

<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>First Time Installations:</p> <ul style="list-style-type: none"> • Did Windows prompt driver to load twice without errors? Reload driver. • Might be insufficient power to USB. Try a powered USB Hub. • Check EVA LED: is it green? • Check cable connections • Check EVA is seated in its docking station • Check that Prolmage preference is set for EVA <p>If EVA worked previously:</p> <ul style="list-style-type: none"> • If Windows XP, make sure USB hibernation is off • Check cables • Unplug EVA, close Prolmage, plug in EVA, wait until the green LED is lit, launch Prolmage, select x-ray.
<i>Sensor won't trigger</i>	<ul style="list-style-type: none"> • Try placing sensor on the table and expose directly with X-ray, verify that it triggers. If not, verify software and hardware • Use aiming rings • Use short cone (8 in / 20 cm) X-ray • Use 70 kV
<i>Image Artifacts</i>	<ul style="list-style-type: none"> • Increase dosage • Avoid stretching
<i>IASM error message</i>	<ul style="list-style-type: none"> • Update the Prolmage software to most recent version.
<i>Image Clarity</i>	<ul style="list-style-type: none"> • Use mouse enabled window & level
<i>How to use Rings</i>	<ul style="list-style-type: none"> • See EVA aiming rings diagram

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