

# LIFEBOX TROUBLESHOOTING

## Tips and hints

## About this guide

Your Lifebox pulse oximeter was specially designed by experts at the World Health Organization and the World Federation of Societies of Anaesthesiologists.

It is robust and easy to use, but occasionally you may experience some basic issues with the device. Lifebox is always here to advise on these issues, and you can email us any time at [info@lifebox.org](mailto:info@lifebox.org) or call +44 (0)203 286 0402.


Before you contact us, please read through this document. It covers some of the issues that can occur with your Lifebox pulse oximeter, and provides help with all the steps you can take to resolve an issue yourself.

No.	PROBLEM		ADVICE	NEXT STEP
<b>Charging</b>				
1.	The oximeter does not respond when you turn it on.	1.a.	Press and hold the power button; wait 3-5 seconds as there is a delayed response before the oximeter screen turns on.	
		1.b.	Check that the rechargeable battery is installed in the correct direction (note the 'CE mark' on the rear of the battery: 'C' should be on the left and 'E' on the right).	
		1.c.	If the battery does not have any power left, charge it from mains electricity.	Check that the power adapter is correctly plugged in to the device on one side and the adapter on the other
		1.d.	If you have more than one rechargeable battery (i.e. from another Lifebox pulse oximeter), try inserting this alternate battery into the oximeter that is not working.	If the oximeter turns on with the alternate battery, there is a problem with the first battery. Please contact Lifebox.
		1.e.	If you do not have a spare rechargeable battery you can try with three disposable AA batteries if these are available.	If the oximeter turns on with the disposable batteries, there may be a problem with the rechargeable battery. Please contact Lifebox.

No.	PROBLEM		ADVICE	NEXT STEP
<b>Charging</b>				
2.	The power adapter plug does not fit correctly in to the electrical outlet.	2.a.	Each oximeter package comes with three types of power adapter: US/UK/EU.  Select the appropriate plug type for your electrical outlet.	If no plug is suitable please purchase an adapter locally.
3.	The oximeter does not fit in the charging cradle/on the charger.	3.a.	Pull back the yellow protective case and insert the oximeter into the charging cradle.	



No.	PROBLEM		ADVICE	NEXT STEP
<b>Appearance</b>				
4.	The oximeter screen appears scratched and dull on initial assessment.	4.a.	Remove the protective plastic film that covers the screen (please note: there is no additional protection for the screen once this has been removed).	

No.	PROBLEM		ADVICE	NEXT STEP
<b>Probe sensitivity</b>				
5.	The oximeter will not pick up a patient HR or saturation.	5.a.	<p>Check that the probe is inserted the correct way into the oximeter and that it is completely pushed in. It should face this way up:</p>  <p>Do not force the probe as you will damage the pins.</p>	
		5.b.	It is difficult for the oximeter to take readings when the patient is too cold.	Try to warm the patient at the probe site (finger/ear/foot).
		5.c.	It is difficult for the oximeter to take readings when the probe is dirty.	Clean the probe gently (follow directions in the oximeter user manual).
		5.d.	Check that the red light inside the probe flashes when the oximeter is first switched on.	If the red light does not flash there may be a problem with the probe. Please contact Lifebox.
		5.e.	If you have more than one probe (i.e. a neonatal wrap probe or from another Lifebox pulse oximeter) please try inserting this other probe into the oximeter.	If you are now able to get patient readings using an alternate probe there is a problem with the first probe. Please contact Lifebox
6.	The oximeter displays a reading with low-perfusion	6.a.	Follow steps 5.a. through 5.e.	If there is no change, please contact Lifebox.



No.	PROBLEM		ADVICE	NEXT STEP
<b>Neonatal probe sensitivity</b>				
7.	The neonatal probe is not producing a steady reading.	7.a.	You must ensure that the two sensors are directly opposite each other when attached to the patient – secure carefully with the wrap-around belt. See image below.	Remove the sensors from the wrap-around belt and secure to the patient with sticking plaster or some other temporary fixative. See image below.



No.	PROBLEM		ADVICE	NEXT STEP
<b>Availability</b>				
8.	There are operating rooms at your hospital which do not have access to a pulse oximeter.	8.a.	Contact Lifebox to see whether your hospital would be eligible to purchase or receive donated pulse oximeters.	<p>For purchases – complete the form on the website: <a href="http://www.lifebox.org/how-to-buy">http://www.lifebox.org/how-to-buy</a></p> <p>For donations – complete the needs assessment survey: <a href="http://www.lifebox.org/donations/register-to_receive-a-donation">http://www.lifebox.org/donations/register-to_receive-a-donation</a></p>