



Welch Allyn Connex Spot Monitor with DS smart™ Technology Troubleshooting Guide



Error Message	Action
DEVICE NOT CONNECTED	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, select the Bluetooth icon from the tablet homepage, select the device and then press the "OK" button on the Welch Allyn unit.
OFFLINE	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.
Initiate Blood Pressure (BP) reading	Press the "Start" button on the Welch Allyn unit. 
Readings not sending to app	On the DS smart™ enabled tablet, tap the "Get Readings" button. WARNING: The "Save" button on the Welch Allyn Vital Signs Monitor will not input readings into DS smart! If "Save" is pressed, the readings will clear from the unit and vitals will need to be re-collected.
Welch Allyn Vital Signs Monitor unit locked	To unlock the device, press the padlock icon in the bottom right-hand corner of the screen of the Welch Allyn unit. 

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**.