

# HOW TO: NOXTURNAL TROUBLESHOOTING

## Merge and Resume an Online Recording



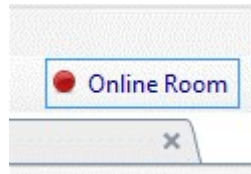
### 1. Resume/Merge an Online Recording

#### 1.1 If I need to restart my PC or restart Noxturnal during an online recording, how do I resume/merge my new recording with an existing recording?

- In the unlikely circumstance that you need to restart your computer or Noxturnal due to unforeseen IT interruption during a live recording, follow the next steps carefully to be able to merge patient recording files.

##### 1. Safely stop your current recording.

To STOP the recording, select the red record button at the top of your screen to STOP the recording. You can then close Noxturnal.



- Restart your computer (preferred) or close and re-open Noxturnal
- Open Noxturnal, go to the Library tab and double-click to open your desired patient file you wish to resume/merge the new recording with.
- If your patient recording was within the past 24 hours, you will see a red record button at the top of your screen. Click this button to **RESUME/MERGE** your recording.



**\*\*\*NOTE:** A window will appear asking you to select recording type and devices available within the room. It is important to **NOT** change any settings and **ONLY** select **Resume Recording**.

- From here, your patient's live recording will be merged with your existing recording and continue as normal.