

RPM Device Troubleshooting | 2022

Troubleshooting

<u>Problem</u>	<u>Possible Reason</u>	<u>Resolution</u>
Device doesn't power on when the START/STOP button is pressed. Or Cuff does not inflate (display remains off)	The batteries are completely drained or were inserted with incorrect polarity.	Replace batteries with new Duracell AAs. Or Remove batteries and reinstall them making sure the + and the - polarity symbols on the batteries match those inside the battery compartment.
Cuff does not inflate (display turns on)	Cuff not plugged in correctly	Make sure the connector on the cuff tube is plugged all the way into the device.
Cuff doesn't form a loop around the arm	Cuff not assembled	To form a loop: pass the end of the cuff furthest away from the tubing through the long, metal D-ring. The smooth side (without the hook and loop fasteners) should be on the inside of the cuff loop.
Readings too high or too low Or Readings vary significantly between measurements	Cuff not positioned correctly Or Moving during measurements	Review instructions on securing the cuff and retry measurement Or Place your arm on a table with your palm facing up. The cuff should be at the same level as your heart. Make sure you stay still and you don't talk during measurement.
Measurement results differ from those measured at the doctor's office.	Measurements taken in a medical/professional environment (white coat effect) may affect your blood pressure.	Measurements taken in a more relaxed, home environment may avoid effects experienced in clinical settings. Continue taking readings as usual. If in doubt, contact a medical professional.
Error code shown after measurement	Measurement accuracy may be affected or transmission may have been unsuccessful	Consult the error code table for more information and further instruction.

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Error Codes

<u>Code</u>	<u>Description</u>	<u>Resolution</u>
Er 1	Battery low	Replace batteries with four Duracell AAs.
Er 2	Movement detected	Avoid moving or talking while taking a measurement. After securing the cuff and assuming the correct posture, consider waiting for five minutes to settle down before starting a measurement.
Er 3	Measurement out of range	Confirm that the cuff is secured correctly on your exposed arm. Remove all clothing and jewelry from your arm. If you feel unwell, contact a medical professional.
Er 4	No cellular coverage	Move to another area, closer to a window. Use the device at a location where you get a strong cellular signal with your mobile phone.
Er 5	Cellular connection error	Move to another area, closer to a window. Use the device at a location where you get a strong cellular signal with your mobile phone.
Er 6	Data transmission error	Move to another area, closer to a window. Use the device at a location where you get a strong cellular signal with your mobile phone.
Er 7	Internal error	Replace batteries with four Duracell AAs. If the issue persists, contact customer support.
Er 9	Provisioning error	Retake measurement. If the issue persists, contact customer support

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Er 10	Subscription suspended	Contact customer support
Er 11	Subscription terminated	Contact customer support
Er 15-19	System error	Contact customer support
Er 20	Cuff inflation error	Make sure the cuff is properly connected to the device.
Er 21	Pulse not detected	Adjust the cuff on the arm and make sure to assume the correct posture.
Er 22	Measurement error	Adjust the cuff on the arm and make sure to assume the correct posture.
Er 23-24	System error	Contact customer support