

Troubleshoot (Troubleshooting Guide)

Problems	Possible Cause	Solution
The oximeter fails to display the blood oxygen saturation levels and/or pulse rate.	1. Finger is not inserted correctly. 2. User's blood flow is too low to be measured.	Make sure that finger is placed right in between the sensor and LED lights. 2. Make sure that nothing is restricting the user's blood flow.
The SpO2 or Pulse Rate reading is unstable or fluctuates.	1. Finger may not be inserted deep enough. 2. Excessive body movement. 3. Pulse is too weak.	1. Insert finger deep into the chamber. 2. Please do not move during measurement. 3. Warm finger or switch finger.
The oximeter cannot be powered on.	1. Batteries are drained. 2. Batteries are incorrectly installed. 3. The oximeter is damaged or defective.	1. Replace the batteries. 2. Please refer to 'Battery Installation' instruction. 3. Please contact the distributor.
The display screen turns off suddenly.	1. The oximeter powers off automatically when no signal is detected for more than 8 seconds. 2. Batteries are drained.	1. This is normal. Just turn the oximeter on again. 2. Replace the batteries.

To ensure that optimal accuracy is reached when using the pulse oximeter, please follow these tips:

1. Low blood perfusion can affect accuracy of your readings. Warm your hands and fingers before taking your measurements by rubbing your hands together. Remember your pulse oximeter is measuring your SpO2 and PR based on your blood flow. If the blood flow in your finger drops below a certain level, the pulse oximeter will not be able to function.
2. It usually takes 10 seconds to get a reading. Some people though may require a longer time for the pulse oximeter to optimize its sensitivity. You may have to wait about 30 seconds for the readings to stabilize.
3. Keep your hand still while taking a reading - any movement can cause the device to reset its' reading.
4. Nail polish and fake fingernails may cause false readings. If possible, switch to an unpolished nail or consider another application site.