Mindray North America

Frequently Asked Questions

Product

Passport V

1) Q.) What is the Password to save User Settings?
   A.) The default password is: SYSTEM

2) Q.) Can the Passport V interface to an EMR system?
   A.) In most cases, yes. The Passport V features two serial ports, either of which may be
   configured with the DIAP protocol. Click Here for the complete list of Mindray interface
   partners.

3) Q.) How can I check the software revision of the Passport V?
   A.) In Normal Screen, highlight and select “Functions” button. Highlight and select “System
   Information” button to display the table of software modules. Highlight and select the
   “Scroll” button to browse the complete list of software modules and their revision
   levels.

4) Q.) How do I connect my dual lumen (two hose) cuff to our Passport V monitor?
   A.) Mindray does not sell or recommend the use of dual lumen cuffs, hoses, or adaptors.
   CAUTION: Use of dual lumen cuffs on monitors designed for use with single lumen cuffs
   may cause false believable readings to be displayed.

DPM Low Acuity

1) Q.) What is the User Maintenance Password?
   A.) DPM 2, 3, Accutorr V: 321
   DPM 4, 5: MINDRAY

2) Q.) Where can I find part numbers of accessories for my DPM monitors?
   A.) Click Here for a complete list of monitor accessories.

3) Q.) How do I connect our monitor to an Invasive Blood Pressure transducer?
   A.) Mindray offers the following cables to be used for connecting DPM monitors featuring
   IBP to the specific brand of transducer:

   6 Pin IBP Cable (for Becton Dickinson) 001C-30-70758
   6 Pin IBP Cable (for Hospira) 001C-30-70760
   6 Pin IBP Cable (for Memscap SP844 transducer) 0010-21-43081
   6 Pin IBP Cable (for Edwards Life Science) 0010-21-43094
   Cables for many other brands may be obtained through Fogg System Co, Inc. (Tel: 800-
   525-0292).

Part number 0002-08-9010 Rev A
4) Q.) How do I connect my dual lumen (two hose) cuff to our DPM monitor?
   A.) Mindray does not sell or recommend the use of dual lumen cuffs, hoses, or adaptors.
   **CAUTION:** Use of dual lumen cuffs on monitors designed for use with single lumen cuffs
   may cause false believable readings to be displayed.

**DPM 6/7**

1) Q.) What is the Password to enter into User maintenance?
   A.) Enter 888888

2) Q.) How can I disable the touch screen for cleaning?
   A.) Hold “Main Menu” button on screen for 3 seconds until it beeps. A red padlock will
   appear indicating the touch screen is now locked. You can revert back the same way, by
   holding “Main Menu” again for 3 seconds. The touch screen will now be fully functional
   once again.

3) Q.) How many Invasive Blood Pressures can I have working at once?
   A.) DPM 6/7 monitors are capable of up to eight (8) invasive pressures simultaneously.

4) Q.) How can I add additional modules when the monitor module slots are at capacity?
   A.) You can add the USB connected SMR (Satellite Module Rack) which will add eight
   module slots that can be used in any combination: (single, double or triple wide
   modules)

5) Q.) How do I know which kind of SpO2 cable/sensor I need?
   A.) Nellcor SpO2 connector is GREY
       Mindray SpO2 connector is BLUE
       Masimo SpO2 connector is either WHITE (Old 7 Pin style) or
       LAVENDER (New 8 Pin style)
5) Q.) What do the different color alarms flashing in the upper right corner mean?

A. When a physiological alarm or technical alarm occurs this lamp will flash as defined below:

- High level alarms: the lamp quickly flashes red.
- Medium level alarms: the lamp slowly flashes yellow.
- Low level physiological alarms: the lamp lights yellow without flashing.
- Low level technical alarms: the lamp does not light.

Technical alarm lamp
This lamp will light blue when a technical alarm occurs.
7) Q.) Why can’t I print to the built in strip recorder? When I touch the “Record” button, nothing happens.

A.) The recorder may be turned off. To check, touch Main Menu > Maintenance > Factory Maintenance, enter password 332888 > Enter > OK. Find “Recorder” on left of menu and ensure it is turned “ON” then X out to the main screen. This setting will be automatically saved so this only needs to be done once.

8) Q.) What is the part number for the Lithium-Ion Batteries for my DPM6/7 or Beneview T5/T8 monitor?

A.) All of these monitors use battery part number 022-000008-00. The DPM7 and Beneview T8 must have two (2) batteries installed to operate on battery power. The DPM6 and Beneview T5 monitors will hold two batteries, but, will operate on just one.

9) Q.) What is the part number for the power cord for my DPM6/7 or Beneview T5/T8 monitor?

A.) Ten (10) foot Power Cord is part number 0012-25-0001.

A-Series Anesthesia

Please refer to Ops Manual for calibration questions

V-Series Monitor

1) Q.) How do I adjust the Alarm volume setting?
   A.) Go to Setup/Audio Levels, adjust to the desired level then hit Accept.

2) Q.) How do I adjust the Time and Date?
   A.) Press the time and date on the screen. After the screen opens, adjust the time and date.
3) Q.) How do I change ECG Lead type (SW 2.4.0.18 and above)?
   A.) Press the ECG waveform on screen, then press ECG Cable Type. When done press Accept to save.

4) Q.) How can I clear a Comm Loss message that occurs on the monitor or the monitor does not show up on the Central Station?
   A.) Reseat the Ethernet cable. Undock VPS module and re-dock. Restart the monitor.

5) Q.) My NIBP Start is greyed out on the screen, what could cause this?
   A.) Check to make sure that a digital data box is set for NIBP in the display setup.

6) Q.) The SpO2 only gives digital data and no waveform.
   A.) Check to make sure that the SpO2 is set to display in a waveform box and not a digital data box.

**DPM Central Station**

1) How do I change the time on the DPM CS?
   A. Click on the “System Setup” tile in the lower right of the display.
   B. Click on the “Admin Setup” tile.
   C. Enter password and hit enter on the keyboard or click on “OK”
   D. In the “Admin Setup” window click on the “Other” tab on the right side.
   E. Click on the “Change Time” tile to open the “Change Time” dialog box.
   F. Highlight the Hour parameter in the window and click on the up or down arrows to change the hour to the correct time. Click on “OK”.
   G. A “Change Time” message box will appear stating “Invalid data in database will be deleted after the time is changed. Are you sure you want to continue?” Click “Yes” and a “Deleting outdated data” message box will popup and disappear after the outdated data is updated.
   H. All Bedside monitors will update immediately.
   I. Close “Admin Setup” window and click on the “Main Screen” tile on the bottom of the screen.
2) One of my screens has rotated 90 degrees or is upside down, how do I correct this?
   
   A. With the mouse, click inside the screen that has rotated.
   B. On the keyboard, simultaneously, hit “Ctrl”, Alt”, and the up arrow.
   C. The screen will rotate back to normal.

3) Q.) Does DPM CS automatically adjust for daylight savings time?

   A.) No, the time must manually be changed on each DPM CS in the network individually.
   See “How do I change the time on the DPM CS?” for time change procedure.

4) How do I find the DPM CS Software Version?

   A. Click on the “System Setup” tile in the lower right of the display.
   B. Click on the “Help” tile to enter the “Central Monitoring System” window.
   C. In the upper left corner, click on the “About” tile.

5) How do I shut down the DPM CS?

   A. Click on the “System Setup” tile in the lower right of the display.
   B. Click on the “Shut Down” tile.
   C. Enter password and hit enter on the keyboard or click on “OK”
   D. Confirm Shut Down of system by clicking on “Yes”.

6) How do I Re-start the DPM CS?

   A. Click on the “System Setup” tile in the lower right of the display.
   B. Click on the “Factory” tile.
   C. Enter password and hit enter on the keyboard or click on “OK”
   D. Click on the “Exit to Windows” tile in the lower left corner.
   E. Confirm exit to Windows by clicking on “Yes”.

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F. When the DPM Desk Top appears, click on the “Start” menu and choose “Turn off Computer”.

G. Click on the Green “Restart” Icon. The DPM CS will turn off and automatically restart.

**Panorama Central Station**

1) Q.) Does Panorama automatically adjust for daylight savings time?

   A.) No, the time must *manually* be changed on the Panorama Central Station and View/WorkStation. Each unit must be changed individually.

2) Q.) How do I determine Central Station and View/WorkStation Software revision?

   A.) Click on the Time/Date area four (4) times. A window will open displaying the S/W version.

3) Q.) How do I know what software revision my Instrument Radio Kit is compatible with?

   A.) Instrument radio Kit 0040-00-0361-01 (Firmware C.09) is only compatible with Panorama software 8.2.7 and below Instrument radio Kit 0040-00-0361-02 (Firmware E.02) is only compatible with Panorama software 8.3 and above.

4) Q.) How do I clear error logs from Central Station and View/WorkStations? (Software 8.6 and above)

   A. Click on the Time/Date area four (4) times. A window will open displaying the S/W version.
   B. Click on the Password box. Using the on-screen keyboard, type in the password: servicelogs. Press Shutdown.
   C. To clear the error logs, Press the Clear Error Logs button.
   D. When completed, press the Done button to close the dialog box.

5) How do I capture error logs from Central Station and View/WorkStations? (Software 8.6.4 and above)

   A. Error Logs can be captured and written to a CD. Insert a blank CD into the CDROM drive.
   B. Click on the Time/Date area four (4) times. A window will open.
   C. Click on the Password box. Using the on-screen keyboard, type in the password: servicelogs.
   D. Press the Shutdown button.
   E. Press the Capture Error Logs button.
F. After the logs have been written to the CD, press the Done button to close the dialog box.
G. Remove the CD from the drive.

6) How do I backup error logs from Central Station and View/WorkStations? (Software version 8.6.4 and above only)

   A. Click on the Time/Date area four (4) times. A window will open displaying the S/W version.
   B. Click on the Password box. Using the on-screen keyboard, type in the password: (Multiply the day times the month as displayed on the Panorama screen).
   C. Press the Shutdown button.
   D. Press the Backup Logs button.
   E. After the logs have been backed-up, press the Done button to close the dialog box.

7) How do I create an emergency disk CD from a Central Station? (Software 8.6.4 and above)

   A. Error Logs can be captured and written to a CD. Insert a blank CD into the CDROM drive.
   B. Click on the Time/Date area four (4) times. A window will open
   C. Click on the Password box. Using the on-screen keyboard, type in the password: servicelogs. Press Shutdown.
   D. Press the Create Emergency Disk button.
   E. After the logs have been written, Press the Done button to close the dialog box.
   F. Remove the CD.

8) What is the proper Shut down/Re-start sequence for Panorama systems?

Shutting down the PanoramaTelemetry Network:

   A. Shut down all Telemetry Servers
   B. Shut down the Wireless Transceiver
   C. Shutdown all Central Stations and Work Stations

Restarting the Panorama Telemetry Network:

   A. Restart the Wireless Transceiver
   B. Restart one of the Central Stations.
   C. After the Central station has come back on-line, restart the Telemetry Server connected to DS1 on the Wireless Transceiver.
   D. After the first Telemetry Server has come back on-line, re-start the remaining Telemetry Servers.
   E. Re-start the remaining Central Stations and View/WorkStations.