**Troubleshooting Guide**

Last updated: May 7, 2013

**Patient**

**Q: I’m so frustrated, what do I do?**

A: See help guide or contact the clinician for assistance.

**Q: Why won’t the fish app run?**

A: You could be missing any of the following files:

* config.json file
* airQualityStatus.json
* medicationReminders.txt
* SpirometerReadingLog.txt
* asthmaMonitoringLog.txt

Alternatively, you may have accidentally renamed the files to a different filename.

Check to be sure all the proper files are in the My Documents folder. If they are not there, copy them from the Downloads->Aspira-tablet->Aspira-tablet->AsthmaMonitoring.

**Q: The spirometer will not turn on.**

A: Is it plugged in? If not, plug it in. Check the status of the batteries and if they are dead, change them.

Repeatedly dropping the device can also have an impact on its condition. Refrain from dropping it as much as possible.

**Q: I am unable to read the recordings. What should I do?**

A: If you are unable to read the recordings, check the following:

Are you out of memory?

If so, delete any previous recordings to make room for new ones.

If not, consider the next question:

Is your battery low or dead?

If so, change your batteries.

If you scroll by too fast, use pencil and paper.

**Q: I cannot hear the sound go off when I do a measurement.**

A: Check to be sure that your volume is turned all the way up.

**Q: The next reading time is not updated. What should I do?**

A: Close the UI app using (ALT F4) when you are inside the app to make sure that the app updates the next reading time, then run it again. If it still does not work, call the clinician.

**Q: I cannot see the readings.**

A: Your serial cord might be disconnected. Reconnect the serial cord.

**Q: I cannot obtain any measurements when I am taking a reading.**

A: Did your child blow into the device properly? If you need clarification, please review the video help or textual guide for instructions on how to use the device.

**Q: The results look skewed and inaccurate.**

A: Did you clean the device with tapwater? Did you drop the device? Make sure that you clean the device properly and take care of the device when it is in use.

**Clinician**

**Q: The asthmaMonitoring log file is not updated.**

A: Are the SpirometerReadingLog file or the asthmaMonitoringLog file missing? Check to be sure that they are there. If they are not, copy them from the backup folder.

**Q: The USB tablet does not properly mount the spirometer device.**

A: Try mounting it again after you power cycle the tablet. If it still does not work, you could swap out the USB cable.

**Q: I cannot copy over the data files to the USB memory stick.**

A: Is the USB full? Did it get ejected safely? Those factors could be causing issues. Make sure you have enough space on your USB and that it is fully functional. Also, contact patient about the data.

**Q: I cannot export data to the server.**

A: Check your Internet connection. If the problem still isn’t solved, transfer the data to a USB stick

**Q: I cannot retrieve the measurements or receive connection to the USB port on the computer.**

A: Check to be sure that DylosLogger is on and the USB cable is properly connected on both ends. If readings are not being logged in the Aspira logfile, you may stop the Monitoring Service and run the Dylos Logger program to check connectivity, then restart the Monitoring Service. If you are certain the cables are properly connected, the air quality monitor is on, but neither the Aspira Monitoring Service nor the Dylos Logger program can capture values, then check the answer to the next question.

**Q: COM port for cable will not appear in DylosLogger port.**

A: In Desktop mode, go to Device Manager -> Ports(COM & LPT) , then click on the carrot symbol and expand it, then double click on USB Serial Port *(it should be set to a default COM depending on your machine).* A window should pop up with a dialog box indicating the status of the device. The device should be successfully connected. If it says “Unknown device” or shows a USB controller with a yellow exclamation mark, check to be sure that DylosLogger is on, the cable is seated and the DylosLog file is being written.

**Q: The monitor service crashed. What do I do?**

A: If the DOS window disappears, restart by double-clicking on the desktop shortcut. If the DOS window disappears again, contact the clinician or technical support.