

Sensinel™ CPM System

Known Issues for Clinicians



Known Anomaly ID	Description	Mitigation
WIL-KAA1012_71	Threshold Breach function for Respiration Rate and Relative Tidal Volume is not functional	Check Respiration Rate's and Relative Tidal Volume's values presented in the graph and see if it is out-of-range for the patient. Do not rely on visual indicators for Respiration Rate and Relative Tidal Volume Threshold Breaches.
WIL-KAA1012_01	The diastolic heart sounds strength may be unavailable due to known rare issue.	None. Data may not be available when issue occurs.
WIL-KAA1012_02	List of time zones in Sensinel CPM Customer Admin includes countries outside the product offering.	Contact Sensinel CPM Support when adding or editing a patient profile in Sensinel CPM Customer Admin. Do not select time zones outside of those in country of use in Sensinel CPM Customer Admin.
WIL-KAA1012_03	Autocomplete functionality in supported web browsers may cause errors in entering patient details into the Sensinel CPM Customer Admin.	Contact Sensinel CPM Support when adding or editing a patient profile in Sensinel CPM Customer Admin.
WIL-KAA1012_04	Once an alternate contact is added to a patient profile in Sensinel CPM Customer Admin, the field cannot be left blank.	Contact Sensinel CPM Support when adding or editing a patient profile in Sensinel CPM Customer Admin.
WIL-KAA1012_06	The Sensinel CPM Customer Admin will not display a network outage error message if used without an internet connection on the program details page.	When using Sensinel CPM Customer Admin, check for network connectivity prior to login and if unexpected behavior occurs on the Program Details page.
WIL-KAA1012_07	There is a lag on the "Last Updated" field in the Sensinel CPM Customer Admin.	Wait a period of 30 seconds before relying on data in the "Last Updated" field in Sensinel CPM Customer Admin after making changes.

Sensinel™ CPM System Known Issues for Clinicians from
WIL-KAA1012 Rev B CPM System Known Issues for Clinicians



Known Anomaly ID	Description	Mitigation
WIL-KAA1012_08	There is a lag on the "Last Updated" field in the Sensinel CPM Customer Admin.	Wait a period of 30 seconds before relying on data in the "Last Updated" field in Sensinel CPM Customer Admin after making changes.
WIL-KAA1012_09	No warning is given when cancelling the creation of a new patient in Sensinel CPM Customer Admin.	Contact Sensinel CPM Support when adding or editing a patient profile in Sensinel CPM Customer Admin.
WIL-KAA1012_10	Clicking continue or hitting the enter button on the keyboard before pressing the verify code button verifying the e-mail will result in incorrect error message being displayed.	Ensure you press the verify code button after entering the M2FA code and a message that your e-mail has been verified is displayed before clicking continue and/or enter on your keyboard.
WIL-KAA1012_11	Users can reset passwords on inactive accounts.	You will not be able to login until the account is reactivated regardless of the password reset. Contact Sensinel CPM Support to reactivate accounts.
WIL-KAA1012_12	When navigating to an invalid patient profile by modifying the patient ID in the URL for the Sensinel CPM Web Application, both a loading screen and error message is displayed. The error message may not remain on screen long enough to read.	To navigate to a patient profile on the Sensinel CPM Web Application, search for the patient by patient ID or the patient name in the search bar.
WIL-KAA1012_13	In the Sensinel CPM Customer Admin, when searching for a program that yields no results, the List of Programs is still displayed, and text remains in the search box.	Contact Sensinel CPM Support when adding or editing a patient profile in Sensinel CPM Customer Admin.

Sensinel™ CPM System Known Issues for Clinicians from WIL-KAA1012 Rev B CPM System Known Issues for Clinicians

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WIL-KAA1012_14	Clicking on the browser's back button may return users to the Terms of Use even after the Terms of Use has been completed on the Sensinel CPM Customer Admin.	Refresh the page and proceed to log in normally to the Sensinel CPM Customer Admin.
WIL-KAA1012_15	When on the "Forgot Password" screen, clicking Cancel may navigate to a different page or display an error message.	Refresh the page or click "Go Back to Login" to return to the login screen.
WIL-KAA1012_16	In the Sensinel CPM Customer Admin, an error may be displayed stating user does not have the required permissions when switching from one institution to another.	Proceed with using the program as intended as the error message does not affect performance.
WIL-KAA1012_17	An error message is displayed if the page is refreshed during the login process.	Return to the login page and proceed to log in normally.
WIL-KAA1012_18	On the Sensinel CPM Customer Admin, an unclear error message is shown when internet connection is lost while creating a new patient.	Contact Sensinel CPM Support when adding or editing a patient profile in Sensinel CPM Customer Admin.
WIL-KAA1012_19	During the login flow, an error message may be shown even after the code verification step was successfully completed.	Even if the error is displayed, click Continue to login normally.
WIL-KAA1012_20	Kit activation may fail when approximately 100 or more requests are received concurrently.	Contact Sensinel CPM Support if you expect that a Kit activation failed resulting in missing measurement files.
WIL-KAA1012_21	The Program's status remains new even after an active patient is in the program on Sensinel CPM Customer Admin.	Do not rely on the Program Status indicator to determine if active patients are linked to the program on Sensinel CPM Customer Admin.

Sensinel™ CPM System Known Issues for Clinicians from
WIL-KAA1012 Rev B CPM System Known Issues for Clinicians



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WIL-KAA1012_22	On the Sensinel CPM Customer Admin, after refreshing the page, you will be redirected to the first institution in the institutional drop down rather than remaining on the selected institution.	After refreshing the screen, be sure to reselect the desired institution from the institutional drop down on the Sensinel CPM Customer Admin.
WIL-KAA1012_23	In the Sensinel CPM Customer Admin, an infinite loader will be displayed instead of an error message when accessing the program settings without an internal connection.	When using Sensinel CPM Customer Admin, check for network connectivity prior to login and if unexpected behavior occurs on the Program Settings page.
WIL-KAA1012_24	Load times increase if the system has not been used for an extended period.	Allow for additional load times, up to 10 minutes, if you have not signed into the system for an extended period.
WIL-KAA1012_25	During the Forgot Password flow, an error message may remain on the screen even after the error has been addressed.	When an error message does not clear during the Forgot Password flow, continue to proceed through the flow as normal. The error will not prevent you from continuing.
WIL-KAA1012_27	On the Sensinel CPM Web Application, the "Include Data in Trend Chart" option is overriding the Select/ Load/ View option on the ECG chart.	To Select/ Load/ View the selected ECG on the Sensinel CPM Web Application, reload the page by refreshing on the web browser.
WIL-KAA1012_28	The pinch and drag function on the ECG strip on the Sensinel CPM Web Application fails toward the end of the strip, and the last 0.5 seconds is not visible.	To view the end of the ECG strip on the Sensinel CPM Web Application, use the slide bar below the strip to navigate rather than pinch and drag.
WIL-KAA1012_29	While on the ECG strip on the Sensinel CPM Web Application, if the user moves to view the last 2 seconds of the strip, zoom in, and then click Auto scale, the ECG strip will become completely white.	If the ECG strip turns white on the Sensinel CPM Web Application, zoom out on the graph to view the strip.

Sensinel™ CPM System Known Issues for Clinicians from WIL-KAA1012 Rev B CPM System Known Issues for Clinicians

Known Anomaly ID	Description	Mitigation
WIL-KAA1012_30	On the "Manage Reading & Select Baseline" page on the Sensinel CPM Web Application, the trend chart slider can unselect itself if the user moves between multiple pages of readings without first saving their selection.	When viewing the "Manage Reading & Select Baseline" page on the Sensinel CPM Web Application, save the selections on each page before moving to the next.
WIL-KAA1012_31	A reading that is still being processed or has failed processing can be selected as the patient's baseline on the Sensinel CPM Web Application.	Always review the reading for appropriateness before selecting it as the patient's baseline on the Sensinel CPM Web Application.
WIL-KAA1012_33	The patient search fails when the patient ID is in lower case on the Sensinel CPM Web Application.	While searching for a patient on the Sensinel CPM Web Application, select the patient from the drop-down list to navigate to the patient profile.
WIL-KAA1012_34	The patient search does not respond to non-Latin characters on the Sensinel CPM Web Application.	Only use patient names and/ or patient IDs when searching for a patient on the Sensinel CPM Web Application.
WIL-KAA1012_36	On the Sensinel CPM Web Application, a future date can be selected when entering in vitals.	Confirm that the date entered into the vital record is accurate to the date the vital was taken when creating the record in the Sensinel CPM Web Application.
WIL-KAA1012_38	In the Sensinel CPM Web Application, a user with read only permissions can take the steps to create a new vital record but is unable to save. An error message will not be displayed.	Only users with Read and Write permissions should edit patient records, including adding vitals in the Sensinel CPM Web Application.
WIL-KAA1012_39	In the Sensinel CPM Web Application, the contents of the Terms of Use will not open when pasting the link in a new window. Instead, the patient's detail page will be visible.	Always review the Terms of Use in the main browser window when prompted.

Sensinel™ CPM System Known Issues for Clinicians from
WIL-KAA1012 Rev B CPM System Known Issues for Clinicians



Known Anomaly ID	Description	Mitigation
WIL-KAA1012_40	In the login flow during the email verification step, an SSO user will receive an error message if the screen is refreshed.	Do not refresh the screen in the browser while in the email verification step of an SSO login. If error does occur, back out, and restart the login process.
WIL-KAA1012_41	On the Sensinel CPM Web Application, decreased trended values have both a downward arrow and negative sign.	A downward facing arrow and negative value should be understood as a decreased trend on the Sensinel CPM Web Application.
WIL-KAA1012_43	Log out will be unsuccessful if a previous log out request was canceled on the Sensinel CPM Web Application.	If a logout request was previously canceled, refresh the page before trying to logout again on the Sensinel CPM Web Application.
WIL-KAA1012_44	Data from an inactive unit is not visible on a patient profile unless the patient is linked to an active device and a new measurement is uploaded in the Sensinel CPM Web Application.	None. Sensinel CPM Web Application is meant to view active patient data.
WIL-KAA1012_45	The search history remains visible in the browser history after the search criteria is removed in the Sensinel CPM Web Application. Be aware that ePHI may be stored in your browser/ search history.	When using a public device, either clear the device browser history and/ or use Incognito browsing when accessing the Sensinel CPM Web Application.
WIL-KAA1012_46	Pressing the back button on the web browser when on the patient search page on the Sensinel CPM Web Application will navigate back to the Terms of Use page even if previously accepted.	Review the Terms of Use for the most updated version each time when prompted to return to the patient search screen on the Sensinel CPM Web Application.
WIL-KAA1012_47	There is no clear error message when internet is lost after entering a username during the login flow.	Check for network connectivity prior to login and if unexpected behavior occurs on the login page.

Sensinel™ CPM System Known Issues for Clinicians from WIL-KAA1012 Rev B CPM System Known Issues for Clinicians

Known Anomaly ID	Description	Mitigation
WIL-KAA1012_50	There is no clear error message when internet is lost on the patient search screen on the Sensinel CPM Web Application.	When using the Sensinel CPM Web Application, check for network connectivity prior to login and if unexpected behavior occurs on the patient search screen.
WIL-KAA1012_51	No error message is displayed when internet is lost on the Terms of Use screen on the Sensinel CPM Web Application.	When using Sensinel CPM Web Application, check for network connectivity prior to login and if unexpected behavior occurs while accepting the Terms of Use.
WIL-KAA1012_52	An incorrect battery percentage for the Sensinel CPM Wearable may be displayed on the Sensinel CPM Mobile App.	If you suspect the battery percentage displayed on the Sensinel CPM Mobile App is incorrect, disconnect the Sensinel CPM Wearable from the App and reconnect.
WIL-KAA1012_54	List of time zones in Sensinel CPM Mobile App includes countries outside the product offering.	Scroll through the list of available time zones to find the appropriate time zones the product is offered in the Sensinel CPM Mobile App.
WIL-KAA1012_56	While taking a measurement with the Sensinel CPM Web App, exiting and reentering the app may result in an infinite spinning loop.	Remain in the Sensinel CPM Mobile App while taking a reading. If the infinite spinning loop occurs, close the app and re-enter to restart the reading.
WIL-KAA1012_57	The Sensinel CPM Mobile App will display an authorization failure whenever there is an access issue.	If access issues occur, reach out to your System Administrator and/or Sensinel CPM Support.
WIL-KAA1012_58	The Sensinel CPM Mobile App may display a nondescript error message when trying to save patient details.	Back out of the patient profile on the Sensinel CPM Mobile App and repeat the steps to add details to the patient profile. If the error continues, contact Sensinel CPM Support.

Sensinel™ CPM System Known Issues for Clinicians from
WIL-KAA1012 Rev B CPM System Known Issues for Clinicians



Known Anomaly ID	Description	Mitigation
WIL-KAA1012_60	An error message will appear when the Bluetooth on the mobile device is off that will prompt the user to leave the Sensinel CPM Mobile. Leaving the app may cause it to crash.	Before logging into the Sensinel CPM Mobile App, make sure the Bluetooth setting on the mobile device has been turned on.
WIL-KAA1012_62	The patient ID may overlap with other information on the patient details screen on the Sensinel CPM Mobile App.	If necessary, confirm the patient ID and other patient information on Sensinel CPM Customer Admin.
WIL-KAA1012_64	The Sensinel CPM Wearable may not be discoverable on the Sensinel CPM Mobile App after multiple attempts in a short span.	When the Sensinel CPM Wearable is not discoverable, wait 30 seconds before trying to connect, and then repeat the steps on the Sensinel CPM Mobile App. If the issue remains, contact Sensinel CPM Support.
WIL-KAA1012_65	An incorrect error message "Patient Data Failure" may be present after a successful reading on the Sensinel CPM Mobile App.	If the error is encountered on the Sensinel CPM Mobile App, confirm the mobile device has network connection and proceed as normal.
WIL-KAA1012_66	The lean forward Tilt Error message does not occur in position 2 during the reading on the Sensinel CPM Mobile App.	Confirm that the patient is in the correct position before proceeding with the position 2 reading in the Sensinel CPM Mobile App.
WIL-KAA1012_67	The Sensinel CPM Mobile App may display an error message that the connected Sensinel CPM Wearable has reached the maximum file size and is out of memory.	If a memory error occurs on the Sensinel CPM Mobile App, reconnect the Sensinel CPM Wearable to Sensinel CPM Base Station for a minimum of an hour. Repeat the steps to take the measurement and if error remains, contact Sensinel CPM Support.

Sensinel™ CPM System Known Issues for Clinicians from WIL-KAA1012 Rev B CPM System Known Issues for Clinicians

Known Anomaly ID	Description	Mitigation
WIL-KAA1012_68	In some cases, if the network connection is lost and then reenabled while entering medical details and reviewing thresholds after a successful reading on the Sensinel CPM Mobile App, an error may occur in which data will not be saved.	In the event an error occurs on the Sensinel CPM Mobile App in which previously entered data is not saved, re-enter the data into the app.
WIL-KAA1012_69	Measurement data upload from the Sensinel CPM Wearable fails.	Unplug the Sensinel CPM Wearable from Sensinel CPM Base Station, wait 10 seconds, and plug it back into the CPM Base Station.
WIL-KAA1012_70	Sensinel CPM Base Station does not behave normally.	Contact Sensinel CPM Support.