



Common Questions About Sound Level Meters (FAQ)

1. Measurement Accuracy Issue: What should I do if the results are too low/high under low or high sound pressure?

Answer:

“Too low” or “too high” is a comparison with a certain reference. First, make sure this “reference” is accurate, and strictly follow standardized test procedures to avoid human error. Each microphone has its own frequency response curve, so even if the result seems higher or lower than the reference, it does not necessarily mean the measurement is inaccurate, since the reference value itself may not be the true value.

Steps to determine measurement accuracy:

Step 1: Verify the accuracy of the reference itself.

Step 2: Ensure the test procedure is standardized and rule out human error.

Step 3: Understand the frequency response characteristics of each microphone; do not blindly use the reference as the only standard.

Step 4: If in doubt, send the instrument for inspection and strictly calibrate according to metrological regulations.

Step 5: Only when the reference is very accurate and the deviation is large should you be alert for abnormal data.

Step 6: If you still have questions, please feel free to contact our technical support team.

Watch the tutorial at:

Sound Level Meter Measurement and Sampling Tutorial

<http://www.bswa-tech.com/?p=555>

2. Calibration Value Issue: What should I do if the calibration value is too high or too low?

Answer:

During calibration, make sure the calibration value set on the sound level meter matches the sound pressure level of the calibrator, and ensure the calibrator is securely attached to the microphone. The calibration environment should be good (no obvious wind noise or environmental noise).

Recommended calibration steps:

Step 1: Remove the SD card from the sound level meter.



Step 2: Restore the sound level meter to factory settings and confirm the default calibration value is 93.8 dB.

Step 3: Insert the calibrator and make sure it is fully inserted to the bottom.

Step 4: During calibration, keep the calibrator turned on. You can press and hold the mode switch to set it to always-on.

Step 5: After calibration, return to the measurement interface and check if the measured value matches the calibration value. You can also calibrate at the 114 dB setting similarly.

Step 6: For the same sound level meter, regularly compare calibration values over time (e.g., 1 year/2 years of historical data). If values suddenly change under similar conditions, be alert for microphone aging or instrument failure.

Watch the tutorial at:

Sound Level Meter Calibration Tutorial

<http://www.bswa-tech.com/?p=555>

3. SD Card Recognition Issue: What should I do if the BSWA308 cannot detect the microSD card, cannot select storage, or the SD icon disappears during measurement?

Answer:

The BSWA308 supports a maximum of 32GB microSD cards. If the instrument cannot use the SD card properly, troubleshoot as follows:

Step 1: Perform a low-level format of the SD card on a PC (do not select "Quick Format"), and ensure the microSD card is formatted as FAT32.

Step 2: Update the sound level meter firmware to the latest version to improve SD card compatibility.

Step 3: Replace with a reputable, genuine SD card.

Step 4: Check if there is dust or foreign matter in the card slot and clean it if necessary.

Step 5: After replacing the SD card, restart the sound level meter before measuring.

Step 6: If the issue persists, please contact technical support for further assistance or to request repair.

Watch the tutorial at:

Sound Level Meter SD Card Formatting Tutorial

<http://www.bswa-tech.com/?p=555>



4. Power Issue: What should I do if the BSWA308 cannot be turned on?

Answer:

If the device cannot be powered on, please check as follows:

Step 1: Check whether the polarity (+/-) of the AA batteries is correctly installed.

Step 2: Replace with brand new, high-quality AA batteries.

Step 3: Check the battery contacts for dirt or corrosion and clean them gently if necessary.

Step 4: Verify that the external power supply meets the device's specifications and is working properly.

Step 5: Remove the SD card and try turning on the device, as a faulty SD card might prevent startup.

Step 6: If the above steps do not resolve the issue, please contact technical support for further assistance or to request repair.



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Sound level meter tutorial videos include:

- 1: Sound Level Meter Calibration Tutorial
- 2: Sound Level Meter Measurement and Sampling Tutorial
- 3: Sound Level Meter SD Card Formatting Tutorial

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Thank you for your attention and support! We remain at your disposal.

BSWA SUPPORT TEAM

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