APPLICATION NOTE

EasyOne Spirometer: Error# 12/17

1 When does the error occur?

The Error# 12/17 can occur during a Firmware update because of an interrupted connection, e.g. removing the EasyOne from the Cradle during the update or a power failure (battery empty).

2 Solution

To fix this problem you will need to download the correct firmware.

Perform the following steps on a PC with the latest version of EasyWare. Check www.ndd.ch for the latest version, the EasyWare download contains the installation of the software EasyChecker.

- Disconnect/remove the EasyOne from the Cradle/ScreenConnector.
- Unplug the USB Cable (from the Cradle) or disconnect the ScreenConnector.
- Reconnect the Cradle or the ScreenConnector.
- Now start EasyChecker (do not start EasyWare).
  Usually located on C:\Program Files (x86)\ndd Medizintechnik\EasyChecker.
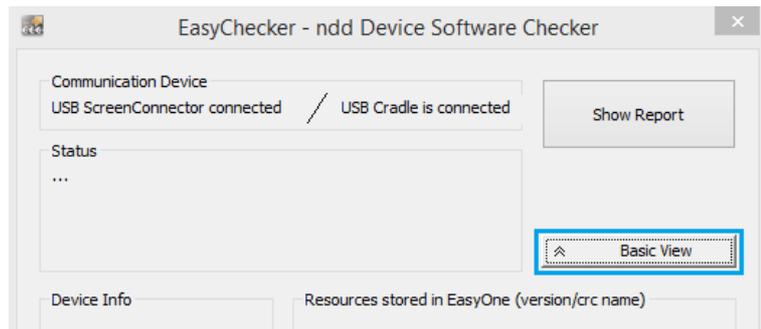
- Restart EasyChecker if you receive the message "Not connected".
- Hit the "Basic View" button.
- Switch the EasyOne ON and put it on the Cradle or connect it to the ScreenConnector.
- The EasyChecker will try to communicate with the EasyOne, but the EasyOne will not react correctly due to the Error 12.
- Wait for the EasyChecker to show the following message.
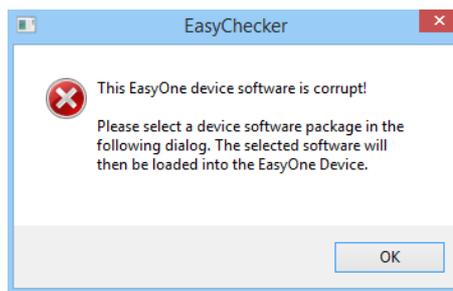
- Click OK
- Select your software package

  If your EasyOne's serial number is **higher than 100'000,** you can select the **EZ1-STD-06070000-P-Res.zip package** (recommended).
  EZ1-STD-06070000-P-Res-EE.zip is for countries in Eastern Europe.

  If your EasyOne's serial number is **below 100'000,** please contact support@ndd.ch.
  Please note: You could damage your stored tests by loading the incorrect software package.

- If the above mentioned file does not appear in the window, click on "Advanced/Normal".
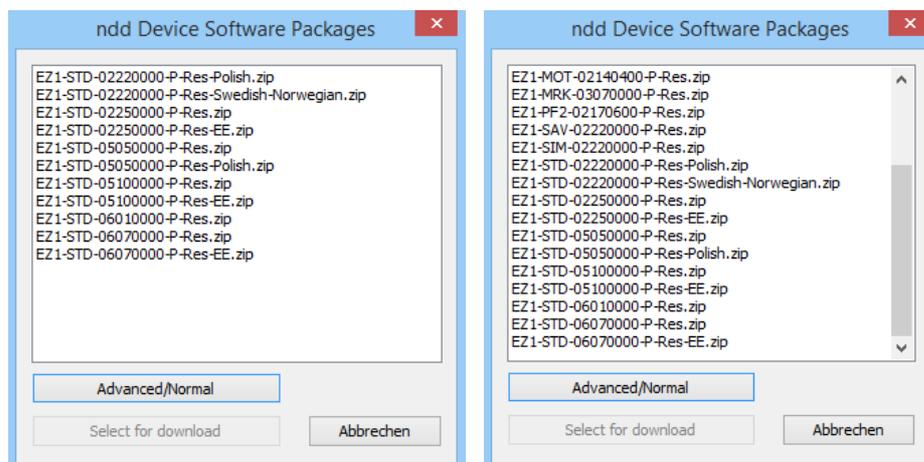
- After selecting the correct software package hit the "Select for download" button.
- Wait until the download is completed and follow the instructions from EasyChecker.

3 After the update

When you start your EasyOne after the update, the system might show the Error# 25.

Error# 25 informs you that the database's settings are corrupted.

To restructure the database, push the buttons 1-3-5 in a row. The database update is performed automatically.

Your EasyOne should now work correctly. If the error persists, contact support@ndd.ch

4 Error 17

Either Error# 12 or 17 can occur if the connection had been interrupted during a firmware update.

Usually the Error# 17 is more difficult to fix. If you have difficulties trying to download the firmware on your EasyOne, we suggest using a ScreenConnector.

If the Error 12 or 17 persists, send the device in for repair. Please contact support@ndd.ch for instructions to send in your device.