





Troubleshooting

If you have any questions, please contact your clinician or the **NESS H200 Technical and Clinical Support Department at (800) 211-9136, Option 3, or visit the Bioness website: www.bioness.com.**

Problem	Solution
A component (Orthosis, cable, connector, Control Unit, etc.) is broken, damaged, or detached.	Contact Bioness Inc.
Nothing appears in the display screen when the Control Unit is turned on.	Charge the Control Unit battery. If the problem persists, contact Bioness Inc.
The NESS logo does not disappear from the display screen after the Control Unit is turned on.	Contact Bioness Inc.
"ERROR SHUTDOWN" appears in the display screen.	Contact Bioness Inc.
During charging, "CHARGING FAIL" appears in the display screen.	Contact Bioness Inc.

Problem	Solution
<p>The operating buttons on the Control Unit and Orthosis are not functioning as described in this guide.</p>	<p>Contact Bioness Inc.</p>
<p>The electrode pads are dirty, damaged, or falling off the Orthosis.</p>	<ul style="list-style-type: none"> • Wipe the skin prior to use. • Replace the electrode pads.
<p>After charging the Control Unit battery, the battery charge level is still low.</p>	<ul style="list-style-type: none"> • Make sure the charger cable is clicked into the Control Unit. • Discharge and recharge the Control Unit. (See Charging the Battery after Two Weeks of Non-Use.) • Contact Bioness Inc.
<p>Shortly after charging the Control Unit battery, “L” appears in the display screen.</p>	<p>Fully charge the Control Unit battery, fully discharge the battery, and then fully recharge the battery. (See Charging the Battery after Two Weeks of Non-Use.) If the problem persists, contact Bioness Inc.</p>

No Finger Movement	Solution
<p>The Control Unit is on, the  stimulation trigger button has been pressed, the stimulation active symbol (■ ■ ■) is flashing, but there is no finger movement.</p>	<p>Wait 30 seconds. If after 30 seconds your fingers still are not moving:</p> <ol style="list-style-type: none"> 1. Turn off the Control Unit. 2. Make sure the electrode pads are wet. 3. Make sure the Orthosis is properly positioned on your hand and arm. 4. Press down on the center of the wing arm. 5. Turn on the Control Unit. 6. Press the  stimulation trigger button.
<p>If the problem persists:</p>	<ol style="list-style-type: none"> 1. Turn off the Control Unit. 2. Disconnect the cable from the Control Unit, and then reconnect it, making sure it clicks in. 3. Turn on the Control Unit, and then press the  stimulation trigger button.
<p>If the problem persists:</p>	<ol style="list-style-type: none"> 1. Turn off the Control Unit. 2. Take off the Orthosis. 3. Wet the electrode pads thoroughly. 4. Put on the Orthosis. 5. Turn on the Control Unit. 6. Press the  stimulation trigger button.
<p>If the problem persists:</p>	<p>Wait 30 seconds.</p>
<p>If the problem persists:</p>	<p>Contact Bioness Inc.</p>

Finger Movement is Unsatisfactory	Solution
If finger movement is unsatisfactory:	<ol style="list-style-type: none"> 1. Make sure that the Orthosis is snug against your forearm and that the pads are in close contact with your skin. 2. Make sure you are in the desired mode.
If the problem persists:	Relax your shoulder and hand for 30 seconds.
If the problem persists:	<ol style="list-style-type: none"> 1. Turn off the Control Unit. 2. Remove the Orthosis. 3. Replace the electrode pads, if they have been used for more than two weeks. 4. Make sure the electrode pads are saturated with water. 5. Put the Orthosis back on. 6. Make sure the Orthosis is positioned correctly. 7. If the problem persists, contact Bioness Inc.