

FAQ

Part I – Monitoring Related Questions

1. Why can't I view the temperature of my child immediately after pasting the ThermoSensor?

You will see "Lo" temperature after the setup is completed. This shows that the temperature has been received and the reading is less than 32C. The ThermoSensor reading will gradually increase from the room temperature to your child's body temperature, sending every 30secs. Please note that it may typically take 15-25 mins for the ThermoSensor reading to stabilize. The stabilized temperature will be the accurate body temperature.

2. Why do we place the ThermoSensor on the left or right side of the lower abdomen and not elsewhere?

It is well known that the temperature of blood in a major artery closely reflects body temperature, so measuring temperature from an area close to a major artery will give readings that are more accurate than those measured from an area far from a major artery. We recommend measuring temperature from the middle of the left or right lower abdomen because that area is near a major artery called the external iliac artery.

3. Why I don't hear any sound alert from my phone?

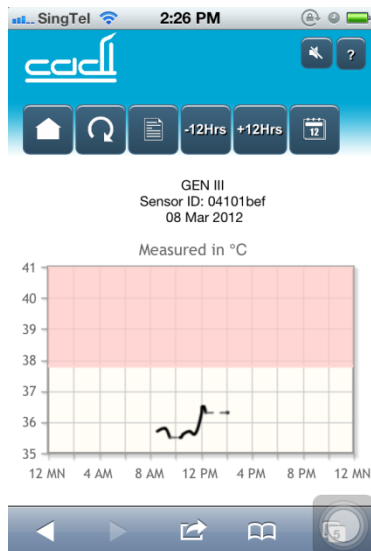
If you use android phones, you can only receive message alert. If you use iPhones or Computers, you can receive sound and/or message alert when the body temperature is equal to or higher than the threshold.

4. Why is there a reading "--" shown on my child's temperature monitoring page?

When there is no temperature reading captured by the system for more than 30mins, a "--" reading is shown.

5. Why is there a disjointed portion on the graph of temperature trend?


The disjointed portion will appear on the graph if there is no temperature captured on the system for more than 30mins. Please check that the SmartNode and the ThermoSensor are not power-Off during that period.



6. The ThermoSensor is correctly attached but the temperature seems to be lower than expected. Why?

- Whenever a ThermoSensor is attached or re-attached to the skin, it will take 15 to 25 mins to give an accurate temperature reading
- If the ThermoSensor is not held closely against the skin, the temperature reading will generally be lower than normal. Do ensure that the sensor is properly attached to the application area.
- If the ThermoSensor is placed in the incorrect application area, the temperature reading will generally be lower than normal. (Please refer to the quick start for how to place the sensor).
- The ThermoSensor may give lower readings for obese people because the thicker layer of tissue between the iliac artery (see above Q2) and the skin surface may affect the transmission of heat from the artery to the skin surface. If you suspect this is happening, we recommend that you check your child's temperature with an ear thermometer, note the difference between the ear reading and the ThermoSensor reading, and then lower the ThermoSensor fever threshold of 37C by this difference.

7. Why is there no current temperature on the Temperature Monitoring page?

Click “Refresh”  and check Last Refreshed Time to ensure it is really being refreshed. Note both the time stated below the temperature and last refreshed time are based on our server time. Also from Temperature history list, you should see 4 readings in an hour.

8. How long will the temperature data be stored?

The temperature data will be stored for about three months in Cadi.server.

9. Why the temperature reading measured by the Cadi.Sense wireless thermometer is different from the other thermometer?

The body temperature reading measured by different thermometer is slightly different. If you also use an ear thermometer for measuring body temperature and find that the temperature difference is too large, please ensure the battery of your ear thermometer remains high.

Part II – Connection related questions

1. Why I cannot go to 10.10.10.10?

In the situation that you have not connected your SmartNode to home router, your device should connect to the SmartNode Wi-Fi before going to 10.10.10.10. If you already connected the SmartNode to home router, you may not be able to go to 10.10.10.10 page. Instead, you can connect to home Wi-Fi and use the LAN URL shown you when you successfully connected the SmartNode to the router for temperature monitoring. Also, you can login the "Access Cadi.Sense" page for temperature monitoring.

2. I cannot connect to the SmartNode Wi-Fi, what can I do?

Please unplug the SmartNode and then plug it in the power source again few minutes later. If you still cannot connect to the SmartNode Wi-Fi, please reset the SmartNode (please refer to the user manual on how to reset the SmartNode). Also, please make sure there is not blockage between the SmartNode and the devices used to receive SmartNode Wi-Fi.

3. How many smart phones or mobile devices can be used to monitor the temperature at the same time?



We suggest the maximum numbers of phones for simultaneous monitoring are three.

4. How to access the internet at the same time monitor temperature on any computer within local network when you are at home?

You would need to connect your SmartNode to your home Wi-Fi router if you want to monitor the temperature on any computer within the same network.

5. Could I register two ThermoSensors in one SmartNode? How?

Yes, you can register two ThermoSensors in one SmartNode. Please refer to the following steps:

<p>Sensor Registration</p>	
	<p>Press “+” logo Note the sensor ID</p>
	<p>Enter Sensor ID and Save</p>

Part III – Safety Related Questions

1. Is the ThermoSensor safe to be pasted on the baby?

- A. ThermoSensor meets the FCC and CE regulatory requirements for low power radio devices.
- B. ThermoSensor uses a small coin cell – those typically used in watches and calculators – to operate and the power transmitted is very limited and is typically 100 times less than that of mobile phones. ThermoSensor material has also passed stringent skin sensitivity test.
- C. The ThermoSensor communicate with the SmartNode by Radio frequency which is used in Radio and is very safe.

2. Who cannot use Cadi.Sense Wireless Thermometer?

- People implanted with cardiac devices such as a pacemaker or an internal cardioverter-defibrillator (ICD) cannot use Cadi.Sense Wireless Thermometer. This is to avoid electromagnetic interference (EMI) between the ThermoSensor and the implanted device.
- DO NOT place the ThermoSensor or dressing over injured, broken, or scarred skin

Part IV – Others

1. How long the ThermoSensor could be used before running out of battery?

The battery life is 60 days for continuously use or 3 years of intermittent use based on the conditions that 1) 5 days of use every 3 months and 2) the ThermoSensor is kept properly in storage case when not use. After out of battery, the ThermoSensor should be replaced by a new one.

2. Can I change the battery in the ThermoSensor?

No, the internal battery of the ThermoSensor is not rechargeable. After the battery is running out, please replace the sensor.

3. Could I use the ThermoSensor during bathing?

The ThermoSensor is water proofing. However, your body temperature may vary during bathing. Also, please ensure there is not water trapped between the sensor and skin as water trapped between the ThermoSensor and the skin may affect the temperature reading.

4. How to Clean the ThermoSensor?

Clean the ThermoSensor with an alcohol pad carefully, dry it with clean cotton wool, and then put it back into the storage case. **Do not use corrosive cleaners.**

5. All Stick-Ons are used. Are there any other methods to attachment the ThermoSensor?

You can buy stick-ons thorough our company. Also, you can use 3M Tegaderm dressing to attach the ThermoSensor to your child's body. 3M Tegaderm Dressing can be bought at common Pharmacy.

6. How do I know if the product is working or not?

For the SmartNode, after plugging the SmartNode in the power source, the LED light next to the power source will turn on, indicating the SmartNode is working.

For the ThermoSensor, the LED will blink, indicating the sensor is working. Also, the battery status can be seen at the right up cornea temperature monitoring page.

7. What is the receiving distance?

The receiving distance between the ThermoSensor and the SmartNode Receiver is about 3 to 5 meter. And the receiving distance between the SmartNode and smart-phone is about 15 meter (home use version).