Troubleshooting

Using the Tester

The Tester is used troubleshoot if there is a disconnection in the lower leg FS Cuff, thigh FS Cuff, or the EPG. The Tester provides audio feedback when connected to the lower leg FS Cuff, thigh FS Cuff, or EPG and stimulation is applied.

Testing the Lower Leg FS Cuff

1. Connect the Tester to the blue and orange plug holes on the lower leg FS Cuff. See Figure 13-1.

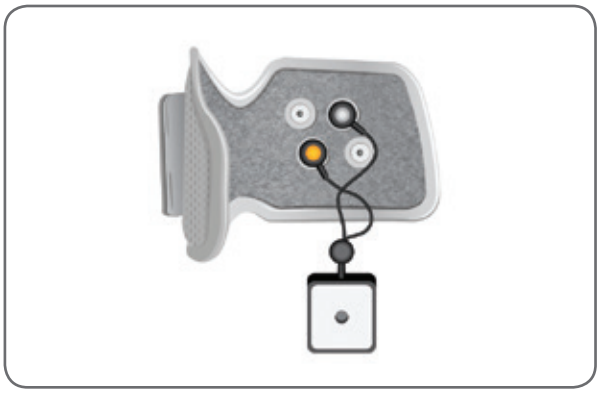

Figure 13-1: Tester Connected to Lower Leg FS Cuff

2. Turn on the lower leg EPG by pressing the Power button on the EPG(s).
3. Turn on the Control Unit by pressing any button.
4. Select training mode by pressing the Mode button on the Control Unit until the Training Indicator icon appears in the lower right corner of the digital display.
5. Press the Stim button on the Control Unit. You should hear a buzzing when stimulation is on and no buzzing when stimulation is off.
6. Select gait mode by pressing the Mode button on the Control Unit until the Gait Indicator icon appears in the lower right corner of the digital display.
7. Press the Stim button on the Control Unit.
8. If the EPG motion sensor setting is activated move the lower leg FS Cuff from side to side. You should hear a buzzing when stimulation is on and no buzzing when stimulation is off.
9. If the EPG motion sensor setting is not activated press and release the pressure sensor on the Foot Sensor. You should hear a buzzing when you release pressure from the pressure sensor and no buzzing when you press on the pressure sensor.

If any of the above steps elicits an error indication, test using the advanced testing procedures.

Testing the Thigh FS Cuff

1. Connect the Tester to the distal snap on the thigh FS Cuff proximal panel and to the proximal snap on the thigh FS Cuff distal panel. See Figure 13-2.

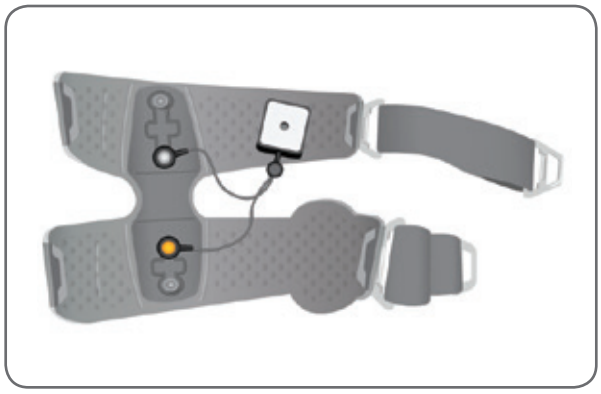

Figure 13-2: Tester Connected to Thigh Cuff

2. Turn on the thigh EPG by pressing the Power button on the EPG(s).
3. Turn on the Control Unit by pressing any button.
4. Select training mode by pressing the Mode button on the Control Unit until the Training Indicator icon appears in the lower right corner of the digital display.
5. Press the Stim button on the Control Unit. You should hear a buzzing when stimulation is on and no buzzing when stimulation is off.
6. Select gait mode by pressing the Mode button on the Control Unit until the Gait Indicator icon appears in the lower right corner of the digital display.
7. Press the Stim button on the Control Unit.
8. Press and release the pressure sensor on the Foot Sensor. You should hear a buzzing when you release pressure from the pressure sensor and no buzzing when you press on the pressure sensor.

If any of the above steps produces an error indication, refer to advanced testing procedures.

Error Code Descriptions

When an error occurs with the L300 Go System the EPG will emit an audio alert and the Status Indicator Light on the EPG will display a flashing red light. The Control Unit LCD display will show a flashing Error Indicator icon and a flashing Numeric Indicator communicating the error code. The L300 Go Clinician App software also displays error code information. Refer to Table 11-1 for the error code descriptions and solutions.

Control Unit and L300 Go Clinician App Error Codes		
Error Code	**Description of Error**	**Solution**
E1	Overstimulation Fault	Stimulation being delivered is higher than expected or is not being delivered correctly. Possible hardware issue. Stop using the L300 Go System and contact Bioness.

Control Unit and L300 Go Clinician App Error Codes		
Error Code	**Description of Error**	**Solution**
E2	Understimulation Fault	Stimulation being delivered is lower than expected. Possible hardware issue. Stop using the L300 Go System and contact Bioness.
E3	Communication Fault	The Foot Sensor and lower leg EPG are not communicating. Press the Foot Sensor pressure sensor to activate the Foot Sensor.
E4	Parameter Corrupted	Patient will need to have their L300 Go System reprogrammed by their clinician. Stop using the L300 Go System and contact Bioness.
E5	Shorted Electrode Fault	Electrodes are shorted, cuff has an electrical short, or the hardware is not functioning correctly. Stop using the L300 Go System and contact Bioness.
E6	Bad Electrode Fault	Electrodes are worn or damaged. Replace any worn or damaged electrodes or electrode bases. Refer to the "Maintenance and Cleaning" chapter of this guide for instructions.
E7	Open Electrode Fault	Turn the EPG off by pressing the Power button on the EPG. Make sure the electrodes and/ or electrode bases are snapped into the plug holes of the FS Cuff.
E8	Incorrect Cuff Fault	Make sure EPG is correctly inserted into the EPG cradle on the FS Cuff. For patients using both the lower leg FS Cuff and thigh Cuff, make sure the correct EPG is inserted into the EPG cradle. The lower leg EPG must be in the lower leg FS Cuff and the thigh EPG must be in the thigh FS Cuff for the system to function.
E9	EPG Battery Empty	Charge the EPG. Refer to the "Charging the L300 Go System" section in this guide.
E10	EPG Battery Temperature Fault	Battery temperature is too high. Disconnect the charger from the EPG. Place the EPG in a room within the operating conditions temperature range (5°C to 40°C) for 30 minutes. After 30 minutes reconnect the EPG to the charger to continue charging.
E12	General Pairing Fault (Pairing Timeout Expires)	Repeat the pairing process. Refer to the "Pairing Replacement Part Components" chapter in this guide.
E21	Foot Sensor Battery Low	Replace the Foot Sensor battery. Refer to the "Maintenance and Cleaning" chapter in this guide.

Table 13-1: Control Unit and L300 Go Clinician App Error Codes

Frequently Asked Questions

If you have any questions or concerns, please contact the Bioness Client Relations Department at 800.211.9136, Option 3 or visit www.bioness.com.

When charging the EPG, how will I know when the batteries are fully charged?

The Battery Indicator Light on the EPG will display a solid green light, briefly at power up, when the EPG battery is fully charged. Charging takes approximately three hours. If the EPG is completely discharged it can take up to six hours for the EPG battery to charge.

If I charge the EPG every day, will I harm the batteries?

No, daily charging will not affect the lifespan or functionality of the EPG battery. Daily charging of the EPG is recommended.

How will I know when the EPG battery charge level is low?

The Battery Indicator Light on the EPG will display a solid yellow light and the Status Indicator Light will flash red. When the battery is near empty the EPG will emit an audible alarm in addition to the low battery lights until it is completely discharged or connected to a power source..

How will I know when the Foot Sensor battery charge level is low?

A Foot Sensor battery will last for approximately six months, and then it will need to be replaced. When the Foot Sensor battery charge level is low, the red Indicator Light on the Foot Sensor will flash for five seconds.

What do I do if the electrodes or electrode bases are frayed, peeling, damaged, or falling off the FS Cuff?

Replace any worn or damaged electrodes or electrode bases. Refer to the "Maintenance and Cleaning" chapter in this guide.

What if the patient’s ankle is not moving (or the foot does not lift satisfactorily), and the L300 Go System is not indicating any errors?

- Make sure the EPG(s) and Control Unit are turned off.
- Reposition the L300 FS Cuff.
- Make sure the strap is snug and the lower leg FS Cuff is secure.
- Turn on the lower leg EPG by pressing the Power button on the EPG.
- Test the placement of the lower leg FS Cuff by pressing and holding the Stim button on the EPG for at least five seconds. The EPG will deliver stimulation until the Stim button is released.

How come the patient’s knee is not moving satisfactorily, and the L300 Go System is not indicating any errors?

- Make sure the EPG(s) and Control Unit are turned off.
- Reposition the thigh FS Cuff.
- Make sure the straps are snug.
- Turn on the thigh EPG by pressing the Power button on the EPG.
- Test the placement of the thigh FS Cuff by pressing and holding the Stim button on the EPG for at least five seconds. The EPG will deliver stimulation until the Stim button is released.

Why is the stimulation inconsistent when the patient is walking, but the L300 Go System is not indicating any errors?

Have the patient stop walking and shift their weight from side to side.

For patients using the Foot Sensor:

- Check for proper placement of the pressure sensor, reposition the pressure sensor slightly forward in their shoe, or loosen the shoelace.
- Check the Foot Sensor wire for wear or fraying, and check the transmitter and pressure sensor for damage.
- If damaged contact Bioness for a replacement part.

What should I do if the patient's skin is irritated or has a skin reaction where the electrodes or FS Cuff adheres?

Have the patient stop using the L300 Go System immediately and contact Bioness. The patient should resume use only when the skin is completely healed. Give patients the L300 Go Skin Care Guidelines and a skin conditioning protocol.

How can I verify that current is flowing through the L300 Go System?

Connect the Tester to the FS Cuff. The Tester will buzz when stimulation intensity is at least 10 mA.

What else can I use the Tester for?

The Tester can be used as an educational tool, to demonstrate when stimulation is on in the various stimulation modes.