

# Troubleshooting Checklist

V1.11.2022

## Glucose monitor

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- ☐ Check that the batteries are correctly installed.
- ☐ Test with a new battery.
- ☐ Remove the device from paired devices and re-pair the device.
- ☐ Insert test strip, with contact bars end first and facing up.
- ☐ Ensure the device is being used correctly (For example test strip is inserted properly.)
- ☐ Close and relaunch the VitalLink App.
- ☐ Sign out and sign back into the VitalLink App.
- ☐ Try taking the vital signs again.

## Blood pressure machine

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- ☐ Check that the batteries are correctly installed.
- ☐ Test with a new battery.
- ☐ Remove the device from paired devices and re-pair the device.
- ☐ Ensure the cuff is fastened correctly.
- ☐ Test with a cuff from a different machine if available.
- ☐ Close and relaunch the VitalLink App.
- ☐ Sign out and sign back into the VitalLink App.
- ☐ Try taking the vital signs again.

## Ear thermometer

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- ☐ Check that the batteries are correctly installed.
- ☐ Replace the old batteries with new ones.
- ☐ Thermometer should be under an operating temperature range of 60.8°F to 104°F (16°C to 40°C).
- ☐ Ensure the probe cover is fitted on firmly or replace it with a new one.
- ☐ Remove the device from paired devices and re-pair the device.
- ☐ Close and relaunch the VitalLink App.
- ☐ Sign out and sign back into the VitalLink App.
- ☐ Try taking the vital signs again.

## Pulse oximeter

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- ☐ Check that the batteries are correctly installed.
- ☐ Replace the old batteries with new ones.
- ☐ Ensure fingers are not trembling.
- ☐ Remove the device from paired devices and re-pair the device.
- ☐ Sign out and sign back into the VitalLink App.
- ☐ Try taking the vital signs again.