

**Rosebud Troubleshooting Guide**

# Rosebud<sup>®</sup>

# Rosebud Troubleshooting Guide

## Quick Solutions

- ◇ Be sure that your Rosebud charges for a full 6 hours
- ◇ If only the top light is on when your Rosebud is plugged in, this can mean either: the battery is not **inserted properly** or that you are in **need** of a **new battery**.
- ◇ Make sure the battery is properly snapped into place in the monitor of your Rosebud.

In the case that your battery is properly inserted and your issue persists, contact Customer Service to order a new battery 1.800.841.1109 ; 3 or info@nurserosie.com.

If your Rosebud will not power on at all, you may be in need of a new power cord. You can contact Customer Service to order a new power cord 1.800.841.1109 ; 3 or info@nurserosie.com. In the event that you have a new battery or power cord and your issue persists, contact Technical Support at 1.800.841.1109 ; 2 or info@nurserosie.com

## Device Tips

### Oral Thermometer

- ◇ Be sure to change your thermometer's batteries regularly
- ◇ If the probe appears to be damaged contact customer Service to order a new probe.
  - ❖ If the probe does not look damaged, contact Technical Support for further assistance.

### Blood Pressure

- ◇ To avoid issues with your blood pressure function, remember that the blood pressure cuff has a **quick-release collar** that requires no twisting
  - ❖ With one hand, grab the gray hose rather than the black cuff side.
  - ❖ With the other hand, grab the collar and pull it back toward your body.
  - ❖ That will "pop" the BP cuff off the gray hose.
  - ❖ This prevents cracks and tears in the hose that can lead to incorrect readings.
- ◇ If your blood pressure cuff pumps up and deflates, does not give a reading, or shows an error code E03, or E05 then it may need to be replaced. Contact Customer Service to order a new cuff.

### SpO2 Sensor (Pulse Ox)

- ◇ While in use, ensure that the SpO2 finger cuff is being to place the red light on the finger nail bed side with the cord running along the top of the arm
- ◇ After use, be sure to wrap the cord loosely around the side of the basket, as wrapping the cord too

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- ◇ Ensure that the red light is on inside of the pulse when in use
- ◇ Be sure that the sensor is always properly connected to the monitor by being snapped into the correct socket.

In the case of ordering devices for your Rosie 3 (Oral thermometer, BP cuff, etc.) contact Customer Service at 1.800.841.1109 ; 3 or [info@nurserosie.com](mailto:info@nurserosie.com). In the event that issues with equipment persists, contact Technical Support at 1.800.841.1109 ; 2 or [info@nurserosie.com](mailto:info@nurserosie.com) Monday- Friday from 8am -5pm EST.