

Caregility Telestroke Cart – Troubleshooting



Audience: Roles Using Caregility Telestroke Cart

General troubleshooting tips to help resolve potential issues that may occur when using the Caregility UHE telehealth system.

- Most issues are resolved by rebooting the system.
- Troubleshooting, maintenance and repairs must be performed by a trained Caregility technician.
- Do not allow patients to troubleshoot issues.

General Troubleshooting

Power

System will not power up

- Make sure the power cord is correctly plugged into a live outlet and the other end into the system's power port.
- Confirm the switch is in the **on** position.
- If the issue persists:
 - Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.
 - Switch to a stroke back-up iPad.

System turns on but camera does not move

- Check for the green power light on the front of the camera.
- If there is no light or the light is yellow/amber, check the power connection to the camera.
- If the camera has power supplied, power cycle the system.
- If camera does not move on power cycle:
 - Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.
 - Switch to a stroke back-up iPad.

Computer does not turn on

- After confirming the system has power, check the power connection to the PC as well as the power connector located in the top-left section of the lower electronics compartment.
- If connections are good:
 - Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.
 - Switch to a stroke back-up iPad.

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Video

Video image from system to clinician is black	<ul style="list-style-type: none">• Check all cable connections from the camera.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.
Video from clinician is black or distorted	<ul style="list-style-type: none">• Contact the IT Help Desk, 832-667-5600, and submit a ticket to the MDI Team.• Switch to a stroke back-up iPad.
Clinician can see patient but cannot move patient camera	<ul style="list-style-type: none">• Reboot system.• Check camera to see if there is movement during the reboot.• If not, check connections to the camera and back of the PC.• If connections are good:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832-667-5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.
Patient camera will not show a focused view to clinician	<ul style="list-style-type: none">• Low-light conditions can cause the camera's autofocus to be delayed or not allow the camera to autofocus, especially when the camera is zoomed in.• Improve lighting in the patient's room.• Attempt to focus the camera or switch to night view.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.
Night view is not working	<ul style="list-style-type: none">• Check the power connection to the IR-LED bar.• If power is being supplied:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.
Clinician view of patient room looks odd (off axis) when moving the camera	<ul style="list-style-type: none">• Make sure the system is installed correctly and is level.• If it's not, make necessary corrections.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.

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Audio

Clinician cannot hear the patient's room	<ul style="list-style-type: none">• Make sure the microphone isn't covered by an object, like a coat, scarf or hat.• Verify the mic is not muted on the clinician UI.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667-5600, and submit a ticket to the MDI Team.○ Convert to a stroke back-up iPad.
Clinician can hear themselves during a call	<ul style="list-style-type: none">• Check the microphone level for the patient's system.<ul style="list-style-type: none">○ Adjust to a lower setting to remove the echo.• Check network performance – excessive jitter will cause echo issues on both sides of a call.• Make sure the patient's speaker level isn't too high for the room size.• Lower the patient's speaker volume.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667-5600, and submit a ticket to the MDI Team.○ Convert to a stroke back-up iPad.
Patient can hear themselves during a call	<ul style="list-style-type: none">• Clinician is creating an echo on their PC.• Check microphone and speaker settings on the clinician's PC.• Best practice is to use a headset with an integrated microphone.• Excessive jitter will cause echo issues for both sides of the call.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.
Patient cannot hear the clinician	<ul style="list-style-type: none">• Clinician is not sending audio.• Check the clinician's microphone input settings.<ul style="list-style-type: none">○ Make sure the headset microphone is not muted.• The default output setting for the patient's system could be set too low or muted.<ul style="list-style-type: none">○ Set the default setting to a higher level.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.

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Network

System cannot connect to the service

- Reboot the system.
- Check the physical network connection from the LAN to the system.
- If the issue persists:
 - Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.
 - Switch to a stroke back-up iPad.

Patient and/or UHE sync choppy video and the video is freezing

- Reboot the system.
- If the issue persists:
 - Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.
 - Switch to a stroke back-up iPad.

System Error Messages

Below is a list of error messages that you may see on the system's display with a possible resolution.

Error Messages “ERROR! Missing USB0”

- Contact the IT Help Desk, 832.6675600, and submit a ticket to the MDI Team.
- Switch to a stroke back-up iPad.

“ERROR! Missing USB1”

- Contact the IT Help Desk, 832.667-5600, and submit a ticket to the MDI Team.
- Switch to a stroke back-up iPad.

“ERROR! No camera found!”

- There's an error with reading camera's VISCA port.
- Verify the camera control cable is connected, and the camera is powered **on**.
- If the issue persists:
 - Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.
 - Switch to a stroke back-up iPad.

“WARNING! Flip switch is OFF. The camera is not set to be upside down!”

- The camera image will be upside down.
- The **image flip switch** at the back of the camera will need to be turned on.
- If the issue persists:
 - Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.
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“No Internet or Server found. Please rescan room or reboot when connected.”	<ul style="list-style-type: none">• The Caregility UHE system is not able to reach the internet through the network.• Verify the network cable is plugged in.• Check the network indicator lights on the Caregility UHE system, power cycle UHE.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.
“Cannot access all necessary ports”	<ul style="list-style-type: none">• Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.• Switch to a stroke back-up iPad.
“Waiting for Internet Connection”	<ul style="list-style-type: none">• UHE is having issues accessing the internet or is stuck waiting for a response.• Try rebooting.• Check the cable.• See if any other units are having issues.• If the issue persists:<ul style="list-style-type: none">○ Contact the IT Help Desk, 832.667,5600, and submit a ticket to the MDI Team.○ Switch to a stroke back-up iPad.
“Invalid QR code try again”	<ul style="list-style-type: none">• Contact the IT Help Desk, 832.667.5600, and submit a ticket to the MDI Team.• Switch to a stroke back-up iPad.