

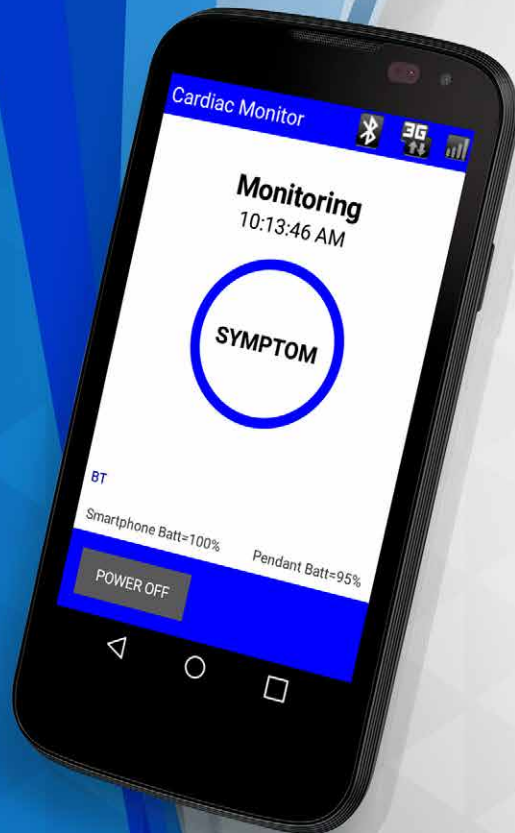
Handset Troubleshooting

Help?

Online: medicompinc.com/patient-center

Email: patientsupport@medicompinc.com

Phone: 877-996-5553



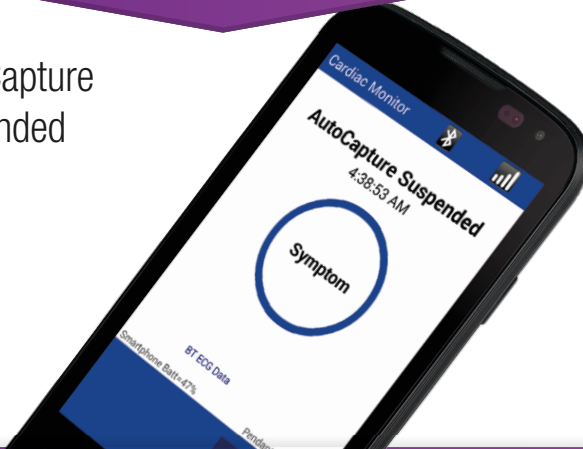
Many common issues are solved by restarting the Handset

User Requested Shutdown



Solution:
Restart your handset
Start at Step 3 below

Auto Capture Suspended



Solution:
Wait one hour and the message should disappear. If not, restart the Handset.

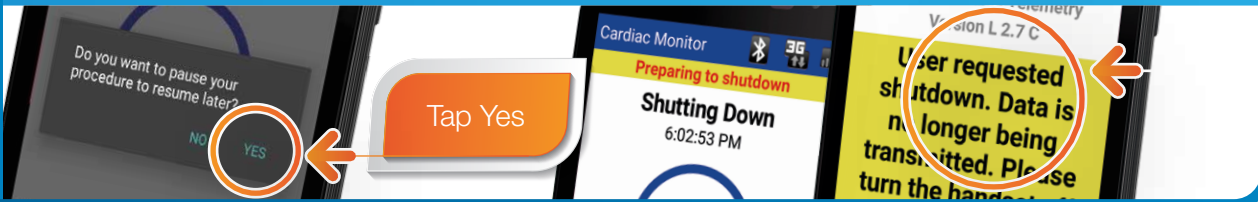


How to Restart the Handset

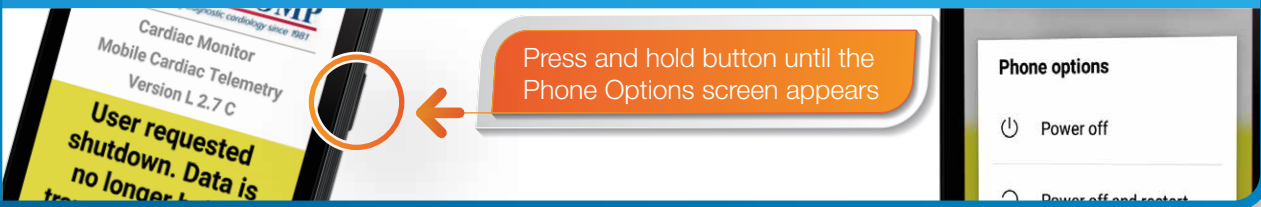
1 Press and hold POWER OFF on the Handset display



2 Tap **Yes** and wait until *User requested shutdown* appears...



3 Press and hold the **Power button** on the side of the Handset



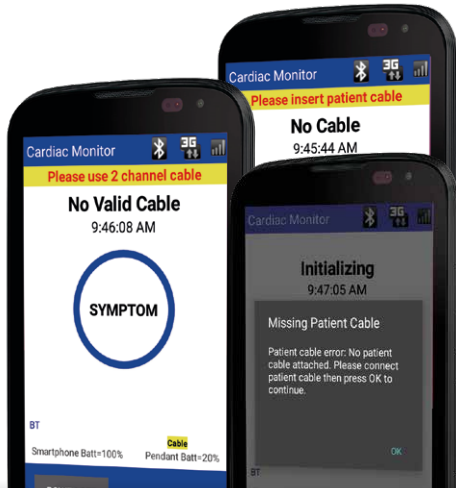
4 Tap **Power off and restart**, and then tap **Restart**



If you are unable to resolve an issue and for help with other yellow banner messages, **call us at 877-996-5553.**

Other common problems

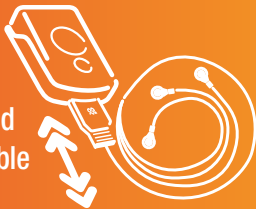
Cable Errors



Wired Electrodes

Confirm Patient Cable attachment

Remove and
reinsert cable



TelePatch™

Remove and dry Pendant and inside of Cradle, press all over the patch to remove air bubbles.



No QRS Found



Wired Electrodes

1. Press down on electrodes, wait 45 seconds, then tap **Retry**



2. If not resolved, remove the electrodes, prep your skin again, and then replace with new electrodes.



TelePatch™

Remove and dry Pendant and inside of Cradle, press all over the patch to remove air bubbles, then tap **Retry**

Manual Mode: Action Required



1. Turn Pendant off for 3 minutes

2. Dry Pendant contacts and inside of Cradle



3. Remove and reinsert cable (wired electrodes only)



4. Press all over patch(es) to remove air bubbles

5. Turn Pendant back on