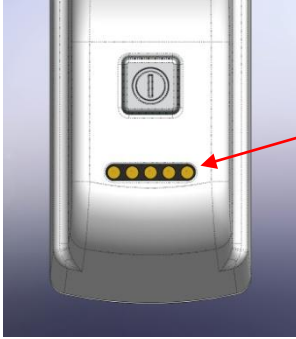


## Trouble Shooting Guide

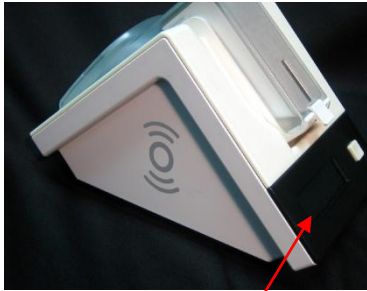
### 1. First level diagnostics

- A. Check for obvious damage to the Activator or Charging Port. If such damage exists, it is most likely due to mishandling and if the cause of the problem would not be covered by warranty.
- B. Ensure the brass colored contacts on the Activator are clean with no visible signs of scale or debris. If necessary, clean the contacts with a soft cloth or tooth brush.



Area must be CLEAN

- C. With the Charging Port plugged in, a blue back light on the LCD display should be visible when viewed from an angle. If the blue back light is not visible then ensure the power cord is fully engaged in the back of the Charging Port. If the blue back light still fails to appear, then there is a problem with the Charging Port and it should be returned.



blue back light should be visible on the LCD screen

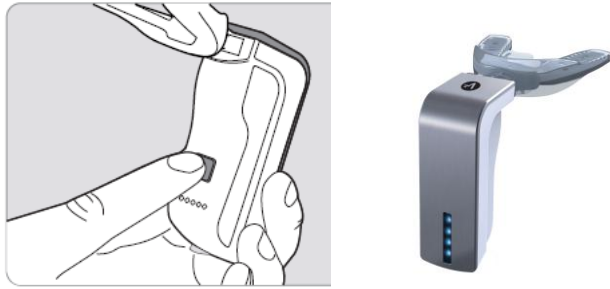


- D. On the Charging Port ensure that each of the five spring pins can piston in and out when pressed on with a finger nail. If any of the five spring pins cannot piston then return the Charging Port.



- E. Determine the level of the battery charge on the Activator by quickly pressing the power button and reading the number of LED's that light up. If 2 or more LED's light up then the Activator should vibrate once the power button

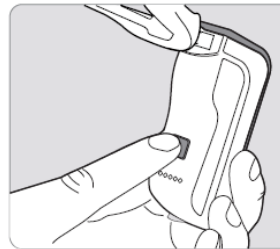
has been pressed and held for 2 seconds. Under these specific conditions, if the Activator does not vibrate, it should be returned.



- F. If during step E there are less than 2 LED's that light up, then dock the Activator to the Doctor's office Charging Port. The Travel Shell will click into place when properly docked to the Charging Port. Wait a minimum of 30 seconds. The desired result is at least one LED light appears on the Activator, the LED light cycles from dark to light and the SmartDisplay LCD viewing screen on the Charging Port will display "www.AcceleDent.com". If this does not occur then return the Activator. If the desired result is achieved then allow the Activator to charge while docked to the Charging Port for a minimum of 15 minutes at which time the Activator should vibrate when powered on. If the Activator does not vibrate then it should be returned. If the Activator does vibrate then a battery issue associated with Activator has been eliminated. Proceed to step G.



- G. Repeat step F using the patient's Charging Port. If the desired results outlined in step F do not occur then return the patient's Charging Port.
- H. If the Activator does not consistently power on or off it could be because the power button has not been depressed deep enough or long enough. To power the Activator on or off fully depress the power button for 2 seconds.



## 2. Second level diagnostics

- A. With the Activator docked to the Charging Port, advance the SmartDisplay LCD viewing screen to the window that displays the software version. If the software version is 1, 2 or 3 then errant information on the Week and Month compliance screens is acceptable as long as the Total Use screen is okay (refer to picture). If there is errant information on the Total Use screen with software version 1, 2 or 3 then return the Activator. If the Total Use screen has errant information in association with software version 1 or 2 then call OrthoAccel Customer Service for further information.

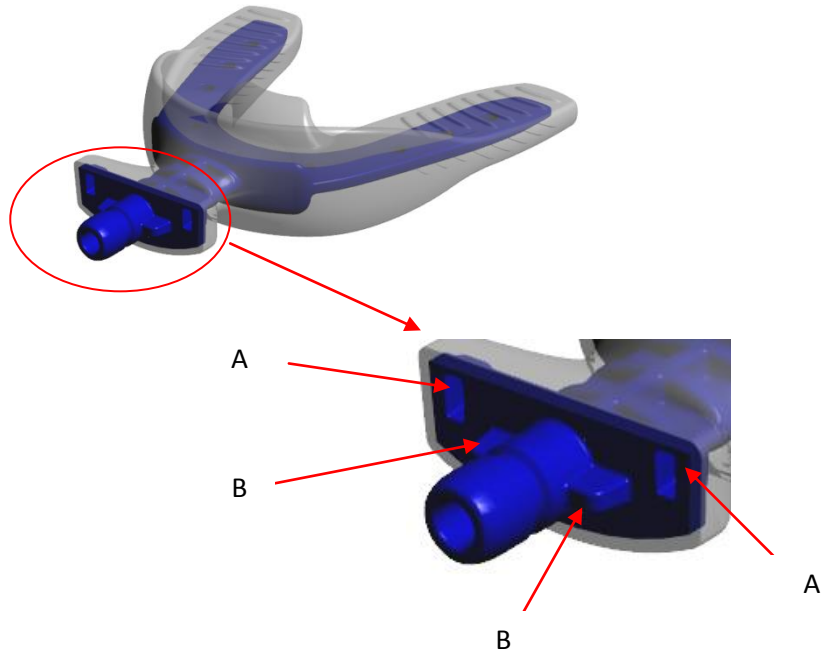
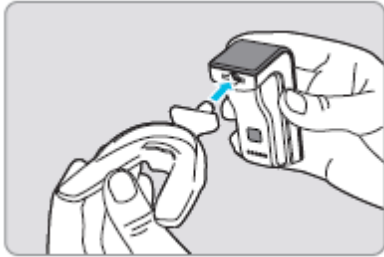


Good Total Use Screen



Errant Total Use Screen

- B. Leaving the Activator docked to an unpowered Charging Port will drain the battery and reduce the useful life of the battery.
- C. If the complaint is that the patient cannot get 3-5 treatment sessions from a charged Activator it is possible that the Activator battery has not been fully charged. Educate the patient that 4 LED's displayed on the Activator does not mean the battery is fully charged. To fully charge the battery the Activator must be docked to a powered Charging Port for a minimum of 2 hours. If this still does not increase the number of treatments to at least 3 before the Activator needs to be recharged, then return the Activator.
- D. During the initial introduction of the AcceleDent System there was an occasional complaint that the Mouthpiece could not be assembled to the Activator. Check for plastic material obstructing the vertical slots in the Mouthpiece frame (labeled "A") or excess flash on the horizontal orientation tabs (labeled "B").



- E. If the complaint is that the mouthpiece is easily detached from the Activator inspect to ensure the coil spring is in place. If the circular coiled spring is missing from the Activator, then return the Activator.



circular coil spring

**Key Contact Information**

If you continue to experience problems first contact your local distributor. For additional assistance contact OrthoAccel Customer Service.

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