# H200® Wireless

# TROUBLESHOOTING GUIDE

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# SOFTWARE ISSUES

**H200® Wireless**

## 📶 RESOLUTION NOT SUPPORTED
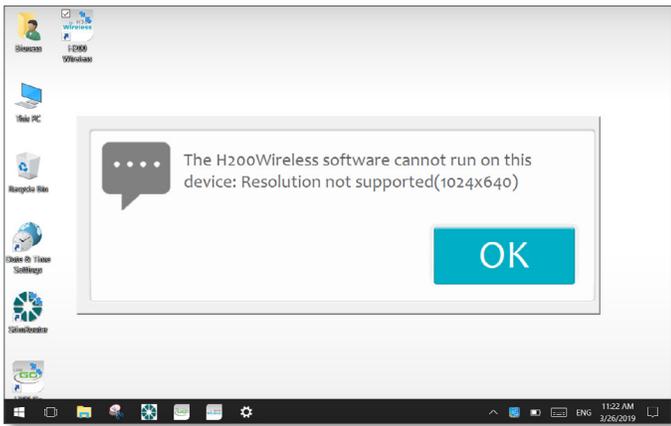


**Solution:** **Change the display settings of the tablet**

1. Touch and hold an empty space on the desktop until a square appears, then remove finger.

2. Select **"Display Settings"** from the menu.
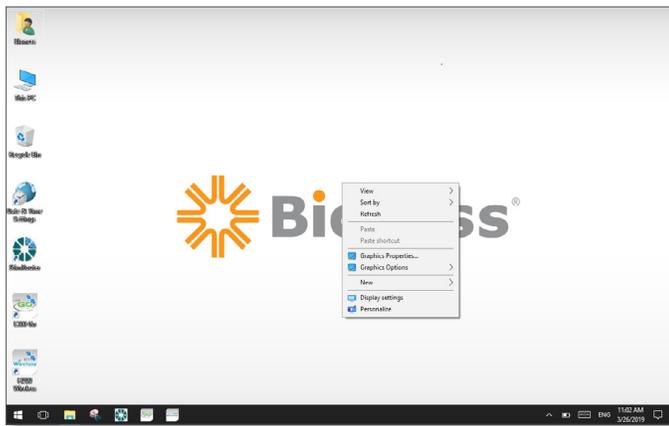


3. Select **"Advanced display settings"**.
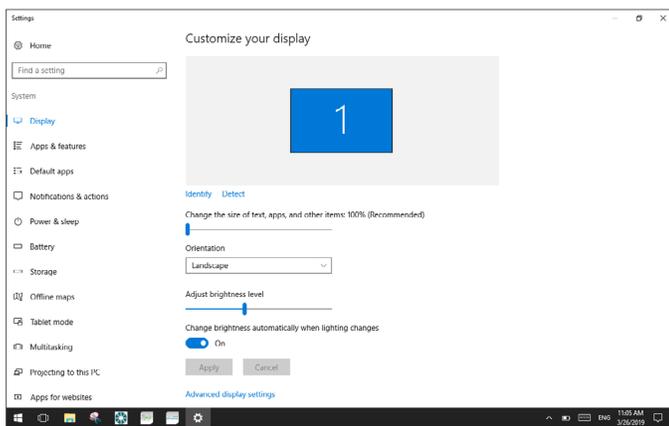
4. Under **"Resolution"**, select **"1280 x 800"** then select **"Apply"**.
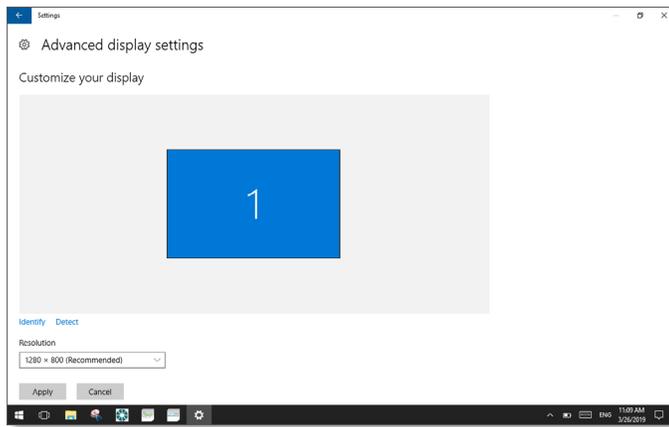


5. Select **"Keep changes"**.
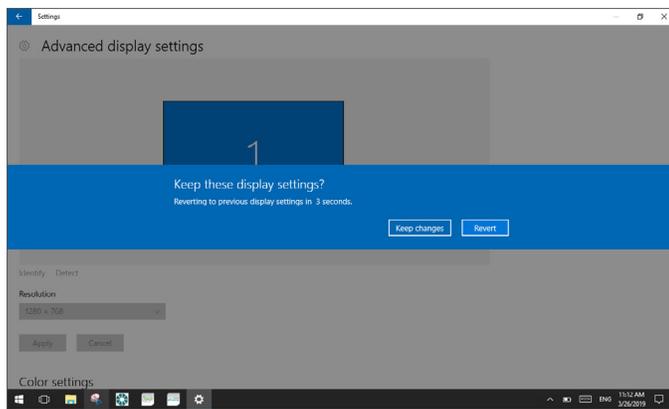


6. Select the back arrow in the upper left corner to return to the previous screen.

7. Under **"Change the size of text, apps, and other items"** slide the selection bar to 100%, then a red note displaying **"Some apps won't respond to scaling changes until you sign out"** will appear. Select **"Sign out now"**.
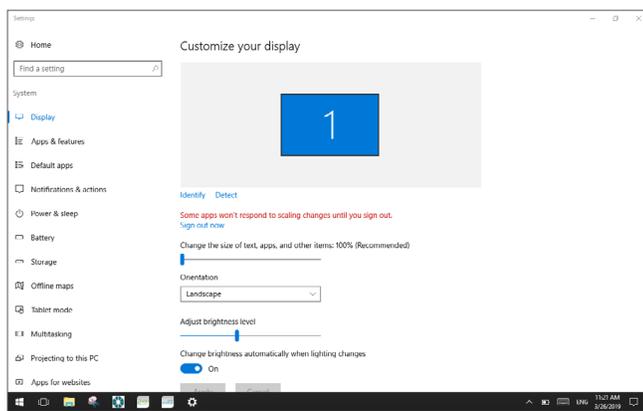


8. Log into Windows normally and launch the **H200 Wireless** Software.

## ⌆ SOFTWARE REVERTS TO PROGRAM SCREEN

This may occur due to disruption in wireless communication between the Orthosis and the Control Unit and cause the H200 Wireless Software to exit the program to the Menu or Patient Selection Screen. If a pop-up appeared after communication disruption, try Solution 1. Otherwise, try solution 2.

**Solution 1:** **Check Component Placement During Operation**

When using the **H200 Wireless** System, be aware of the location and positioning of the Orthosis, Control Unit, and Clinician's Programmer. Ensure that the Control Unit and Orthosis are close together and there are no obstructions between the two components. When the Control Unit is connected to the Clinician's Programmer, the components should be positioned such that the Control Unit is closer to the Orthosis than the Clinician's Programmer.

If there is communication loss between the Orthosis and Control Unit or Clinician's Programmer, try the following:

1.  Verify that the wired connection between the Control Unit and the tablet is secure.
2.  Place the tablet on a stationary surface.
3.  Doff the Orthosis to prevent stimulation from continuing.
4.  Inspect the USB port or cable for damage. Use another cable if available.



**Solution 2:** **Update H200 Wireless Software to version 2.2.0 or later**

The **H200 Wireless** Software version 2.2.0 implements an update where the interface will be disabled or "grayed out" temporarily as a safety feature until wireless communication is re-established.

## 📶 SOFTWARE IS UNRESPONSIVE

**Note:** Please try the following solutions in sequential order.

**Solution 1:** **Close the H200 Wireless Software and restart the tablet**

1. Swipe left to center and select the **"X"** in the upper right corner to close the **H200 Wireless** Software.

   **Note:** Due to the small size of the **"X"** button, using a stylus may be easier than tapping with a finger.
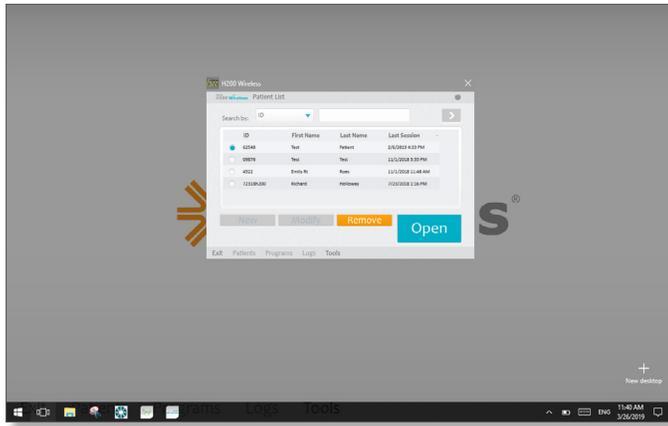


2. Restart the tablet by selecting the Windows icon in the lower left corner, selecting the Power icon, then selecting **"Restart"** from the menu.
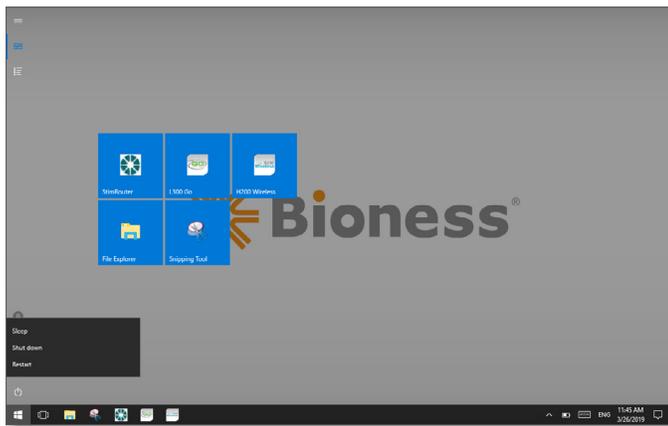


3. Log into Windows normally, launch the **H200 Wireless** Software, and log in.

4. If these steps cannot be performed because the tablet still appears unresponsive, proceed to Solution 2.

**Solution 2:** **Perform a hard reset of the tablet**

1. Hold down the power button on the tablet until the screen goes dark.

   **Note:** The power button may need to be pressed continuously for longer than 60 seconds.

2. Press and hold the power button to power on the tablet.

3. Log into Windows normally, launch the **H200 Wireless** Software, and log in.

## STIMULATION INTENSITY INCREASES SUDDENLY

In **H200 Wireless** Software 2.0.0.9, wireless communication of stimulation intensity changes was delayed causing sudden increases in stimulation intensity.

**Solution:** **Update H200 Wireless Software to version 2.1.0 or later**

The **H200 Wireless** Software version 2.1.0 implements an update where the software will receive a confirmation from the Orthosis on stimulation intensity changes. Therefore, there will be a slight delay with each incremental change in stimulation intensity. If confirmation is not received, the interface reverts the intensity to the correct value.

# HARDWARE ISSUES

H200® Wireless

## 📶 MicroSD CARD IS CORRUPTED

This issue can be indicated by:

1. Neither the loading screen nor the login screen appear when launching the **H200 Wireless** Software, even after minutes of waiting.
2. An error message indicating a problem with the backup database appears when launching the H200 Wireless Software.
3. A pop-up in the lower right corner of the screen indicating that there's a problem with the E drive.
4. A Microsoft Windows "initialization" error appears when launching the **H200 Wireless** Software:

   **"An Error has occurred in the program during initialization. If this problem continues, please contact your system administrator."**

Storage Card Not Found

⚠️ Automatic backup will fail unless storage card is inserted.

OK

BACKUP (E:)
There's a problem with this drive. Scan the drive now and fix it.
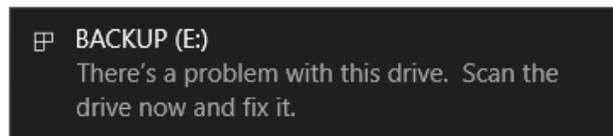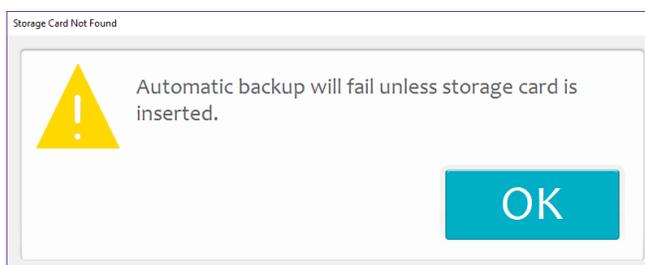
**Note:** Please try the following solutions in sequential order.

**Solution 1:** **Order a New MicroSD Card through Salesforce**

1. Remove the MicroSD card.

MicroSD CARD ·········· microSD 32GB

2. Replace with new MicroSD card (Part Number 117-00209-001).

   **Note:** The tablet can be used without a MicroSD card while waiting for a replacement. Pop-up messages for automatic backup and storage will appear signifying that a MicroSD card is missing until a replacement is inserted.

3. Launch the **H200 Wireless** Software, and log in.

**Solution 2:** **Reformat the MicroSD card**

1. Single tap the folder icon from the taskbar to launch **"File Explorer"**.

2. Locate the E drive (E:) and single-tap to highlight it. Touch and hold the selection until a square appears then remove finger.
   **Note:** Ensure that the E drive (E:) is highlighted and NOT the C drive (C:).
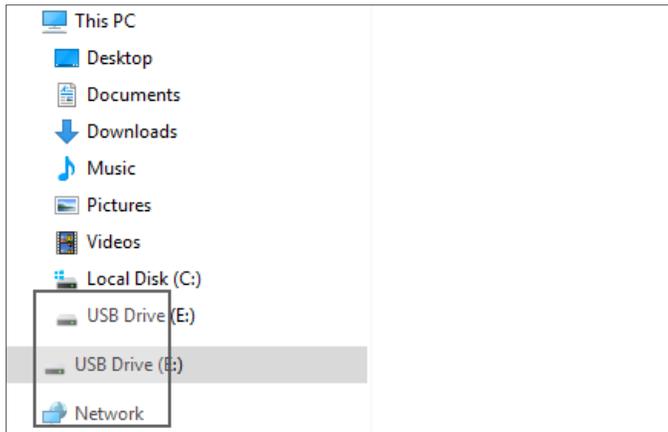


3. Select **"Format"** from the menu. Ensure **"Quick Format"** is selected and select **"Start"** to begin reformatting.
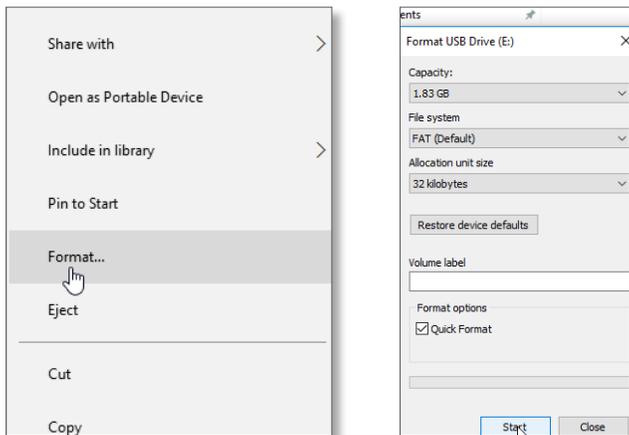


4. A Warning message will indicate that the drive will be reformatted. Double-check that the drive being formatted is the E Drive (E:) and NOT the C Drive (C:). If the incorrect drive was selected, return to step 2. Select **"OK"** to proceed with reformatting the drive.
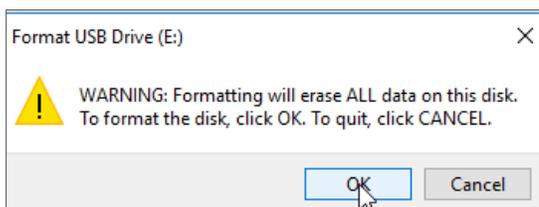
5. Click **"OK"** when the "Format Complete" message appears.
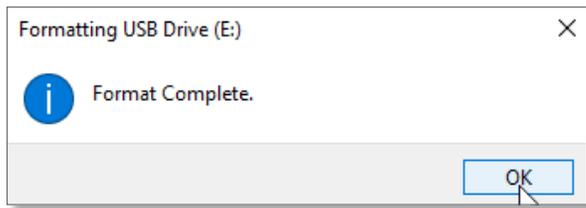


6. Launch the **H200 Wireless** Software and log in.

## 📶 TABLET SCREEN IS UNRESPONSIVE

**Note:** Please try the following solutions in sequential order.

**Solution 1:** **Turn on the screen and/or power on the tablet**

1. If the tablet is already powered on, press the power button once to turn on the screen.

2. If the screen does not turn on, power on the tablet by pressing and holding the power button.

   **Note:** A red light will appear in the upper left corner of the tablet and the start screen will be displayed.

3. Log into Windows normally, launch the **H200 Wireless** Software, and log in.

4. If these steps cannot be performed because the tablet still appears unresponsive, proceed to Solution 2.

**Solution 2:** **Verify the tablet is charged**

1. Connect the power cord to the tablet, and plug the AC adapter into a wall outlet.

   **Note:** A red light may briefly appear in the upper left corner and the screen may display a charging indicator. The red light and charging indicator will turn off after a few seconds even though the tablet is still charging.

2. Leave the tablet connected to the charger for at least 15 minutes.

3. Press and hold the power button to power on the tablet.

4. If the charging indicator screen does not appear or the low battery indicator appears, leave the tablet connected to the charger for an additional 15 minutes.

5. After at least 30 minutes of charge time, if the tablet still seems unresponsive, reset the tablet by pressing and holding the power button until the tablet powers on.

   **Note:** The power button may need to be pressed continuously for longer than 60 seconds.

6. Log into Windows normally, launch the H200 Wireless Software, and log in.

7. If these steps cannot be performed because the tablet still appears unresponsive, proceed to Solution 3.

**Solution 3:** Charge the tablet using an alternate charger

    1. Repeat Solution 2 with a Micro USB charger (not provided).
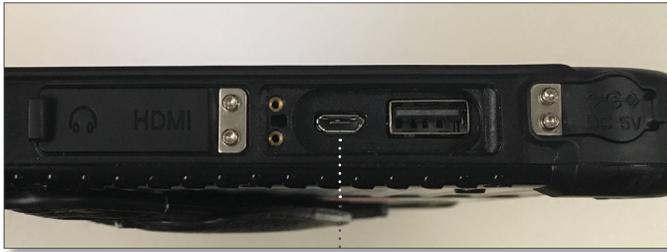


**MICRO USB CHARGING PORT**

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Individual results vary. Patients are advised to consult with a qualified physician
to determine if this product is right for them.

Important Safety Information and Risks: For Indications for Use, Contraindications,
Warnings, Adverse Reactions, Precautions, and other safety information please
refer to www.bioness.com/Safety_and_Risk_Information.php (also available
in the H200 Wireless Clinician's Guide).

**Rx Only**

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