

Frequently Asked Questions

Q. What are the comparable GSI products to the old AM 232 and TM 262...and when were they launched?

A. GSI 17 is the WA AM232...GSI launched in 1990
GSI 38 is the WA TM262...GSI launched in 1993

Q. What are the comparable GSI products to the new AM 282 and TM 286...and when were they launched?

A. GSI 18 is the WA AM282...GSI launched in 10/08
GSI 39 is the WA TM286...GSI launched in 3/09

Q. What is decibel (dB)?

A. A logarithmic unit of sound intensity (loudness).

Q. What is Hertz (Hz)?

A. The unit of frequency, cycles per second (pitch)

Q. What are the screening Speech Frequencies?

A. The AudioScope 3 screens the four speech frequencies at 500, 1000, 2000 and 4000 Hz.

Q. What are the definitions of pure tone audiometry vs. threshold audiometry?

A. Pure tone audiometry and threshold audiometry are synonymous... is the key hearing test used to identify hearing threshold levels of an individual, enabling determination of the degree, type, and configuration of a hearing loss. Threshold audiometry

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Q. Are the AM & TM on the FSS?

A. The AM 282 and TM 286 aren't on the Federal Supply Schedule.

Q. Does the headset for AM 282 and TM 286 be sent in with the unit for calibration/service?

A. Yes. Each product is serialized and unique to unit/headset combination.

Q. Does the AM 282 and TM 286 adhere to OSHA?

A. Yes. Occupational Safety and Health Administration regulates that employees are tested annually via threshold audiometry test if they are exposed to too much noise in workplace. Audiometers must be built to certain specs for threshold testing, allowable ambient noise for the room in which a person is tested, anyone conducting a threshold test must be trained via certified course, audiometers are calibrated annually. OSHA toll free number: 800-321-6742 or www.osha.gov.

Q. What is FAA and does the AM282 and TM286 qualify?

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- A.** Yes. Federal Aviation Act states that applicants for all classes must demonstrate the hearing of an average conversational voice in a quiet room, using both ears at 6 feet, with the back turned to the examiner or pass a threshold audiometric test (passing 500, 1000, 2000, 3000 Hz).
- Q.** What is DOT and does the AM/TM qualify?
- A.** Department of Transportation and yes these products qualify. Ears/Hearing. At a minimum, the candidate for a medical certificate must be able to hear a forced whisper in one ear, at 5 feet, with or without a hearing aid. Audiometric testing is not required for the DOT medical examination, but if performed, it must meet the criteria: for example, a driver who demonstrates left ear audiometric deficits of 30dB at 500 Hz, 30 dB at 1,000 Hz, and 52dB at 2,000 Hz should be qualified because the average loss for the three frequencies is 37dB and not greater than the disqualifying limit of 40dB. Practitioners must indicate the hearing aid restriction both on the medical certificate and on the physical examination form and inform the driver to carry an additional power source for the hearing aid while driving, as required by regulation.

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Q. Will the AM 282 & TM 286 be part of Partners in Care?

A. Initially no...but our goal is to work towards aligning these products with this program.

Q. What's the youngest age patient that the AM 282 and TM 286 can be used?

A. Typically, it's ages 4-5 years old as the patient will need to raise their hand to respond. Most children are required to have a hearing assessment conducted pre-kindergarten.

Q. What are the calibration fees?

A. See PULSE. Fees are the same for 2010. Calibration for AM 282 is \$160; Calibration for TM 286 is \$290

Q. Is there are loaner program and fees?

A. See PULSE on Corporate Loaner Program and Fees. Fees are the same for 2010. Loaner fees for AM 282 is \$175 and TM 286 is \$225.

Q. What is the turn around time for service?

A. Typically we estimate 2 weeks for calibration and 4 weeks for service, depending on workload/service involved.

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Q. Are there going to be Evaluation Fees?

A. See PULSE. An estimate will be provided if there are additional repairs needed. A minimum evaluation fee may be charged if estimates are declined.

Q. Will Welch Allyn or GSI be conducting the repair service?

A. Same current process. Welch Allyn will provide RMA to customer to return product. If it's calibration, Welch Allyn will provide service. If it's repair, GSI will provide service.

Q. What frequency (Hz) and intensity (dB) levels will the AM 282 and TM 286 provide?

A. Same as today. 125 Hz-8000 Hz and -10 to 90 dB HL. See PULSE Spec Sheet or Sales Brochure.

Q. What is the battery life of the AM 282?

A. This products has a AC-DC line voltage and battery option. The device can use 5 Alkaline AA or 1.5V rechargeable Nicad batteries with 10 hours of power before recharging required. A low battery icon will display when there is approximately 1 hour of power remaining. Note: batteries are not included. If rechargeable batteries are used, an external charging circuit for these batteries will also need to be purchased.

Frequently Asked Questions

Q. What standards do the AM 282 and TM 286 meet?

A. See PULSE Owner's Manual, Spec Sheet or Sales Brochure. AM 282 meet the following standards: ANSI S3.6, IEC 60645-1 (2002), IEC 60601-1 (2003), UL 60601-1, CAN/CSA-C22.2 No. 601.1-M90 (2003), IEC/EN 60601-1-2 (2001)
TM 286 meet the following standards: UL 60601-1, IEC/EN 60601-1, CSA C22.2 No. 601-1-M90, ANSI S3.39-1987, IEC 60645-5, ANSI S3.6-2004, IEC60645-1, GL2005-00014 (ASHA 2005)

Q. Typically, how long does a audiometric, tympanometric and tymp reflex test take?

A. Depending on the cooperation of the patient, threshold audiometry takes ~20 minutes, tympanometry and tymp reflex takes seconds.

Q. How much memory does the AM 282 and TM 286 have?

A. The AM 282 doesn't have memory and the TM 286 can store 12 tests (old version stored 8 tests).

Q. How many print outs does a roll of paper have for the TM 286?

A. 230 tests or 115 patients

Frequently Asked Questions

Q. Is there a warranty card and how does a customer register their warranty/

A. No warranty card. The warranty is controlled electronically in GSI manufacturing system. Any transducers that are purchased separately have a 90 day warranty.

Q. What are all the accessories for the AM 282 and TM 286?

A. See PULSE for a complete listing:

AM 282 Accessories:

28201 AM282 Power Supply

28202 AM282 Carry Case

28203 Audiometry Ear Tone Insert Phones **optional**

28204 AM282 Directions for Use Manual

28206 Threshold Audiometry Card

28207 AM 282 Power Plug

28208 AM282 Audiogram Forms (1 pad of 50)

28209 Audiometry Headset External

28210 Audiometry Y-Cord Headset 2 Plug Shielded **replacement part**

23220 Audiometry Patient Response Switch **optional**

23221 Audiometry Single Patch Cord, 2-Conductor **optional**

23222 Audiometry Audiocups **optional**

TM 286 Accessories:

05260-U TM Carrying Case **optional**

23220 Audiometry Patient Response Switch **optional**

23221 Audiometry Single Patch Cord, 2-Conductor **optional**

23222 Audiometry AudioCups **optional**

26008 TM Eartips 8 mm (box of 25) **optional**

26011 TM Eartips 11 mm (box of 25) **optional**

26013 TM Eartips 13 mm (box of 25) **optional**

26015 TM Eartips 15 mm (box of 25) **optional**

26017 TM Eartips 17 mm (box of 25) **optional**

26019 TM Eartips 19 mm (box of 25) **optional**

26100 TM Eartips (6 sizes, 2 each)

26240 TM Dust Cover **optional**

26241 TM Test Cavity

Welch Allyn AM 282 and TM 286 Frequently Asked Questions

28203 Audiometry Ear Tone Insert Phone
28206 Threshold Audiometry Card
28209 Audiometry Headset External
28601 TM286 Power Brick
28602 TM286 Cord, Power, Hosp Grade
52600 TM Printer Paper, 4" Thermal, 5 rolls (**note: 3 rolls included with unit**)
28604 TM286 Quick Reference Guide
28607 TM Wall Chart for Tymp tracings

Q. What is the power consumption of the AM 282 and TM 286?

A. AM 282 is 1.5 watts; TM 286 is 16 watts while printing, low voltage input for desktop power supplies 7 VDC, 5.0A.

Q. What type of paper does the TM 286 use?

A. 4" thermal paper, one roll is ~80 feet.

Q. Does the TM 286 come with a test module?

A. Yes. It has a Tympanometry test cavity.

Q. Will the replacement models match or exceed the life expectancy of 7 years?

A. 7 years is what is validated and in our owner's manual...this is what we need to communicate to our Customers.

Q. Can a customer calibrate older model headset to the new models?

A. Yes since it's the same headset.

Frequently Asked Questions

Q. How often does the AM 282 and TM 286 need to be calibrated?

A. Calibration is recommended annually.

Q. Will the Bill of Material (BOM) be available on the PULSE?

A. Yes. The new products will be viewable on SAP.

Q. Will these the AM 282 and TM 286 be able to be connected to an EMR?

A. The AM 282 doesn't have the ability to connect. The TM 286 doesn't have a direct connection, however it has a USB port with the ability to download data. We don't have a Software Developer's Kit.

Q. What is the computer interface for the TM 286?

A. The configuration of the TM 286 computer interface must be set to match the interface configuration of the computer. The TM 286 defaults to 115 kBaud, no parity, 8 data bits, 2 stop bits and no communications flow control. The default settings for the baud rate, parity, number of data bits and flow control may be modified using the Data Transfer feature in the Program Mode explained earlier in this chapter. The computer interface provides a serial interface consisting of a USB connector. See Pages 57-59 of Owner's Manual.

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- Q.** Will the AM 282 and TM 286 work in a sound proof booth?
- A.** Yes with the Audiometry Single Path Cord, 2-Conductor. One is needed for the right earphone and one is needed for the left earphone. If the optional handswitch is also being used, then a 3rd patch cord is needed.
- Q.** What is an Audiometry Y-Cord, Headset, 2 Plug Shielded?
- A.** It's the cord portion of the headset.
- Q.** Why do we offer Audiometry AudioCups?
- A.** For those customers that would like to eliminate an additional 10 dB (loudness/noise) from the environment.
- Q.** The TM 286 has ipsilateral (same ear) acoustic reflex testing...what does that mean?
- A.** Reflexive contraction of the stapedius muscle in response to the loud noise, meaning that we are testing the integrity of the middle ear.
- Q.** Does the TM 286 tympanometry function have both 226 Hz and 1000 Hz probe tone?
- A.** No, we only have the 226 Hz probe tone with this product.

Frequently Asked Questions

Q. Will the new AM 232 and TM 262 models ensure the same microprocessor based technology?

A. Both units are controlled by microprocessors. The actual chips are current generation chips compared to the older chips in the earlier generation products and the internal code structure is necessarily different because of the newer chips being used.

Q. Are the new AM 232 and TM 262 models Latex free?

A. Yes.

Q. What material are the earphone cushions made of?

A. Natural and synthetic rubber.

Q. What material are the eartips made of?

A. Krayton thermoplastic rubber.