

My ECG Simulator is Not Working

Purpose

This guide will walk you through some troubleshooting steps for the ECG simulator.

Blinking or Flickering Lights:

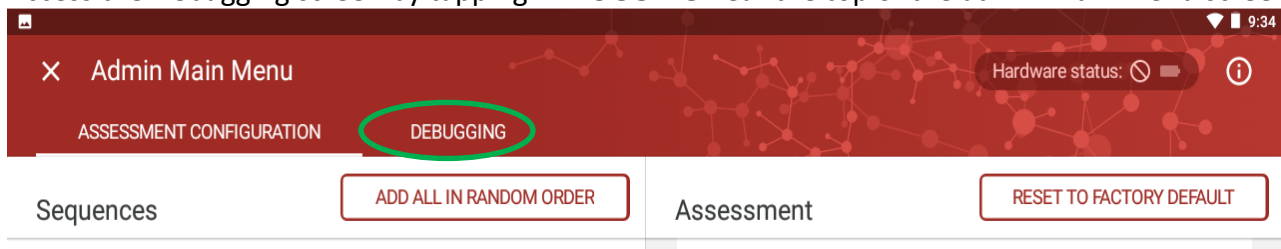
If the placement lights on the simulator are blinking back and forth there are a couple steps you can go through.

- First try replacing the batteries in the simulator or switch the power to draw from the tablet (switch in down position).
- If the issue continues, double check all connections are in proper position. Sometimes if the electrodes are off by enough, the signal will blink in and out.
- If you are still seeing issues after that Contact product support.

Debugging

Debugging is the process of identifying and removing errors from the hardware and software.

1. Turn on the tablet and connect tablet to the simulator with the USB cord.
2. Connect a lead to the simulator and attach the leads to the correct location on the torso.
3. Access the Debugging screen by tapping **DEBUGGING** near the top of the admin main menu screen.



4. If the circles are gray with a line through them , the leads are not connected or the simulator is not connected to the tablet.



5. If a circle is red with a diagonal line through it , the lead is in the wrong position on the simulator.



Leads runtime

 V2  V3  V4  V5  V6  RA  LA  LL  V1  RL

6. The circle with a checkmark  shows that the lead is in the correct position and connected correctly.

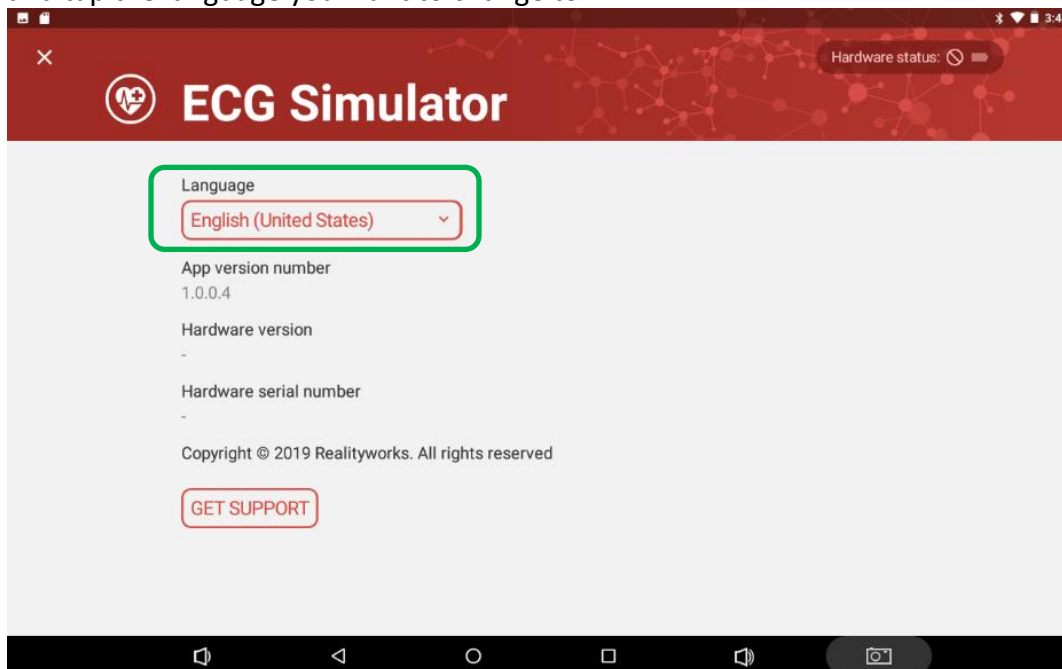
Change Language

If you need to change the language on the tablet.

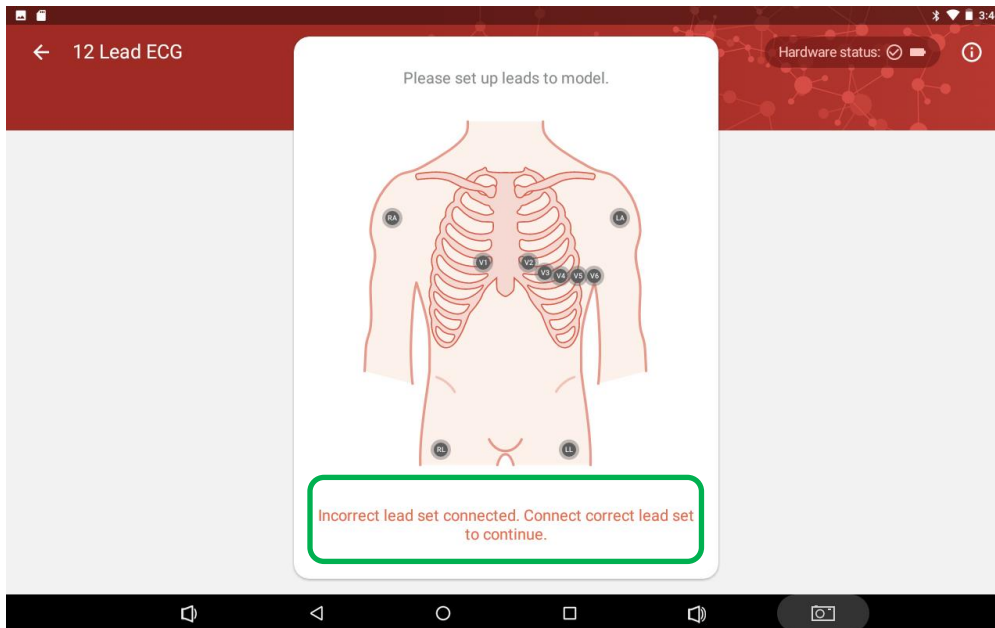
1. Tap the “i” icon at the top right corner, it opens the information screen.



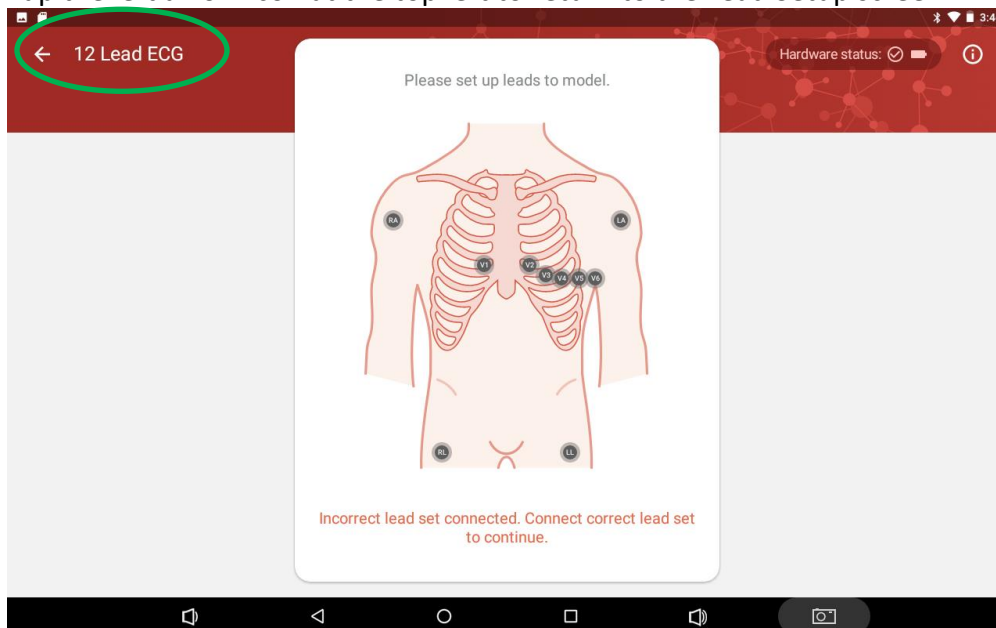
2. Here you can change the language to English or Spanish (both are US regions). Tap the dropdown box and tap the language you want to change to.



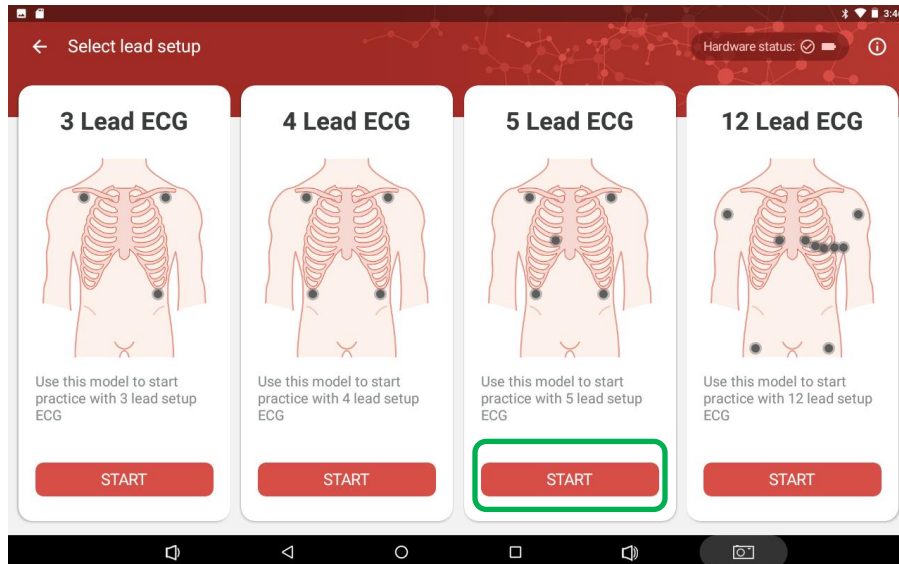
Incorrect Lead Error Message



1. Make sure that the correct lead set connected to the simulator is the same lead type selected on the tablet.
2. Tap the left arrow icon at the top left to return to the Lead Setup screen.



3. Disconnect the lead set from the simulator and choose a different lead set. Connect the new lead set to the simulator.



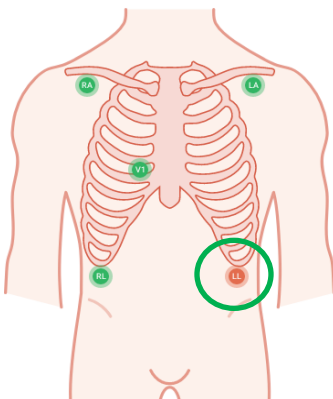
4. Select the new lead type on the Lead Setup screen.
 - a. If you still get the “Incorrect Lead” error message, contact Product Support for further testing.
 - b. If the new lead set is recognized contact Product Support for further testing as the original lead set may be bad.

Lead is Not Detected

I have attached my lead set to the simulator, but the tablet shows a black or a red indicator and informs me to set up the leads correctly.

Red – Simulator is detecting a signal, but it is not the correct signal, the lead is placed incorrectly.

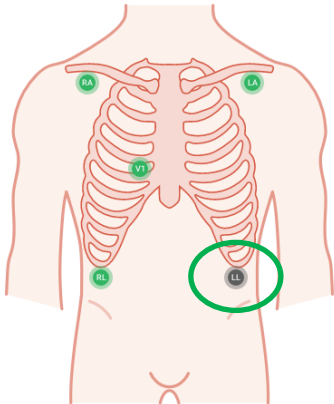
Please set up leads to model.



Please set up leads correctly LL...

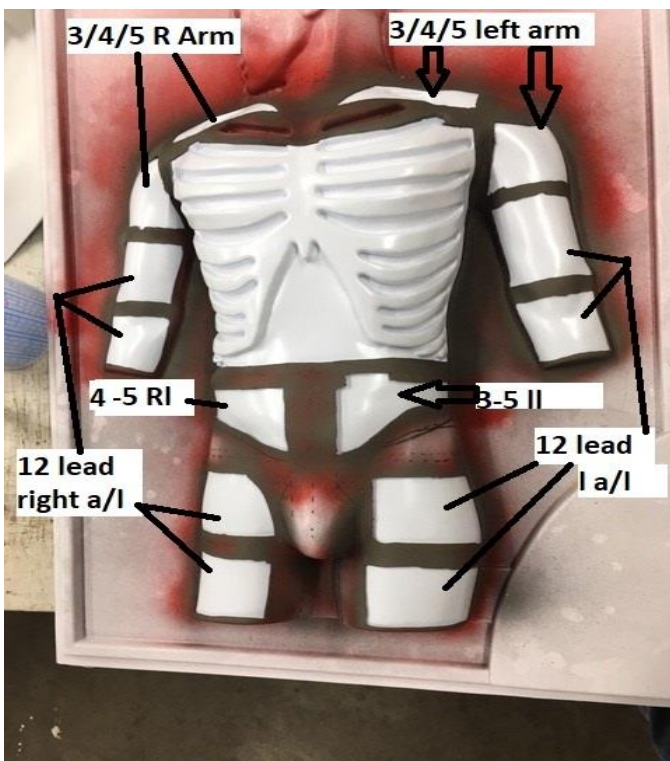
Black – Simulator is not detecting a signal, either the lead is placed on the simulator where there are no sensors, or the lead is not attached to the simulator at all.

Please set up leads to model.



Please set up leads correctly ...

Lead placement is critical, if the lead is not placed in a location that has a sensor, the lead will not be recognized and will come up black on the tablet. If the lead is placed in an incorrect location it will come up as red on the tablet.



Some lead sets have shared lead locations which can be used to verify if there is a problem with either the lead or the simulator.

Leads with shared location

- 3 Lead Set – Uses left leg, left arm and right arm
- 4 Lead Set – Uses left leg, left arm, right leg and right arm
- 5 Lead Set – Uses left leg, left arm, right leg, right arm and the v1 location (4th intercostal position near the breastbone right side of simulator)

Example: If the left arm on the 3 Lead Set is not being recognized, use either the 4 or 5 Lead Set to test the left arm. If the left arm is recognized using the 4 or 5 Lead Set, then the 3 Lead Set is not operating and you will need to contact Product Support.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/