

Rosie SmartTemp® Tympanic Thermometer Troubleshooting Guide



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Power On the Tympanic:

- ◇ Power the device on by pressing the **ON** button on the belly of the device.
- ◇ Thermometer will display an arrow pointing to an ear. Press the **ON** button a second time and it will display a **smiley face** 😊.
- ◇ Once you see the **smiley face** 😊, pin back the ear like normal to expose the ear canal, place the thermometer in.
- ◇ Press the outside button once and it will beep. It will display green if the reading is normal, and red if it didn't get a reading, or if the temp is high.

“Normal” Temperature ranges for tympanic devices are 96.4° F to 100.4° F.

Quick Solutions

If you are having trouble with your Rosie SmartTemp Thermometer, try these quick solutions:

- ◇ **Change the Batteries:** Use two AAA batteries to replace the current batteries
- ◇ **Clean the Lens:** Use an alcohol wipe and a q-tip to clear debris from the lens.

If you are getting any of the following error messages, take actions indicated.

- ❖ **Err. 1** Room Temperature is below 50°F
- ❖ **Err. 2** Room Temperature is above 104°F
- ❖ **Err. 3** Probe cover is missing or is not working properly
- ❖ **Err. 4,7,8 or 9** Re-start the temperature reading procedure. If it still does not operate properly, contact Technical Support.
- ❖ **Err. 5** Batteries low. Change batteries

In the case that issues with your Rosie SmartTemp persist, please contact our Technical Support team at 1.800.841.1109 ; 2 or info@nurserosie.com.

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Helpful Tips:

Always ensure

- ◇ that the thermometer has a clean lens
- ◇ that fresh batteries are in the tympanic (thermometer will show when batteries are low)
- ◇ that there is a **new probe cover** on the Tympanic before each use.

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Insert Logo and Image for Rosie Smart Temp

