

Troubleshooting



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Telemetry Help

The RC has an effective communication range of up to 36 inches (91.4 cm) with the Stimulator. Common sources of interference, such as televisions and computer monitors, can affect wireless communication. If the RC is unable to communicate with the Stimulator, the Telemeter Error message, "Communication Failed," will appear:



To retry communication with the Stimulator – this resends the last command – select Retry . To cancel communication and return to the System Settings screen, press .

The Telemetry Help tool is also available to assist you in improving communication between the RC and the Stimulator. To use the Telemetry Help tool, select Telemetry Help . The following screen will be displayed:

The telemetry bars indicate the strength of wireless communication. The number of bars will change depending on the distance and orientation of the RC from the Stimulator. This tool will continue to measure the strength of communication for 30 seconds or until  is pressed.



Unlinked RC

The RC and Stimulator must establish a one-to-one link in order to communicate. This prevents a RC from accidentally communicating with an undesired Stimulator. If your RC is not linked to your Stimulator (i.e., when you have a brand new RC), the following screen will appear and will prompt you to link the RC to the Stimulator:



Select Yes ✓ to complete this link. The RC will search for any Stimulators in the vicinity and display them on the screen. Navigate to the desired Stimulator and select it. The RC and Stimulator will synchronize. When the RC is ready to use, the Home Screen will appear.

If you select No ✗, the RC will not link to a Stimulator and will display the System Settings screen.

No Program to Run Screen

This screen is displayed when the Stimulator has no Programs to run.



Invalid Program Screen

This screen is displayed when the Stimulator attempts to run an invalid Program.



Unsupported Stimulator Screen System Settings Reset Screen


This screen is displayed when the RC detects an incompatible Stimulator.



This screen is displayed when the RC experiences an error and a reset of the RC is required. Press [power button] to continue. All RC settings will be restored to the default factory settings.



Stimulator Error Screen

This screen is displayed when there is a non-critical Stimulator error. Press  to acknowledge the message and continue.



Remote Error Screen

This screen is displayed when there is a critical error on the RC which causes the RC to be unusable. Please contact Boston Scientific or your healthcare provider to order a replacement RC.



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Boston Scientific

EC REP EU Authorized
Representative:

Boston Scientific International S.A.
55 avenue des Champs Pierreux
TSA 51101
92729 NANTERRE CEDEX
FRANCE

AUS Australian Sponsor
Address

Boston Scientific (Australia) Pty
Ltd
PO Box 332
BOTANY
NSW 1455
Australia
Free Phone 1800 676 133
Free Fax 1800 836 666

**Boston Scientific
Neuromodulation**

25155 Rye Canyon Loop
Valencia, CA 91355
+1 (866) 789-5899 US & Canada
+1 (866) 789-6364 TTY
+1 (661) 949-4000 International
www.bostonscientific.com

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90668562-01 Rev C 2012-04