

REQUIREMENTS BEFORE CALLING AFTER HOURS SUPPORT

Troubleshooting Checklist for After-Hours Support:

Please note that it is the sites responsibility to troubleshoot problems prior to calling the after-hours support number (1300 162 694). Temple Healthcare's after-hours support number is reserved for issues which will significantly impact the studies success or halt the study in general.

For all minor issues throughout the night, we recommend taking a screenshot and/or screen recording of the issue with any relevant documentation and forwarding to joshuas@templehealthcare.com.au for further technical support the following day.

Please follow the below checklist to troubleshoot faults associated with studies which **have not been started yet:**

- 1 Ensure a battery is inserted into the A1 and the unit is turned ON
- 2 Close down Noxturnal and RESTART the PC
- 3 RESET the A1 (See HOW TO_RESET Nox A1 Recorder guide)
- 4 Ensure the C1 is powered up and its green LED status light is illuminated

Please follow the below checklist to troubleshoot faults associated with studies which **are in process:**

- 1 STOP the study in Noxturnal. Close down Noxturnal and RESTART the PC
- 2 RESUME the stopped study from the Noxturnal Library (See HOW TO_Merge and Resume an Online Recording guide)
- 3 Check the battery level on the A1. Replace if required.
 - a. If issue is not battery related, REST the A1

Please note that all after hours service and support will be billed unless covered under an active service contract. Please see attached fee schedule (Appendix A) for a further defined cost structure. To discuss more effective pricing for ongoing service and support plans, please contact a member of Temple Healthcare.



