

Appendix A:

Troubleshooting

From time to time you may experience difficulties with your ESCORT Guardian. In many cases the information you need will be here in this chapter. Use the information to help you determine if a customer service call is necessary.

If the Problem Is...	Try This...
Keypad doesn't function	Check for the Lock icon on the display. The keypad lockout engages on power up and after 90 seconds of inactivity. Press and hold the arrow key to unlock the keypad.
Record Fails	Be sure to hold the Record key longer than one second.

If the Problem Is...	Try This...
Record Fails	Make sure that Record is not turned off at the Vision.
Nothing displays on screen	Make sure there are batteries in the battery compartment and that they are not dead.
Telemetry standby can't be activated	Standby cannot be activated if the unit detects an active ECG signal. Disconnect the ECG lead from the patient.
Too much noise or artifact on the display	Check skin prep, check electrodes. Placement may be causing motion pick-up.
Signal loss	Electrode has been lost or disconnected.
Can't turn ECG off (use SpO ₂ only)	Disconnect the ECG leads to halt ECG signal.
Can't turn SpO ₂ off (use ECG only)	Disconnect the SpO ₂ leads.

If the Problem Is...	Try This...
SpO ₂ display is intermittent	Access Configuration and change Display to “Continuous”.
Can’t get good SpO ₂ values	Activate “Slow” mode.
Vision central station continues to display telemetry signal even after batteries are removed from Guardian.	Turn transceiver off at the Vision. Refer to the Vision Operator’s Manual.
Guardian is on but telemetry is not displayed at the Vision.	Check transmitter channel at the Vision.
Can’t turn off remote Record	Must be done at Vision central.
Can’t activate pace detect	Must be done at Vision central.
Can’t set heart rate and oximetry alarms	Must be done at Vision central.

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