

## AVSM3 Troubleshooting:

### General

- › VSM doesn't power up
  - Charge battery for minimum of 10 hours prior to use
- › VSM won't charge
  - Verify that the power cord is plugged into the back of the VSM
  - Verify that the other end of the VSM power cord is plugged into the power strip on the stand
  - Verify that the power cord from the power strip is plugged into a wall outlet

### Blood Pressure

- › Failed measurement
  - Verify that there are no leaks in the BP cuff or hose
  - Verify that the BP hose is firmly connected to the VSM
  - Verify that the BP cuff is properly connected to the BP hose
- › BP reading low
  - Make sure correct size cuff is being used – too large a cuff can cause a low reading
- › BP reading high
  - Make sure correct size cuff is being used – too small a cuff can cause a high reading
- › Cuff inflates, starts a measurement, and then inflates further
  - Enter the BP settings menu on the VSM and verify that the initial BP cuff inflation isn't set too low

### SpO2

- › Can't get reading
  - Verify that the SpO2 cable is completely plugged into the VSM
  - Verify that the connection between the SpO2 cable and probe is firmly seated and the locking guard is rotated into place
  - Verify SpO2 probe is on the finger
  - Verify that there isn't any fingernail polish on the finger the probe is on
  - Ensure that the finger the probe is on is not on the same limb that the BP cuff is on – the cuff will temporarily cut off blood flow to the finger, preventing a reading from being acquired

### Temperature

- › Oral temperature is low
  - Verify that the probe cover is firmly seated on the oral temperature probe. A loose probe cover will result in a low reading
  - Verify that the probe is placed in the sublingual pocket under the tongue. Improper probe placement will result in a low reading
  - Verify that the resident's mouth is closed. An open mouth will allow cooler air to enter the sublingual pocket, resulting in a low reading
  - Verify that the resident is not biting down on the probe/probe cover
- › Tympanic temperature is low
  - Verify that the tympanic probe lens is clean. A dirty probe lens will cause in a low reading
  - Verify that the tympanic probe is properly aimed at the ear drum. An improperly aimed probe will result in a low reading

## **Temperature *continued***

### **› IR temperature is low**

- Verify that the resident hasn't been outside in the cold or under an AC vent – this will result in a low temperature. Wait at least 5 minutes for the forehead to heat up before taking a temperature reading
- Verify that the IR temperature probe lens is clean. A dirty probe lens will cause low readings.

### **› IR temperature is high**

- Verify that the resident hasn't been outside in the heat or under a heating vent – this will result in a high temperature. Wait at least 5 minutes for the forehead to cool down before taking a temperature reading

### **› Exergen temperature is low**

- Verify that the probe button is being held down throughout the reading, and that the head of the probe is in contact with the resident when swiping the probe across the forehead and behind the ear
- Verify that the resident hasn't been outside in the cold or under an AC vent – this will result in a low temperature. Wait at least 5 minutes for the forehead to heat up before taking a temperature reading

### **› Exergen temperature is high**

- Verify that the resident hasn't been outside in the heat or under a heating vent – this will result in a high temperature. Wait at least 5 minutes for the forehead to cool down before taking a temperature reading

## **Error codes**

### **› EEE705 error code**

- May be caused by a leaky or defective cuff or BP hose. If no leaks are found, contact Direct Supply for service support.

### **› EEE803 error code**

- May be caused by a dead battery in the Exergen temperature probe. If replacing the battery doesn't eliminate the error code, contact Direct Supply for service support

### **› Critically low battery error code**

- Stop using the monitor and plug into an outlet for a minimum of 10 hours before resuming use

## **DS smart Stand Troubleshooting:**

### **› AVSM3 won't attach to the top plate of the stand**

- Make sure that the front and back edges of the AVSM3 mounting plate are lined up with the slots in the stand top plate. Slide the mounting plate into the top plate until the spring-loaded stop clicks into the mounting plate

### **› Stand won't roll freely**

- Look at each of the locking casters and ensure they are in the unlocked position

### **› Tablet won't turn on**

- Verify that the tablet has been fully charged prior to use

### **› Tablet won't charge**

- Verify that the tablet charging cable is plugged into the bottom of the tablet
- Verify that the other end of the charging cable is plugged into the power strip on the stand
- Verify that the power strip cord is plugged into a wall outlet