




# Troubleshooting

Problem	Possible Cause	Possible Solution
<b>Device will not activate.</b>	Batteries inserted wrong.	Check batteries.
	Batteries are depleted.	Replace batteries.
	Sensor is disconnected.	Reconnect sensor.
	Device is in Sensor Activation mode and has timed out.	Press the activation switch.
		Disconnect and then reconnect the sensor.
Device is in Programmed mode.	Use nVISION software to select Spot Check or Sensor Activation mode.	
<b>%SpO<sub>2</sub> and pulse rate do not display.</b>	Device set in Partial Display mode.	Use nVISION software to select Full Display mode. Reconnect sensor.
<b>Poor pulse signal  indicator displays.</b>	Excessive patient motion.	Reduce patient motion.
<b>Poor pulse signal  indicator displays and pulse strength  indicator shows two bars or less.</b>	Inadequate pulse signal.	Reposition or replace sensor, or place sensor on a different finger.
		Remove and reconnect sensor.
	Hands are cold.	Warm sensor application site.
<b>No pulse display on pulse strength bar graph indicator.</b>	Sensor applied incorrectly.	Refer to sensor Instructions for Use for proper sensor application.
	Device needs repair.	Contact Nonin Technical Service.
	Possible interference from blood flow restrictors (arterial catheters, blood pressure cuffs, infusion lines, etc.).	Reduce or eliminate restriction.
	Reduced circulation due to excess pressure from sensor.	Check sensor alignment, reposition sensor, verify correct sensor size.
	Excessive ambient light.	Shield sensor from light source. Check sensor alignment.

<b>Problem</b>	<b>Possible Cause</b>	<b>Possible Solution</b>
<b>No pulse display on pulse strength indicator (continued).</b>	Sensor applied to polished or artificial nail.	Remove fingernail polish or an artificial nail.
	Sensor Light-Emitting Diode (LED) is not lit.	Contact Nonin Technical Service.
<b>Er 01 displays on LCD.</b>	Device configuration memory failure.	Device reverts to default settings (Spot-Check mode, 4-second sample rate). Use nVISION software to change settings. If error code continues, contact Nonin Technical Service.
<b>Er 02 or 04 displays on LCD.</b>	Device memory failure.	Contact Nonin Technical Service.
<b>Er 03 or 05 displays on LCD.</b>	Device failure. Device memory intact, but device may have lost most recent session or stored data.	If error code continues, contact Nonin Technical Service.
<b>Dashes continually display on LCD.</b>	Sensor malfunction.	Replace sensor with a Nonin-branded sensor.
<b>Device does not record in Programmed mode.</b>	Data collection start and stop times are set incorrectly.	Use nVISION software to program correct start and stop times.
	Clock settings are lost after replacing batteries.	Use nVISION software to reset clock.
<b>Devices will not pair.</b>	Device is out of range.	Verify device is in range while being paired (approximately 100 meters [328 feet] spherical radius).
	Bluetooth radio has timed out.	Press activation switch to turn on Bluetooth radio.

If these solutions do not correct the problem, please contact Nonin Technical Service at (800) 356-8874 (USA and Canada), + 1 (763) 553-9968, or +46 650 401500 (Europe).