



Attendant® Vital Signs Monitor with DS smart™ Technology Troubleshooting Guide



Error Message	Action
	If "DEVICE NOT CONNECTED" appears in the upper left of the screen, your vital signs monitor is not properly paired with the tablet. To reconnect your device to the tablet app, please select the Bluetooth icon from the tablet homepage and then select the device by serial number. Serial number is shown on a sticker attached to the DS smart™ enabled device. If prompted for a PIN number, enter the last six digits of the vital signs monitor's serial number.
	If "OFFLINE" appears in the upper right of the screen, your tablet is no longer connected to Wi-Fi. You can continue to take readings until you sign out. The saved readings will be sent as soon as a Wi-Fi connection is re-established. <i>Note:</i> if you sign out prior to re-establishing a Wi-Fi connection, saved readings will be lost.
Invalid username/password	Please contact your security administrator to check/reset your password. Neither Direct Supply nor your EMR can reset user passwords for your facility.
Failed to send a reading (e.g., "Failed to send heart rate")	A value already exists for the provided date and time. Please check for filed readings in your EMR.
Failed to send	Not all saved unsent readings could be sent to the chart. Please check for filed readings in your EMR. If readings do not appear in the EMR, readings will have to be entered manually.
Error on the Attendant® Connected Vital Signs Monitor	Review the owner's manual for troubleshooting guidance.

For technical support, general questions or supply orders: Contact your Direct Supply account manager or call **1-800-634-7328**

Hours of Availability: 8:00 am - 5:00 pm (Central), Monday through Friday (excluding holidays)

For technical support after business hours, call **1-800-324-0066**.