

# Troubleshooting common issues in speech audiometry

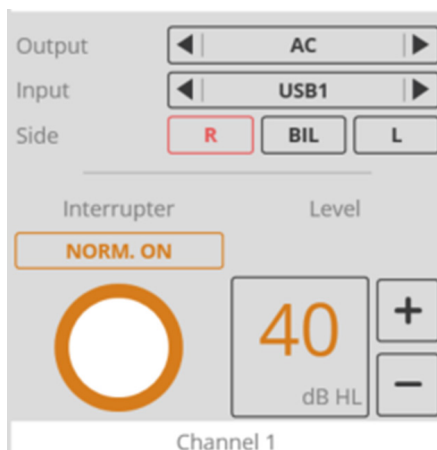
PRODUCT INSIGHTS

This document provides some quick checks that can help to troubleshoot the most common issues during speech audiometry.

## 1. Lists do not appear

From the speech audiometry screen, go to the **left column** and check that under **INPUT**:

- **USB1** is selected
- and not **MIC** or **EXT**



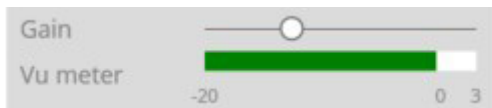
## 2. Patient cannot hear or volume is too low

Check that VU-meter is properly calibrated by using the **1kHz calibration tone**.

When using recorded speech material, the input gain is correct when:

- the calibration tone is sent, and

- the intensity measured by the VU meters of both channels (visible on the audiometer screen) reaches 0 dB (the point where the indicator changes from green to red).



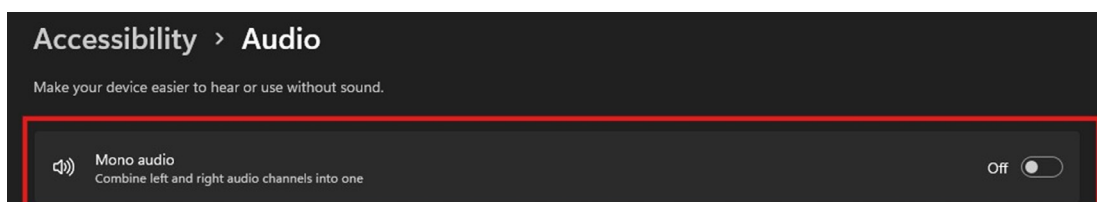
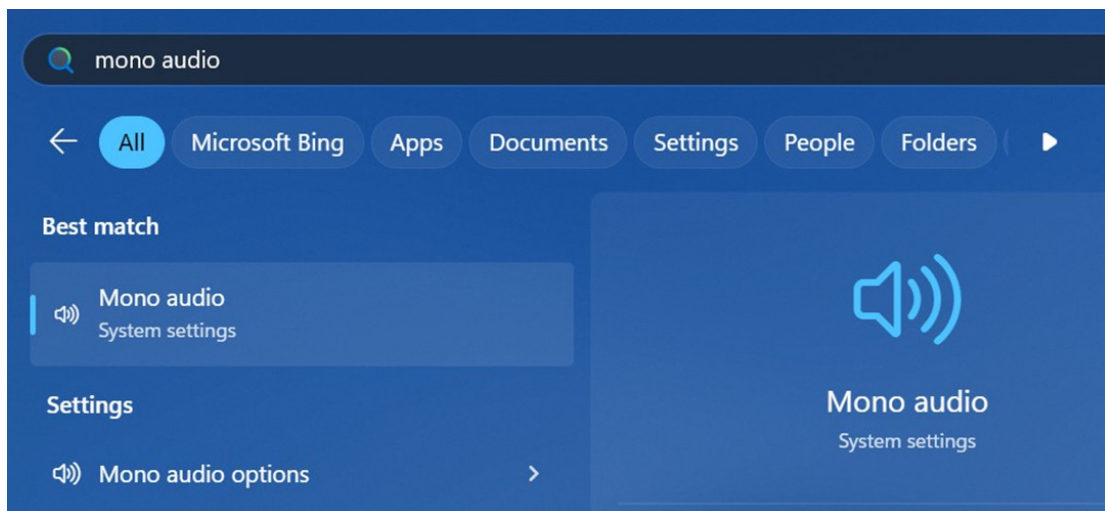
Also check that **NORM.ON** button is active.  
The button should be **orange** (active), not gray.



### 3. "Cocktail party" noise overlaps the word list

If patient can hear the Speech Noise (SN) signal overlapping the word list, check that **Windows mono audio** is deactivated.

- Search for "**Audio mono**" in the Windows search bar.
- Open the **Windows audio settings page**.
- Check that "**Audio mono**" is **DEACTIVATED**.



### 4. Word list can be heard from PC speakers

Check that the audiometer is correctly selected as the audio device in Maestro.

### Check Maestro audio settings

1. From the speech audiometry windows, click on **Audiology** in the top left corner.
2. Select **Audio management settings**.
3. In **Audio settings**, check that the connected audiometer to the PC is selected.

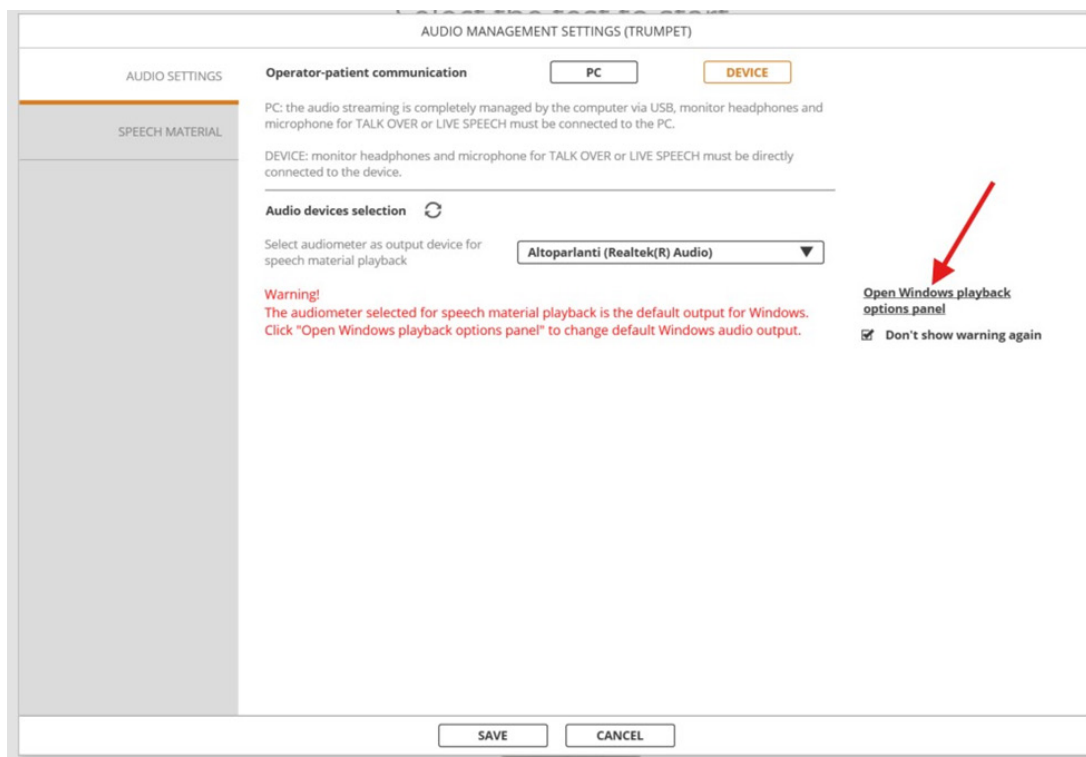
The audiometer can appear as:

- **Speaker [S/N of the device]**
- **Inventis Trumpet**

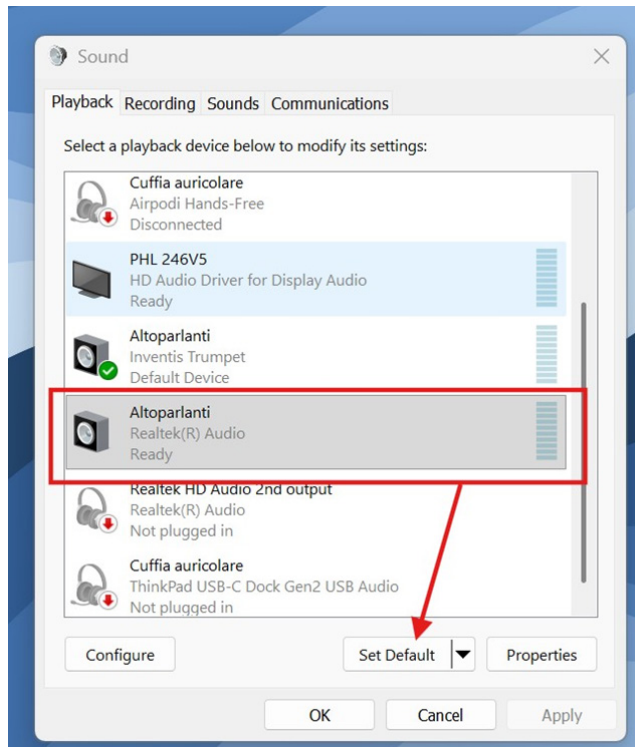
### Check Windows audio settings

It is also necessary to check that the **audiometer is NOT selected as default Windows audio device**.

1. From the speech audiometry windows in **Maestro**:
  - click on **Audiology** in the top left corner.
  - select **Audio management settings**.
2. Click on **Open Windows audio settings panel**.



- From this new window  
- go to the **Playback** tab.



- select the **PC speakers** (usually called Realtek audio)
- Click on **Set default**.
- Click **Apply** and then **OK**.

