Mindray North America

Patient Monitoring FAQ’s

**Product**

**Passport V**

1) Q.) Can the Passport V interface to an EMR system?

2) In most cases, yes. The Passport V features two serial ports, either of which may be configured with the DIAP protocol.

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.) Where can I find part numbers of accessories for my DPM monitors?

2) A.) [http://www.mindraynorthamerica.com/](http://www.mindraynorthamerica.com/) Shop Online

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).

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, Passport 12m/17m, T1 monitors:**

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, Passport 12m/17m and T1 monitors are capable of up to eight (8) invasive pressures simultaneously.

4) Q. How can I add more modules than the monitor is physically capable of holding?
   
   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 LAVENDAR (New 8 Pin style)
6) Q. What do the different color alarms flashing in the upper right corner mean?

A. The DPM 6/7 monitors use a three (3) color visual alarm. Passport 12m/17 and T1 monitors now use a two (2) color visual alarm. When a physiological alarm or technical alarm occurs, the lamp will light as defined below.

DPM 6/7 Monitors:

- 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.
High and Medium level Technical alarms the lamp will light blue.

Low level technical alarms: the lamp does not light.

Passport 12m/17m and T1 Monitors:

- High level alarms: the lamp quickly flashes red.
- Medium level alarms: the lamp slowly flashes yellow.
- Low level alarms: the lamp lights yellow without flashing.

7) Q. Why is the word “Calibrate” greyed out under the “Calibrate AG” Menu?

A. The AG module has not fully warmed up and it will not allow a calibration until it is finished warming up. This could take up to 10 minutes. Once it is fully warmed-up, the word “Calibrate” will go active with a blue background. The warm-up process starts over every time the AG module is removed then re-inserted into the monitor. It also starts over if the monitor is powered down then back up.

8) Q. What is the part number for the Lithium-Ion Batteries for my DPM6/7 or Passport 12m/17m monitor?

A. All of these monitors use the 022-000008-00 battery. The DPM7 and Passport 17m must have two (2) batteries installed to operate on battery power. The DPM6 and Passport 12m 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 Passport 12m/17m monitor?

A. Ten (10) foot Power Cord is P/N DA8K-10-14452

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Q: How can I find the MAC Address of my unit?

A: The MAC Address is located in the Monitor Information section of the Factory Maintenance Menu.

Q: Where can I find the IP Address and other Network settings / information of my unit?

A: The IP Address and other Network settings are located in the Network section of the User Settings Menu.
A-Series Anesthesia

Please refer to Ops Manual for calibration questions

V-Series Monitors FAQ’s

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

2) How do I adjust the Time and Date - Press the date and time on the screen. After the screen opens, adjust the time and date.

3) How do I change ECG Lead type (SW 2.4.0.18 and above) – Press the ECG waveform on screen, then press ECG Cable Type. When done press Accept to save.

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

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

6) The SpO2 only gives digital data and no waveform – Check to make sure that the SpO2 is set to display in a waveform box and not a digital data box.
DPM/BeneVision Central Station

How do I change the time on the DPM/BeneVision CS?

Note: For BeneVision CS connected to an eGW, the time will synch automatically.

Note: If multiple CS’s are connected on the same network, locate the Master Central Station and change the time per the below instructions. All other CS’s will synch with the Master.

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.

One of my DPM/BeneVision 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.

Does the DPM/BeneVision CS automatically adjust for daylight savings time?
No, the time must manually be changed on each DPM/BeneVision CS in the network individually. See “How do I change the time on the DPM/BeneVision CS?” for time change procedure.

**How do I find the DPM/BeneVision 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.

**How do I shut down the DPM/BeneVision 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”.

**How do I Re-start the DPM/BeneVision 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”.
F. When the DPM/BeneVision Desk Top appears, click on the “Start” menu and choose “Turn off Computer”.
G. Click on the Green “Restart” Icon. The DPM/BeneVision CS will turn off and automatically and restart.

Panorama Central Station

1 Does Panorama automatically adjust for daylight savings time?

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

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

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

3 Passport2 and Spectrum Instrument Radio Compatibility

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

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

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

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

Error Logs can be captured and written to a CD. Insert a blank CD into the CDROM drive.

Click on the Time/Date area four (4) times. A window will open. Click on the Password box.
Using the on-screen keyboard, type in the password: servicelogs. Press the Shutdown button.
Press the Capture Error Logs button. After the logs have been written to the CD, press the Done button to close the dialog box. Remove the CD from the drive.
How do I backup error logs from Central Station and View/WorkStations? (Software version 8.6.4 and above only)

Click on the Time/Date area four (4) times. A window will open displaying the S/W version. 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). Press the Shutdown button. Press the Backup Logs button. After the logs have been backed-up, press the Done button to close the dialog box.

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

Error Logs can be captured and written to a CD. Insert a blank CD into the CDROM drive.

Click on the Time/Date area four (4) times. A window will open. Click on the Password box. Using the on-screen keyboard, type in the password: servicelogs. Press Shutdown. Press the Create Emergency Disk button. After the logs have been written, Press the Done button to close the dialog box. Remove the CD.

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

Shutting down the PanoramaTelemetry Network.

Shut down all Telemetry Servers
Shut down the Wireless Transceiver
Shutdown all Central Stations and Work Stations

Restarting the Panorama Telemetry Network

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