



## Revi Wearable Troubleshooting Guide

### General Guidelines and Recommendations

- **Who to contact for help?**



Please contact your clinician if you have questions about your health or the Revi Wearable Unit.




- **Revi Wearable Unit Support:**

For questions regarding the Revi Wearable Unit, additional information, and product manuals, visit our website or contact your clinician.

**NOTE:** If any problem remains unresolved, contact your clinician so that your Revi system can be evaluated.

Situation	Possible Cause	Recommended Action
The Revi Wearable Unit does not turn On.	Insufficient battery power.	Check the battery status by connecting it to the battery charger. If the battery indicator is blinking RED, charge the unit until the LED light turns GREEN.
	Daily Therapy was completed. (The unit has already been activated for the maximum activation time for today).	Wait until tomorrow, then try again.
	The device is connected to the battery charger.	Disconnect the device from the battery charger, then start again.
The Revi Wearable Unit does not turn Off.	Power button was not pressed long enough.	Press and hold the Power button for at least 5 seconds.

Situation	Possible Cause	Recommended Action
<p>Cannot find the correct Position for the Revi Wearable Unit.</p> <p>(Positioning beeps are not sounding; the LED indicator is YELLOW and blinking slowly).</p>	<p>The unit is not positioned in the correct location.</p>	<p>Make sure the unit is placed as shown in Figure 6 on page 53 of the Patient Therapy Guide or as in the Revi Quick Start Guide.</p> 
		<p>Move the unit around slowly until you start hearing the Positioning beeps and frequency of the LED blinking increases.</p>
		<p>Move the unit to a higher location. Rotate the unit so that the buttons move from the side of your leg to the front of your leg.</p>
	<p>A metal object, or something causing electromagnetic interference is located close to the Revi Wearable Unit. Refer to Electromagnetic Interference on page 28 and Metal Objects and Implants on page 26 of the Patient Therapy Guide.</p>	<p>Move the object away from the unit (alternatively, move your leg away from the source of interference).</p>
	<p>The Wearable Device is turned Off.</p>	<p>Press the Power button  once (short press). The LED light will turn ORANGE. Sound and LED will indicate positioning.</p>
<p>Beeping sound audible in the middle of Therapy</p>	<p>Device moved out of position.</p>	<p>Re-position the device, then press the Power button once (short press).</p>
	<p>Electromagnetic interference or metal object near the Wearable Unit.</p>	<p>Move away from the interference or move the object away from unit.</p>
<p>The Revi Wearable Unit feels excessively hot.</p>	<p>Technical problem.</p>	<p>Make sure you are not wearing the unit while charging the battery.</p>
		<p>Contact your clinician for technical support.</p>

Situation	Possible Cause	Recommended Action
Stimulation sensation is lower than usual.	The unit is not in the correct location.	Follow the positioning instructions on page 53 of the Patient Therapy Guide or in the Revi Wearable Quick Start Guide. Choose the most optimal position achievable, then start the Therapy Session.
	Maximum Therapy Session level has not been reached.	Press the  button to increase Stimulation level.
	Your unit may need reprogramming with new parameters.	Contact your clinician for a new Therapy setup.
Revi Wearable Unit does not respond when pressing the + or - buttons.	Maximal / Minimal level has been reached (indicated by three consecutive short beeps).	You may need to contact your clinician for a new Therapy setup.
	For patients for whom Stimulation parameters have been programmed to have On-Off cycles: The + or - button has been pressed during time the unit was in the Off phase.	Press the  or  button only during time the unit is in the On phase.
	The + button has been pressed during the ramp-up stage (LED blinking GREEN).	Wait for the ramp-up stage to complete, then press the + button (LED light is steady GREEN).
Revi Wearable Unit does not start or continue requested action (the LED light is RED).	Any system error.	Retry performing the requested action.
Feel a change in stimulation when standing up, walking, or changing positions.	Moving the body can affect how the stimulation feels, even though the stimulation level does not change.	Contact your clinician if the stimulation feels unpleasant while sitting. The stimulation may need to be adjusted.

**This troubleshooting guide is not intended to replace the warnings, cautions and operating instructions provided in the Revi Patient Therapy Guide.**

**NOTE:** Your clinician is your primary source for all questions and requests regarding your Revi System. As an additional resource, you may contact the manufacturer, BlueWind Medical Ltd. at Tel: (888) 715-2080 or at [info@bluewindmedical.com](mailto:info@bluewindmedical.com)

