

PRESTAN Professional Adult Series 2000 Manikin

TROUBLESHOOTING GUIDE



SYMPTOM	POSSIBLE ISSUES OR COMMENTS	SOLUTIONS
CPR MONITOR		
<p>CPR Monitor lights are not working properly</p> <p><i>To help understand how the CPR Monitor works, please note that the CPR Monitor lights are powered by a small current generated by the CPR Monitor</i></p> <p><i>Please follow the troubleshooting tips at right in the order they are listed for best results</i></p>	<ul style="list-style-type: none"> • Chest compressions are not deep enough to signal CPR Monitor • Batteries are not installed, need replacing or are not inserted correctly in the CPR Monitor • CPR Monitor may be clogged with plastic dust, interrupting the signal to the Monitor • CPR Monitor needs to be replaced 	<ul style="list-style-type: none"> • Compress the chest until the beep is audible from the CPR Monitor at 2"-2.4" • Install or replace batteries into CPR Monitor (back of manikin, left shoulder area) - requires 2-AA (1.5V) batteries • Remove CPR Monitor and blow out dust – then replace CPR Monitor and reconnect • Exchange CPR Monitor with working manikins (if available) to determine if CPR Monitor needs to be replaced
CPR Monitor lights are all on	<ul style="list-style-type: none"> • Batteries are running low 	<ul style="list-style-type: none"> • Replace batteries
CPR Monitor red light is blinking	<ul style="list-style-type: none"> • This is normal after replacing batteries, manikin is paused or is connecting to CPR Feedback app - may blink up to 10 minutes to indicate ready status 	<ul style="list-style-type: none"> • Commence or resume compressions - blinking will stop and feedback rate signals will begin
MANIKIN TORSO AND FACE-SHIELD/LUNG-BAG		
Cannot hear a beep when doing compressions	<ul style="list-style-type: none"> • Hand position and/or compression angle may be incorrect • Compressions may not be deep enough to activate the CPR Monitor • CPR Monitor may be broken • Batteries may be dead or misassembled 	<ul style="list-style-type: none"> • Confirm correct hand placement and compress straight down from directly above the manikin • Compress between 2 and 2.4 inches depth • Replace batteries

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MANIKIN TORSO AND FACE-SHIELD/LUNG-BAG (continued)		
<p>Chest will not rise when breaths are given</p>	<ul style="list-style-type: none"> • Head is not tilted back enough to open airway • Face Shield is not attached • Lung Bag may be damaged or torn (Note: there are holes in the Adult Lung Bag necks by design to allow deflation) • Lung Bag is not lying flat or properly positioned over the compression plate and/or neck of bag is twisted • Lung Bag has accumulated moisture in the neck, which may cause the sides to stick together and prevent air passage • Neck of Lung Bag twisted • Excessive residual moisture in Lung Bag • Breath Sensor not connected to Lung Bag properly 	<ul style="list-style-type: none"> • Push on forehead and/or lift at chin to tilt head back enough to open airway • Attach Face Shield at “buttons” on the side of the manikin’s head below ears • Blow into the Face-Shield/Lung-Bag while it is outside the manikin to make sure it inflates properly – if not, discard and use another Face-Shield/Lung-Bag • Revisit instructions for installing a Face- Shield/Lung-Bag earlier in this manual • A new Face-Shield/Lung-Bag should be installed after each class, or more often if needed due to excessive moisture buildup • Remove Lung bag and reinstall in accordance with the Face-Shield / Ventilation Lung-Bag instructions • Replace lung bag, see Face-Shield / Ventilation Lung-Bag instructions
<p>Manikin torso will not stay closed</p> <p>Manikin torso opens when breaths are given</p>	<ul style="list-style-type: none"> • Tabbed latches at shoulders may not be securely closed • Chest frame may be stretched from improper opening of torso • Tabbed latches at shoulders are broken from improper opening of torso 	<ul style="list-style-type: none"> • Close tabs at shoulders – a snap will be heard when shoulder tabs are properly latched • Open torso and attempt to reverse stretched out frame by pushing it in the opposite direction • Torso Frame needs to be replaced (RPP-AFRAME-1)*

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MANIKIN TORSO AND FACE-SHIELD/LUNG-BAG (continued)		
Rattling in chest	<ul style="list-style-type: none"> Piston Plug may be loose inside manikin 	<ul style="list-style-type: none"> Remove CPR Monitor Assembly, reposition Piston Plug and reinstall CPR Monitor per Series 2000 Add-On Kit Installation Guide
Chest Plate is broken	<ul style="list-style-type: none"> Typically results from a combination of incorrect (not centered) hand placement, compression angle not straight down from directly above and/or overzealous compression force 	<ul style="list-style-type: none"> Replace sleeve in chest with part RPP-APLATE-1 (compression assembly includes chest plate, screw and sleeve)*
PRESTAN CPR BLUETOOTH ENABLED APP		
"Unable to download app" error from App Store on iOS device	<ul style="list-style-type: none"> No/Poor Wi-Fi signal Not enough storage on smart device App Store malfunctioning Smart device malfunctioning Smart Device needs updated Setting on Smart Device blocking download/purchase 	<ul style="list-style-type: none"> Check Wi-Fi Connection If unable to get Wi-Fi, make sure the device has a strong mobile data connection Check Wi-Fi Connection Check Storage Space in your iPhone Restart App Store Restart iPhone Update iOS Pause and restart app download Disable Restrictions for Installing Apps Allow App Store purchases in Content & Privacy Restrictions

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SYMPTOM	POSSIBLE ISSUES OR COMMENTS	SOLUTIONS
PRESTAN CPR BLUETOOTH ENABLED APP (continued)		
<p>Unable to download app from Google Play Store on Android device</p>	<ul style="list-style-type: none"> • No/Poor Wi-Fi signal • Not enough storage on smart device • App Store malfunctioning • Smart device malfunctioning • Smart Device needs updated • Setting on Smart Device blocking download/purchase 	<ul style="list-style-type: none"> • Check Wi-Fi Connection <p>If unable to get Wi-Fi, make sure the device has a strong mobile data connection</p> <ul style="list-style-type: none"> • Clear the cache & data of the Play Store • Restart Android Device • Check Storage Space in your Android Device • Check your SD card if your device has one. Try ejecting and reinserting card.
<p>Manikin won't connect to smart device</p>	<ul style="list-style-type: none"> • Smart device battery and/or CPR Monitor battery may be low • Bluetooth (BT) is not enabled or not available on smart device • Smart device too far from manikin • Smart device not compatible • Smart device / CPR Monitor needs reset or restarted • Smart device not finding CPR Monitor signal 	<ul style="list-style-type: none"> • Change batteries in manikin • Make sure BT is enabled on your Smart Device and you can see the BT symbol at the top of the screen; If you do not see the symbol, go into the settings on your device and enable BT • Make sure manikin is within operating distance of approximately 20 feet from the smart device. During the connection process you may need to have the devices within 5 feet for easier connection <p>Ensure your device is running the latest version of its operating system.</p> <p>For Apple devices: Compatible with iPhone, iPad and iPod touch. Requires iOS or iPadOS 13.0 or newer.</p> <p>For Android devices: Requires Bluetooth® LE or 5.0 enable device running Android 5.0 or newer.</p>

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PRESTAN CPR BLUETOOTH ENABLED APP (continued)		
<p>Manikin won't connect to smart device (continued)</p>		<ul style="list-style-type: none"> • Attempt soft restart of devices: <ul style="list-style-type: none"> Manikin - remove batteries and reinstall Smart Device - put device into and out of Airplane mode • Remove some older BT connections that you no longer use on your device by unpairing: <ul style="list-style-type: none"> iOS settings - remove a device by tapping on its name and then tap "Forget this Device" Android settings - remove a device by tapping on device name, then tap "Unpair" After removing a device start again to rediscover the device when needed • Make sure your smart device is charged and not in low power mode. • You may need to rediscover a device to get it to start working again: <ul style="list-style-type: none"> iOS settings - Remove a device by tapping on name and then tap "Forget this Device". Android settings - Remove a device by tapping on device name, then tap "Unpair". After removing a device start again to rediscover the device when needed.

* Contact your PRESTAN Authorized Distributor to either purchase the replacement part or receive it at no charge if the manikin is within PRESTAN's warranty period and is a qualifying warranty repair.