

Here are the basic troubleshooting steps. If you are still experiencing issues, please contact Customer Support for further assistance.

TROUBLESHOOTING STEPS:

Step 1: Take the batteries out of the device and pull the prongs towards the center of the device.

Step 2: Clean the battery contacts with rubbing alcohol by using a Q-Tip.

Step 3: Clean the conductor head contacts on the conductor and on the device with rubbing alcohol

Step 4: Replace the batteries with new ones.

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