

Holter Frequently Asked Questions

Warranty/Product Service

Question: What is the warranty?

Answer: Our warranty covers parts and labor for 1 year with the exception of the patient cable and leadwires which have a 90 day coverage.

Question: How long will it take to repair my recorder?

Answer: During the warranty period, we will replace a defective recorder with 48 hours. By exchanging with a new unit or one of comparable age for your malfunctioning recorder we can minimize your down time.

Question: How do I keep my Holter system from becoming obsolete?

Answer: Your system can be easily updated to the latest software in a matter of minutes from a CD. For normal improvements during the warranty these updates would be provided at no charge.

Computer

Question: If I want to use my own computer, what are the minimum requirements for this software?

Answer:

- 300 MHz Pentium
- Windows 2000/XP with all major service pack updates
- 256 Mb RAM
- 40 GB hard drive
- Mouse and keyboard
- Compact Disc (CD) Reader
- Secure Digital Card Reader
- 2 USB Ports
- Printer with resolution greater than 300 dpi
- 1024x760 monitor resolution

Question: Can I install the software on more than one computer?

Answer: No. As part of the software installation process, you will be asked to activate the license that is built into the software. This software is dedicated to the computer you install it on. Multiple installations require the purchase of additional software licenses.

Question: Do I have to purchase additional SD cards and SD card readers from Welch Allyn?

Answer: No. Our engineers have designed the products to work with commercially available SD cards and SD card readers. This ensures that you can



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purchase these components at the lowest possible cost. Note: SD card memory capacity should be 256 MB or greater.

Question: How can I use the higher sampling rates for the HR300.

Answer: Using the 500 or 1,000 sampling rate will require a 1 GB memory card and limit the recording duration to 24 hours.

Question: Can I use the Bluetooth functionality that is built into my computer?

Answer: Unfortunately not. Given the variability of these devices between manufacturers we have standardized on the Belkin USB Bluetooth to ensure performance and reliability.

Question: Can I network my new Holter system?

Answer: Yes. LAN software is available with 3 user license – this supports operation of the Holter application from 10 computers but only 3 users concurrently.

Accessories

Question: Do I have to buy your accessories?

Answer: The ECG patient cable and leadwires are specially designed for the recorders and cannot be replaced with any “generic”. While “generic” electrodes are widely available, ensure that these are recommended for Holter

Question: What style cables do I need for my HR100 Holter Recorder?

Answer: You can choose from a 5 lead for 2 channel recordings, part number 704545 or a 7 lead for 3 channel recordings, part number 704547.

Question: What style cable do I need for my HR300 Holter Recorder?

Answer: A 7 lead for 3 channel recordings, part number 704549.

Other Questions

Question: What is included when I purchase the Welch Allyn Holter ?

Answer: For software part numbers 101510, 101511, 101512 and 101513:

- Holter Software
- CD with Directions for Use Manuals
- USB SD Card Reader
- USB Bluetooth Interface
- 2 Holter Prep Kits

For Holter recorders part numbers 401702, 401703 and 401705:

- Holter Recorder
- Carrying case and steps
- Patient Cable
- 2 Holter Prep Kits

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