



Troubleshooting

This section provides troubleshooting tips for clinicians. Should patients have a problem with their NESS H200, refer them to the NESS H200 *User's Guide* troubleshooting section and to the **NESS H200 Technical and Clinical Support Department at (800) 211-9136, Option 3.**

Problem	Solution
The electrodes are damaged or peeling off of the Orthosis.	Replace the electrodes.
The thenar unit is damaged.	Replace the thenar unit.
The wrist insert is damaged.	Replace the wrist insert.
Stimulation is irregular when the trimmers are adjusted.	Contact Bioness.
<p>The Control Unit is on, the  stimulation trigger button has been pressed, the stimulation indicator dashes are flashing, but the fingers are not moving.</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. Disconnect the Orthosis cable from the Control Unit and firmly reconnect it. You will hear a click, if the connector is properly connected. 5. Reposition the Orthosis on the hand. 6. Turn on the Control Unit again and press the  stimulation trigger button. <p>If there is still no finger movement:</p> <ol style="list-style-type: none"> 1. Turn off the Control Unit. 2. Remove the Orthosis. 3. Use the tester to check if the Orthosis and Control Unit are working properly. 4. If the Orthosis or Control Unit is not working properly, contact Bioness.
Stimulation is not being delivered with the fitting panels on.	<ol style="list-style-type: none"> 1. Remove the fitting panels and check that the conducting springs are intact and clean. 2. Use alcohol-based wipes to clean the conducting springs of the fitting panels. 3. Use alcohol-based wipes to clean the corresponding metal contacts of the Orthosis. 4. Attach the fitting panels, and test delivery of the stimulation.