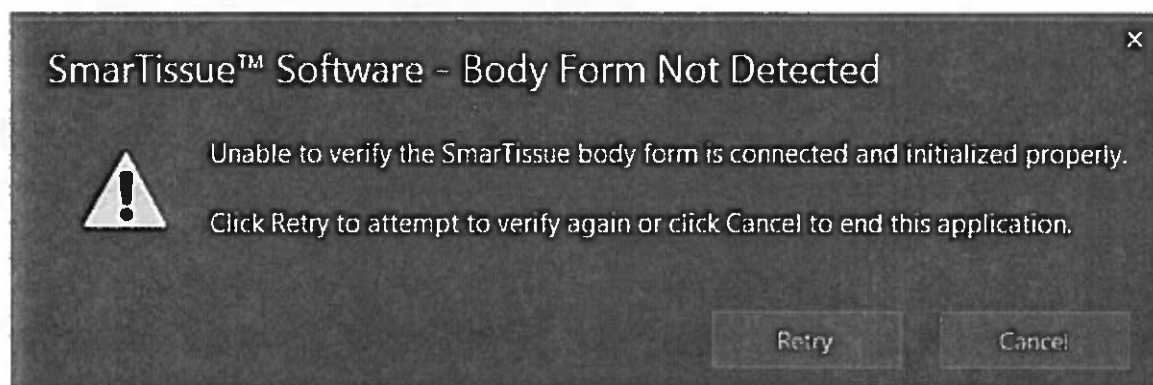


TROUBLESHOOTING

Issue:

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Unable to Verify the Body Form

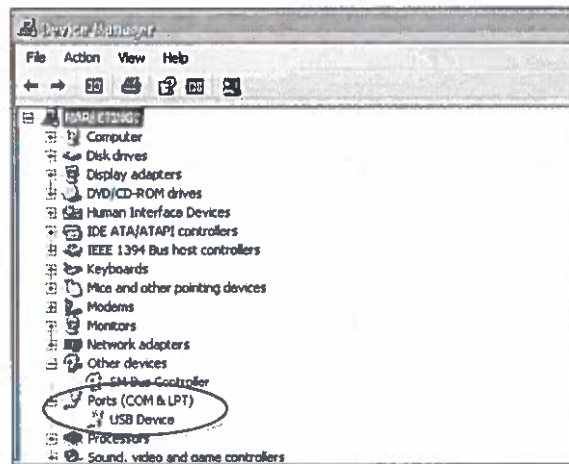


1. Double check that the body form USB cable is connected to the PC running the SmarTissue software. If it is not connected, do so and select "Retry."
2. If the body form is connected and you see the pop-up box, disconnect the USB cord from the PC and wait several seconds. Reconnect the cord and select "Retry".
3. If you still experience issues, take the following steps specific to your Windows Operating System.

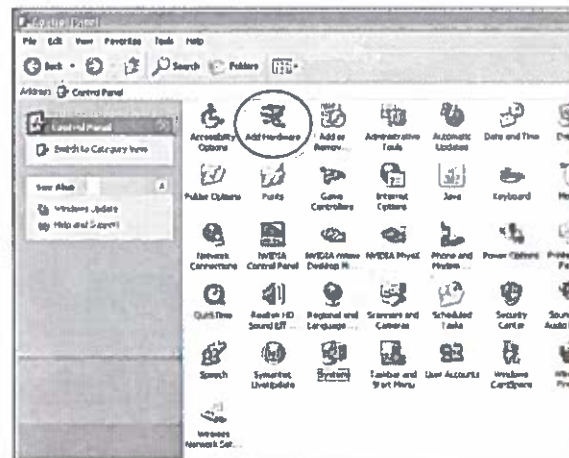
TROUBLESHOOTING

Body Form Not Detected (Windows XP)

1. If the "New Hardware Found Wizard" doesn't automatically launch and/or if the driver is not shown under "Ports," open the Device Manager. Go to Control Panel > System and click on the "Hardware" tab.



2. Go to Control Panel and click on "Add Hardware." This will launch the "Add Hardware Wizard."

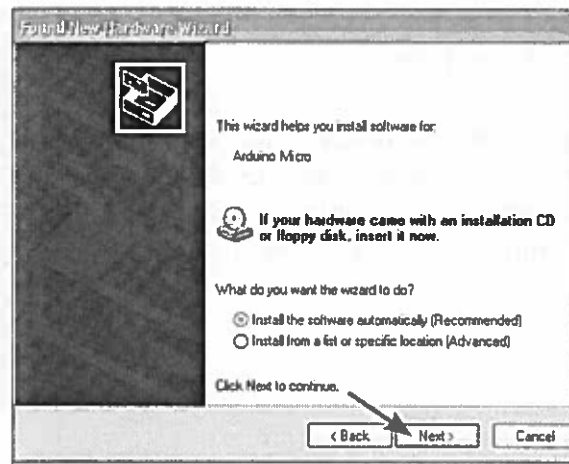


3. Click on "Next."

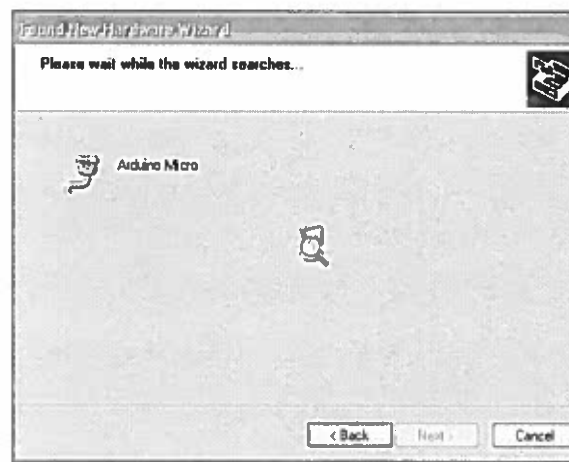


TROUBLESHOOTING

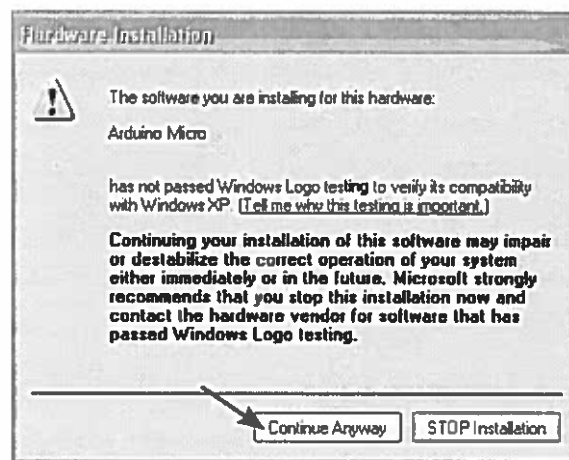
4. Select "Install the software automatically" and click on "Next."



5. Do not click on "Back" or "Cancel" as the wizard searches.



6. When asked if you want to continue installing the software, click on "Continue Anyway."



TROUBLESHOOTING

7. The wizard is now complete – click on “Finish.”

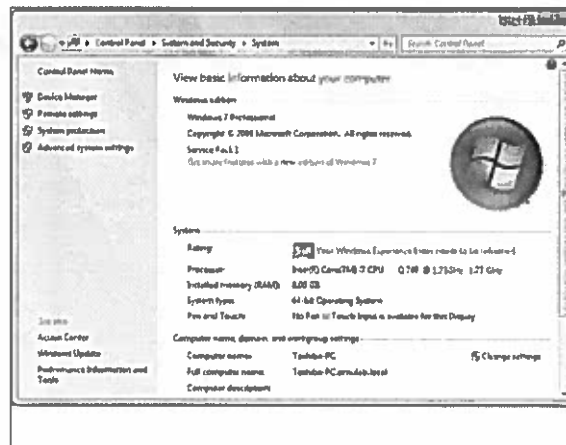
You are now ready to launch your SmarTissue software. Go to your desktop and double-click on the SmarTissue icon to begin.



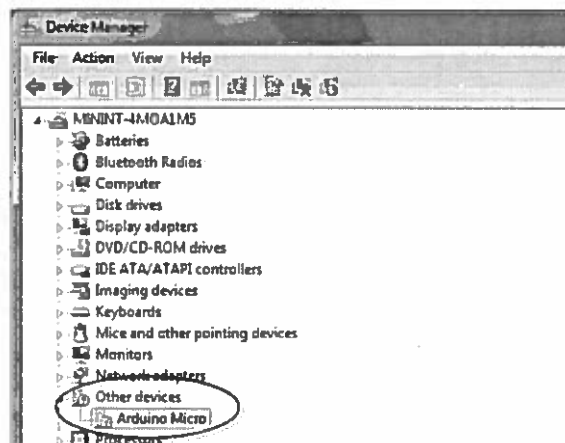
TROUBLESHOOTING

Body Form Not Detected (Windows 7, Windows 8)

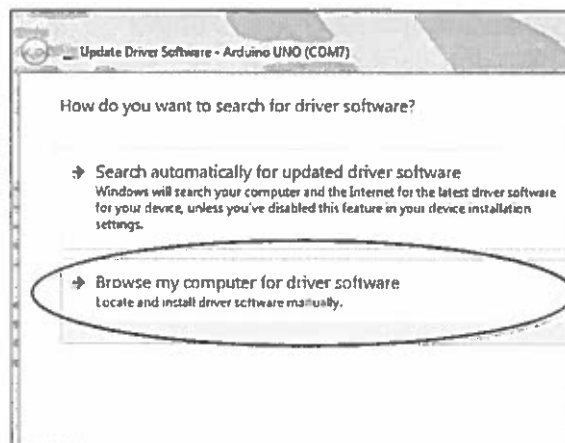
1. Open the Device Manager by going to Control Panel > System and Security > System and clicking on "Device Manager" at the top left.



2. Ensure SmarTissue software is closed. Under "Other Devices" right click Arduino Micro or Arduino UNO and select "Update Driver Software". If Arduino is not displayed, right click "Unknown Device" and select "Update Driver Software".

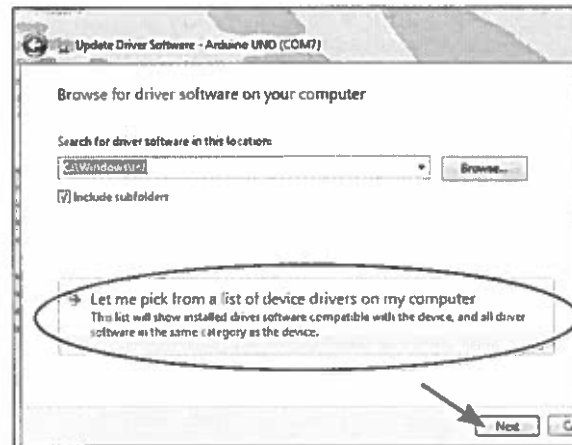


3. Click on "Browse my computer for driver software."

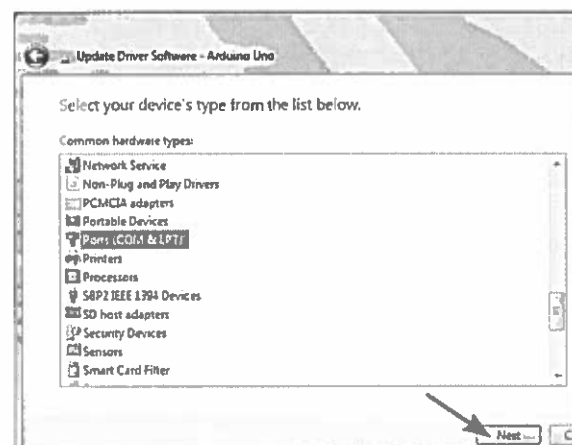


TROUBLESHOOTING

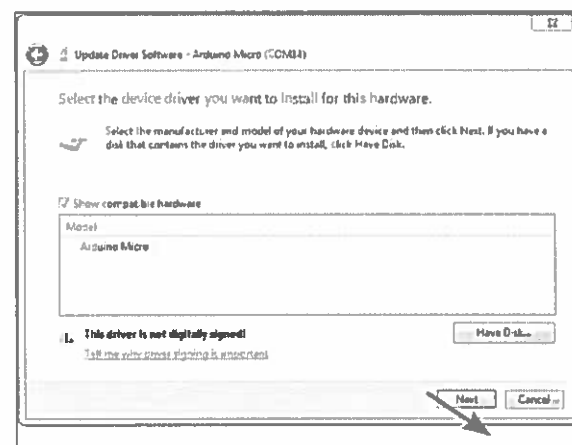
- Click on "Let me pick from a list of device drivers on my computer" and click on "Next."



- Next select "Ports (COM & LPT)" and click on "Next."

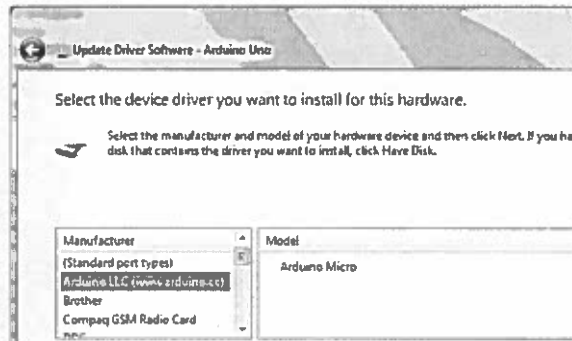


- Select Arduino Micro or Arduino UNO and click on "Next."

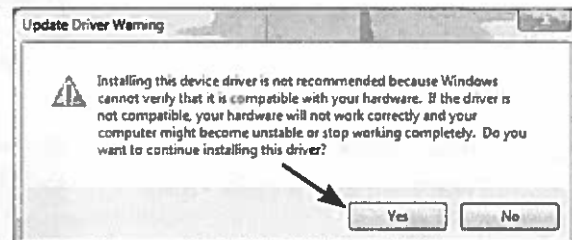


TROUBLESHOOTING

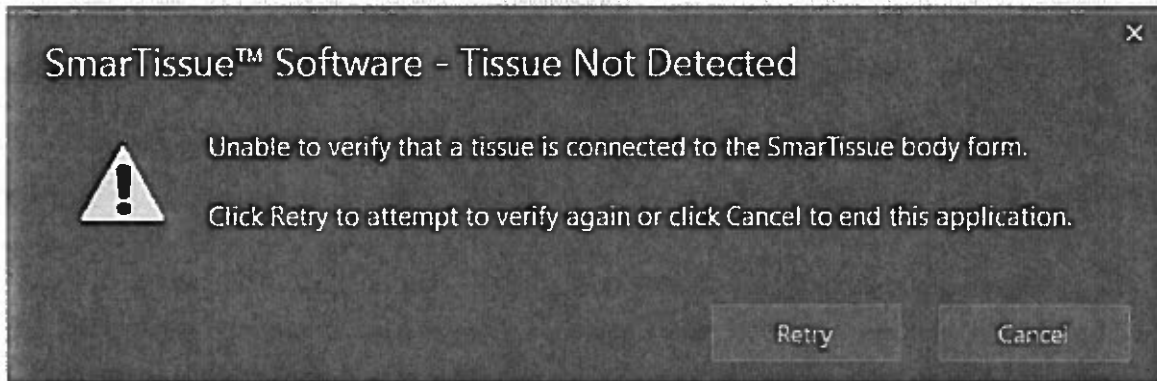
7. If prompted, select "Arduino LLC" as the Manufacturer and Arduino Micro or Arduino UNO R3 as the Model and click on "Next."



8. If asked to continue installing the driver, click on "Yes."



Tissue Not Detected

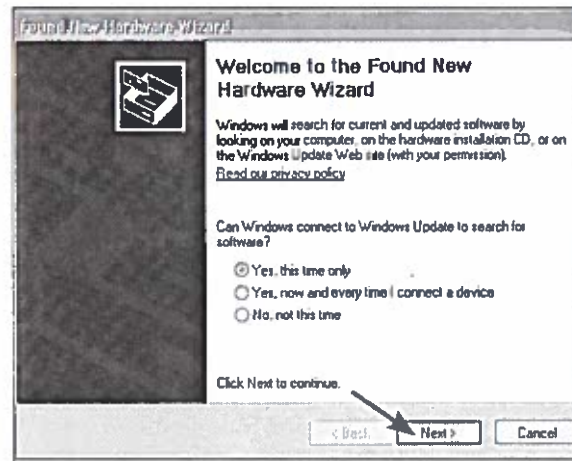


1. If you encounter this pop-up box, your SmarTissue Body Form is operational but cannot detect an attached tissue. Double check the tissue data cable connection as shown in the system set up. If the tissue was improperly connected, fix the connection and click "Retry."
2. If the tissue is correctly connected and you still see this pop-up, select "Cancel" to close the SmarTissue software and wait several seconds. Disconnect the Body Form USB cable from the PC. Reconnect the cord and reopen the SmarTissue software.
3. If you still experience issues, follow the steps specific to your operating system under "Body Form Not Detected".

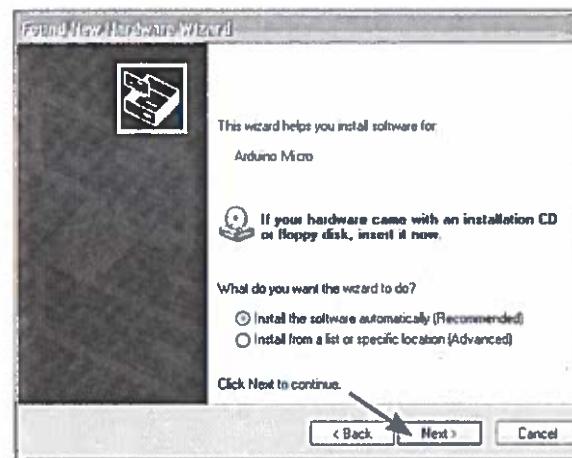
TROUBLESHOOTING

Windows Produces an “Add New Hardware Wizard” pop-up box on Windows XP

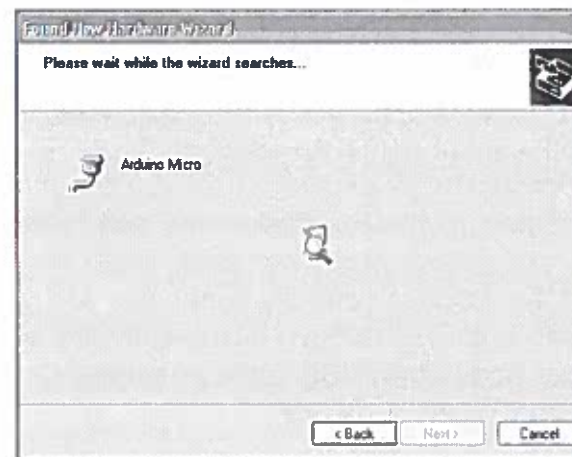
1. When asked “Can Windows connect to Windows Update to search for software?” select “Yes, this time only” and click on “Next.”



2. On the next screen, select “Install the software automatically” and click on “Next.”

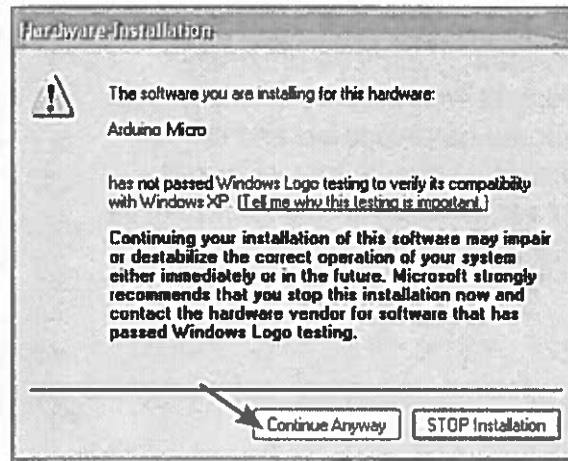


3. Do not click on “Back” or “Cancel” as the wizard searches.



TROUBLESHOOTING

4. When asked if you want to continue installing the software, click on "Continue Anyway."



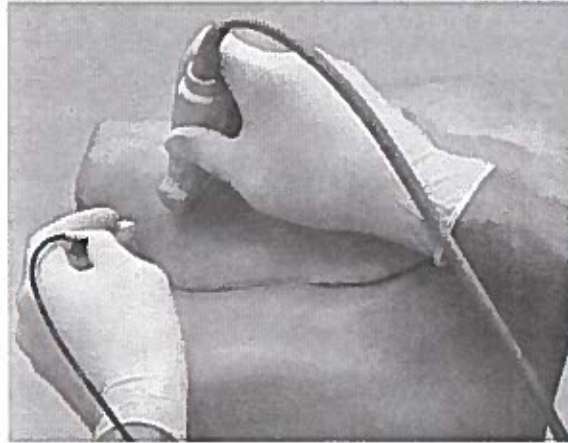
5. The wizard is now complete – click on "Finish."



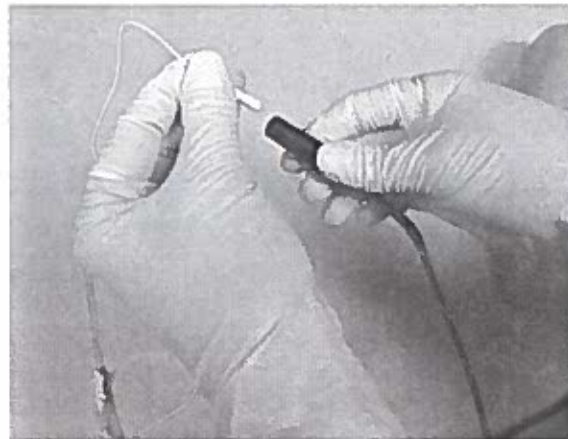
TROUBLESHOOTING

Nerves contacted with the needle are not indicated on the software

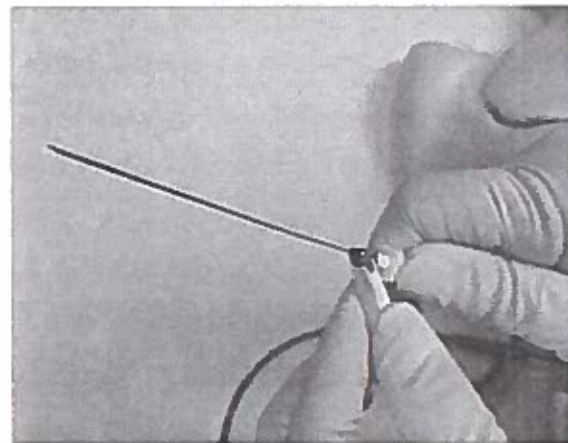
1. It can be difficult to accurately and repeatedly achieve proximity or contact with a nerve. A slight “pop” should be palpated and nerve proximity should be visualized under ultrasound to confirm nerve proximity or contact.



2. Make sure that your Pajunk Needle is properly connected to the Needle Power Supply.

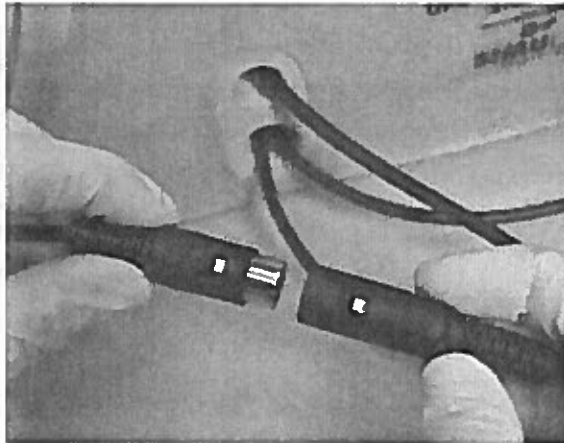


3. If you are using a non-Pajunk needle, ensure that the Universal Needle Adapter is properly clipped to a metallic portion of the needle.

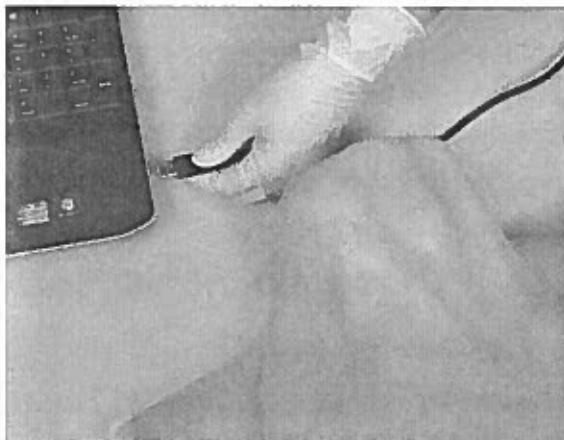


TROUBLESHOOTING

4. Ensure the black Tissue Data Cable is connected to the Body Form Data Cable.



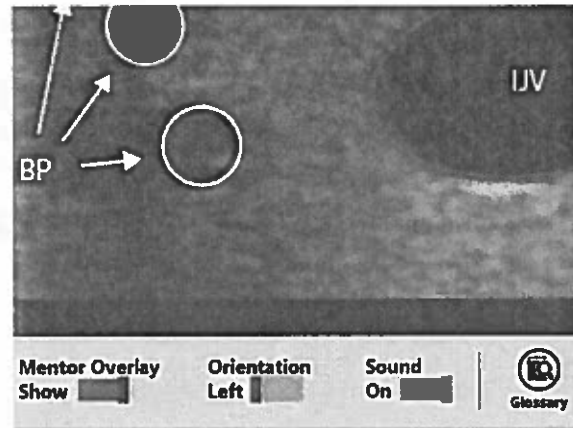
5. If you still experience issues, follow the instructions to check the Body Form connection under Troubleshooting - "Body Form Not Detected".



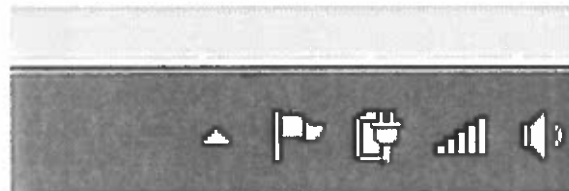
TROUBLESHOOTING

No sound is heard when proximal to or in contact with the nerves.

1. The SmarTissue software utilizes your PC speakers to provide audio feedback. Make sure the "Sound" toggle on the SmarTissue software is turned "On".



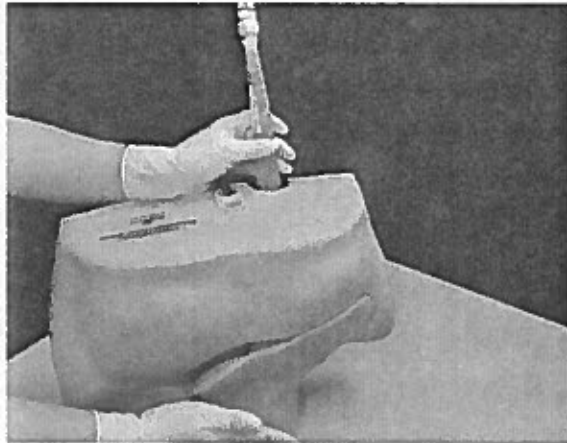
2. Also check your PC system volume by clicking on the speaker icon in the system tray or adjusting the volume manually on your speaker system.



TROUBLESHOOTING

The Tissue Produces an Unrealistic Ultrasound Image

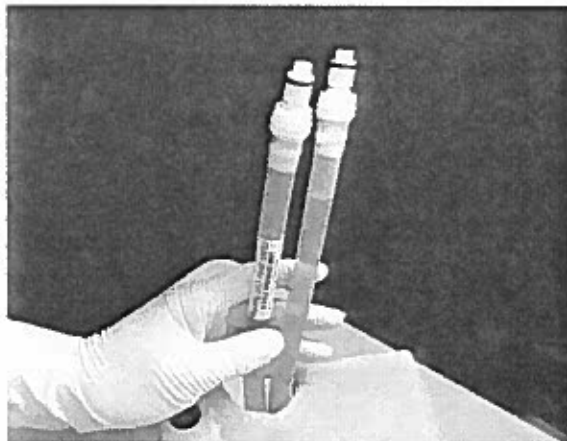
1. If you experience difficulty getting a realistic ultrasound image, there may be air in the vein or artery. To check for air, stand body up on its end and raise fluid lines all the way above the body form.



2. Gently pull the vessels away from the body form to make sure there are no kinks. Gently pat the tissue to make sure all trapped air has escaped.



3. If an air bubble rises, squeeze the vessel near the tip to release the air. Use the pulse bulb or syringe, depending on the vessel to replace the air with fluid. If air remains, refer to the "Refilling Fluid Reservoirs" section.



TROUBLESHOOTING

4. If the ultrasound image you are seeing is not optimal, reset to vascular settings or default settings by turning your machine "off" and then "on."



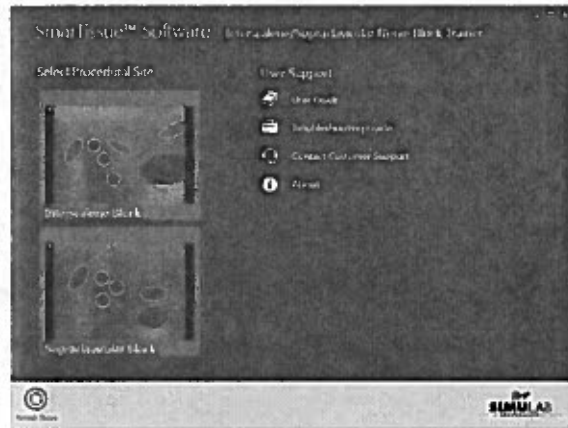
5. It may be necessary to adjust the gain, depth, penetration, and exam settings on the ultrasound machine to achieve a very realistic image.



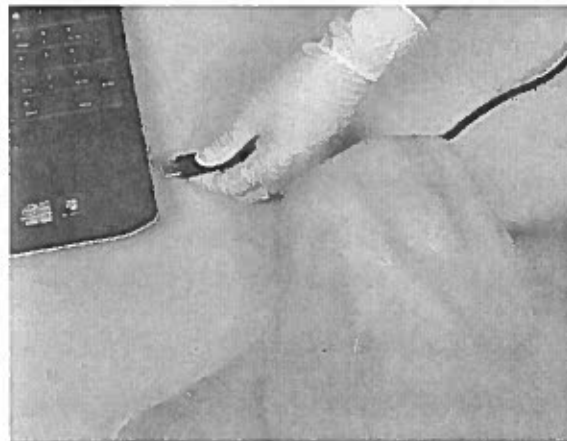
TROUBLESHOOTING

Other Issues with Software Functionality

1. If you experience any issues with the software launching or any other unexpected behaviors, close the application and restart the software.



2. If you still experience issues, disconnect the USB cord from the PC and wait several seconds. Reconnect the cord.



3. If you still experience difficulty, restart your computer. Make sure the body form USB cable is plugged into the computer and that the tissue's data cable is plugged into the body form.

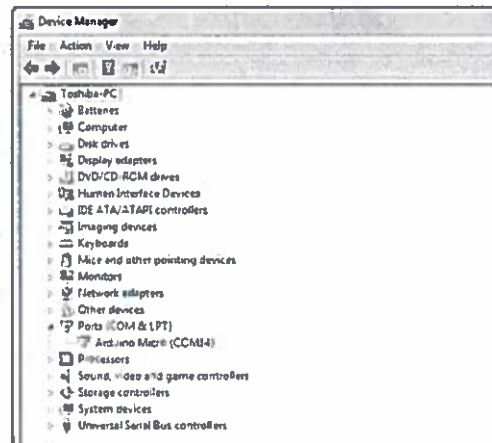
TROUBLESHOOTING

4. Finally, like during System Setup, verify that the driver for the body form is installed via the Control Panel.

For Windows 7 and 8, go to the Control Panel > System and Security > System > Device Manager.

For Windows XP, go to Control Panel > System > Hardware > Device Manager. Look for Arduino Micro or Arduino Uno under "Ports".

If it is not there, go to "Body Form Not Detected" on page 24 for detailed instructions.



5. Once you have verified that the body form is re-initialized, launch the SmartTissue software. If you continue to experience issues, contact Customer Support.

