

Quick Troubleshooting Guide

Remote Database Connection Failed

If the error message below (or similar) is observed or a red X is shown on the world icon follow these steps:



Close the error message box and select the world icon



Select the link for "Show Network Manager".



The window below will appear displaying any wireless networks in the area available to SAGE.



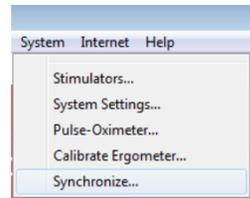
If the wireless network you want is not listed there may be a problem with the network and you should contact your IT department.

If the wireless network you want does show up on the list, select that network and if required enter the wireless network key.



If you do not know the wireless network key contact your IT department to obtain the network key.

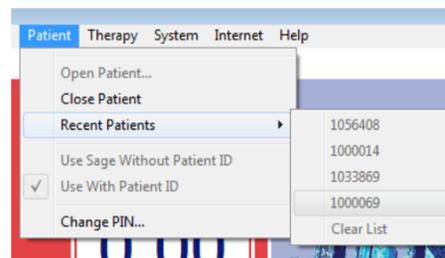
Once the network key is entered (if required) and the network list indicates "connected" retest the internet connection by pressing System and Synchronize; the world icon should show a green check mark.



If a red X is still visible on the world icon select the world icon again and change the drop box from https to ftp (or vice versa) and try again. If that fails you need to contact your IT department or RTI for further support.

Please note that if the patient you are attempting to use SAGE with has used this system before that patient's settings may be stored on SAGE so that he/she can use the system with previously saved settings.

To determine if this option is available press Patients and Recent Patients. Try to identify the patient's ID in the list. If the ID is present, select it and run the session using previously saved settings.



<Muscle Group> Pad Off Error

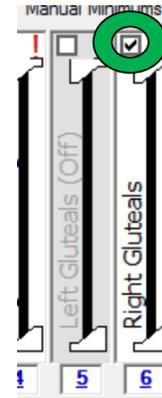
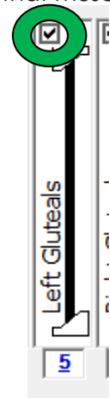
If you are prompted with an error message that lists a particular muscle group followed by "Pad Off" perform the following steps:

Locate the specified muscle's pair of lead wires and check that they are securely plugged into their electrodes and that both electrodes are attached to the correct/same muscle group.

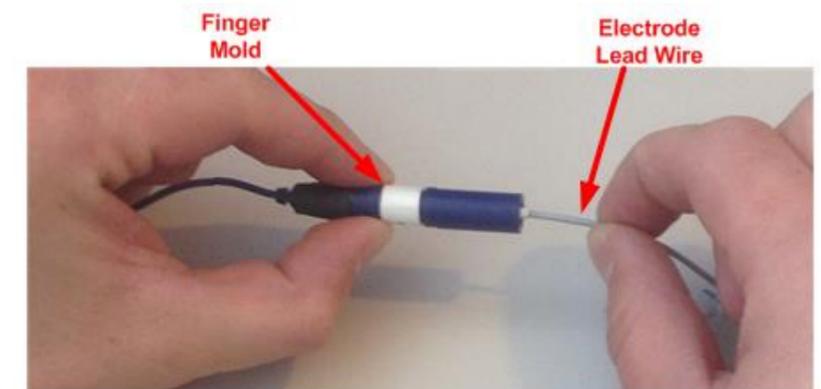


If the error message continues after pressing GO again you need to disable that muscle until the stimulation cable is replaced and the problem is resolved.

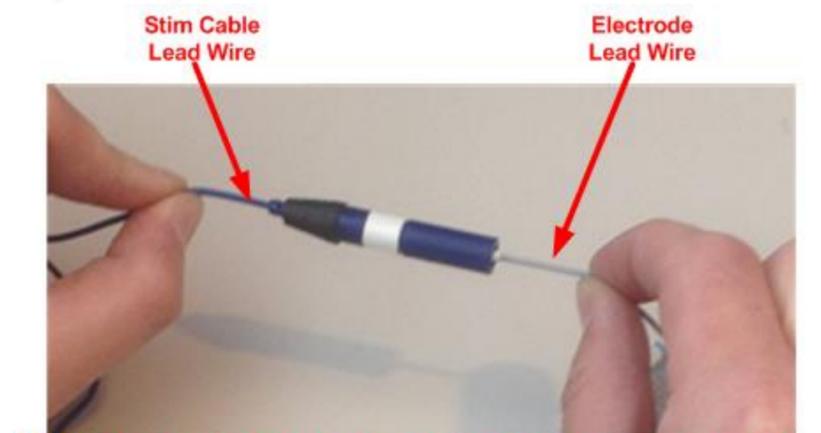
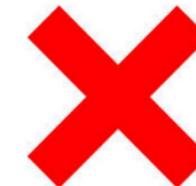
For example, Left Gluteals; Press the Configure button, identify the muscle and uncheck the enable box for that muscle group



Please note that the stimulation cable has been designed to be as robust as possible, however, if it gets caught in moving parts or is repeatedly removed from the electrodes by pulling on the lead wire rather than the finger mold it WILL break. Please handle your stimulation cable with care.



Firmly grasp the finger mold while disconnecting the electrode lead wire

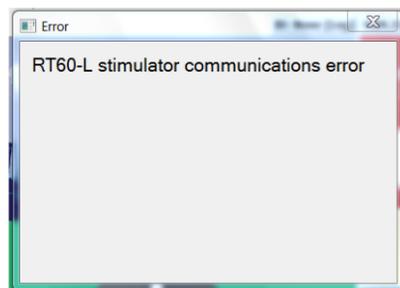


DO NOT disconnect the cable from the electrode by grasping on the stim cable lead wire. IT WILL BREAK.

Contact RTI sales or visit the <http://www.restorative-therapies.com/store> to purchase a new stimulation cable.

RT60/Stimulator Communications Error

If at the beginning or during a session an RT60-L/R Stimulator Communications error is displayed follow the steps below to try and resolve the problem.



Check to see that the RT60 power switch is turned on. If the power switch is off please turn it on and try again. If it is ON, there should be a blue light visible on the switch.



RT60 Power switch in Off position

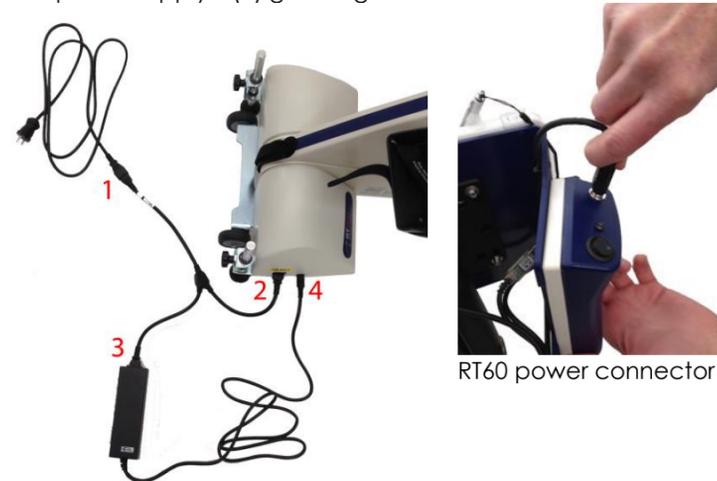


RT60 Power switch in On position but blue light is Off



RT60 Power switch in On position and blue light is On

If the blue light is not present when the power switch is on please ensure that all of the power connectors are secure as per the diagram below, and that the power supply's (3) green light is on.

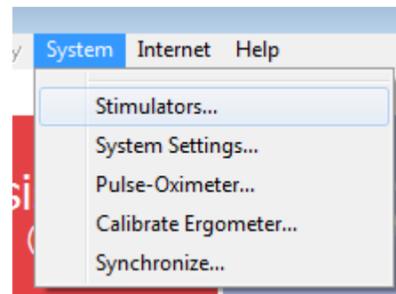


RT60 power connector

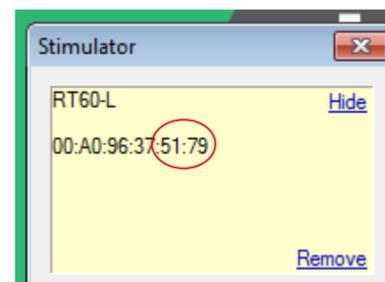
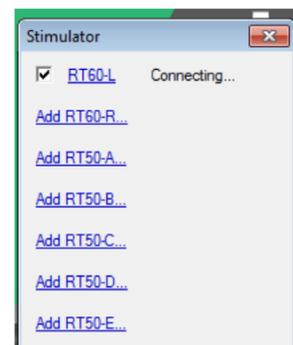
RT300 power cable connections

If the error message persists and the RT60 power light still does not illuminate contact RTI.

If the power light is ON but the problem persists press System and choose Stimulators.



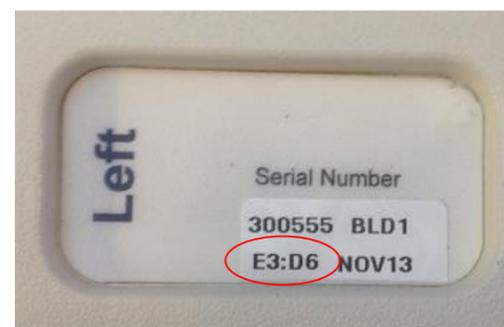
Select the stimulator (RT60-L or -R) which was shown in the error, and identify the last 4 letters of it's wireless identification number.



This RT60-L is identified as 51:79

Confirm these last four digits match the 4 digits on the back of the RT60.

This RT60-L is identified as E3:D6 (indicating a mismatch).



If the numbers do not match and you're facility that has multiple RT300 systems there is a possibility that your RT60's were inadvertently swapped or maybe your device was recently replaced.

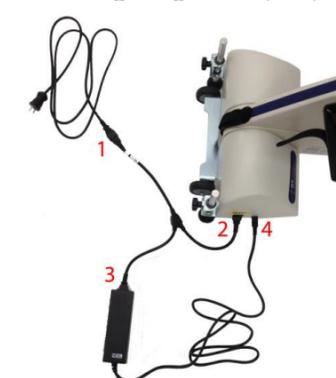
If the device was replaced you must select System then Stimulators. Select the corresponding stimulator i.e. RT60-L/RT60-R, RT50-A, etc. Remove the existing stimulator by pressing "Remove", choose "Add" for the appropriate stimulator. Once the search results are displayed select the correct device by comparing the last 4 digits and then choose "Select".

Otherwise please contact RTI for further support.

Ergometer Communications Error

If "Ergometer Communications Error" is displayed follow the steps below:

Ensure that all of the power connectors are securely engaged as per the following diagrams by unplugging and reinserting each connector:



RT300 power cable connections (when connecting make sure the green light is visible on the power supply; number 3).



Top connector is the ergometer communications connector.



There are two of these circular connectors on the system one is on the back of the SAGE display, the second connects the RT300 leg ergometer to either the safety handle or arm ergometer.

If all of the above connections are securely connected the problem should be resolved. If the problem still persists contact RTI.

Help Ticket: www.restorative-therapies.com/supportcenter

Email: support@RT300.com

Technical Support 800 609 9166 x 316

Mon-Thurs: 8a – 10p US Eastern Time

Fri: 8a – 5p US Eastern Time

Sat-Sun: Scheduled support calls and emergency voicemail service.