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Auscultation Training Simulator Troubleshooting Tips

- 1.) Make sure batteries in both the SmartScope and the remote are fully charged and properly installed.
Please note: When you replace the batteries in the SmartScope, turn off remote first. Once batteries are in place, turn the remote back on. If you find there still is no sound; please turn the remote off again and turn back on. The unit needs a few moments to reset.
- 2.) The remote has a battery saver that shuts the unit down after the 8 minutes if the remote is left on the same setting. To prevent it from shutting down, select a different heart or lung sound within the 8 minute period of time.
- 3.) Correct head placement of the SmartScope is required to hear the sounds. Moving the SmartScope head slowly across the area will help locate the sensor in the torso so that the sounds can be heard.
- 4.) If you are sure you have the SmartScope head in proper position and you still cannot hear any sounds, restart the unit by turning the power off and on, and select a different heart or lung sound. Verify the ear tips are facing forward in your ear canal. Also, an external speaker, if available, can be plugged into the SmartScope to verify sound and proper head placement. NOTE: When listening to sounds through an external speaker, no sounds will be heard through the headsets.
- 5.) When using multiple SmartScopes in a classroom, one remote will operate all units within a range of 100 feet. If you have multiple remotes controlling multiple manikins in the same room, they may interfere with each other giving you different sounds then selected or no sounds at all.
- 6.) Due to a recent frequency change, SmartScopes with serial numbers 0 to 4999 will only work with remotes with serial numbers 0 to 4999. SmartScopes with serial number 5000 and up will only work with remotes with serial numbers 5000 and up.
Example: A SmartScope with a (serial number) S/N: 5519; will not work with a remote with a (serial number) S/N: 2785.
- 7.) Please note that as long as the serial numbers of the SmartScope and remote are compatible, they will work with all of the Auscultation manikins, torsos, and boards regardless of age.

NOTE: If you have tried all of the suggestions above and are still experiencing difficulties, please feel free to contact a customer service representative who can direct you to our technical department for assistance. Thank you for your business.