



Trouble shooting guide

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Tunstall

1 Revision history

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27/07/2014	Product updates, formatting and glossary	Lisa Capamagian	0.2
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1.1 Approvals

Name	Title	Date of approval	Version
Ruth Skinner-Smith	Clinical Services Manager	09/09/2014	0.3
Lisa Capamagian	Corporate Development Manger	09/09/2014	0.3
Geoff Feakes	Chief Information Officer	09/09/2014	0.3

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DEFINITIONS AND GLOSSARY OF TERMS

ADSL	Asymmetric digital subscriber line (ADSL) is a type of digital subscriber line (DSL) technology, a data communications technology that enables faster data transmission over copper telephone lines
Hard reboot	The process of turning the tablet off using the power button – hold the power button down until the blue power light has gone dark. Wait for 20-30 seconds, then power up the device by pressing the power button until the blue light appears
ICP triagemanager	Triage monitoring software module
NBN	National Broadband Network
NTD	NBN Network Termination Device installed in patient's home and providing a broadband internet service
Patient	The ICP triagemanager is based on a patient management system the term 'patient' is used relating to system functionality and can be read as referring to client, end user or veteran information.

1. Purpose of this document

The purpose of this document is to provide Tunstall staff and corporate clients with written support and guidance regarding common trouble shooting and fault finding and suggested resolutions for telehealth equipment.

This document may be used by clinical or other staff who assist the end users (patients) with their telehealth equipment either in the home or remotely.

For further support please contact Tunstall Technical Services on 1800 603 377.

2. myclinic tablet

2.1 *The tablet will not “wake up” when the screen is tapped*

Possible reasons	Things to check	No	Yes
Interrupted power supply - if there has been a power supply interruption, the battery in the tablet may have run down	Is there a power light on next to the power switch?	Follow the power supply from the wall power outlet, checking each component i.e. power switch at the wall is on, has the plug become disconnected from the wall, has the power cord from the tablet become disconnected from the power pack or the adapter? (the adapter has a green light on it when power is reaching it)	Try using the stylus to tap the screen awake or hard reboot the tablet using the power button on the tablet
The tablet has powered down due to being inactive over a length of time	Is there a power light on next to the power switch?	Use the power button to turn on the tablet	Try using the stylus to tap the screen awake or hard reboot the tablet using the power button on the tablet
The tablet may not be seated correctly in the docking station	Unseat and reseal the tablet in the dock		
The "low light" sensor has activated to stop the device from turning on and shocking the patient with the intense screen brightness	Is the room and surrounding area dark?	Try using the stylus to tap the screen awake or hard reboot the tablet using the power button on the tablet	Open curtains or turn on the light in the room
	Is the patient's finger or thumb covering the low light sensor when trying to wake up the tablet?	Try using the stylus to tap the screen awake or hard reboot the tablet using the power button on the tablet	Ensure that the patient is not holding the tablet with one hand and tapping with the other.

2.2 The myclinic screen is “greyed out” – no colour in the buttons (no internet connection)

Possible reasons	Things to check	No	Yes
If the patient has NBN box, NBN port is not connected	Is there a light showing at the UNI-D Port allocated for the telehealth equipment?	Contact the NBN Retail Service Provider or if organised by Tunstall, call Tunstall’s Customer Services to get the connectivity checked with the service provider.	Check the router has power (lights at the back of the router - restart the router if necessary), that the router is close enough to the tablet to connect wirelessly, or is connected by a cable to the tablet and the internet wall outlet
4G/3G Internet dongle is powered off	Are any lights or text showing anywhere on the dongle?	Follow the power supply from the wall power outlet, checking each component i.e. power switch at the wall is on, has the plug become disconnected from the wall, has the power cord from the dongle become disconnected from the power pack?	Restart the dongle by turning it off (power switch on the top edge) or removing it from the back of the tablet and reconnecting it.
4G/3G Internet dongle has no or little internet connection	Run a speed test from within the control dock	Check results of the speed test with the Tunstall technical services team if in doubt.	BE AWARE: environmental conditions can affect internet speed and connection e.g. high winds, storms, local events causing congestion, or the mobile phone tower is not operational.
	Change the position of the dongle and/or tablet within the house to gain better reception, run a speed test.		
If the patient has ADSL, check if the ADSL is not connected	Router is powered up and is connected to the internet outlet and the power supply	Contact the ADSL provider or if coordinated by Tunstall call Customer Service to get the connectivity checked with the service provider.	Check the router has power (lights at the back of the router - restart the router if necessary), that the router is close enough to the tablet to connect wirelessly, or is connected by a cable to the tablet and the internet wall outlet

2.3 *myclinic is slow to react when tapped/buttons seem to be non-responsive*

Possible reasons	Things to check	No	Yes
Bad or inconsistent internet connection	Run a speed test from within the control dock	Check results of the speed test with the Tunstall technical services team if in doubt	
	Change the position of the dongle and/or tablet within the house to gain better reception, run a speed test		
Patients fingers do not register on the myclinic screen	Try using the stylus that is part of the kit. Check that the patient is not holding or touching the edge of the screen. Check the patient's technique, if they press and hold instead of tap.		

2.4 *Video conferences – parties can only see themselves on the small screen and not see the other person in the main screen*

Possible reasons	Things to check
The clinician has logged into the incorrect mode of video conference within the VC portal	When trying to connect to a scheduled video conference from the home screen in the VC portal, ensure to connect within the scheduled VC section and then click on the green "video conference now" button (circled below) as opposed to the bottom section where the "video conference now" button is for ad hoc video conferences
The tablet has been set up for high definition video conferencing rather than standard definition	Call Tunstall Technical Services to check the configuration of the tablet

Welcome Ruth Skinner-Smith

Upcoming Scheduled Video Conferences By Skinner-Smith, Ruth By Team

Scheduled Start	Duration	Patients		
Wed, 23 Jul 12:00 PM	15 minutes	Skywalker, Luke	CONFIRMED	Video Conference Now

Current Patients Starling, Clarice

STARLING, Clarice Schedule History **Video Conference Now**

Scheduled Video Conferences By Skinner-Smith, Ruth By Team

No video conferences scheduled

3. mytelemedic plus (GSM model)

3.1 Error downloading, ISP Error or cannot contact the server

Possible reasons	Things to check	No	Yes
Poor internet reception	3-4 bars of consistent reception show on the screen	Move the device to a different location to try to get better reception	Retry by entering the Technical menu, select contact server
Corrupted download	Reboot by disconnecting the power cord, waiting for 20-30 seconds and reattaching it. The device should automatically update	Retry by entering the Technical menu, select contact server	
Kit is not assigned to a patient	In ICP triagemanager, enter the patient menu, and select the devices page, in the mymedic tab, it should show the kit that has been assigned to the patient. Check that it is the correct kit, or if no kit is assigned, assign the correct kit to the patient	Retry by entering the Technical menu, select contact server	Retry by entering the Technical menu, select contact server

3.2 Interviews only partially download or do not run properly

Possible reasons	Things to check	No	Yes
Monitoring plan for the patient is incorrect	In ICP triagemanager, enter the patient menu, enter the monitoring plan and check which interviews have been selected. Edit as required	Retry by entering the Technical menu, select contact server	Retry by entering the Technical menu, select contact server
Corrupted download	Reboot by disconnecting the power cord, waiting for 20-30 seconds and reattaching it. The device should automatically update	Retry by entering the Technical menu, select contact server	

4. mytelemedic (landline model)

4.1 Error downloading, ISP Error or cannot contact the server

Possible reasons	Things to check	No	Yes
Telephone incoming or outgoing call interrupted the transmission	The device should automatically redial and reconnect	Check the phone line is connected at both ends and the telephone is on the hook, then retry by entering the technical menu/and contact server	Retry by entering the Technical menu, select contact server
Corrupted download	Reboot by taking out the power cord, waiting for 20-30 seconds and reattaching it. The device should automatically update	Retry by entering the Technical menu, select contact server	
Kit is not assigned to a patient	In ICP triagemanager, enter the patient menu, and select the devices page, in the mymedic tab, it should show the kit that has been assigned to the patient, check that it is the correct kit, or if no kit is assigned, assign the correct kit to the patient	Retry by entering the Technical menu, select contact server	Retry by entering the Technical menu, select contact server

5. A and D blood pressure monitor

Error	Cause	Recommended action
The blood pressure is different each time. The reading is extremely high or low	Blood pressure readings constantly vary with time of measurement and nervous condition	Take deep breaths and relax before retaking a reading
Err	Unstable blood pressure due to movement during the measurement	Try measurement again, remaining very still until the reading is displayed on the BP monitor screen
	The systolic and diastolic values are within 10mmHg of each other	Fasten the cuff correctly and try the measurement again
	The pressure value did not increase during inflation	
Err Cuf	The cuff is not fastened correctly	
Err PUL DISPLAY ERROR	The pulse is not detected correctly.	
0 reading on Pulse	Irregular non-detectable heart rate could be due to Atrial Fibrillation or other cardiac event	Check pulse on oximeter reading/call patient to ensure they are ok
The unit does not measure readings are too high or too low	The cuff is not fastened properly	Fasten the cuff correctly
	Movement of body or arm during the measurement	Make sure you remain very still and quiet during the measurement
	Cuff position is not correct	Sit comfortably and still. Raise the arm so that it is at the same level as the heart. Ensure the cuff is placed on the arm correctly
	If there is a very weak or irregular heartbeat, the device may have difficulty in determining the blood pressure	
Readings appear on the BP device, but are not transferred to the hub (myclinic or mytelemedic)	Batteries have run down	Replace batteries
	Blue tooth functionality	Retry reading. If that does not work, call Tunstall technical services to repair.
	Device is not paired with the hub	In ICP triagemanager, enter the patient menu , select the devices page and check the kit contents is correct

The BP does not switch on.	No power	If using batteries check batteries are inserted correctly or replace batteries. If using mains power check power cord is connected and switched on
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6. A and D scales

Error	Cause	Recommended action
The indication is fixed to 8888, H or L		Remove and reinstall the batteries
There is large difference between estimated weight and the actual measurement		Place the scale on firm surface. Remove any foreign objects that may be touching the scales. If the scale is used on carpet, ensure that the feet are attached, or move to a level firm surface
 is displayed		Replace batteries
Readings appear on the scales, but are not transferred to the hub (myclinic or mytelemedic)	Batteries have run down	Replace batteries
	Blue tooth functionality	Retry reading. If that does not work, call Tunstall technical services to re-pair.
	Device is not paired with the hub	In ICP triagemanager, enter the patient menu , select the devices page and check the kit contents is correct
	Incorrect weight setting	Turn the scales over and move the weight switch to KG on the far right
A negative (minus) or very low reading is displayed	Pressure has been placed on the top of the scales while it was zeroing	Retake reading ensuring nothing touches the scale after it has been turned on until the zeros appear
Scales do not switch on	No power	Check batteries are inserted correctly or replace batteries.

7. Omron blood pressure monitor

Error	Cause	Recommended action
	Irregular heartbeats are detected.	Remove the arm cuff. Wait 2-3 minutes and take another measurement
	Movement during measurement	Remove the arm cuff. Wait 2-3 minutes and take another measurement
EE	Cuff is under inflated	Ensure that the air plug is pushed firmly all the way into the BP monitor. Remove the arm cuff, and wait 2-3 minutes and take another measurement
E	Movement during measurement	Repeat measurement. Remain still and do not talk during the measurement
	Air plug disconnected	Insert the air plug securely
	Arm cuff not applied correctly	Apply the arm cuff correctly
	Clothing is interfering with the arm cuff	Remove any clothing interfering with the arm cuff
E	Air is leaking from the arm cuff	Replace cuff with new one
	The arm cuff was inflated above 299 mmHg	Do not inflate the arm cuff above 299 mmHg
	Device error	Contact Tunstall technical services as the unit requires attention
Cannot measure or readings are too high	The cuff is not wrapped correctly around the arm, or is the incorrect size	Attach the arm cuff correctly or change to the appropriate sized cuff
	The cuff pressure does not rise although the pump can be heard	Check that the air plug is properly connected to the unit by pushing it firmly into the device
The blood pressure is different each time. The reading is extremely high or low	Blood pressure readings constantly vary with time of measurement and nervous condition. Take deep breaths and relax before retaking a reading	
Readings appear on the BP device, but are not transferred to the hub (myclinic)	Batteries have run down	Replace batteries
	Blue tooth functionality	Retry reading. If that does not work, call Tunstall technical services to re-pair.
	Device is not paired with the hub	In ICP triagemanager, enter the patient menu , select the devices page and check the kit contents is correct

	Incorrect patient is selected	Move the blue switch from Patient B to Patient A
The BP does not switch on.	No power	If using batteries check batteries are inserted correctly or replace batteries. If using mains power check power cord is connected and switched on

8. Nonin pulse oximeter

Error	Cause	Recommended action
Device turns off within 30 seconds, no reading performed	<ul style="list-style-type: none"> - excessive natural or home lighting - excessive motion - moisture in the device - improperly applied device - finger is outside recommended size range - poor pulse quality or poor circulation/perfusion in the finger being used - venous pulsations - anaemia or low haemoglobin concentrations - nail varnish or false nails - pressing down too hard with the finger Finger not inserted far enough (usually caused by nobbly fingers)	Reposition the oximeter, warm the finger being used to increase the perfusion, use a different finger, or remove the nail varnish/false nail
Reading appears on the oximeter but is not transmitted to hub (the reading will also flash once per second on the oximeter) Oximeter does not switch on	Batteries have run down No power	Change the batteries Check the batteries are inserted correctly, then check the back is on properly, otherwise replace the batteries

9. Tai-Doc thermometer

Error	Cause	Recommended action
	Appears when environmental temperature is below the system operation range	Move the device into a warmer environment and let it reach operational temperature (see manufacturers use manual)
	Appear when environmental temperature is above the system operation range	Move the device into a cooler environment and let it reach operational temperature (see manufacturers use manual)
<p>Reading is performed but not transmitted</p> 	Battery is low and “  ” is shown on the LCD	Replace batteries
	Batteries have run down completely, device is unable to take readings	Replace batteries
 <p>Thermometer does not switch on</p>	<p>Temperature measurement falls outside the displayed temperature range: ear 32C to 43C, forehead 23C to 44C</p> <p>No power</p>	<p>Retake reading using the instructions provided</p> <p>Check batteries are inserted correctly or replace batteries</p>

10. Vitalograph lung monitor

Error	Cause	Recommended action
Readings taken but do not transmit to hub	Batteries are have run down	Replace batteries
! Shows on screen of device lung monitor does not switch on	Poor reading - slow start or cough during reading No power	Retake reading Check batteries are inserted correctly or replace batteries

11. Vitaphone ECG recorder

Error	Cause	Recommended action
Cannot record a new ECG. When pressing the REC button, the normal screen is shown	Memory is full	Transmit a reading to the hub or clear the memory (see manufactures user guide) or call Tunstall Technical Services
"ERROR!" Shows on the device screen ECG does not switch on	Blue tooth has failed, batteries have run down No power	Replace batteries retake reading, move closer to the hub Check batteries are inserted correctly or replace batteries

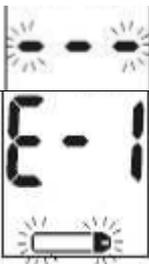
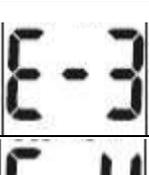
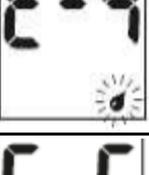
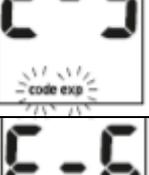
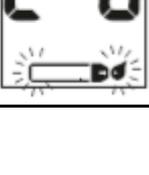
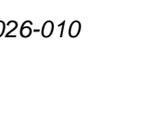
12. Vitalograph lung monitor

Error	Cause	Recommended action
Readings taken but do not transmit to hub	Batteries are have run down	Replace batteries
! Shows on screen of device	Poor reading - slow start or cough	Retake reading

13. MyGlucoHealth glucometer

Error	Cause	Recommended action
	Problem with the meter	Reinstall batteries. If problem persists return the glucometer
	Polluted or used test strip	Test with a new strip
	Problem with the test strip	Test with a new strip. If problem persists return the glucometer, if a flashing sun displays on the screen, avoid direct sunlight
	Problem with the test strip	Test with a new strip
	Blood sample was applied before the testing symbol was displayed	Re-test with a new test strip, applying blood after the testing symbol has appeared on the display
	Ambient temperature too low	Make sure the device is within operating temperature for at least 10 minutes prior to testing
	Ambient temperature too high	Make sure the device is within operating temperature for at least 10 minutes prior to testing
	Test result lower than 0.3mmol/L	Could indicate a "hypo" - call for medical assistance if feeling the symptoms of a hypoglycaemic attack, if not, test the accuracy with test solution, and retake readings
	Test result is higher than 33.3mmol/L	If feeling well, test the accuracy of the device using test solution. Retake readings and call for medical advice if required
Meter does not turn on	No power	Check the batteries are inserted correctly, or replace batteries
Readings appear on the glucometer but do not transmit	Batteries are running down	Replace batteries and retest.
Test results do not appear on the device	Blood sample too small	Retest with new strip and larger blood sample

14. Accu-Chek performa glucometer

Error	Cause	Recommended action
	Test result is higher than 33.3mmol/L	If feeling well, test the accuracy of the device using test solution. Retake readings and call for medical advice if required
	Test result lower than 0.6mmol/L	Could indicate a "hypo" - call for medical assistance if feeling the symptoms of a hypoglycaemic attack, if not, test the accuracy with test solution, and retake readings
code exp	The test strips have expired	Change test strips and code chip where appropriate. Ensure that the test strips are used prior to their use-by day
	Code chip is not inserted into the glucometer	The code chip will found inside the box of test strips, and should be inserted into the glucometer prior to using the test strips within the box
	Test strip is damaged	Remove it and reinsert it or use a new test strip
	The code ship is incorrect	Turn off the glucometer, and put in the correct code chip for the strips being used
	An error occurred during the test	Retest using a new test strip
	Blood sample too small	Retest using a new test strip, ensure enough blood is used
	The code ship is from an expired box of strips	Turn off the glucometer, and put in the correct code chip for the strips being used
	Blood sample was applied to the strip out of sequence and before the symbol showed on the device	Retest using a new test strip, wait for the blood sample symbol to show before applying blood to the test strip

	<p>An electronic error occurred, or the test strip was removed and reinserted</p>	<p>Turn the glucometer off and on again, if necessary remove the battery and wait for a couple of minutes then reinsert it, turn on the glucometer and retest</p>
	<p>Environmental temperature is outside of the recommended operating range</p>	<p>Move to an area between 6 and 44C, wait 5 minutes and retest</p>
	<p>Battery is running low</p>	<p>Replace the battery</p>
	<p>Date and time settings are incorrect</p>	<p>Go into "setup" and set date and time correctly</p>
<p>Meter does not turn on</p>	<p>No power</p>	<p>Check the batteries are inserted correctly , or replace batteries</p>
<p>Readings appear on the glucometer but do not transmit</p>	<p>Batteries are running down</p> <p>Infrared is possibly faulty or damaged</p>	<p>Replace batteries and retest.</p> <p>If battery is replaced and still does not transmit check the placement of the glucometer is no more than 5cm from the mytelemedic infrared receiver, make sure the two arrow buttons are pressed at the same time if it still does not transmit Send the kit back to Tunstall for testing.</p>

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