NxStage – Nx2Me Bluetooth Devices BP cuff, Scale, & Thermometer

NxStage – Nx2Me Bluetooth Devices BP cuff, scale, & Thermometer

Purpose: Follow this procedure when a user reports issue with NxStage – Nx2Me Bluetooth Devices BP cuff, scale, & thermometer.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberClinic ProdDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the ticket.

2. Please document required information and troubleshooting details in the Incident.

3.

4. iPad can be paired to Bluetooth devices:

Link to type/model of devices that will pair with iPadLink to instruction PPT to pair Bluetooth devices to iPadLink to Home Therapy Playbook

5. For additional questions or concerns refer the user to NxStage Technical Support team

866-NXSTAGE (866-697-8243) OR theNx2Me Resources page

https://content.intranet.fmcna.com/home-therapies/connected-health/nx2me-resource-page/

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

NxStage

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Published By: DTI-EUX-Help Desk-Clinical App Support