

FAQS

Where can I find the serial number to my device?

The serial number can be found on the back or base of the unit, this will usually be 3 or 4 digits long.

If I plan to send a device back for repair, what do I need to send back?

You will need to send back everything that came with the device (Including power supply, mains cable, USB cable and headset if applicable) so that we can effectively diagnose the issue. Please notify the support team before sending the unit back so they can supply you with a RMA number.

I want to install the software for my device on a new computer but no longer have the installation package, where do I download this?

Please contact sales@gm-instruments.com with the serial number of your device and device type (A1,NR6, ASRA Curve...etc.). There may be a charge associated with this.

Where can I find the latest/newest software update for my device?

Please contact sales@gm-instruments.com with the serial number of your device and device type (A1,NR6, ASRA Curve...etc.). There may be a charge associated with this.

Do I need to calibrate my device?

All of our audio devices require annual calibration and should be performed by an approved supplier, who has access to the ASRA calibration software and whose equipment has been calibrated to traceable standards. Please phone 01294 554 664 or email sales@gm-instruments.com to arrange a calibration, both return to base and on-site calibration available.

How do I install the software for my device?

Please refer to the manual that you would have received with your device, if you have difficulties please email support@gm-instruments.com with supporting screenshots where possible. You can download the device manuals in the Document section of each product on our website.

Where can I find the age of my device?

Please email support@gm-instruments.com with the serial number of your device.

The reference data/background trace on the A1 Acoustic Rhinometer testing window is missing, where can I find this?

You will be able to add this in the acoustic settings, File > Settings > Reference Data > change/add the data file named 'gmnose.dat'. This file would have been included in the software package originally sent with the device, if you do not have this, please email support@gm-instruments.com.

Where do I find the software version number currently installed?

You can find this under the help tab by selecting 'about' In most of the software packages, the Osicus and Curve software will have the version plainly visible on the software homepage.