

**ROSIE 4 Trouble Shooting Guide**

**Rosie<sup>®</sup> 4**

## ROSIE 4 Trouble Shooting Guide

### Quick Solutions

If only the top light is on when your Rosie 4 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 Rosie 4.

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](mailto:info@nurserosie.com).

If your Rosie 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](mailto: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](mailto:info@nurserosie.com).

If your blood pressure cuff does either of the following:

- ◇ pumps up and deflates, without giving a reading
- ◇ or pumps up two or three times and gives an inaccurate reading.

Then you may need to detach and reattach the blood pressure cuff. 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.

### Helpful Tips

If you notice your Rosie 4 only has power when plugged into an outlet, ensure that:

- ◇ the two green lights by the power button are on when the Rosie is plugged in
- ◇ A fresh battery is properly located inside your Rosie 4 monitor
- ◇ The battery has charged for a full 6 hours

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### Device Tips

- ◇ Replace your blood pressure hose once a year.
- ◇ Wrap your SpO2 (pulse ox) cord loosely around the side of your basket, can be damaged if the cord is wrapped too tightly
- ◇ If the light inside of your SpO2 sensor is not on
- ◇ Regularly, check to be sure thermometer well is cleared with no probe cover lodged inside of it
  - ❖ If a probe cover does become stuck in the well, use another probe cover to push it from underneath the well to dislodge the stuck probe cover.

In the instance that your problems persist, contact Technical Support 1.800.841.1109 ; 3 or [info@nurserosie.com](mailto:info@nurserosie.com)