

# HOW TO TROUBLESHOOT NONIN WRISTOX

Intermittent/No SpO2 data on recording (If your oximeter is unresponsive, GO straight to Step 3)

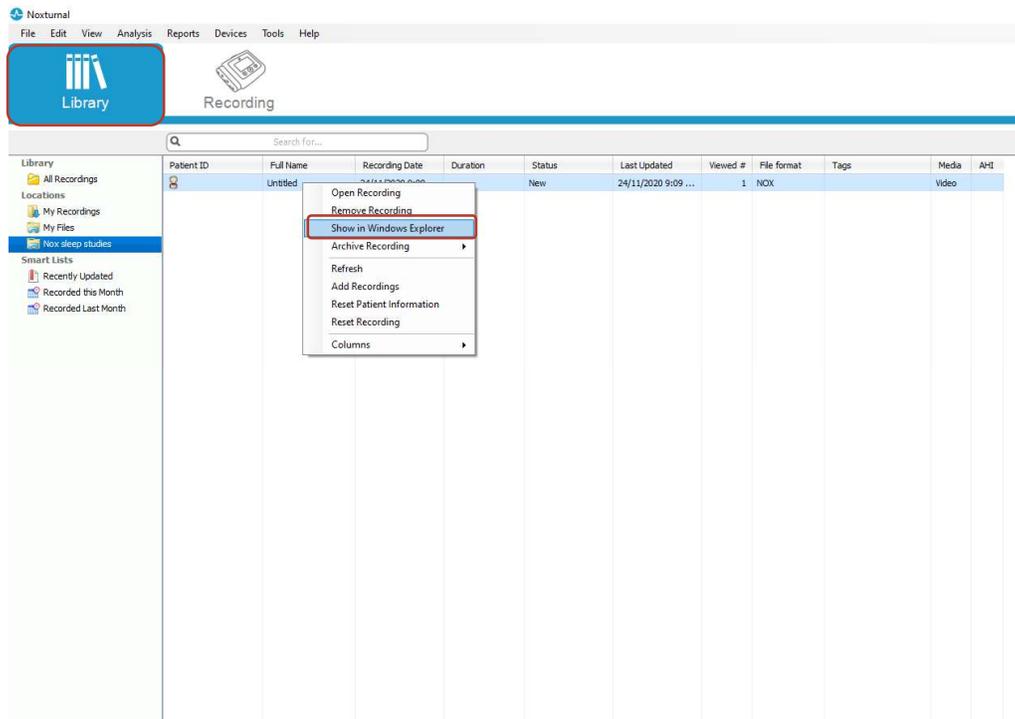
## 1. Have you entered the correct oximeter BDA during device configuration?

The BDA number on the Nonin 3150 Oximeter is located on the back of the unit. **NOTE:** This number is unique to each device, please ensure you enter this correctly AND the patient has taken the correct oximeter home for their sleep study.



To check whether you have entered the correct BDA number during configuration, Open Noxturnal on your PC and go to the “Library” Tab.

Go to the recording you wish to check, right click, and select “Open in Windows Explorer”.



Double click on and open the "SETUP" file

<input type="checkbox"/>	Name	Date modified	Type	Size
<input type="checkbox"/>	ambient light c1	24/11/2020 9:09 PM	Noxturnal	2 KB
<input type="checkbox"/>	Data	24/11/2020 9:12 PM	Noxturnal	36 KB
<input type="checkbox"/>	DEVICE	24/11/2020 9:09 PM	Configuration sett...	2 KB
<input type="checkbox"/>	DeviceEvents	24/11/2020 9:09 PM	NEF File	0 KB
<input type="checkbox"/>	PATINF.NPF	24/11/2020 9:10 PM	NPF File	2 KB
<input checked="" type="checkbox"/>	SETUP	24/11/2020 9:10 PM	Configuration sett...	3 KB
<input type="checkbox"/>	Video.idx	24/11/2020 9:09 PM	IDX File	1 KB
<input type="checkbox"/>	Video_00_000	24/11/2020 9:10 PM	WMV File	10,499 KB

Scroll to the bottom of the txt file and you will see the line stating **"SPP1=NoxMedical.Nonin3150Oximeter"**. This line will also display the BDA number that was entered during device configuration. Check that this BDA matches the number located on the back of your oximeter AND also matches the oximeter that the patient took home for the sleep study. (Example shown below)

```

SETUP - Notepad
File Edit Format View Help
EXG11=F4;EEG-F4;200;V
IMP_EXG11=F4 Impedance;Imp.EEG-F4;1;Ohm
EXG12=E1;EOG-E1;200;V
IMP_EXG12=E1 Impedance;Imp.EOG-E1;1;Ohm
EXG13=E2;EOG-E2;200;V
IMP_EXG13=E2 Impedance;Imp.EOG-E2;1;Ohm
BP2=ECG;ECG;200;V;On
IMP_BP2=ECG Impedance;Imp.ECG;1;Ohm
BP3=Left Leg;EMG.Tibialis-Leg.Left;200;V;On
IMP_BP3=Left Leg Impedance;Imp.EMG.Tibialis-Leg.Left;1;Ohm
BP4=Right Leg;EMG.Tibialis-Leg.Right;200;V;On
IMP_BP4=Right Leg Impedance;Imp.EMG.Tibialis-Leg.Right;1;Ohm
AbdomenAC=Abdomen RIP;Resp.Movement-Inductive.Abdomen;20;V
ThoraxAC=Thorax RIP;Resp.Movement-Inductive.Thorax;20;V
AbdomenDC=Inductance Abdomen;Resp.Inductance-Abdomen;1;V
ThoraxDC=Inductance Thorax;Resp.Inductance-Thorax;1;V
AudioVolume=Audio Volume;Snore.Envelope-Audio;20;
Acceleration_X=X Axis;Gravity.X-Thorax;10;g
Acceleration_Y=Y Axis;Gravity.Y-Thorax;10;g
Acceleration_Z=Z Axis;Gravity.Z-Thorax;10;g
PressureAC=Nasal Pressure;Resp.Pressure-Cannula.Nasal;200;cmH2O
PressureDC=Mask Pressure;Resp.Pressure-Mask;200;cmH2O
Light=Ambient Light;Luminance;1;LUX
BTVoltage=Voltage (bluetooth);Voltage-Bluetooth;1;V
AnalogVoltage=Voltage (analog);Voltage-Analog;1;V
CoreVoltage=Voltage (core);Voltage-Core;1;V
BatteryVoltage=Voltage (battery);Voltage-Battery;1;V
AbdomenACFast=Abdomen Fast;Resp.Movement-Experiment.Abdomen;200;V
ThoraxACFast=Thorax Fast;Resp.Movement-Experiment.Thorax;200;V
EXGReference=EXG5;EXG4
SPP1=NoxMedical.Nonin3150Oximeter;00:1C:05:01:11:04;;Aggressive;;;;;;;;;;;;;
Ln 60, Col 1    100%    Windows (CRLF)    UTF-8
    
```

If the BDA does NOT match, reenter the CORRECT BDA number during device configuration.

If the BDA matches, please follow troubleshooting Step 2.

## 2. Is the Bluetooth symbol present on the WristOx display?

Insert 2 x AAA test batteries into the oximeter and place the oximeter soft sensor on your finger to activate the display. If the Bluetooth is working correctly, the WristOx screen will display a solid Bluetooth symbol as pictured below.

If the Bluetooth symbol is present, please follow troubleshooting Step 3.

If the Bluetooth symbol is missing, please contact your Temple Healthcare representative.



## 3. Is the Soft Sensor or WristOx faulty?

Inspect the sensor AND oximeter for damage. If the connection point, battery springs, wire or sensor boot have any breakages, exposed wires or significant bending in the wire, it is likely your sensor or oximeter is damaged and will need replacement/repair. Call your Temple Healthcare representative to order a new sensor.

**3A)** If the oximeter and sensor look to be in good condition, insert 2 x AAA test batteries into the oximeter and place the oximeter soft sensor on your finger to activate the display. Check that the WristOx display turns on as expected with “normal” numerical values for SpO2 and Pulse Rate. Also check that the red light located within the sensor has activated and is solid (not blinking/flickering). Remove your finger from the sensor and check that the display screen turns off within 15 seconds. Repeat this process 2-3 more times and check that the display turns ON and OFF as expected. If the oximeter is operating as expected, please follow troubleshooting Step 4.

If the oximeter is NOT operating as expected OR is completely unresponsive, it is recommended to change the suspected faulty sensor with a spare WORKING sensor to identify if the fault is with the sensor OR the WristOx itself. If you do NOT have a spare WORKING sensor, please contact your Temple Healthcare representative to discuss.

If you DO have a spare WORKING sensor, remove the suspect sensor from the WristOx and attach the spare WORKING sensor. Repeat step **3A**. If the oximeter is now operating as expected, the fault is with your suspect sensor. Please contact your Temple Healthcare representative for a warranty check OR to order a new sensor.

If the oximeter with the spare WORKING sensor is NOT operating as expected, the fault is with the WristOx itself. Please contact your Temple Healthcare representative for a warranty check OR a repair quote.

#### 4. Was the missing data due to patient error?

Lastly, to confirm WristOx functionality, run a “bench test”. Configure a test recording and wear the oximeter for a minimum 20mins test. Download the test recording and review the oximetry data.

If the test recording was successful, there is no identified fault with the oximeter or sensor. The missing data may have been caused due to patient error. Ensure patients are informed how to apply and secure the sensor with tape appropriately during device application.

If the test study was unsuccessful, please contact your Temple Healthcare representative to discuss.

#### 5. Warranty Return

Please discuss your warranty return with your Temple Healthcare representative BEFORE sending any equipment. You will also need to complete the attached Warranty Return Form with any equipment that is sent back to Temple Healthcare.

### TROUBLESHOOTING

#### 1. The Nox A1 Recorder is displaying the incorrect clock time

- a) The Nox A1 Recorder takes the clock time from your PC. Check your PC time and change it here. Once **The Nonin WristOx won't turn ON**
- a) Check that the battery has been inserted in the correct way
- b) Check that the finger probe is connected securely in to the Nonin WristOx
- c) If you suspect a faulty finger probe, swap it with a spare probe if available. Insert your finger into the new probe and check that the device turns ON.
- d) If you have a faulty probe complete the *Customer Returns Form* and send the faulty probe back to Temple Healthcare for a Warranty Check.