

Sleep SMART KOEO/KIT/T3 Troubleshooting Guide

KOEO

I can't login.

- “The credentials you provided cannot be determined to be authentic.”
 - Make sure you are not copying and pasting your password or username, use app.noxhealth.com to log into KOEO, and make sure you are using google chrome.
 - Try logging into both KOEO and the KOEO Interactive Tool (KIT). If you are able to log into one, then you are able to log into the other. If you are only able to log into one of them, contact your IT department and make sure both KOEO and KIT are whitelisted.
 - If you cannot log into either, try resetting your password on KOEO. This will also reset your password for KIT. You will receive an email to reset your password, and will have 30 minutes before that link expires.
- “Looks like the server is not responding, either you are not connected to the network or our server is down. Please report the problem to the IT department and try again later”, or a similar message
 - Try logging into both KOEO and the KOEO Interactive Tool (KIT). If you are able to log into one, then you are able to log into the other. If you are only able to log into one of them, contact your IT department and make sure both KOEO and KIT are whitelisted. Your IT department may have to re-whitelist KOEO and KIT after a security update, even if it has been whitelisted in the past.
 - If you are able to log into either KOEO or KIT and not the other, this means that our servers are not down. This is an IT issue. If you cannot log into either with your credentials, try resetting your password.
- I don't have any login credentials.
 - Contact SleepSmartTechSupport@noxhealth.com. We will ask for your first and last name, email address, and date of birth. The DOB is needed for verification purposes when you create your very first password. It will also be needed should anyone forget their password.
 - Please copy your site coordinator, or have them request the login information for you.

There is a task for a patient that is no longer in the study. I don't know how to complete this task and cannot close out the patient.

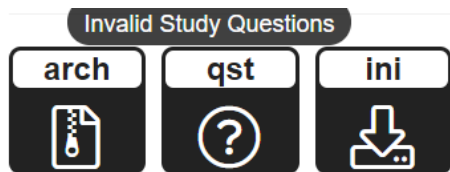
- Contact SleepSmartTechSupport@noxhealth.com. State the subject's 6 digit identification number and which task is blocking you from closing out the patient. We will delete this task for you or provide further instructions.

I uploaded the T3 file, why isn't it scored yet?

- Our scoring times are 10:00am and 2:00pm Eastern Time everyday. We have multiple studies submitted everyday, so they may not be scored immediately at those times. If by 3:30pm Eastern your study has not been scored and you are concerned, you may contact us and we will provide a status update.

I conducted the T3 study and it came back as invalid. Why was it invalidated?

- To check the reason the study was invalidated, log into KOEO and pull up the subject's timeline. Under the entry titled "Dx-AMB-T3" or "Dx-AMB-T3 Retest" you should see a file attached marked "QST", when you hover over it with your mouse "Invalid Study questions" will appear. If you click on this, you will be able to see why the study was invalidated.



- If you cannot see this yourself, you can email us with the subject's ID and we will be happy to provide the reasoning.

I started to order supplies but realized I don't need anything, and now the "Select Supplies" task is sitting there.

- Let us know if you no longer need this task and we can delete it for you. If we see it sitting there for a while, we may reach out to double check if you need to order something.

I'm trying to create a patient and/or complete the Enter Patient Info task, but I keep getting a "Bad Request" error.

- A majority of the time the "Bad Request" error occurs it is because of a missing field or the KOEO session has timed out. First, try logging out and logging back into KOEO to complete the task. If the KOEO window has been kept open for too long it may not let you complete the task because your login time has expired. Then, double check that all of the required fields are filled. If one of the required fields is empty, it will not let you continue and cause the "Bad Request" error.

I need to print the T3 report in KOEO, but am not entirely sure how to.

- You should only print the Sleep SMART T3 report when the subject reaches the end of the study. Once they have reached the end of the trial, and you are trying to print the report, pull up the patient's timeline in KOEO.
- To print the results from a T3, you scroll in the patient's timeline until you see a bolded heading entitled "Score".
- Once there, hover over the available documents until you see SleepSMART Sleep Report.html. When you see this, click on the corresponding image and the report will open. Once there, there will be a printer logo in the right hand top of the report. Click this

and it should take you to your normal print window. THEN click on the check-mark next to the printer icon and this will complete the task.

KOEO Interactive Tool (KIT)

I can't login

- See "I can't login" under KOEO. Follow the same steps.

The "Prepare" button is grayed out in KIT.

- Plug in the Nox T3 before opening KIT. Your computer should indicate that it detects that the T3 was plugged in. The T3 will appear the same as a USB flash drive. You can double check that your computer detects it by opening your file explorer and look for "Removable Disk".
 - If your computer cannot detect the device, double check with your IT department that it has read and write permissions. Without these permissions, the computer will not allow KIT to read any files on the T3. This is needed to configure the device.
- Make sure all required fields are filled properly. Wait a few minutes and click on "Refresh", and select the correct timezone. Once all of the fields have been filled you should be able to proceed.

"Could not set up the T3 device. This operation requires administrator privileges. Please Report the problem to the IT department"

- This is a problem with the permissions on your computer. Contact your site's IT department to grant you administrator privileges, and give KIT read and write permissions.

When I select T3 upload, it says "Task Not Found - Cannot find a matching task- No task or sleep study was found to match that serial number. Either the task is not available yet or the study was uploaded already."

- Double check the current task available in KOEO for the subject you are trying to upload the study for.
 - If you see that the Setup T3 task is still available for this subject, this means that the device was not set up prior to testing. KOEO will not let you upload the T3 files without the T3 being configured prior to testing. In most cases, the study is lost and the T3 test will have to be redone. Contact SleepSmartTechSupport@noxhealth.com to see if we are able to save the study.
 - If you see that the Upload T3 task has already been completed, we have received the upload and are waiting to score the study.

Nox T3

My pulse oximeter isn't paired to my T3.

- Follow [this guide](#) or the steps below.
 - Start by inserting new batteries in the Nox T3 recorder and the oximeter.
 - Turn on the Nonin 3150 Pulse Oximeter. Inserting a finger in the probe automatically turns on the oximeter. An alternative way to turn on the device is to push the grey activation button.
 - Turn on the Nox T3 recorder by pressing the Middle button. Hold the Middle button until you see the screen turning on. Then press the Right button once or until you see the message "Connecting to" and a PIN address displayed on the Nox T3 recorder.



- Make sure that the displayed PIN address is the oximeter's one. The Nox T3 will now program the oximeter.
- A checkmark on the Nox T3 signifies a successful and a correct pairing of the Nox T3 and the oximeter.
- If an X-mark appears on the Nox T3 display instead of a checkmark it is necessary to start the pairing process from top.
 - Reset the oximeter by removing the batteries from the oximeter. Then, insert batteries again. Hold down the grey activation button for at least 3 seconds and you'll see the oximeter turn on. It's important that when the grey activation button is pressed that you hold it down for at least 3 seconds in order to avoid a state where the oximeter won't allow a Bluetooth connection to occur and the Bluetooth icon on the display of the oximeter is frozen. Once you are done with this, resume the pairing process as normal.
- If it still does not pair, follow [these additional troubleshooting tips](#). Remember that resetting the device will delete any configuration files, only reset the device if you have not set up the T3 in KIT.

I want to make sure that the T3 is receiving signals from the thorax and/or abdomen cable.

- Follow [this guide](#) or the steps below.

- Push the Right Arrow button once, or until you see the respiratory signal screen. This screen will have two green lines. Snap the RIP belts ends to the back panel of the device
- To check the thoracic RIP Belt, pull or stretch the thoracic belt just a little bit. Traces should be seen on the thoracic RIP Belt. If a trace appears on the display of the device, or if the green line moves, the channel is active. To check the abdomen RIP Belt, pull or stretch the abdomen belt just a little bit. Traces should be seen on the abdomen RIP Belt. If either shows a flat line when pulling the belt, the channel is inactive.

My T3 is not turning on; My T3 is unresponsive.

- Make sure fresh batteries are inserted into the device.
- Try resetting the device. **THIS WILL DELETE ANY RECORDED STUDIES OR CONFIGURATION FILES ON THE DEVICE.** We recommend only doing this before you set up the T3. Do not reset the device once it has been prepared in KIT or your study will not upload in KOEO. If you are uncomfortable with resetting the device, email us and we will assist you further.
 - If the device is turning on but is not working properly, you can follow [this guide](#) to reset the device. Plug the Nox T3 to a computer with a USB cable. Once the device is plugged in, then press the Right Arrow Button on the front of the device once or until the “Hold middle button down to reset the device” display appears. Hold the middle button down to reset the device until the progress bar is full. The device should now be reset.
 - If the device will not turn on, press the Right Arrow Button and the Left Arrow Button on the front panel of the device simultaneously. While pressing the right and left arrow buttons plug the USB cable from the computer to the device. Hold the buttons down until the device has powered up. This will reset and turn on the device.
- Plug the device to a computer with a USB cable. If the device now turns on the battery contact is most likely damaged. Contact SleepSmartTechSupport@noxhealth.com.
 - If the device does not turn on when plugged to a computer with the USB cable, insert AA batteries and try to turn on the device by pressing the middle button. If the device now turns on the USB port is most likely damaged. To be sure, test on another computer first in order to verify that it is the USB port on the device that is broken but not the USB port on the computer. Also, test another USB cable to verify that it's not the USB cable that is damaged.

T3 is stuck on "uploading T3 data files - creating ZIP archive"

- One reason for the "stuck" upload may be corrupted files, but the study should not be lost. [This link will help repair the file system](#). After repairing the file system, try uploading again.

I need to get the log files off of the device. How do I do this?

- Usually, when you need to retrieve the log files it is because you are facing another error. To retrieve the log files, follow [the steps from this guide](#). Having the log files helps pinpoint where the error occurred.

We are constantly working to add to and improve this guide. If you do not see your issue listed anywhere above, please contact us at SleepSmartTechSupport@noxhealth.com. You can also call us at 404-480-5149. If we do not respond, leave us a voicemail and we will get back to you as soon as possible. Thank you.