



# VitalWatch<sup>24</sup> Troubleshooting Guide

	<u>POSSIBLE PROBLEM</u>	<u>WHAT TO DO</u>
<b>THERE'S NO FLASHING LED LIGHT ON MY HELO</b>	Your HELO is not turned on.	Press and hold the button on the side of the HELO for 3 second to turn on.
<b>MY HELO WON'T TURN ON</b>	Your HELO has no power in the battery.	Place HELO on the charger for 30 minutes, then attempt to turn on.
<b>I PRESSED THE CALLBELL™ BUTTON BUT NO ONE HAS CALLED ME BACK. IT'S BEEN OVER 5 MINUTES.</b>	The HELO is not connected to its smart phone, or the HEKA app is not active.	Make sure the smart phone is on, that the HEKA app is turned on, and that the LED light on the HELO is flashing <b>BLUE</b> . Make sure your smart phone is connected to the network. Press CallBell™ again.
<b>MY HELO IS ON BUT THE LED LIGHT IS FLASHING <u>GREEN</u></b>	The HEKA app is not active, or your smart phone is too far away from the HELO.	Bluetooth only carries about 20 feet, move closer to the smart phone until your HELO flashes <b>BLUE</b> . Make sure the HEKA+ app is active.
<b>THE LED LIGHT ON MY HELO IS <u>RED</u></b>	Your HELO has no power in the battery.	Place HELO on the charger for 30 minutes, then attempt to turn on.
<b>I'VE FOLLOWED THE ABOVE INSTRUCTIONS, BUT MY HELO STILL ISN'T WORKING RIGHT</b>	Sounds like there's a technical problem with the HELO, smart phone, or some other malfunction	Call our 24 hour response number (910) 805-0306. If you were attempting to activate your CallBell™ please indicate this and an RN will call you back ASAP!