

***italograph*[®] 2120**

Frequently Asked Questions

Please select area of interest from one of the following headings:

[Power On/Charging](#)

[Calibration](#)

[Performing Tests](#)

[Printing](#)

[General](#)

If your query is not answered in this document then please click on the following link, fill in the details and submit the form. One of our technical support personnel will then reply to your query.

[Technical Support Request Form](#)

The unit fails to power on.

- Attach 2120060 cable and powersafe adaptor. Plug powersafe adaptor into mains.
- Internal battery discharged – recharge for 16 hours by connecting to the serial cable with the power supply attached.
- Replace faulty internal battery pack – a fully charged pack should be good for a minimum of 4 hours testing when not used for printing or for communicating with Vitalograph Spirotrac IV. This should be carried out by your Vitalograph service centre.

Beep not sounding on power on.

- Enable sound on the unit.
- Software upgrade required – the unit software issue fitted (see the **About** section of the **Setup** menu for software issue #) should be issue 1.13 or greater.

“All setup options have been lost” message appearing after switching on.

- The unit software issue fitted (see the **About** section of the **Setup** menu for software issue #) should be issue 1.13 or greater. Contact your Vitalograph service centre for more details.
- Main PCB lithium battery failure – contact support

“Wait please” message appearing on screen after power on

- The memory on the unit is almost full and the unit is carrying out a sort to make use of all available free memory. You should download patients tests results to a Spirotrac IV database or if not using Spirotrac then you should delete any unwanted tests from the units memory.

The unit is not charging when placed in the Base Station

- The pins on the back of the 2120 unit need to be cleaned. This can be done using a lint free damp cloth. Do **NOT** use solvents.

The calibration accuracy is consistently > +/- 3%

- Was the correct syringe volume selected on the 2120
- An accuracy check is required after cleaning/disinfecting the flowhead Fleisch element assembly or after Vitalograph 2120 disassembly/reassembly.
- Flowhead cone Fleisch element filter mesh missing or blocked.
- Flowhead body pressure port holes blocked.
- Flowhead Fleisch element assembly sealing O' rings damaged
- Flowhead Fleisch element assembly not dried thoroughly
- Flowhead Fleisch element assembly blocked
- Flowhead body tubing from pressure ports to main PCB blocked
- Main PCB failure – contact support

Very small VC or FVC test displayed and does not start at zero

- False start or zero taken by the instrument due to air movement in the flowhead. Rerun the test.

Printing not working properly

- Check that the correct printer driver is selected on the unit in the **Setup** menu.
- If a serial printer, ensure that the correct baud rate (9600) is set on the printer.
- If a parallel printer, ensure that the correct setup procedure is used as described in chapter 9 of the user manual.

“Battery Low” message displayed or battery pack operation time too short.

- Internal battery discharged – recharge for 16 hours by connecting to the serial cable with the power supply attached.
- Replace faulty internal battery pack – a fully charged pack should be good for a minimum of 4 hours testing when not used for printing or for communicating with Vitalograph Spirotrac IV.

Time and Date corruption

- Software upgrade required – the unit software issue fitted (see the **About** section of the **Setup** menu for software issue #) should be issue 1.13 or greater.
- Main PCB lithium battery failure – contact your Vitalograph service centre.

How do I change the temperature scale from Celsius to Fahrenheit?

- 5 – 40 degrees is measured using the Celsius scale, and 40 degrees upwards is measured using the Fahrenheit scale. There is no other way to change the temperature scale. If you wish to enter a temperature of 42 degrees Celsius for example you will firstly need to convert it to Fahrenheit.