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AcuVu

**HTx2000 disposable hysteroscope system
Troubleshooting Guide**

TROUBLESHOOTING GUIDE

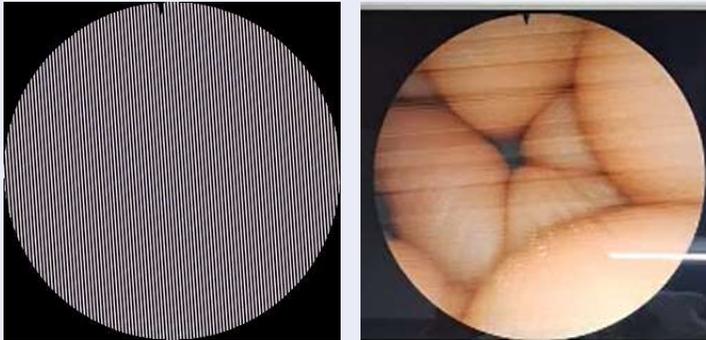| No Image / No Illumination	
Description	**Trouble Shooting Suggestion**
When plugging the scope on the cable, there are no live images on the screen. The screen displays " Hysteroscope sensor disconnected, reinitialize"	1. Check image cable is well connected with scope; 2. Unplug and re-plug the image cable from the scope; 3. Repeat step 2 for three times if needed; 4. Check image cable is fully inserted into the image processor socket; 5. If, above step does not work, replace with a new scope; 6. If, above step does not work, replace with a new image cable. ***Note: Make sure the connectors of the image cable not been contaminated by any type of fluid. The live images may appear abnormity if connector being contaminated by fluid.***
When plugging the scope on the cable, there are live images on screen, but the LED illumination is flickering or off.	

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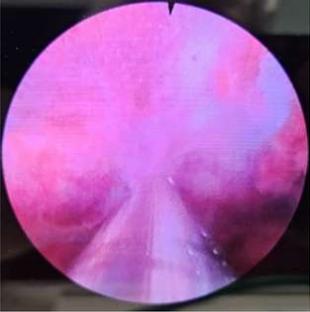| Image Artifacts	
Description	**Trouble Shooting Suggestion**
When plugging the scope on the cable and before inserting into the patient uterus, the live image is intermittent or is displaying striped lines	1. Check image cable is well connected with scope 2. Unplug and re-plug the image cable from the scope 3. Repeat step 2 three times if needed 4. Check image cable is fully inserted into the image processor socket; 5. Check the cable connector to scope and see if there is any fluid or fluid residual. If so, replace a new cable. 6. If, above step does not work, replace a new scope; 7. If, above step does not work, replace a new image cable.

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Image Artifacts	
Description	Trouble Shooting Suggestion
The image is clear initially, but the view appears blurred or blocked by tissue during the procedure. 	1. Ensure the outflow and inflow valves on scope are fully open. Continuous flow will flush out blood that causes the blurring; 2. Withdraw the hysteroscope from the patient body and remove any substances that attached to the tip of the camera lens; 3. Ensure inflow tubing & outflow tubing are corrected in the right order; 4. Ensure clamp on inflow tubing is open and check for the pressure and fluid speed applied from pressure bag/pump; 5. Reposition scope to ensure that the distal tip is past the cervical canal and is not touching the uterine wall / fundus 6. If no water comes out from the outflow channel, there is possible blockage in the fluid channel, see page 6 for trouble shooting guide

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Visualization	
Issue	Suggestion/Solution
The display is normal on the HTx2000 monitor but abnormal on the external monitor.	1. Make sure HDMI connection is secure; 2. Adjust color settings on the external monitor to match the display output of the image system; **Note: A Medical grade monitor is always preferred. Consumer grade TVs or office monitors cannot accurately represent the true colors or overall image quality of the system.**
Inaccurate color. The displayed image color is distorted, yellowish, pinkish, or blueish	Perform white balance calibration on image processor 1. Aim the scope to a piece of white paper. Make sure the surrounding lights are turned off or dims; 2. Press white balance button on the image setting panel of the processor; 3. Restart the image processor or restore to factory setting if needed;

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Fluid channel blockage	
Issue	Suggestion/Solution
For HTx40, the outflow is blocked and there is no continuous flow	1. Insert the shaft into the uterine cavity and make sure the outflow holes on side of distal end not been blocked by the neck of uterine; 2. Withdraw the shaft from the uterine cavity and check if there is substance is blocking the outflow holes on side of distal end. If yes, remove the blockage.
For HTx60s, the outflow is blocked and there is no continuous flow.	1. Insert the surgical instrument or tissue removal device into the working channel of scope to push out the blockage 2. Attach suction tubing to the outflow port and use suction pressure to dislodge the blockage 3. The suction on the tissue removal device can be used to drain the fluid from uterine and therefore continuous flow maintained.

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Uterine distension	
Issue	Suggestion/Solution
Poor uterine distention when inserting the scope into the uterine cavity	1. Check inflow tubing is connected to "IN" luer connector on scope, and outflow tubing is connected to "OUT" luer connector. 2. Check there is no leakage and obstruction on the inflow tubing 3. Ensure the pump or pressure pump is set at 80mmHg or higher 4. Reposition scope to ensure that the distal tip is past the cervical canal and is not touching the uterine wall / fundus 5. If necessary, adjust scope outflow by turning outflow valve to a 45° angle to slow down outflow speed
Fluid leakage from working channel of hysteroscope	1. Ensure that all stopcock valves are tight; 2. Ensure that the leakage of fluid does not contaminate the connectors of scope; 3. Intrauterine pressure may need adjustment during the procedure to prevent from overflooding.

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Image Transfer	
Issue	**Suggestion/Solution**
Trouble in transfer image or videos to an external USB drive.	1. Make sure the USB drive has sufficient available storage; such information is displayed on the status bar on the top right corner of the display; 2. Replace the USB drive; 3. Make sure the software version is up to date. ***Note: Make sure that the USB not be unplugged before the data transfer completed***
The images or videos are not found in the storage or USB drive.	1. Make sure the images or videos are captured successfully by pressing button; 2. The images and videos will be cleared monthly. A message will appear to remind the user to export the captured surgical media.