

## OAE Next Generation Troubleshooting

Message	Definition	Additional informaiton
Attach Probe	No probe is detected at the start of a test.	<a href="#">Troubleshooting C26</a>
Device not Responding	The printer is not responding to queries from the instrument.	
BT Device Not Found.	The paired Bluetooth® device cannot be detected by the screener. The screener may be turned off or too far away.	Follow BT pairing in DFU page 23 Paired to Printer: Check that the printer is turned on. Move closer to the printer. Try again
BT Error #xxx.	There is an error condition with the Bluetooth® device. Check the status.	Check BT device (printer or PC) status. Attempt to connect to BT device again. Contact Welch Allyn
BT Not Configured	The screener is not paired with any Bluetooth® device.	
Fit Error Cannot Obtain P	For a DP test, the desired intensity level (L1 or L2) cannot be obtained within allowable limits. Refit the eartip and probe and attempt the test.	For a DP test, the desired pressure (P1 or P2) cannot be obtained within allowable limits. User should refit the probe and retry the test. Replace the probe tube. Contact Welch Allyn.
Fit Error Too High	The level of the calibration tone is too high. Refit the eartip and probe and retry the test.	For a DP test, the level of the calibration tone is too high. User should refit the probe and retry the test. Replace probe tube Contact Welch Allyn
Fit Error Too Low	The level of the calibration tone is too low. Refit the eartip and probe and retry the test.	For a DP test, the level of the calibration tone is too high. User should refit the probe and retry the test. Replace probe tube Contact Welch Allyn
Limit Error	Overflow error during the calculation of the DFTs for a DP test. Repeat the test.	Overflow error during the calculation of the DFTs for a DP test. User should repeat the test. Cycle instrument power. Contact Welch Allyn
Memory Almost Full	Saved tests are within 5 tests of the 250 maximum limit.	Either print or download to Data manager
Memory Full!	The maximum saved test limit of 250 is reached. Clear the memory before any additional tests can be performed.	Either print or download to Data manager
Power Low!	The battery charge level is too low for operation.	Charge the battery in order to administer additional tests.
Printer Error	There is a problem with the printer. Check the printer status.	Reset the printer
Printer Paper Out!	The printer paper has run out.	Load printer paper.
Time/Date Error	The clock is checked during power on to ensure it has not lost time and been reset. In the case of clock reset, this message is shown. Set the correct date/time.	<a href="#">Troubleshooting C22</a>

## OAE Next Generation Troubleshooting

Symptom	Possible causes	Additional Information
During operation the battery CHARGE indicator repeats two fast blinks followed by a pause.	<ul style="list-style-type: none"> <li>This indicates a low-battery condition. Recharge the battery by connecting the Micro-USB port on the bottom of the instrument to the GSI approved power supply or to a computer using the supplied USB-A to Micro-USB cable.</li> </ul>	For more details regarding the CHARGE indicator illumination states refer to the "Battery Charging" section of the User Manual. Page - 7
The battery CHARGE indicator continuously blinks fast.	<ul style="list-style-type: none"> <li>Disconnect unit from Micro-USB and turn unit off. Reconnect the Micro-USB and continue normal charging phase.</li> <li>If fast blinking persists, return the device for repair (Battery replacement).</li> </ul>	Battery replacement
The battery CHARGE indicator does not illuminate during the charging phase.	<ul style="list-style-type: none"> <li>The USB-A-to-Micro-USB cable may have failed. Replace the cable.</li> <li>Only use a GSI approved power supply. If one is not available then connect to a PC USB for charging.</li> <li>If CHARGE indicator still does not illuminate then return the device for repair</li> </ul>	Main PCA
Battery is not charging.	<ul style="list-style-type: none"> <li>The battery finishes charging but does not hold a charge, return the device for repair.</li> <li>The battery never finishes charging. return the device for repair.</li> <li>The CHARGE indicator continuously blinks fast. return the device for repair.</li> </ul>	Battery replacement
Instrument does not keep time or date correctly.	<p>Recharge the battery by connecting the Micro-USB port on the bottom of the instrument to the GSI approved power supply or to a computer using the supplied USB-A to Micro-USB cable.</p> <p>When fully charged, set the current time and date.</p> <p>Turn off the instrument for about 5 minutes and then turn it back on.</p> <p>If the time did not advance. return the device for repair.</p> <ul style="list-style-type: none"> <li>If battery is not holding charge, return the device for repair</li> </ul>	Main PCA  Battery replacement
Display does not work correctly.	<ul style="list-style-type: none"> <li>Recharge the battery by connecting the Micro-USB port on the bottom of the instrument to the GSI approved power supply or to a computer using the supplied USB-A to Micro-USB cable.</li> <li>When fully charged check the display again.</li> <li>If neither the LED, nor the LCD functions, then return the device for repair.</li> </ul>	U/I PCA or 40 Pin cable.
Buttons do not activate instrument correctly.	<ul style="list-style-type: none"> <li>Recharge the battery and verify the problem.</li> <li>If key presses are still not registering correctly then have the device returned for repair:</li> </ul>	Several possible causes:: o UI Board Assembly o 40 Pin Ribbon Cable o Main Board Assembly
Instrument does not turn on.	<ul style="list-style-type: none"> <li>Recharge the battery and verify the problem.</li> <li>If the instrument still does not turn on then have the device returned for repair:</li> </ul>	Several possible causes: o Battery o Main Board Assembly o 40 Pin Ribbon Cable o UI Board Assembly
Instrument does not auto-start.	<ul style="list-style-type: none"> <li>Check to make sure the probe tip is installed properly.</li> <li>Listen for the auto-start tones being emitted from the probe. If the tones are not present or the sound level is low, the probe tip could be impeded. Replace the Probe Tube ((Part 39421 / Box of 100).</li> <li>If the instrument still does not auto-start then the microphone or probe cable is faulty. Replace the Probe (Part 39402).</li> </ul>	Reference "Probe Tube Replacement" in the User Manual - page 15
10. Instrument does not print.	<p>A. Printer is not responding.</p> <ul style="list-style-type: none"> <li>Bluetooth pairing may have been lost.</li> <li>Perform the "Bluetooth Device Pairing" procedure outlined in the User Manual.</li> <li>Exchange the printer with another printer to dismiss any printer related problem.</li> <li>If the instrument still does not communicate, return the device for repair )Main PCA).</li> </ul> <p>B. Printer prints erroneous characters.</p> <ul style="list-style-type: none"> <li>Cycle power on the printer and perform the "Bluetooth Device Pairing" procedure outlined in the User Manual.</li> <li>Perform printer Self check. procedure listed in the Printer - DFU</li> </ul>	Printer Self check Rinter DFU - page -4
11. Broken or damaged case parts.	Return the device for repair	
12. Probe does not function properly.	<ul style="list-style-type: none"> <li>Turn off the instrument, disconnect the probe and inspect the HDMI-style connector for wear or damage. If the cable or connector is damaged, replace the Probe (Part 39402)</li> <li>If the probe connector is damaged it is possible that an "Attach Probe" message will be generated when attempting to start a test. Replace the probe (Part 39402).</li> <li>The probe tube may have cerumen or other debris impeding the sound channels. Replace the Probe Tube (Part 39421 / Box of 100).</li> <li>Hold the probe tube near your ear and listen for the tones during the autostart phase of the test sequence. If no tones are heard or they are intermittent when flexing the probe cable, replace the Probe (Part 39402).</li> </ul>	