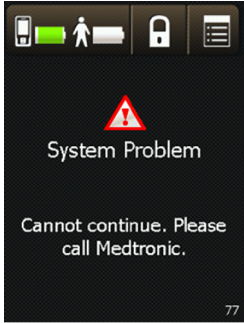


Table 8.1 Warning screens (continued)

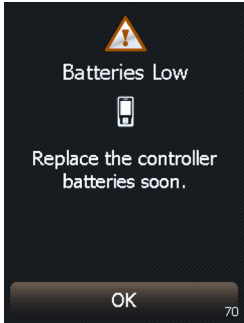
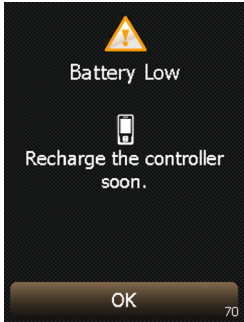
Message	Cause and action
	<p>The system is not working correctly. Stimulation may have stopped.</p> <p>Note: Disregard the alphanumeric code shown. It is used by Medtronic only.</p> <p>Write down the message on the screen and the screen number in the bottom right corner, then follow these steps:</p> <ol style="list-style-type: none">1. Remove and reinsert the controller batteries, then retry the action that caused the error screen to appear.2. If this does not solve the problem, call Medtronic.

Alert screens

Alert screens indicate a pairing or other connection problem between the controller, recharger, or neurostimulator.

Table 8.2 describes the possible alert screens and provides instructions ([see blue text](#)) on how to resolve the problem and clear the screen.

Table 8.2 Alert screens

Message	Cause and action
 <p>The screenshot shows a black alert screen with a yellow warning triangle icon at the top. Below the icon, the text reads "Batteries Low" followed by a battery icon. The main message is "Replace the controller batteries soon." At the bottom, there is an "OK" button and a small "70" in the bottom right corner.</p>	<p>The controller batteries are low. Programming will not be possible soon.</p> <p>Replace the controller batteries now. Refer to "Replacing the type AA controller batteries" on page 206.</p> <p>Press the OK button to exit this screen.</p>
 <p>The screenshot shows a black alert screen with a yellow warning triangle icon at the top. Below the icon, the text reads "Battery Low" followed by a battery icon. The main message is "Recharge the controller soon." At the bottom, there is an "OK" button and a small "70" in the bottom right corner.</p>	<p>The controller batteries are low. Programming will not be possible soon.</p> <p>Recharge the controller battery pack soon. Refer to "Recharging the controller battery pack" on page 158.</p> <p>Press the OK button to exit this screen.</p>

Troubleshooting 8

Table 8.2 Alert screens (continued)

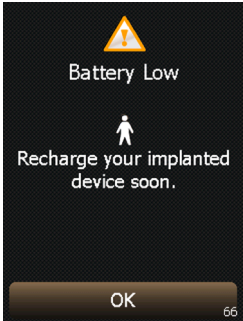
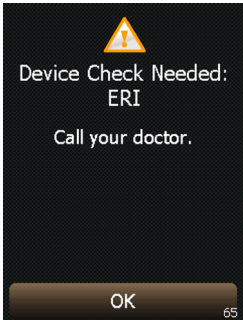
Message	Cause and action
 <p>The screenshot shows a black alert screen with a yellow warning triangle icon at the top. Below the icon, the text reads "Battery Low". Underneath, there is a white silhouette of a person and the text "Recharge your implanted device soon.". At the bottom, there is a brown "OK" button and a small number "56" in the bottom right corner.</p>	<p>The implanted neurostimulator battery is low.</p> <p>Recharge the implanted neurostimulator soon. Refer to "Recharging the implanted neurostimulator battery" on page 146.</p> <p>Press the OK button to exit this screen.</p>
 <p>The screenshot shows a black alert screen with a yellow warning triangle icon at the top. Below the icon, the text reads "Device Check Needed: ERI". Underneath, it says "Call your doctor.". At the bottom, there is a brown "OK" button and a small number "55" in the bottom right corner.</p>	<p>The implanted neurostimulator has reached the elective replacement point. The implanted neurostimulator will stop providing stimulation soon.</p> <p>Call your clinician.</p> <p>Press the OK button to exit this screen.</p>

Table 8.2 Alert screens (continued)

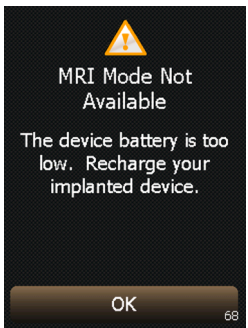
Message	Cause and action
 <p>The image shows a black alert screen with a yellow warning triangle icon at the top. Below the icon, the text reads: "MRI Mode Not Available". Underneath that, it says: "The device battery is too low. Recharge your implanted device." At the bottom of the screen is a dark grey bar with the text "OK" in white. A small number "68" is visible in the bottom right corner of the screen.</p>	<p>The implanted neurostimulator battery is too low to support MRI mode.</p> <p>Do not get an MRI scan without first recharging your implanted neurostimulator, then access MRI mode.</p> <p>Refer to "Recharging the implanted neurostimulator battery" on page 146.</p> <p>Press the OK button to exit this screen.</p>

Table 8.2 Alert screens (continued)

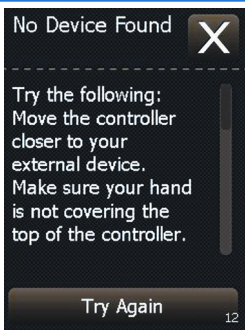
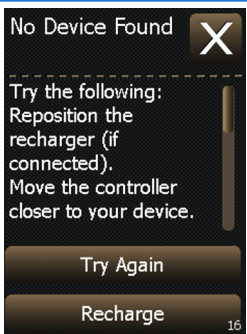
Message	Cause and action
	<p>The controller cannot find the paired external neurostimulator. The external neurostimulator may be out of range or the batteries may be depleted.</p> <p>Move the controller closer to the external neurostimulator and make sure your hand is not covering the top of the controller, then press the Try Again button.</p> <p>If this does not solve the problem, the external neurostimulator batteries may need to be replaced. Write down the message on the screen and the screen number in the bottom right corner, and call your clinician.</p> <p>Press the Exit (X) button to exit this screen.</p>

Table 8.2 Alert screens (continued)

Message	Cause and action
	<p>The controller cannot find the paired implanted neurostimulator. The implanted neurostimulator may be out of range or the battery may be depleted.</p> <p>If the recharger is connected to the controller, reposition the recharger over your implanted neurostimulator and press the Recharge button.</p> <p>If the recharger is not connected to the controller, move the controller closer to your implanted neurostimulator and make sure your hand is not covering the top of the controller, then press the Try Again button.</p> <p>If this does not solve the problem, your implanted neurostimulator may need to be recharged.</p> <p>Press the Exit (X) button to exit this screen.</p>

Troubleshooting 8

Table 8.2 Alert screens (continued)

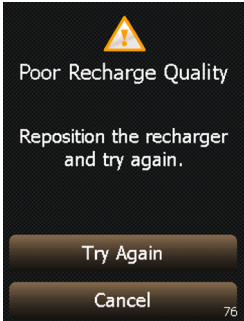
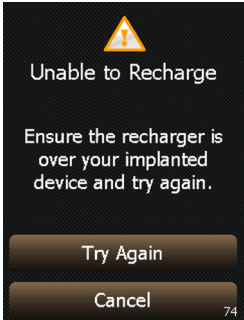
Message	Cause and action
 <p>Poor Recharge Quality</p> <p>Reposition the recharger and try again.</p> <p>Try Again</p> <p>Cancel</p> <p>76</p>	<p>The controller is unable to recharge your implanted neurostimulator due to a poor connection between the controller and implanted neurostimulator.</p> <p>Position the recharger over the implanted neurostimulator, and press the Try Again button.</p> <p>Press the Cancel button to exit the screen without continuing to recharge.</p>
 <p>Unable to Recharge</p> <p>Ensure the recharger is over your implanted device and try again.</p> <p>Try Again</p> <p>Cancel</p> <p>74</p>	

Table 8.2 Alert screens (continued)

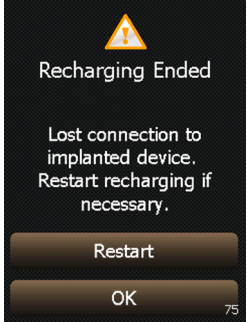
Message	Cause and action
 <p>The image shows a black alert screen with a yellow warning triangle icon at the top. Below the icon, the text reads 'Recharging Ended'. Underneath, it says 'Lost connection to implanted device. Restart recharging if necessary.' At the bottom, there are two buttons: 'Restart' and 'OK'. A small number '75' is visible in the bottom right corner of the screen.</p>	<p>The controller is unable to recharge your implanted neurostimulator because it was unable to find your implanted neurostimulator, or there was a poor connection between the controller and the implanted neurostimulator.</p> <p>Position the recharger over the implanted neurostimulator, and press the Restart button.</p> <p>Press the Cancel button to exit the screen without continuing to recharge.</p>

Table 8.2 Alert screens (continued)

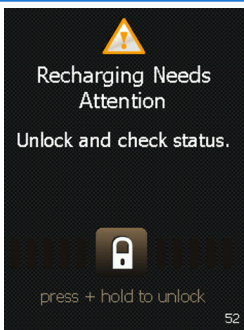


Message	Cause and action
 <p>Recharging Needs Attention Unlock and check status.</p> <p>press + hold to unlock</p> <p>52</p>	<p>A problem has occurred during recharging of the implanted neurostimulator that is preventing the controller from recharging the implanted neurostimulator.</p> <p>Press and hold the Lock () button. The next screen will identify the problem that has occurred. Refer to the "Troubleshooting" on page 163 to identify the cause of the problem and actions needed.</p>

Table 8.2 Alert screens (continued)

Message	Cause and action
	<p>A problem has occurred during recharging of the implanted neurostimulator that is preventing the controller from recharging the implanted neurostimulator.</p> <p>Position the recharger over the implanted neurostimulator so that the highest number is shown in the bottom center of the screen.</p> <p>If the controller successfully starts recharging the implanted neurostimulator, the Batteries screen will be shown. Refer to "Recharging the neurostimulator battery" on page 146.</p>

Notification screens

Notification screens provide information about therapy settings, error conditions, and battery levels.

Table 8.3 describes the possible notification screens and provides instructions on how to proceed (**see blue text**) when these messages appear.

Table 8.3 Notification screens

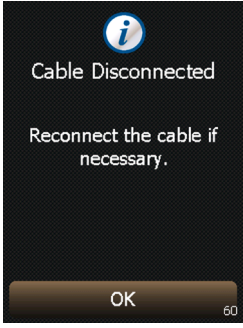
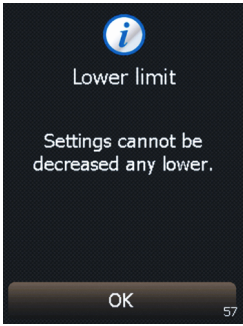
Message	Cause and action
	The recharger cable has become disconnected from the controller. Reconnect the recharger cable to the controller. Press the OK button to exit this screen.
	You tried decreasing your stimulation below the lowest value allowed. Press the OK button to exit this screen and return to the lowest allowed setting. If you are feeling discomfort, call your clinician.

Table 8.3 Notification screens (continued)

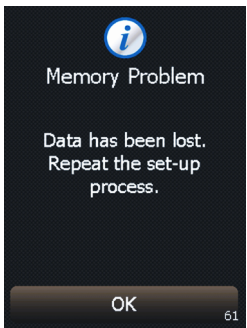
Message	Cause and action
	<p>There was a problem with the controller memory, which caused the controller preferences to be lost.</p> <p>Press the OK button to exit this screen. Follow the on-screen instructions until you see the Finished screen.</p> <p>If this does not solve your problem, write down the message on the screen and the screen number in the bottom right corner, and call Medtronic.</p>

Table 8.3 Notification screens (continued)

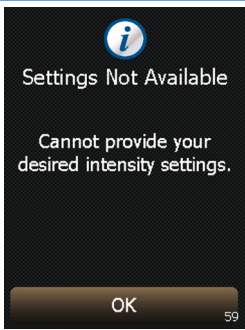
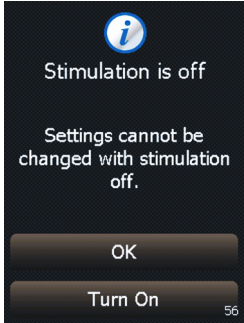
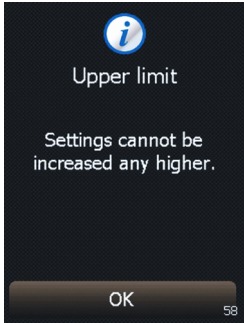
Message	Cause and action
 <p>The screenshot shows a black notification dialog box. At the top left is a blue information icon (i). The text reads: "Settings Not Available" followed by "Cannot provide your desired intensity settings." At the bottom center is a brown button labeled "OK". A small number "59" is visible in the bottom right corner of the dialog box.</p>	<p>Your combined settings cannot be delivered by the external or implanted neurostimulator. This is sometimes referred to as out-of-regulation or OOR.</p> <p>If the implanted neurostimulator battery is low, recharge it. Refer to "Recharging the implanted neurostimulator battery" on page 146.</p> <p>Switch to a different program, refer to "Changing a program for individual pain areas" on page 114. Or, switch to a different group, refer to "Viewing and changing a group" on page 115.</p> <p>If you are not receiving symptom relief, call your clinician.</p> <p>Press the OK button to exit this screen.</p>

Table 8.3 Notification screens (continued)

Message	Cause and action
 <p>Stimulation is off</p> <p>Settings cannot be changed with stimulation off.</p> <p>OK</p> <p>Turn On</p> <p>56</p>	<p>You tried to increase your stimulation when stimulation was off.</p> <p>Press the Turn On button on the controller screen to turn stimulation on, then try adjusting stimulation again.</p> <p>To keep stimulation off and not change settings, press the OK button to exit this screen.</p>
 <p>Upper limit</p> <p>Settings cannot be increased any higher.</p> <p>OK</p> <p>58</p>	<p>You tried increasing your stimulation above the highest value allowed. You can not increase your stimulation any higher.</p> <p>Press the OK button to exit this screen and return to the highest allowed setting.</p> <p>If you are not receiving symptom relief, call your clinician.</p>

Possible problems and solutions

Table 8.4 will help you solve problems or identify when to call your clinician. Instructions are provided in (blue text) on how to resolve the problem.

If a problem is not solved after several attempts, or if a problem is not described here, contact your clinician.

Table 8.4 Troubleshooting problems

Problems	Causes and actions
Uncomfortable stimulation: You are too uncomfortable with the current stimulation to think about how to change it.	<p>The selected group or stimulation settings are not suitable for your current activity or posture.</p> <p>Turn the neurostimulator off.</p> <p>Reduce the intensity for each pain area or group.</p> <p>Change the group if the active program is not one that is recommended by your clinician for your current activity or posture; or adjust the intensity, pulse width, and rate to values that provide adequate pain relief.</p> <p>If this does not eliminate the problem, call your clinician.</p>

**Table 8.4 Troubleshooting problems
(continued)**

Problems	Causes and actions
Uncomfortable warmth while recharging: You experience uncomfortable warmth from the recharger while recharging the implanted neurostimulator.	<p>Your recharger is too hot to work properly.</p> <p>Allow the recharger to cool. Store the recharger and controller in a cool, dry place.</p> <p>Your skin is too warm for a successful recharging session.</p> <p>Move to a cool location, remove any excess clothing, allow your skin temperature to cool.</p> <p>Lower the recharging temperature and speed, refer to "Changing the recharging temperature and speed" on page 155.</p>

**Table 8.4 Troubleshooting problems
(continued)**

Problems	Causes and actions
Intermittent stimulation: You feel stimulation only some of the time.	Your clinician may have programmed your neurostimulator to turn on and off at regular intervals. If you are not receiving adequate pain relief, contact your clinician.
No stimulation: You do not feel stimulation but you think stimulation should be on.	Stimulation is off. Use your controller to turn your stimulation on. The intensities for each program in the active pain area(s) or group are set too low to feel. Use your controller to increase the intensities.

**Table 8.4 Troubleshooting problems
(continued)**

Problems	Causes and actions
Delayed stimulation changes: You do not feel stimulation right away after turning on the neurostimulator or you feel stimulation after turning off the neurostimulator.	Your clinician programmed SoftStart/Stop so that stimulation starts and stops gradually. Allow about 8 seconds for your neurostimulator to turn on and off. You may feel a residual effect after the neurostimulator is turned off.
Controller is unresponsive: The display screen is blank when you press a key.	The controller batteries are depleted. Replace the controller batteries. If you have an implanted neurostimulator, recharge the controller battery pack. The controller batteries are in backwards. Check the battery polarity and reinstall the controller batteries.

**Table 8.4 Troubleshooting problems
(continued)**

Problems	Causes and actions
Dropped controller: Your controller falls off a cabinet or table.	The controller is designed to withstand a short drop to a hard surface and still operate normally, even if the case is chipped or nicked. Try the controller; it should work.
Fluid on the controller: Fluid was spilled onto the controller or the controller was dropped into water.	The controller is not waterproof, and water can damage the device. Immediately remove the controller from the water, then dry the controller with a towel dampened with clean tap water. Remove the batteries or battery pack, then allow the battery compartment to air dry at room temperature for 24 hours.