

Oldenburg Measurement Applications

Software package for
audiometric and diagnostic
measuring methods

Frequently asked question (FAQ)

This document contains answers to some frequently asked questions and the description of known problems.

Problem: The application seems to start normally (startup screen and usage question is shown), but answering after the usage question you can only see an icon on the task bar. With this icon you can close the application, but the main screen is invisible.

Solution: On some operating systems the screen coordinates eventually are stored incorrect. You can clear these coordinates manually: load the file WINSHELL.INI into a text editor and search for the section:

```
[Module start]  
WindowStart=-32000,-32000
```

If you delete the line containing the invalid coordinates (WindowStart=...) the start dialog will be visible after the next start of the application. Due to virtual desktops and/or multi monitors very large or negative values in this line may be valid and should not be deleted in every case.

Problem: No audible signal is played during the calibration even if high levels are selected. The soundcard is installed correctly and sound files can be played using other audio applications.

Solution: If you have swapped your left and right channel when connecting the output of your soundcard to the input of your audiometer, the soundcard will play sounds, but the connect hardware (e.g. audiometer) will not output the signals because at any time the wrong channel is muted. Maybe the channel assignment of your soundcard is not well-defined. After swapping the channels the signal should be output correctly.

Problem: Sometimes the measurements cannot be started. In the diagnostics window error messages containing 'DSP init' and 'MMSYSTEM ... The selected format is not supported' or similar appear.

Solution 1: If you have system sounds enabled the output of these sounds may lead to errors. Please select the sound scheme 'No sounds' in the control panel for running the Oldenburg Measurement Applications.

Solution 2: Maybe your soundcard does not support the requested wave format (44100 Hz sampling frequency). In this case you have to install a soundcard that supports this format and/or select a device that supports this format in the hardware settings dialog (see documentation of the start dialog).

Problem: When running the loudness scaling the black wedges between the main categories are missing.

Solution: On some flat screens the color scheme is not show correctly on the response box. In most cases it is sufficient to select 'True Color (24 Bit)' or 'True Color (32 Bit)' in the control panel in the category 'Display' -> 'Settings' -> 'Colors'.