

MDSP3044 Troubleshooting Guide - Optum

Note: Refer to Product Instructions for Use of full instructions, warning, and contraindications.



Product Description

- Heart Rate Watch
- MDSP3044
- Watch that measures heart rate, tracks steps and calories burned



Troubleshooting Topics

Top Issue # 1 – Will Not Turn On

Yes No

- | | | |
|--------------------------|--------------------------|----------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Hold down all four black buttons at the same time for 5 seconds until watch powers on. |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue Solved? If not, continue to Complaint Form on Page 2 |



Top Issue # 2 – Heart Rate Not Working

Yes No

- | | | |
|--------------------------|--------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Is there a red line across the back face of the watch? |
| <input type="checkbox"/> | <input type="checkbox"/> | If yes, remove the plastic surface protector and discard. |
| <input type="checkbox"/> | <input type="checkbox"/> | Are the fingers clean and dry? |
| <input type="checkbox"/> | <input type="checkbox"/> | If yes, rub fingers together to warm them and try taking measurement again |
| <input type="checkbox"/> | <input type="checkbox"/> | Has the watch been worn for more than 5 minutes? |
| <input type="checkbox"/> | <input type="checkbox"/> | If no, wear for 5 minutes and retry. |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the customer placing fingers flat onto both silver pulse sensors simultaneously |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue Solved? If not, continue to Complaint Form on Page 2 |



Top Issue # 3 – Can't Set Date/Time

Yes No

- | | | |
|--------------------------|--------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Has the customer followed installation instructions (See Page 3) |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue Solved? If not, continue to Complaint Form on Page 2 |



Complaint Form

Troubleshooting was attempted and could not resolve the issue

Document the following information below. Do not leave blank fields.

Convey Representative Name	
Customer Name	
Customer Phone Number	
Customer Address	
Customer Email Address	
Item Number	
Age of Product (estimated)	
Product Serial or Lot Number	
Photo Available?	
Defect Code Check as many error codes are applicable to the customer issue.	<input type="checkbox"/> Will Not Turn On <input type="checkbox"/> Pulse Not Working <input type="checkbox"/> Can't Set Date/Time <input type="checkbox"/> Pedometer Not Working <input type="checkbox"/> Other: _____

Additional Information:

- Lot Number Placement:
 - Lot number is located on the bottom of the box
 - Lot number begins with 299



Instructions for Setting Date/Time



1. From the Step/Time mode screen, press the SET button to switch to Date Mode.



2. Press and hold the MODE button for 3 seconds until the 12H/24H is flashing.



3. Use the UP and SET buttons to adjust the setting.
4. Once you have the desired selection, shows on the screen press MODE to save selection and move to the next setting.
5. Press and hold the MODE button at any time to save and exit

