

# PRESTAN Professional Adult Series 2000 Manikin

## TROUBLESHOOTING GUIDE



SYMPTOM	POSSIBLE ISSUES OR COMMENTS	SOLUTIONS
<b>CPR MONITOR</b>		
<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"> <li>• Chest compressions are not deep enough to signal CPR Monitor</li> <li>• Batteries are not installed, need replacing or are not inserted correctly in the CPR Monitor</li> <li>• CPR Monitor may be clogged with plastic dust, interrupting the signal to the Monitor</li> <li>• CPR Monitor needs to be replaced</li> </ul>	<ul style="list-style-type: none"> <li>• Compress the chest until the beep is audible from the CPR Monitor at 2"-2.4"</li> <li>• Install or replace batteries into CPR Monitor (back of manikin, left shoulder area) - requires 2-AA (1.5V) batteries</li> <li>• Remove CPR Monitor and blow out dust – then replace CPR Monitor and reconnect</li> <li>• Exchange CPR Monitor with working manikins (if available) to determine if CPR Monitor needs to be replaced</li> </ul>
CPR Monitor lights are all on	<ul style="list-style-type: none"> <li>• Batteries are running low</li> </ul>	<ul style="list-style-type: none"> <li>• Replace batteries</li> </ul>
CPR Monitor red light is blinking	<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Commence or resume compressions - blinking will stop and feedback rate signals will begin</li> </ul>
<b>MANIKIN TORSO AND FACE-SHIELD/LUNG-BAG</b>		
Cannot hear a beep when doing compressions	<ul style="list-style-type: none"> <li>• Hand position and/or compression angle may be incorrect</li> <li>• Compressions may not be deep enough to activate the CPR Monitor</li> <li>• CPR Monitor may be broken</li> <li>• Batteries may be dead or misassembled</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm correct hand placement and compress straight down from directly above the manikin</li> <li>• Compress between 2 and 2.4 inches depth</li> <li>• Replace batteries</li> </ul>

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

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

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<b>PRESTAN CPR BLUETOOTH ENABLED APP (continued)</b>		
<p>Unable to download app from Google Play Store on Android device</p>	<ul style="list-style-type: none"> <li>• No/Poor Wi-Fi signal</li> <li>• Not enough storage on smart device</li> <li>• App Store malfunctioning</li> <li>• Smart device malfunctioning</li> <li>• Smart Device needs updated</li> <li>• Setting on Smart Device blocking download/purchase</li> </ul>	<ul style="list-style-type: none"> <li>• Check Wi-Fi Connection</li> </ul> <p>If unable to get Wi-Fi, make sure the device has a strong mobile data connection</p> <ul style="list-style-type: none"> <li>• Clear the cache &amp; data of the Play Store</li> <li>• Restart Android Device</li> <li>• Check Storage Space in your Android Device</li> <li>• Check your SD card if your device has one. Try ejecting and reinserting card.</li> </ul>
<p>Manikin won't connect to smart device</p>	<ul style="list-style-type: none"> <li>• Smart device battery and/or CPR Monitor battery may be low</li> <li>• Bluetooth (BT) is not enabled or not available on smart device</li> <li>• Smart device too far from manikin</li> <li>• Smart device not compatible</li> <li>• Smart device / CPR Monitor needs reset or restarted</li> <li>• Smart device not finding CPR Monitor signal</li> </ul>	<ul style="list-style-type: none"> <li>• Change batteries in manikin</li> <li>• 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</li> <li>• 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</li> </ul> <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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<b>PRESTAN CPR BLUETOOTH ENABLED APP (continued)</b>		
<p>Manikin won't connect to smart device (continued)</p>		<ul style="list-style-type: none"> <li>• Attempt soft restart of devices:                             <ul style="list-style-type: none"> <li>Manikin - remove batteries and reinstall</li> <li>Smart Device - put device into and out of Airplane mode</li> </ul> </li> <li>• Remove some older BT connections that you no longer use on your device by unpairing:                             <ul style="list-style-type: none"> <li>iOS settings - remove a device by tapping on its name and then tap "Forget this Device"</li> <li>Android settings - remove a device by tapping on device name, then tap "Unpair"</li> </ul> </li> <li>• After removing a device start again to rediscover the device when needed</li> <li>• Make sure your smart device is charged and not in low power mode.</li> <li>• You may need to rediscover a device to get it to start working again:                             <ul style="list-style-type: none"> <li>iOS settings - Remove a device by tapping on name and then tap "Forget this Device".</li> <li>Android settings - Remove a device by tapping on device name, then tap "Unpair".</li> </ul> </li> <li>• After removing a device start again to rediscover the device when needed.</li> </ul>

\* 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.

**To Order Call:**

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World's Largest Automated External Defibrillator Source

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