

Troubleshooting Guide

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Prosper Care

1. The population view is not showing enrolled (active) patients.

Verify the user's access to the patient's assigned site [using the user management guide](#).

2. The patient is not receiving SMS (text) reminders.

Ensure that the patient's phone number is entered in the mobile phone number field and that the number is a cellular phone number.

Contact

Email	Timezone
<input type="text" value="harrington@yopmail.com"/>	<input type="text" value="America/New_York"/>
Mobile phone	Landline phone
<input type="text" value="US +1 8572284596"/>	<input type="text" value="US +1 e.g. 541 754 3010"/>
Secondary mobile number	Secondary phone number
<input type="text" value="US +1 e.g. 541 754 3010"/>	<input type="text" value="US +1 e.g. 541 754 3010"/>
Mute notifications	
<input type="checkbox"/> Mute all notifications until next device usage	

Scale

Error Messages

1. Er 6 Data transmission Error
 - a. Move the device to another area or closer to a window.*
 - b. Use the device at a location where there is a strong cellular signal with a mobile phone.*
2. Er 1 Battery Low
 - a. Replace the batteries with four (4) AA batteries. Duracell batteries are recommended by the manufacturer.*

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Common Issues

1. Low readings or a significant variance in readings
 - a. *Make sure the scale is on a flat, level, hard surface. Instruct the patient to stand still and avoid talking or movements during the measurement.*
2. Scale is not powering on
 - a. *Check the batteries and make sure that they are inserted correctly.*
 - b. *Replace batteries*

Glucometer

Error Messages

1. Test Strip Issue
 - a. *Check the strip for correct placement and re-insert.*
 - b. *Verify that the strip is placed all the way into the machine and that there is no error code generated.*
2. Low Blood Sample
 - a. *There was not enough blood on the strip for analysis. The patient will need to insert a new strip and re-test.*
3. Blood Sample Irregularity
 - a. *This is indicative of a sampling error. The patient will need to insert a new strip and re-test.*

Common Issues

1. The glucometer will not turn on.
 - a. *Verify that the glucometer is charged and turned on.*
 - b. *Connect the device to power and re-try.*

NOTE: When a meter is completely out of charge, it takes a few minutes to get enough charge to light up the screen.

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2. The meter will not turn on when a test strip is inserted.
 - a. *A meter must be left in standby mode for it to turn on when a meter is inserted. Instruct the patient to keep the meter on so that it remains in standby mode and turns on when a strip is inserted.*

Blood Pressure Cuff

Error Messages

1. Er 1 Battery Low
 - a. *Replace the batteries with AA batteries. Duracell batteries are recommended by the manufacturer.*
2. Er 5 Cellular connection error
 - a. *Move the device to another area or closer to a window.*
 - b. *Use the device at a location where there is a strong cellular signal with a mobile phone.*

Common Issues

1. Device does not turn on or inflate the cuff
 - a. *Verify that the batteries are installed correctly.*
 - b. *Make sure the connector on the cuff tube is plugged all the way into the device.*
 - c. *Replace the batteries with AA batteries. Duracell batteries are recommended by the manufacturer.*
2. The display is showing a cellular transmission error
 - a. *Move the device to another area or closer to a window.*
 - b. *Use the device at a location where there is a strong cellular signal with a mobile phone..*

Pulse Oximeter

Common Issues

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1. The Oximeter is unable to read measurement.
 - a. *Verify that the device is being used on a finger that is free from scarring with a clean, unpainted, natural nail bed.*
 - b. *The patient should remain still and avoid conversation while the measurement is being taken.*
 - c. *The device should not be placed on the same arm that is being used to take blood pressure during a blood pressure measurement.*
2. The display is going dark before the measurement is able to be read.
 - a. *If the device goes dark in less than 10 seconds, there is a battery issue. Change the batteries. The manufacturer recommends using AAA alkaline batteries.*

NOTE: The device will go dark after 10 seconds if it is not being placed on a finger.
3. The SpO₂ and/or PR is not displaying clearly (the pleth will show and numbers do not or the numbers change abnormally quickly.)
 - a. *The finger is not placed far enough inside the device or the finger is moving.*
 - b. *Place the finger in the device correctly and instruct the patient to remain still and avoid conversation while the measurement is being taken.*

Tips

1. Remove nail polish, artificial nails, or anything else covering the patient's nails
2. Avoid using the pulse oximeter while checking the blood pressure
3. Try to keep the hand relaxed and still while the pulse oximeter is measuring the oxygen level. Relax and continue to breathe normally.
4. If the reading displayed is not near their normal range or the numbers are not displayed consistently:
 - a. Make sure that the finger is all the way inside the oximeter

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- b. Ensure the finger is warm, do not clench the fist, and keep the hand still.
- c. Try another finger if it still not reading or if their numbers are fluctuating (quickly moving up and down)

Prosper Patient (APP)

Common Issues

1. The patient's date of birth does not work when entered in Prosper Patient.
 - a. *Verify that date of birth is entered in as month/day/year and make corrections as necessary.*
 - b. *Verify that the date of birth was correctly entered in Prosper Care during the enrollment process. Make corrections as necessary.*