

Troubleshooting

Configuration:

I cannot start the configuration procedure (light is not steady green).

Make sure the device and electrode are properly placed on the leg and the electrode liner has been removed. Press and hold the button down for at least 10 seconds until the light turns steady green.

I am trying to configure my device, but I do not feel anything.

It may take 20-30 seconds to first feel a sensation.

Therapy:

Therapy can only be initiated after the device and electrode are securely placed on the calf.

When I start therapy nothing happens (i.e., light is off).

Recharge device.

When I start therapy all I see is a single red blink.

Recharge device.

When I start therapy the light blinks green a few times and stops.

Configure device.

The light is blinking green but I do not feel anything.

Wait until therapy has run for at least 2 minutes. If, after 2 minutes, you still cannot feel anything, the intensity is too low. Press and hold the button to increase the intensity until you feel strong but comfortable sensation. Alternatively, configure the device again.

Therapy stopped and the red light is blinking.

Generally, a flashing red light indicates poor contact between the electrode and the skin. This may occur because the device is not securely placed on the leg or because the electrode is dry. Check that the electrode is snapped in, the electrode is in complete

contact with the skin and start therapy again. If the problem recurs, then remove the device and inspect the electrode. If the gel is dry then hydrate as described in Chapter 7 of the User Manual. Place the device back on the leg, making sure that the entire electrode is in contact with the skin, and restart the therapy session. If the problem persists, then replace the electrode.

What should I do if stimulation stings or feels uncomfortable?

Turn off the device by pressing the button 4 times. Remove the device and inspect the electrode. If the gel is dry, then hydrate the electrode as described in Chapter 7 of the User Manual. Place the device and electrode back on your leg, making sure that there is complete contact between the electrode and the skin. If the discomfort persists then replace the electrode.

I am not getting pain relief.

Make sure you feel a strong but comfortable sensation. Either increase the intensity by pressing and holding the button or configure the device again.

Electrode Care:

The gel on my electrode is coming off.

The electrode should still function and can be used as long as the stimulation feels comfortable and the device does not repeatedly blink red during therapy sessions.

The gel sticks to my skin when I remove the electrode.

If the gel is coming off the electrode then use of a light lotion 10 minutes prior to therapy should help (see Chapter 8 in User Manual).

The gel is dry and losing its stickiness.

The electrode should still function and can be used as long as the stimulation feels comfortable and the device does not repeatedly blink red during therapy sessions. You can hydrate the electrodes to increase the stickiness by running the electrode (pad side up) under a gentle water stream for 10 seconds. Let the electrode air dry for 1 minute before using again.

Skin Care:

My skin is irritated (redness or rash) or itchy after I remove the device.

Skin irritation may occur. The skin should be aired-out after wearing for 4 hours and after overnight use by removing the device and electrode from the leg. Legs should be alternated. Chapter 8 of the User Manual provides information on skin care.

If you need assistance, call NeuroMetrix customer service at 1-888-786-7287.