

Support Bulletin Details			
<b>Title:</b>	Support bulletin #6	<b>Support Bulletin #</b>	DN02551/05
<b>Product:</b>	2000-1 Fitting Unit (Measure, Unity 4)	<b>Date:</b>	17/09/2025
<b>Reason for Action:</b>	Difference in levels when using live speech	<b>Author:</b>	Samantha Dixon
<b>Information Classification:</b>	Public	<b>Status:</b>	Approved

Description
<b>Issue:</b>
<p>We have identified an issue effecting levels presented to patients when speech is presented via the talk over microphone. This issue does not effect levels for any other sound, only speech presented to the patient via the talk over microphone.</p> <p>The root cause is due to an intermittent error occurring in the system installed at our factory used to calibrate transducers. This error impacts a small selection of the transducers but when it occurred, it resulted in an incorrect value being added for talk-over levels resulting in different levels between the left and right side.</p>
<b>Solution:</b>
<p>It is recommended if you identify a clear difference between levels in left and right side:</p> <ul style="list-style-type: none"><li>- For the effected transducer, do not perform any assessment with live speech presented via talk back microphone.</li></ul> <p>To save customers from needing to return impacted transducers, we have added a solution to our next software version, Measure 6.4.0. When an effected transducer is connected to Measure 6.4.0, the software will detect the incorrect value and update with the correct value, ensuring left and right sides are level.</p> <p>We are working hard to complete final testing and anticipate Measure 6.4.0 will be released mid-October 2025. We highly recommend our customers upgrade to Measure 6.4.0 when released.</p> <p>When released, Measure 6.4.0 will be available for download from our website: <a href="https://support.auditdata.com/portal/en/kb/articles/measure-downloads-and-release-notes">https://support.auditdata.com/portal/en/kb/articles/measure-downloads-and-release-notes</a></p>

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# Auditdata

## Support Bulletin

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<b>Support and Assistance:</b>
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: <a href="mailto:support@auditdata.com">support@auditdata.com</a>