Omron Elite 7300IT Blood Pressure Monitor Troubleshooting Guide

This guide will help you solve problems that may occur when you're using your Omron Blood Pressure Monitor or uploading data from it to your HealthVault account. You may find it useful also to refer to the printed instructions that came with your device.

Troubleshooting Tips

Problem	Possible Causes	Solutions
Blood Pressure Monitor status in Connection Center shown as 'Your device isn't connected'	Connection is not well established	Ensure the USB cable is properly plugged into the computer and the device.
		Disconnect the USB cable and the reconnect it, then wait several seconds
There are measurements on your blood pressure device but they are not uploading when the device is connected	Computer and device might be out of sync	1. Disconnect the USB cable. 2. Make sure the device is turned off by pressing start/stop. 3. Reconnect the USB cable
		If you connect your cable more than 20 seconds after you take a reading, Connection Center may not detect it. If Connection Center does not detect it, please disconnect the cable and reconnect it again.
		Check that the device is turned on.
Device display is blank.	Power off	Replace batteries, referring to the battery installation instructions. Check for proper placement of the battery polarities.
	No battery power	Review the instructions for taking a measurement.
Blood pressure measurements are unexpectedly high or low.	Error in taking measurements	Blood pressure varies constantly. Many factors including stress, time of day, and how you wrap the cuff, may affect your blood pressure. Review the sections "Before Taking a Measurement" and "Taking a Measurement" in the instruction manual.

Device Errors

Error or symbol	Cause	Resolution
Device shows "E E" vertically in two lines	Cuff is over-inflated.	Remove arm cuff. Refer to "Taking a Measurement" in instruction manual.
Device shows "E"	Monitor could not detect pulse wave. Air plug is not connected	Take another measurement and remain still until the measurement is complete. Check air plug connection.
Device shows "Er"	A malfunction has occurred.	Contact Omron Customer Support at www.omronhealthcare.com
Device shows "Battery picture with a cross mark"	Batteries are worn	Replace the four batteries. Refer to "Battery Installation
No Power No Display appears on the unit	Power off	Check that the device is turned on. Check the battery installation for proper placement of the battery polarities. Replace all four batteries with new ones.

If you have a problem with your device that this information does not solve, please:

- ➢ Refer to the printed instructions that came with your device.
- ➢ Phone Omron Customer Service: 1 (800) 634-4350
- ➢ Go to http://www.omronhealthcare.com

Trouble with Microsoft® HealthVault Connection Center or your HealthVault™ account?

If your device is working correctly and you are having problems using your HealthVault Connection Center software or connecting to your HealthVault account, go to:
http://healthvault.com/help.html
Here you'll be able to access HealthVault Connection Help and FAQs and HealthVault account Help.

For device troubleshooting tips, go to: http://support.microsoft.com/kb/943236

If you have questions that are not answered by HealthVault Help, go to:
http://www.healthvault.com/support
Here you'll be able to submit a request for support to the HealthVault team.

For general Microsoft support, go to http://support.microsoft.com/