PRiME Troubleshooting Guide

# Invasive Blood Pressure (IBP) is not displayed on GE Maclab screen.

ECG data is properly displayed on the GE Maclab screen, but the IBP data is not displayed. Attempts to zero the transducers fail with no error message.

1. If the IBP is displayed on the main PRiME application screen but **not** the GE Maclab screen, this is a known issue with how PRiME interacts with the Maclab system. There is a workaround to restore the IBP display on the Maclab screen.
   1. Stop the PRiME application software by hitting the stop button.
   2. Turn off the gray National Instruments Box located atop the PRiME PC.
      1. There is a black rocker switch on the right rear side of the box.
      2. Flip the switch to turn off power, wait 10 seconds, then turn power back on
      3. Restart the main PRiME application
      4. The IBP should now properly display on the GE Maclab screen
2. If the IBP is **not** displayed on the main PRiME application screen, then there is most likely a cable problem between the IBP transducers and the PRiME-PSC box located in the X-Ray room near the foot of the X-Ray table with the other stack of equipment.
   1. There are two custom IBP adapter cables that plug into the PRiME-PSC box. One side of the IBP adapter cable is a white connector which mates with the standard IBP transducer. The other side of the IBP adapter cable is a 9-pin connector (DB9) with black housing. Check that both sides of both IBP adapter cables are securely attached.
   2. There are two additional cables coming out the side of the PRiME-PSC box. The larger cable has blue connector on both ends, the second cable is smaller with a beige connector. Both cables lead to the side of the stainless steel access box on the floor. Ensure both ends of both cables are securely attached.

# ECG and IBP only display a repeating series of pulses

The ECG and IBP display (both on GE Maclab system and on the main PRiME application) a repeating series of 5 pulses. These pulses are generated by the PRiME system when there is no communication between the PRiME control room hardware (PRiME-CSaAF) and the PRiME-Acquisition hardware (black box located next to the patient bed).

1. Ensure that the PRiME-Acquisition hardware is turned on and has a charged battery.
2. Cycle power on PRiME-PSA
3. Ensure that both fiber optics cables are firmly inserted into the PRiME-Acquisition box
4. Ensure that both fiber optics cables are firmly inserted into the PRiME-CSaAF hardware located on the top of the PRiME PC.