



# Flexible Endoscopy Troubleshooting Guide



## No Air / Water From the Scope



1. Check that the air pump is turned on at the light source
2. Check that the scope is plugged in well to the light source
3. Check to make sure that there is water in the water bottle and it is plugged into the scope
4. Check to make sure the cap on the water bottle is tight
5. Verify the A/W button on the scope is plugged all the way in
6. Check the distal tip for visible debris at the A/W nozzle (If present, try soaking the distal tip of the scope in enzymatic. If this is not successful, send the scope in for repair)



## Video Image Problems

1. Check that there is no moisture in the electrical pins on the endoscope. If there is, allow to dry before reuse
2. Check that the scope video cable (pigtail) is connected completely to the scope
3. Swap out scopes and see if the problem corrects itself (if it does, send the problem scope in for service)
4. Swap out pigtails if the problem persists
5. Check the video cable that runs from the processor to the monitor (check all connections to ensure that they are tight), swap with another one if available
6. Swap out monitors and see if problem persists
7. If problem persists probable issue is the processor needs to be serviced (can be verified by placing another processor on the video cart)



## No Light / Diminished Light From the Scope

1. Make sure the light is turned on at the light source
2. Check to make sure the scope is plugged in well to the light source
3. Verify if any light is coming out of the distal tip – if light is present, adjust the light source brighter to achieve desired light output
4. Clean the lenses on the distal tip with an alcohol pad to ensure debris is not obstructing the light
5. Check the light bundle on the scope to verify if the scope has a broken light bundle / fibers (if 50% or greater black dots send in for service)
6. Check the hours on the Xenon light bulb (can be seen on the light source). The OEM recommends replacement every 500 hours or light output will not be at optimum level. If greater than 500, replace the bulb ASAP



## Mavigraph (OEP & UP Series) Printer Troubleshooting

1. Screen Says No Connect CVP when a picture is taken – check the baud rate under menu to ensure it is set to 4800
  - a. Check the printer remote in the back of the processor to ensure that it is plugged in, and make sure it is also plugged in a the printer in the RS-232C port
  - b. Switch remote cables if this doesn't correct the problem
2. Printer paper jams – check to ensure that the correct paper for that model is being used as some paper looks identical but can actually cause problems. Ensure the paper is loaded face down (glossy side down) according to the manufacturer instructions
  - a. OEP or UP-5600 (MD) use printer pack UPC-5510
  - b. OEP-3 or UP-51 (MD) use printer pack UPC-510
  - c. OEP-4 or UP-55 (MD) use printer pack UPC-55
3. If this paper change doesn't fix the problem, send the printer in for service *cont'd on other side*

4. Lines in the printed image – try switching printer ribbon cartridges to fix the problem
  - a. If this doesn't solve the issue, send the printer in for service
5. Printer ribbon mismatch – switch the printer cartridges with another known working one of the same model
  - a. If this solves the problem, replace the printer ribbon and cartridge with a new one
6. Pictures don't print out – if the printer is setup for 4 pictures per page, they must be manually printed out if 4 pictures were not snapped during the procedure
  - a. Press print on the front of the printer (or end exam on the Olympus keyboard)

