Cerner INet Connectivity Engine and Device Adaptor Troubleshooting

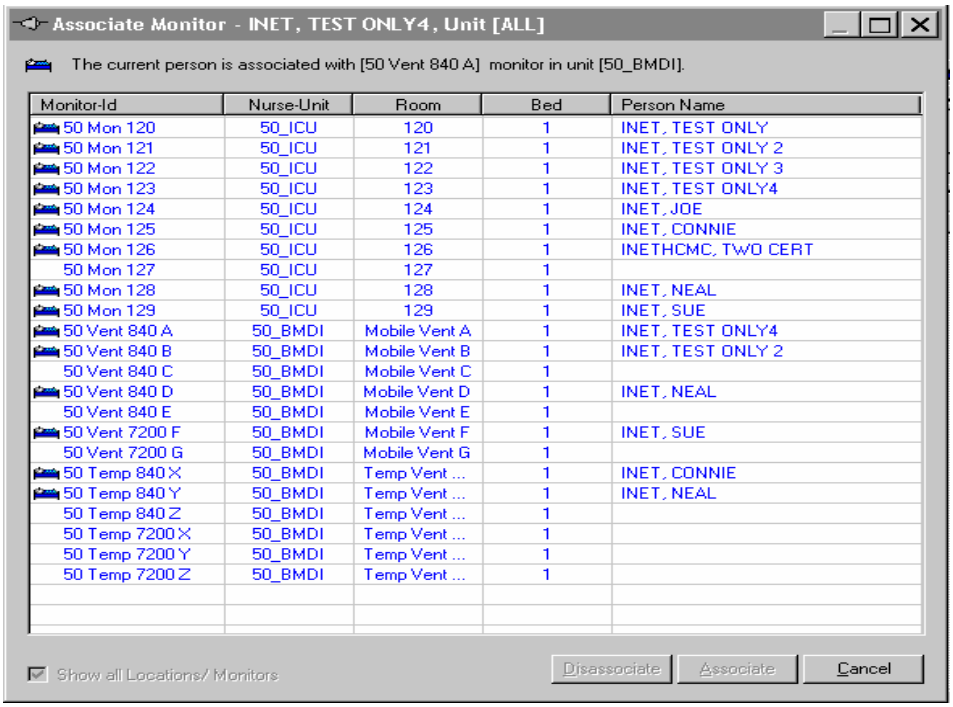
Issue: Data is not crossing over to INET from a ventilator.

Connectivity engines and device adaptors are used to send ventilator information for the patient into IView. Below is a picture of a Puritan Bennett 840 ventilator. These general steps refer to the Puritan Bennett 840 ventilator but will also apply to other type of ventilators except where noted.

Problem solving steps:

1. Make sure you have a device adaptor configured for an 840 ventilator. Device adaptors are configured for a specific type of ventilator. The type of ventilator will be included in the device adaptor name and will be on the label on the device adaptor. In the picture below the number 840 refers to the Puritan Bennett 840 ventilator.

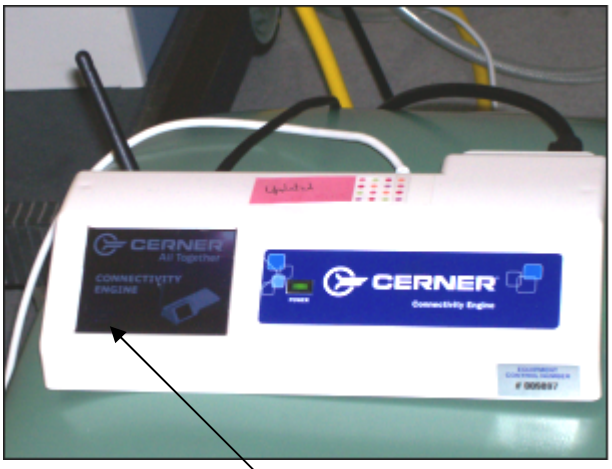
2. Make sure device adapter is associated to the right patient in IView. If associated and no data, disassociate and reassociate in IView. Note: sometimes device adaptors are referred to as dongles.



3. Make sure the internet cable is connected from wall to the connectivity engine.

Check IP address and make sure it starts with 10. and the site number. If you see 169 or another number instead of 10. shut down the connectivity engine for 15 sec. and restart. If it still shows 169 or another number other then 10. contact the local IT techs.

NOTE: IP address of 10.50 is for AMCH. Your IP addresses will start with 10. and then the hospital site number, for example 10.85 for SJCH.



IP address will show up at the bottom left hand corner of the screen and looks similar to this. The ball icon next to the IP address should be green.

The above picture is an enlargement of the screen on the left of the above connectivity engine. Note the IP address.

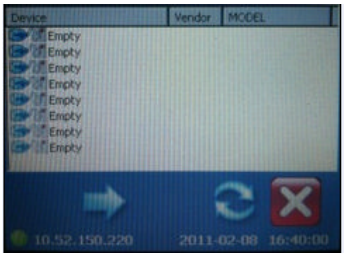
4. If the IP address is missing, check the network wire on the back of the unit:

If the wire is snuggly connected and there is no IP address disassociate and reset the power on the connectivity engine.

(The reset / power button is next to the large black power cord on the back of the connectivity engine). Look at the screen for an IP address. If the IP address is still missing or displaying incorrectly notify local IT Tech Team.

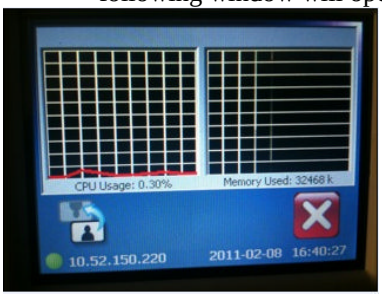
5. If you see the IP address, press on the connectivity engine icon on the screen.

The following window should display. If this window does not display you have a bad connectivity engine.
If it does display and Empty displays under the device column check the connection of the device adaptor to the connectivity engine USB port.



The expected display is to see the name of the device adaptor in the Device column.

If the issue is that the window is upside down then press the two wheel icon on the connectivity engine screen and the following window will open up. Then at bottom left you can see the arrow icon where you can flip the screen.



6. Device adaptor should be connected to RS232 port on an 840 ventilator. On other types of ventilators the connection for the device adaptor will be different.

7. Check “Other communications” on ventilator screen and make sure it states Baud Rate “9600”, Data Bits “8” and Parity “None”.
   NOTE: this step applies to Puritan Bennett 840 ventilators. Other ventilators could be different.

8. If you are not seeing data in IView you might need to restart the connectivity engine by shutting it down for 15 sec and restarting it.

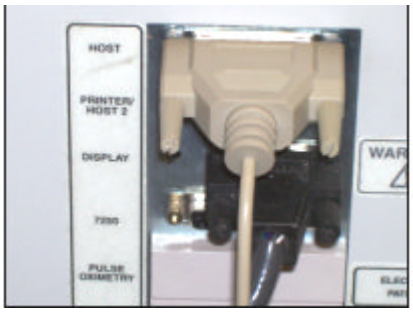
9. If data is still not crossing over open an assignment for Roseville BMDI Team.

Trouble shooting other types of ventilators

Puritan Bennett 7200 Ventilators

1. Make sure you have a device adapter configured for 7200 vent.
2. Make sure device adaptor is associated to the right patient.
3. Make sure network plug is connected from wall to connectivity engine.
4. Check IP Address make sure it starts with 10.50 and not 169 or another three digit number. If you see 169 shut down connectivity for 15 sec. and restart. If it still shows 169 then contact the local IT techs.
5. Make sure USB cable is connected from connectivity engine to device adaptor.

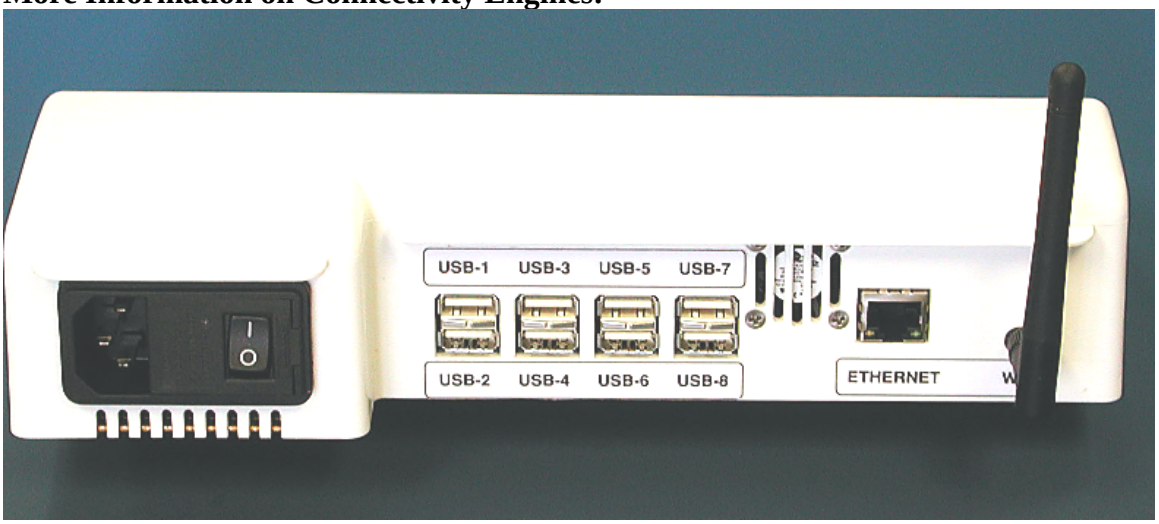
6. Device adaptor has a gender changer (if needed) and null modem cable connected to the Host



Go to "++" until you come across option 22 then hit enter 3X until you come across "Communication Control – Host." Make sure it states Baud Rate "9600", Data Bits "8" and Parity "None". If it does not then Bio-med needs to be contacted.

7. Restart connectivity engine.
8. If data is still not crossing over open an assignment for the BMDI Team.

More Information on Connectivity Engines:



There are 3 different connections that need to be plugged into the back of the connectivity engine:

- Electrical Power Cord
- Internet Cable
- USB cable

You do not need to move the three cables from room to room when moving a connectivity engine to another location, just leave them where they are. There is also a power switch on the back that needs to be turned on. When the connectivity engine is turned on, the power light in the front will illuminate.

General Steps for Rebooting a Connectivity Engine:

- Unplug the cable from the device adaptor on the ventilator.
- Turn the connectivity engine off and back on via the black switch on the back of the connectivity engine.
- Wait for it to reboot completely, can take a couple minutes.
- Watch for the ball to turn green.
- Once the ball is green again, then plug the cable into the ventilator's device adaptor again.

The above steps are used to instruct an end user in how to reboot a connectivity engine. Sometimes in problem solving the connectivity engine you will not need to disconnect the device adaptor when rebooting. This step will be dependent on what issue you are attempting to resolve.