DEVICE RESET

If the device is stalled (i.e., no reaction when pressing the touch screen), the device can be reset. After reset, the device can be started again with the on/off switch. The reset button does not reset any device or test module settings or any other data on the device.

In order to reset the device, for desktop devices, press the on/off switch for a few seconds. On the handheld model, press the reset button on the back side of the device under the rubber casing. The button is found by pulling back the red casing.

Sentiero desktop on/off button

Sentiero handheld reset button

Error	Recommended action for troubleshooting
Black display	The display is automatically deactivated after a preset amount of time without user activity in order to increase use time without recharging. The LCD timeout can be configured in Settings / Look and Feel / Energy options. Touch the display in order to leave the power saving mode.
No feedback, black display	After a preset amount of time without user activity the device automatically powers down completely. The Power timeout can be configured in Settings / Look and Feel / Energy options. Start the device by pressing the on-switch.
No feedback, black display, device stalled	If the device does not respond to user action you might need to restart the device by pressing the reset switch (handheld model) or the on/off button (desktop model). Charge the battery if necessary.

PATH MEDICAL

Error message: "Remove cable"	Remove the connector cable for the label printer.
Error message: "Touch screen error"	Touch screen error message appears if there is a permanent pressure on the touch screen during startup of the device. Check for a particle between the display and the surrounding display frame. Remove the particle with a small and soft tool (e.g. paper strip). For a demonstration on how to do this, you can watch the following video: https://www.youtube.com/watch?v=7--3Bt5MjXI

FREQUENTLY ASKED QUESTIONS

- What is the battery life?
  Once fully charged, the battery should last for 6-8 hours of testing.
  The estimated maximum charging cycles are 500 to 1000, which provides a life time of over 2 years for normal usage.

- How long do I need to charge the device for?
  The recommended time is 3 hours for handheld devices, and 8 hours for desktop devices. Please check that the battery charging icon is on after connecting the charger.

- Can I use an alcohol wipe to clean my touch screen? Or what should I use to disinfect my touch screen?
  Before cleaning the device, the device must be switched off and removed from all connected components. You can wipe the touch screen and the surface of the device with a cloth slightly dampened with mild detergent or normal hospital bactericides or antiseptic solution. Do not immerse the device and make sure that no liquid gets into the device. Dry the device with a lint-free cloth immediately after cleaning.

- The probe does not work properly - it always seems to be too loud!
  Please use only the large ear tips together with the large probe tip during measurements and the small ear tips together with the small probe tip. Wrong combination of ear tip and probe tip will deteriorate your results. See also the advice in the accessory box. If in doubt, please perform a probe test as described in the manual, chapter 3.5.4 or contact your distributor.
  Make sure the ear tip is firmly placed all the way on the probe tip until it stops, and to use the corresponding probe tip for the ear tip size.

- How do you skip a frequency during a DPOAE?

Press the fast forward button on the device footer.

- After a Firmware update, the fully charged device seems not to be fully charged any longer! What happened?
  The battery symbol may not display the correct status of the battery after a firmware update. This will be resolved automatically when the device is used (discharged) and charged the next time. Discharge it completely first and then fully charge the battery!

MIRA - FAQ:

- How can I disable USER MANAGEMENT on the instrument?

  Login into Mira Section system setting → user management on instrument (uncheck). Connect the device to the MIRA PC. Select Update in the menu,

- How do I update the instrument's firmware using Mira?

  Download and install the latest version of Mira, which has the latest firmware already included in the software. After that, connect the instrument to the PC (USB) and press 'Update' button. During update, do not disconnect the device from the PC or turn off the device. The instrument and the PC shall not be disconnected (see display of instrument). The instrument must have enough energy (full battery) or must be connected to power. For more information please refer to the Mira online help. Also see Quick Guide for Firmware update.

QUICK START GUIDE
SENTIERO TROUBLESHOOTING
APPLICABLE TO ALL PATH MEDICAL DEVICES

Quick Guide Information

Release date: 2019-04
Revision: 03
Valid from: Firmware Rev. 2.5, Mira PC Software Rev. 2.0
Applies to: Models: SOD100497, SOH100098 and SOH100360, all web descriptions

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The latest revision of the Quick Start Guide is available online at www.pathme.de/download.

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