users make amendments to their use of the talk over microphone when used with Measure &amp; Unity software versions 6.0.0, 6.1.0 and 6.2.0.</p> <p>It is recommended:</p>

# Auditdata

## Support Bulletin

- Do not turn talk over microphone on after making any changes to selected ear sides, transducer type, or masking settings.
- Do not turn talk over microphone on to give patients instructions between tests. Provide instructions to patients face to face.



The fix has been completed and is included in our next version, Measure 6.3.0. We are working hard to complete final testing, and anticipate Measure 6.3.0 will be released mid-May 2025.

When released, Measure 6.3.0 will be available for download from our website:

<https://support.auditdata.com/portal/en/kb/articles/measure-downloads-and-release-notes>

### Support and Assistance:

If you need assistance with Auditdata software or have any concerns, our support team is ready to help.

You can contact us by sending an email to: [support@auditdata.com](mailto:support@auditdata.com)