



VIZION INSTALLATION VERIFICATION GUIDE



Hardware Installation Verification

Once the ViZion DR hardware has been installed it is important to test for proper hardware installation. This section of the guide will walk you through a series of verification techniques to test for optimum performance.

If you are unable to find resolution to an issue after reviewing this guide, please contact your ViZion DR Vendor. If you do not have a ViZion DR Vendor representative, please contact a Viztek Technical Support Representative at 800-366-5343, select option 1, and identify your call as ViZion DR Support call.

See below the list of symptoms and proposed solutions for hardware installation verification:

Symptom	Cause	Solution
Generator exposes and Software still says "READY FOR EXPOSURE"	Generator does not have a Bucky station selected.	Select the appropriate Bucky station on the generator console.

Symptom	Cause	Solution
Generator does not expose and Software still says "READY FOR EXPOSURE"	The synchronization cable "12V~24VDC" and "READY IN" are not receiving the signal for exposure request.	Verify with oscilloscope or multimeter that 24V is present across "12V~24VDC" and "READY IN" when (and only when) attempting to make an exposure.

Note: Occasionally, it has been found that 12V is not enough to trigger the detector. Try to locate a signal closer to 24V.

If above ~50v is present, it is likely that the detector will be damaged.

Symptom	Cause	Solution
<p>Generator does not expose and Software received a blank/noise image OR software received a low-value bright frame, regardless of x-ray technique.</p>	<p>The synchronization cable "READY DONE" and "READY DONE COM" is not returning a signal to the appropriate generator input.</p>	<ul style="list-style-type: none"> ✓ Verify that the voltage input selector on the black power supply is set to 115V (applicable only to 17x17" detector!). ✓ Verify that the "READY DONE" and "READY DONE COM" are connected to appropriate generator inputs (typically called BUCKY CONTACT, BUCKY MOTION, or BUCKY RETURN). ✓ Verify with oscilloscope or multimeter that 40v DC or less is present across "READY DONE" and "READY DONE COM" when attempting to make an exposure (especially important with 14x17" detector!)

Note: Generator may display an error message as well.

High voltages or currents through the "READY DONE" and "READY DONE COM" wires may damage the detector.

Symptom	Cause	Solution
<p>Generator exposes and software received a blank image OR software received a low-value bright frame OR software received an image that is partially bright and partially dark.</p>	<p>The generator is not waiting for the detector to return the exposure acknowledge signal through "READY DONE" and "READY DONE COM"</p>	<ul style="list-style-type: none"> ✓ Verify that the appropriate Bucky station is selected on the generator console ✓ <u>Verify that an exposure cannot be made while the detector is switched off</u> ✓ Verify that no jumper wire exists on the generator's Bucky terminal block (these are commonly factory-installed and must be removed) (for example, Bennett/HCMI comes with a jumper between BUCKY COM 1 and BUCKY CONT)

Experiencing Problems with Software *After* Installation

Once the ViZion DR hardware has been installed and verified , the software set for plug n’ play and the ViZion DR calibrated, you may still encounter problems related to software. In this section of the guide you will find a set of troubleshooting techniques to apply when these most commonly experienced issues related to software and connectivity are present.

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Symptom	Cause	Solution
ViZion DR status indicates "Not Available"	Network cable may be unplugged and power supply not established	Switch off the detector power supply for 20 seconds then reestablish power. <u>14x17" Detector:</u> You should see a steady green light, followed by a blinking blue light. <u>17x17" Detector:</u> To the left of the detector's network jack, you should see a steady green light followed by a blinking yellow light.
ViZion DR status STILL indicates "Not Available"	Network configuration issue	An IP address conflict exists To verify an IP conflict, unplug the unit from the wall. If ViZion DR status says "READY" then you will need to contact your ViZion DR Vendor for assistance or dial 800.366.5343, select the option for Technical Support and a member of our team will reprogram the panel.

Once status = **READY >>>>**

Click **ACQUIRE** button, the status will change to **AWAITING IRRADIATION** and the screen will indicate it is **READY FOR EXPOSURE**.

Symptom	Cause	Solution
<i>When initializing the digitizer, an error message indicates “Unable to Connect”</i>	Reboot required AND ViZion drivers may be compromised	<ul style="list-style-type: none"> √ Reboot by turning off the power supply for <i>20 seconds</i> then turn power supply back on. √ If still getting error message – check the ViZion drivers. You may need to reinstall the drivers. √ If error message still - Contact your ViZion DR Vendor for assistance or dial 800-366-5343, select Option 1 for Technical Support

Symptom	Cause	Solution
<i>If you are able to capture images but your images have lines and streaks throughout.</i>	The calibration is not accurate.	You will need to recalibrate the device through the device configuration tab under OPTIONS button. (Please refer to the ViZion Calibration Guide)

Note: It is recommended that the ViZion DR be recalibrated on an annual basis for continued accuracy