

**ABBOTT
EDUCATION
NETWORK**
HEART FAILURE

SCIENCE • INNOVATION • PRACTICE


HEARTMATE™ LEFT VENTRICULAR ASSIST SYSTEM

HeartMate Touch™ Communication System: Troubleshooting



HeartMate Touch™ Communication System

Status of Wireless Adapter

| Status and Description | Status and Description |
|---|--|
|  <p>Powered On: Solid Light for 1 second</p> <p>The Wireless Adapter will illuminate a white light for 1 second upon connection to the Power Module.</p> |  <p>Locate: Blinking White & Blue Light</p> <p>The HeartMate Touch™ App is locating the Wireless Adapter. The light will blink for up to 10 seconds.</p> |
|  <p>Ready to Connect: Blinking Blue Light</p> <p>The Wireless Adapter is ready to accept a wireless connection to a HeartMate Touch™ App for up to 60 seconds.</p> |  <p>Standby: Light is off</p> <p>The Wireless Adapter is in standby mode and is not yet wirelessly connected to the HeartMate Touch™ App.</p> |
|  <p>Connected: Solid Blue Light</p> <p>The Wireless Adapter is connected and communicating with the HeartMate Touch™ App.</p> |  <p>Connection Error: Blinking White Light</p> <p>The Wireless Adapter is unable to connect to the HeartMate Touch App.</p> |

HEARTMATE TOUCH™ COMMUNICATION SYSTEM

Troubleshooting

HeartMate Touch™ Communication System Troubleshooting

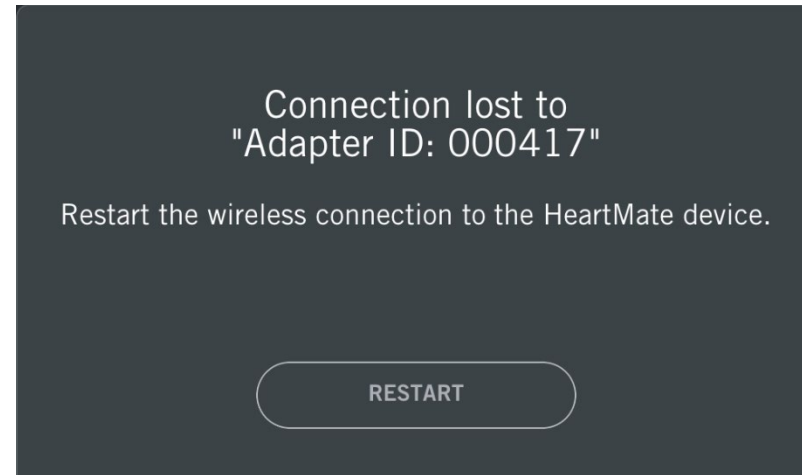
WIRELESS CONNECTION LOST

The HeartMate Touch™ App is no longer communicating with the Wireless Adapter.

No audible alarms.

RESOLVE ISSUE

1. Tap **RESTART**.
2. Press and hold the Round (●) button on the HeartMate Touch™ Wireless Adapter for 3 seconds. A blinking blue light appears.
3. Use the HeartMate Touch App to connect to the Wireless Adapter.



Light is off

HeartMate Touch™ Communication System Troubleshooting

DISCONNECTED SYSTEM CONTROLLER

The HeartMate Touch™ App is no longer communicating with the System Controller

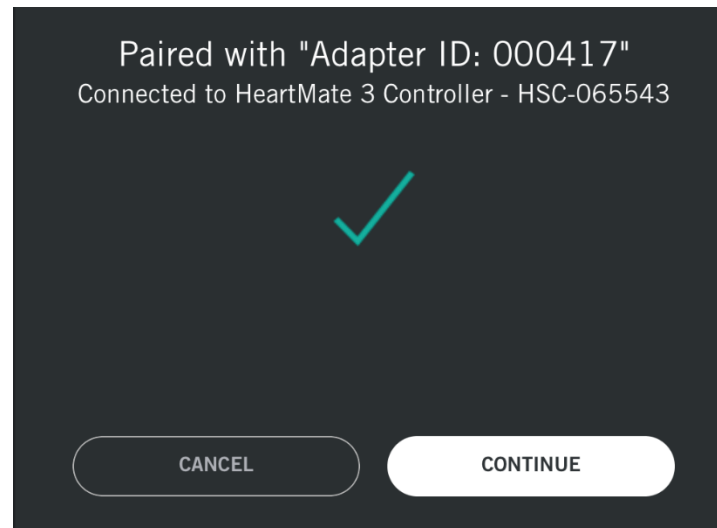
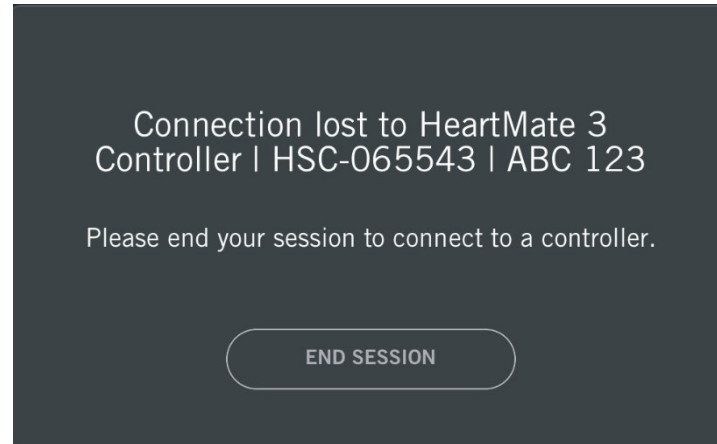
No audible alarms.

RESOLVE ISSUE

1. Tap **END SESSION**.
2. Check the System Controller is fully connected to the Power Module.
3. Press **CONTINUE**.

WARNING!

Do not disconnect the System Controller from the Power Module or Power Module patient cable from the Power Module when troubleshooting.



Solid blue light

HeartMate Touch™ Communication System Troubleshooting

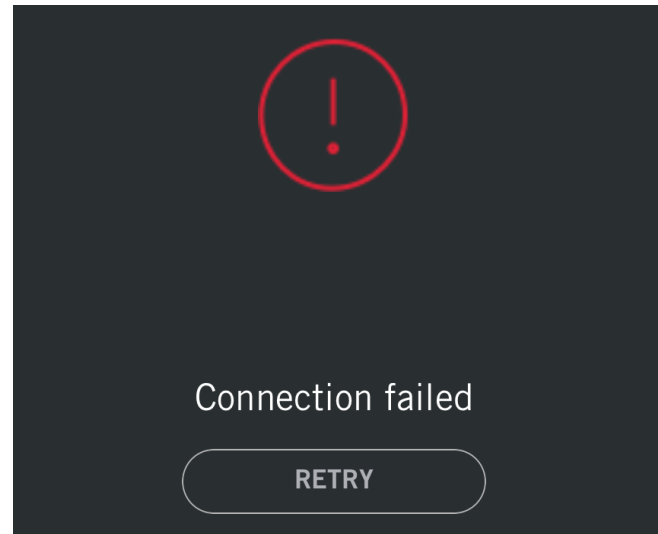
CONNECTION FAILED

The HeartMate Touch™ App failed to connect to the HeartMate Touch™ Wireless Adapter.

No audible alarms.

RESOLVE ISSUE

1. Tap **RETRY**.
2. Close and restart the HeartMate Touch App.
3. Remove the Wireless Adapter from the Power Module.
4. Re-insert the Wireless Adapter into the Power Module.
5. Press and hold the Round (●) button on the Wireless Adapter for 3 seconds. A blinking blue light appears.
6. Connect the HeartMate Touch App to the Wireless Adapter.



Light is off

OR



White blinking light

HeartMate Touch™ Communication System Troubleshooting

COMMUNICATIONS LOST TO WIRELESS ADAPTER

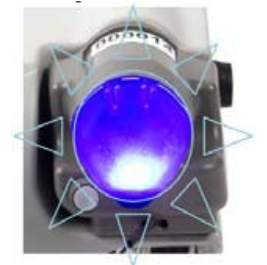
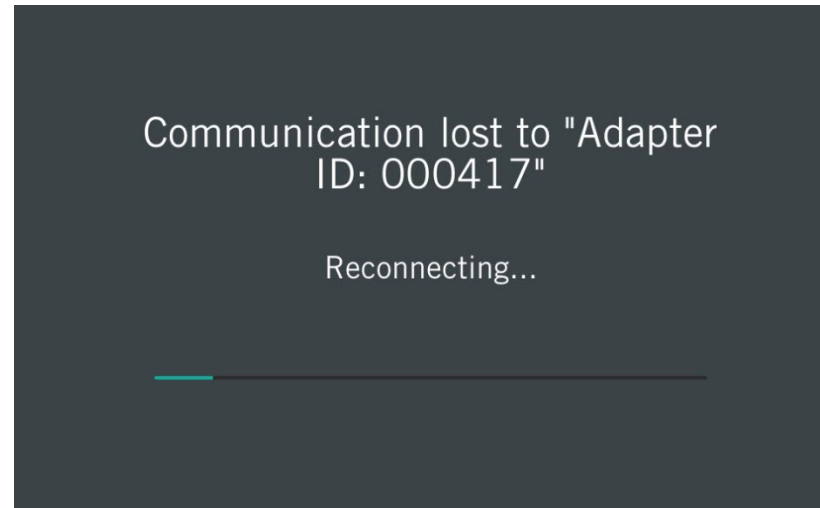
The HeartMate Touch™ App is no longer communicating with the HeartMate Touch™ Wireless Adapter.

No audible alarms.

RESOLVE ISSUE

No action required.

It may take up to 30 seconds reconnect.



Blinking blue light

HeartMate Touch™ Communication System Troubleshooting

COMMUNICATIONS LOST TO WIRELESS ADAPTER

The HeartMate Touch™ App does not detect the Wireless Adapter ID number

No audible alarms.

RESOLVE ISSUE

1. Tap **Refresh** .
2. On the Tablet, go to Settings > Bluetooth and verify Bluetooth is on.



Blinking blue light

HeartMate Touch™ Communication System

Troubleshooting

RARE ISSUES

- The HeartMate Touch™ App shuts down or freezes.
- The System Controller is not detected on the wireless connection screen.
- The Wireless Adapter does not illuminate a blinking blue light even though the conditions for set up and connection have been met.

RESOLUTION

1. Exit the HeartMate Touch App.
2. Remove the HeartMate Touch™ Wireless Adapter from the Power Module.
3. Re-insert the Wireless Adapter into the Power Module.
4. Restart the App and reconnect.

If the issue is not resolved with the above steps:

1. Turn the tablet off.
2. Turn the tablet back on.
3. Perform steps 2-4 above.