

Q. There is no signal to the Palm

A. Step 1. Is the Smart Spud turned on, with batteries installed properly?

There are two orange status LEDs that will flash when batteries are installed correctly, and the device is turned on.

Ensure that the sensor is within 20 feet of the user to test strength.

Step 2. Is the battery in the Communications box installed correctly?

If the battery is installed correctly in the box, you should see a blue light on the side of the box illuminated.

If these steps fail to work, try replacing the batteries in the sled and the sensor.

Q. What if I see consistent black lines across the palm screen when monitoring?

A. The battery in the sensor is getting low and should be replaced.

Q. The Palm freezes during operation?

A. Like any computer sometimes this can occur. Reset the Palm by depressing the reset button on the back of the palm. This action may cause you to lose your data files. If this happens please load your software through the installed SD Card on the palm.

Q. The unit was left uncharged and now my software is gone?

A. Load the Software through your SD Card by using the drop down menu on the right hand side of the palm screen..

Q. An error message is provided on the Palm screen during operation?

A. Contact technical assistance (1-902-626-3952) and describe the error message.

Q. Signal strength is inconsistent and seems weak?

A. This can occur in certain environments. The unit has been tested prior to shipping to conform to our 50 ft. transmission standards. If extremely low performance distances (less than 10 ft) are occurring consistently, then contact SWI technical assistance. Try replacing batteries in both sensor and Palm.