

<i>Symptom</i>	<i>Corrective Action</i>
<i>White image</i>	Increase dose (timing or MAS) - See timing chart.
<i>Poor contrast or washed-out image</i>	Increase dose (timing or MAS) - See timing chart.
<i>Imager initialization never completes</i>	<p><b>First Time Installations:</b></p> <ul style="list-style-type: none"> <li>• Did Windows prompt driver to load twice without errors? Reload driver.</li> <li>• Might be insufficient power to USB. Try a powered USB Hub.</li> <li>• Check EVA LED: is it green?</li> <li>• Check cable connections</li> <li>• Check EVA is seated in its docking station</li> <li>• Check that Prolmage preference is set for EVA</li> </ul> <p><b>If EVA worked previously:</b></p> <ul style="list-style-type: none"> <li>• If Windows XP, make sure USB hibernation is off</li> <li>• Check cables</li> <li>• Unplug EVA, close Prolmage, plug in EVA, wait until the green LED is lit, launch Prolmage, select x-ray.</li> </ul>
<i>Sensor won't trigger</i>	<ul style="list-style-type: none"> <li>• Try placing sensor on the table and expose directly with X-ray, verify that it triggers. If not, verify software and hardware</li> <li>• Use aiming rings</li> <li>• Use short cone (8 in / 20 cm) X-ray</li> <li>• Use 70 kV</li> </ul>
<i>Image Artifacts</i>	<ul style="list-style-type: none"> <li>• Increase dosage</li> <li>• Avoid stretching</li> </ul>
<i>IASM error message</i>	<ul style="list-style-type: none"> <li>• Update the Prolmage software to most recent version.</li> </ul>
<i>Image Clarity</i>	<ul style="list-style-type: none"> <li>• Use mouse enabled window &amp; level</li> </ul>
<i>How to use Rings</i>	<ul style="list-style-type: none"> <li>• See EVA aiming rings diagram</li> </ul>

<i>Symptom</i>	<i>Corrective Action</i>
<i>Computer wants to reload driver.</i>	<ul style="list-style-type: none"> <li>Windows sometimes wants to reload USB drivers for every USB host. The simplest solution is to select the defaults and reload the driver.</li> </ul>
<i>EVA pulls out of docking station when in use.</i>	<ul style="list-style-type: none"> <li>Mount EVA docking station closer to patient.</li> <li>Mount EVA vertically.</li> </ul>
<i>Other USB devices conflict with EVA</i>	<ul style="list-style-type: none"> <li>Recommend dedicated USB for EVA.</li> </ul>
<i>No green LED</i>	<ul style="list-style-type: none"> <li>Ensure that the connector unit body is fully seated in the docking station</li> <li>Ensure that the USB cable is connected to the docking station and to the USB port on the computer.</li> <li>Ensure that the computer is powered on and is not in hibernate, sleep or other power saver mode.</li> <li>Ensure that the AFP Imaging <b>SAR3K</b> USB driver is loaded and running.</li> <li>Ensure that the computer's USB port is functional and has not gone into power saving or sleep mode.</li> </ul>
<i>Amber (yellow/red) LED</i>	<ul style="list-style-type: none"> <li>Discontinue use immediately. Contact your dealer for service. (Over-current failure detected in the sensor).</li> </ul>
<i>Sensor initialization / warn-up does not complete</i>	<ul style="list-style-type: none"> <li>Unplug the EVA unit from its docking station.</li> <li>Exit the EVA Prolmage software application.</li> <li>Reconnect the EVA unit in its docking station.</li> <li>Wait until the Green LED turns on.</li> <li>Re-launch EVA Prolmage.</li> </ul>
<i>Sensor capsule feels warm.</i>	<ul style="list-style-type: none"> <li>Unit is warm to the touch under normal operation conditions.</li> </ul>