Via Heart Project
AED Quick Troubleshooting Guide

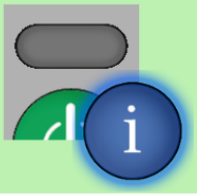
Philips HeartStart FRx



Status Indicator: Status light



Status indicator when AED is ready for use:
Status light flashes green



Status indicator when AED is NOT ready for use:
Status light is off
Info button flashes

Battery Life:
4 years from installation

Pad Life:
2 years

Pediatric Function:
Pedi key available

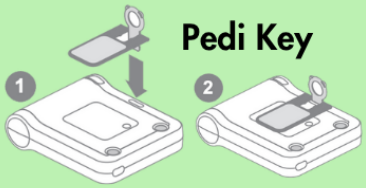
Shock Function:
Semi automatic

On/Off button

Information button

Shock button

Pedi Key



What to do if...

The Ready light is off and the AED is beeping/ chirping

If the blue i-button is flashing and the AED is emitting a series of single chips

- ♥ There is a problem with the battery or pads. Press the i-button.
- ♥ Remove the battery for 5-10 seconds and reinstall it.
- ♥ Make sure the pad cartridge is installed properly. Remove and reinstall it.
- ♥ If the Pedi Key is installed, remove it.

If the AED is emitting a series of triple chirps

- ♥ Remove the battery for 5-10 seconds and reinstall it.
- ♥ Contact Philips technical support at 1-844-531-6861.

The Ready light is off and the AED is not beeping/ chirping

- ♥ Remove the battery for 5-10 seconds and reinstall it.

If that does not resolve the issue, the AED may need a new battery or may have an issue.

- ♥ Contact Philips technical support at 1-844-531-6861.
- ♥ If the battery was installed more than 3.5 years ago, contact Via for a new one and open a support ticket on onlineoversight.com.

If your AED is still not ready for use after following this guide, reach out to Via's service team at info@viaheartproject.org or 800-284-0125, or check the full manufacturer manual for more.

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