

# NONIN OXIMETER TROUBLESHOOTING

## 9600

- 1) Device will not activate.
  - a) Check that the battery pack is properly connected to device.
  - b) Plug in the device AC power supply to charge the battery pack. New battery packs must complete one charge/discharge/recharge cycle before the Battery LED displays the actual capacity.
- 2) Unable to obtain a green pulse display on the bar graph.
  - a) Reposition the sensor or apply the sensor to a different finger, and keep the sensor motionless.
  - b) Warm the sensor application site.
  - c) Allow the hand to rest comfortably without squeezing or pressing the sensor on a hard surface.
  - d) Shield the sensor from any light source.
  - e) Reduce or eliminate any possible interference from one of the following sources:
    - arterial catheter
    - electrosurgical procedure
    - infusion line
- 3) A dash (-) appears in the %SpO<sub>2</sub> display.
  - a) Reposition the sensor or apply the sensor to a different finger, and keep the sensor motionless.
  - b) Warm the sensor application site.
- 4) An error code appears in the display area.
  - a) Turn the unit off and back on again to remove error code.
  - b) If the error persists, disconnect battery & AC, and then reconnect the power and turn unit on.
  - c) The device encountered an error. See “Error Codes Table” in your manual.
- 5) The unit is in Alarm mode, but no audible alarms can be heard.
  - a) Press the Alarm Silence button to activate alarm volume, or wait for two minutes; and alarm tones will automatically activate.
  - b) Adjust the alarm volume, or return option switch 1 to the DOWN position if audible alarms are required.
- 6) The device does not record data.
  - a) The battery is low. Recharge the battery.
  - b) The battery is missing.
  - c) Check that the battery pack is properly connected to device.

**If any of these solutions do not correct the problem with your 2120, please contact NONIN Technical Service at (800) 356-8874 or (763) 553-9968.**