

## 5.7 Troubleshooting

The following table lists the common causes for problems, the possible cause and the possible corrective actions. Refer to the other sections of the User Manual for detailed explanations on how to implement the corrective actions. If the unit continues to be non-functional, refer the unit for servicing.

Symptom	Possible Cause	Corrective Action
<b>Unit will not turn on</b>	Battery pack not inserted	Insert battery pack
	Battery pack depleted or non-functional	Replace battery pack
	Unit is non-functional	Return unit for service
<b>Unit immediately turns off</b>	Battery pack depleted	Replace battery pack
	Unit is non-functional	Return unit for service
<b>ASI is solid red</b>	Unit detected an error	Run manually initiated Self-Test
<b>ASI blinks red</b>	ASI 9V battery low	Replace ASI 9V battery
	Unit needs servicing	Turn unit on and run manually initiated Self-Test
	Battery pack non-functional	Replace battery pack
	Electrode pads are not pre-connected to unit	Connect electrode pads to unit
<b>ASI does not blink at all</b>	ASI 9V battery depleted	Replace ASI 9V battery
	Battery pack not inserted	Insert battery pack
	Battery pack non-functional	Replace battery pack
	Unit is non-functional	Return unit for service
<b>Power on self-test failed, service code 'xxx'</b>	Unit needs servicing	Record code number and return unit for servicing
<b>Battery pack self-test failed, service code 'xxx'</b>	Battery pack needs servicing	Record code number and replace with new battery pack
<b>Service required</b>	Unit needs servicing	Return unit for service
<b>"Replace battery pack" voice prompt</b>	Battery pack capacity is critically low	Unit will probably not deliver a shock, replace battery pack immediately
<b>"Battery pack low" voice prompt</b>	Battery pack capacity is getting low	Unit will still deliver shocks, replace battery pack as soon as possible
<b>"Replace 9 volt battery" voice prompt</b>	9V battery low or missing	Unit will still operate to treat patients, replace 9V battery as soon as possible

Symptom	Possible Cause	Corrective Action
<b>“Plug in pads connector” voice prompt</b>	Connector not in properly	Make sure pads connector is oriented correctly and fully inserted
	Pad connector broken	Replace pads
	Unit’s connector broken	Return unit for servicing
<b>“Apply pads to patient’s bare chest as shown” voice prompt</b>	Pads not connected to patient	Place pads on patient
	Pads not making good connection to patient	Check pad connection to patient
	Pads or pad cable damaged	Replace pads
<b>“Poor pad contact to patient” or “Press pads firmly” voice prompt</b>	Dry pads	Replace pads
	Partial pad connection	Check that pads are placed securely on patient
<b>“Check pads” voice prompt</b>	Pads touching	Separate pads and place correctly on patient
<b>“Stop motion” voice prompt</b>	Patient motion has been detected	Stop patient motion
<b>“Stop interference” voice prompt</b>	External interference has been detected	Stop external interference
<b>“Analyzing interrupted” voice prompt</b>	Motion or interference detected	Stop motion or interference
<b>“Shock cancelled” voice prompt</b>	Patient’s ECG rhythm changed	No action necessary
	Shock button not pushed within 30 seconds	Push shock button within 30 seconds
<b>“Shock not delivered” voice prompt</b>	Low battery – insufficient to charge	Replace battery pack
	Hardware failure	Run manually initiated Self-Test, return unit for servicing
	Bad pad to patient connection	Check that pads are placed securely on patient
	Dry pads	Replace pads
<b>“Replace memory card” voice prompt</b>	DDC card is full	Replace DDC card with a card that is not full
	DDC has failed	Replace DDC card
<b>“Pads missing” voice prompt</b>	Pads not connected	Make sure pads connector is oriented correctly and fully inserted into unit
<b>Unit makes periodic “beep” sound</b>	Unit has detected a condition that needs user attention	Turn unit on to run the power-on Self-Test
<b>All indicator LEDs blinking, unit does not operate</b>	Hardware failure	Run manually initiated Self-Test, return unit for servicing