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Troubleshooting Guide	Author: Manuel Stocker Date: 3/9/2022

1 Scope

Troubleshooting guide.

2 Checklist D40g

1. Check that the battery is in the device and NOT only connected with a charging cable.
2. Check the battery is charged (minimum 8 hours) (flashing red can indicate a battery-low problem)
3. Do NOT connect the device with a standard USB cable. Because when an USB cable is connected then the device goes into firmware-upgrade mode and cannot transmit any data.
4. Remove the battery ... wait 5 seconds ... and plug it in again
5. Check if there is general mobile coverage available
6. Try to change the location in the house
7. Is there general green lighting and something shown on the display ? Red can indicate often a battery low problem.
8. When pressing the RF-Button is there a blue light flashing (trying to find the network) followed by a steady blue signal (transmitting data) ?
9. Which date is shown on the display ?
10. Does the cuff inflate and is a measurement shown on the display ?
11. Is there a "PCL error xx" shown ?

A video showing the device when RF-button is pressed is always very helpful in the troubleshooting device. Please send it to support@medisante-group.com