

Troubleshooting Guide: CHF Care Kit

Please use the suggestions below to remedy any error messages or concerns that may arise during testing. If you continue to have difficulty please contact Customer Support, 1.888.763.4968.

PMD Healthcare Tablet

Issue	Solution
All devices stop showing a pop up on the tablet	<ul style="list-style-type: none">• Ensure that the tablet has more than 15% battery power• Confirm that the blue tooth option is turned on• Reboot the tablet and try again (press and hold the power button on the right side of the tablet then tap the restart on the screen.)• Do not have other PMD Healthcare tablets on nearby
PMD Portal keeps showing the login screen after logging in	<ul style="list-style-type: none">• Confirm that you are entering the correct email and password assigned to the tablet.• Contact your administrator or PMD Healthcare customer support (888-763-4968, option 1) if this continues.

PMD Healthcare Weight Scale

Issue	Solution
Pop up doesn't show on the tablet	<ul style="list-style-type: none">• Do not step off the scale until you see your measurement flash 3 times• Ensure that the weight scale is within 20 feet of the tablet• Reset the batteries in the scale (remove them and then put them back in)• Reboot the tablet by press and holding the power button on the right side of the tablet then tap the restart button on the tablet screen.• Do not have other PMD Healthcare tablets on nearby
Inaccurate Readings	<ul style="list-style-type: none">• Stand still with both feet on the scale until your measurement flashes 3 times• Keep scale on a flat and hard surface, do not test on carpet

PMD Healthcare Pulse Oximeter

Issue	Solution
Pop up doesn't show on the tablet	<ul style="list-style-type: none"> • Ensure that the tablet is within 20 feet of the pulse oximeter • Tap yes/ok for the pairing request on the tablet if prompted • Reboot the tablet and try again (press and hold the power button on the right side of the tablet then tap the restart on the screen.) • Do not have other PMD Healthcare tablets on nearby
Inaccurate Readings	<ul style="list-style-type: none"> • Keep still during testing • Confirm that your finger is placed correctly, hold the pulse ox with the screen on the top and insert your finger with your nail on top

PMD Healthcare Blood Pressure Monitor

Issue	Solution
Pop up doesn't show on the tablet	<ul style="list-style-type: none"> • Ensure that the tablet is within 20 feet of the pulse oximeter • Tap yes/ok for the pairing request on the tablet if prompted • Reboot the tablet and try again (press and hold the power button on the right side of the tablet then tap the restart on the screen.) • Do not have other PMD Healthcare tablets on nearby
Inaccurate Readings	<ul style="list-style-type: none"> • Keep still during testing • Position arm correctly; your arm should be at the same height as your heart, elbow straight & palm up • Ensure that the arrows on the cuff are pointing towards your inner elbow.
Test doesn't start	<ul style="list-style-type: none"> • Ensure the air hose is not crimped or ruptured • Ensure that the batteries are functional, change if necessary
LCD shows "Er 0"	<ul style="list-style-type: none"> • Pressure system is unstable before measurement, don't move and try again
LCD shows "Er 1"	<ul style="list-style-type: none"> • Failed to detect systolic pressure, don't move and try again
LCD shows "Er 2"	<ul style="list-style-type: none"> • Failed to detect diastolic pressure, don't move and try again
LCD shows "Er 3"	<ul style="list-style-type: none"> • Pneumatic system is blocked or the cuff is too tight during inflation, Apply the cuff correctly and try again
LCD shows "Er 4"	<ul style="list-style-type: none"> • Pneumatic system leakage or the cuff is too loose during inflation, apply the cuff correctly and try again

LCD shows “Er 5”	<ul style="list-style-type: none"> • Cuff pressure is above 300mmHg, measure again after five minutes. If the monitor is still abnormal, please contact support.
LCD shows “Er 6”	<ul style="list-style-type: none"> • More than 3 minutes with the cuff pressure above 15 mmHg, measure again after five minutes. If the monitor is still abnormal, please contact support.
LCD shows “Er 7”	<ul style="list-style-type: none"> • EEPROM accessing error. measure again after five minutes. If the monitor is still abnormal, please contact support.
LCD shows “Er 8”	<ul style="list-style-type: none"> • Device parameter checking error, measure again after five minutes. If the monitor is still abnormal, please contact support.
LCD shows “Er A”	<ul style="list-style-type: none"> • Pressure sensor parameter error, measure again after five minutes. If the monitor is still abnormal, please contact support.
No response when you press button or load battery.	<ul style="list-style-type: none"> • Incorrect operation or strong electromagnetic interference, remove batteries, wait 5 minutes then reinstall