

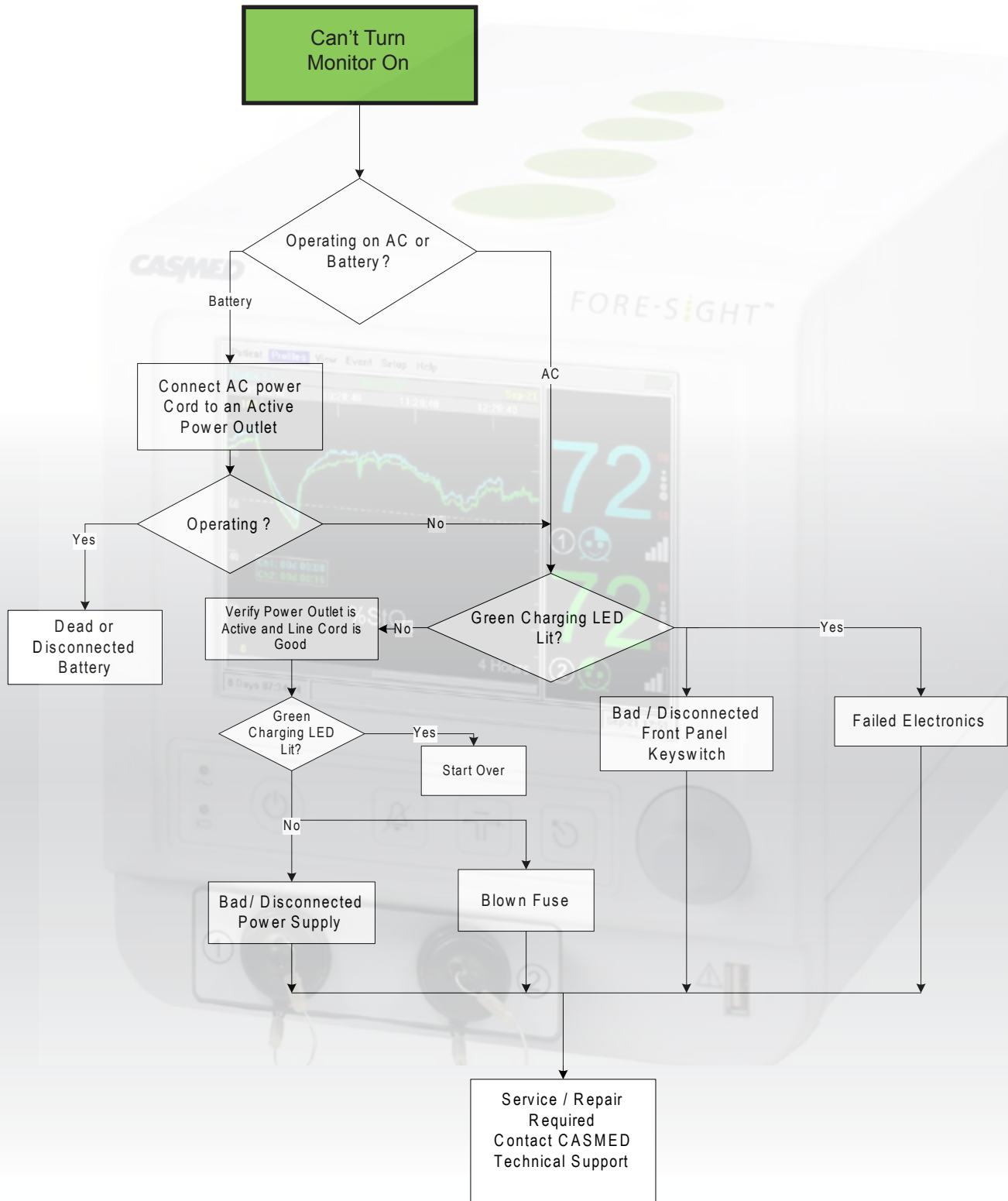
# FORE-SIGHT™

Absolute Tissue Oximeter

## Decision Trees

Basic Trouble-Shooting Guide





Reminders...

- Monitor should always be connected to AC power, even when not being used. Battery is intended as a back up power source for movement of unit or operating for short periods of time

Helpful Hints...

- Patient data is saved during the power down process. If all power is removed suddenly, data may be lost
- Data is automatically saved every 4 ½ hours
- Memory capacity is 20 days of patient data
- When a new patient is started, old data is erased
- Each yellow line represents a 24 hour period

Notes...

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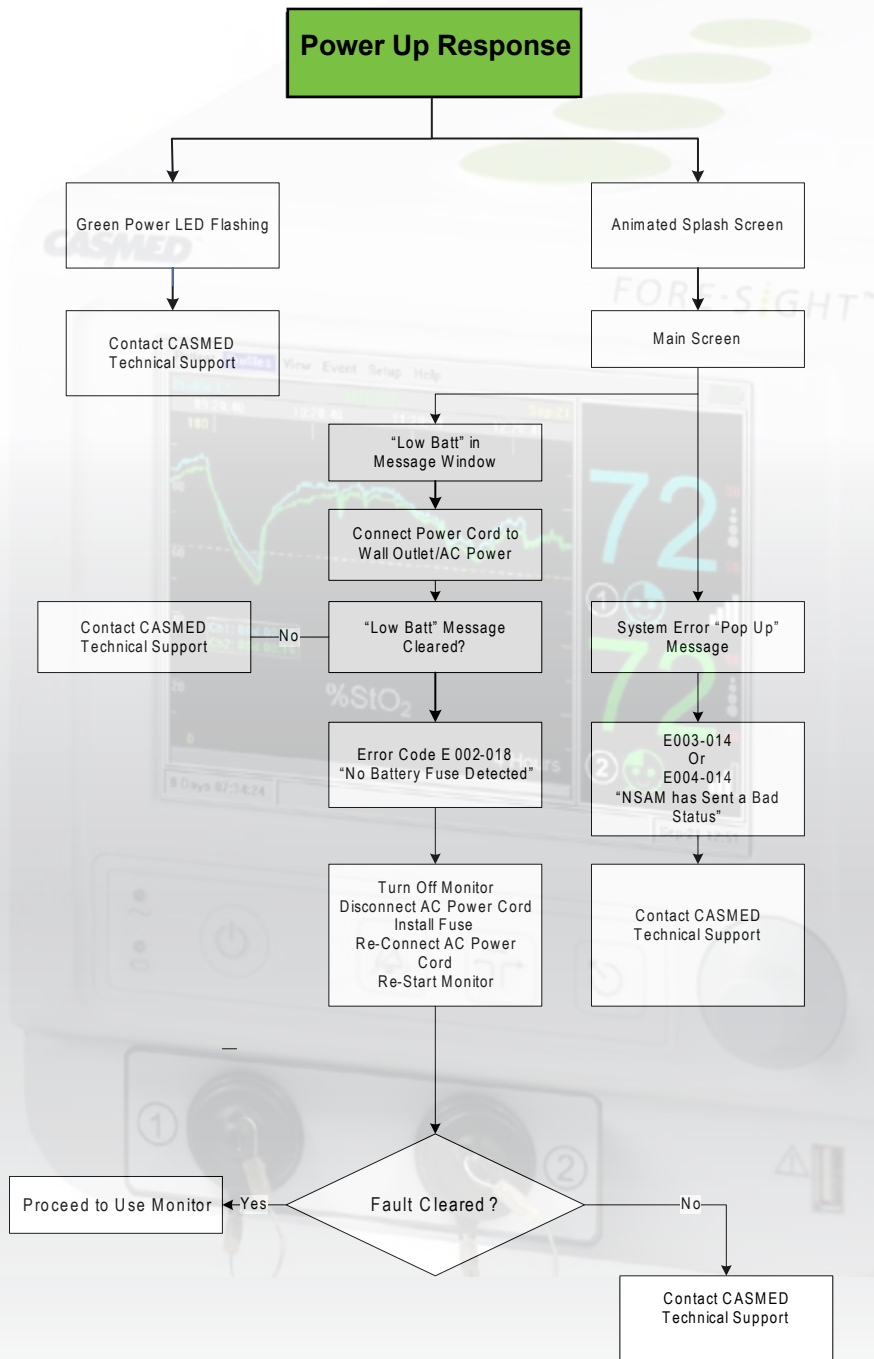
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Please refer to the User Manual for more detailed information



Reminders...

- In view log the 'no samples' messages are normal and should be ignored

Helpful Hints...

- Insert fuse before connecting to AC power cord. Fuse is intended for operating monitor on battery and maintaining battery charge.
  - Refer to the user's manual for more details
- Monitor should always be connected to AC power to maintain battery charge.

Notes...

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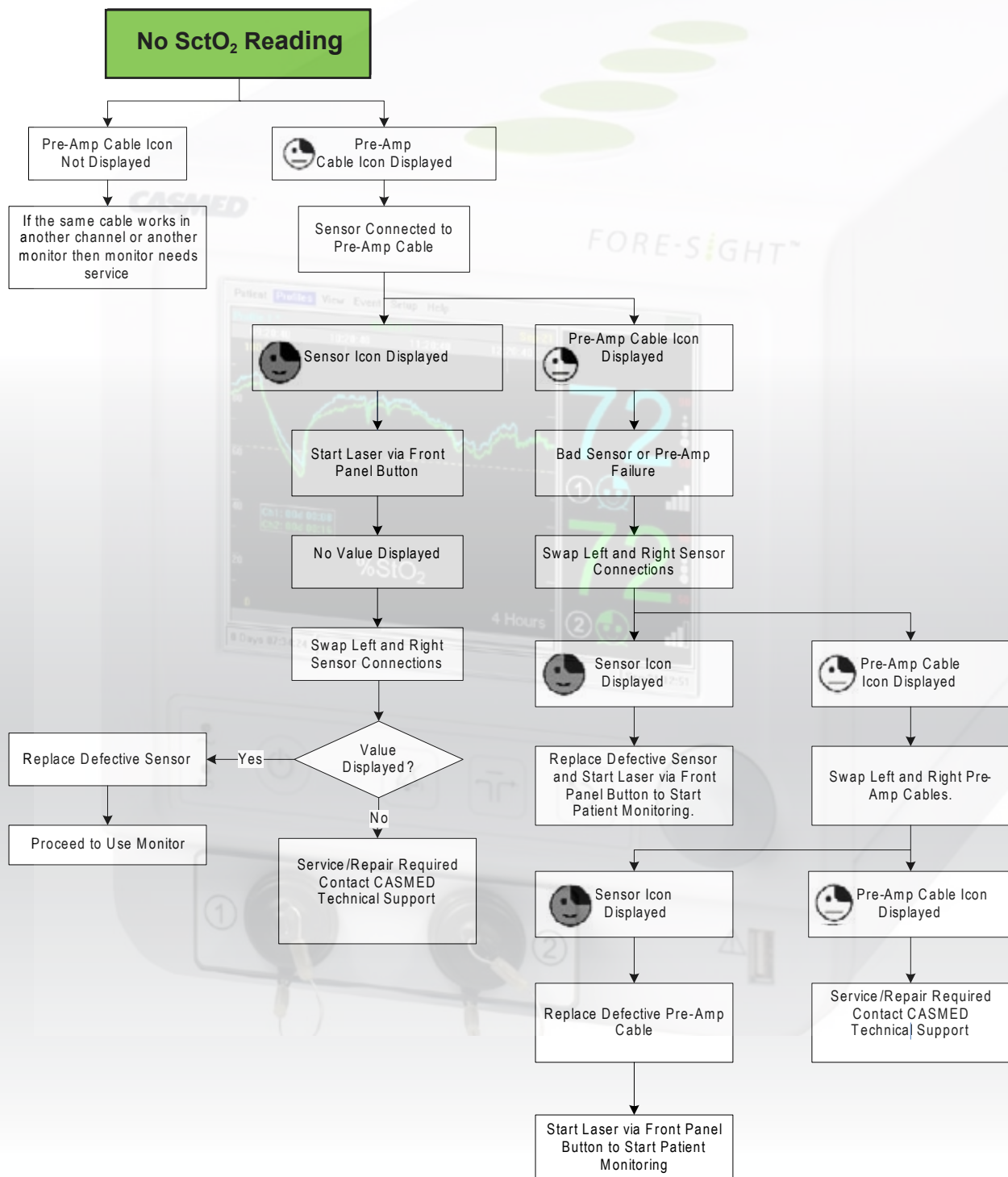
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Please refer to the User Manual for more detailed information



Reminders...

- Battery warranty is 1 year

Helpful Hints...

- Make sure Fiber Optic connections are clean and cable connection is secured

Notes...

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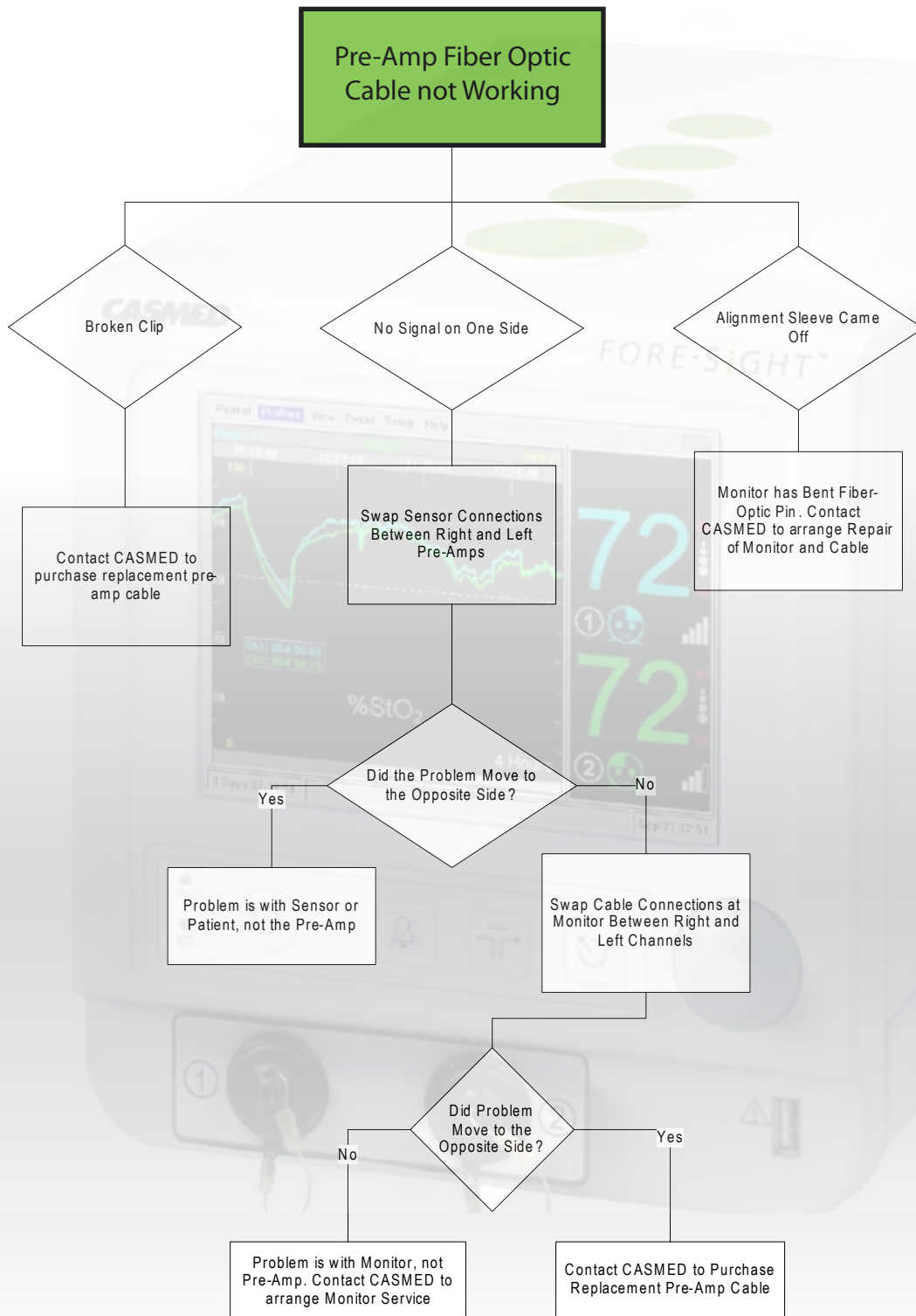
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Please refer to the User Manual for more detailed information



Reminders...

- Clean fiber optics using biomedical cleaning kit provided before connecting to the monitor
- Ninety (90) day warranty is provided for fiber optic pre-amp cables

Helpful Hints...

- It is not necessary to disconnect the fiber optic pre-amp cables from the monitor between cases
- It is recommended for the cables to remain connected at all times
- CASMED offers a pre-amp exchange program for re-furbished cables

Notes...

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Please refer to the User Manual for more detailed information

# FORE-SIGHT® Service Accessories

Listening to your equipment support needs



01-06-0005R

Re-Furbished Pre-Amp  
Fiber Optic Cable



01-06-0031

SctO<sub>2</sub> Testing Simulator



01-06-0032

Biomedical Cleaning Kit

(Recommended after detaching cables)



01-06-2133

Vue Link Extension Cable  
6 ft Null Modem Cable



25-01-0124

Cable Bundler  
(Used to hook cables onto monitor)



01-06-0034

USB Memory Stick



01-06-0036

User Manual  
(Multi-Language)

## FORE-SIGHT®

Absolute Tissue Oximeter

Thank you for allowing CASMED to continue to support your equipment servicing needs.

For ordering information, contact Customer Support: [custsrv@camed.com](mailto:custsrv@camed.com)

CAS Medical Systems Inc. 44 E Industrial Rd, Branford, CT 06405 USA

Toll Free: 800.227.4414 Phone: 203.488.6056

Visit us on the web at [www.cerebraloxy.com](http://www.cerebraloxy.com)

## Calling CASMED for an RMA

In order to have a monitor returned to CASMED for repair, there must be an RMA number (Return Merchandise Authorization) assigned by CASMED. Please have all information on the Service and Repair Questionnaire available.

In order to issue an RMA number CASMED will need the following:

- **Model Type**
- **Serial number**
- **Customer ID**
  
- **P.O. number** may be necessary if the customer has NET payment terms and the repair is billable. Please note that a customer can use a P.O. to approve a certain amount and CASMED will call for approval if the repair exceeds this amount.
  
- **Issue with the unit** should be as specific as possible. The more detail available, the more accurately we will be able to document the issue for our technicians. Please see the Service and Repair Questionnaire for guidelines of information needed.
  
- Once the RMA number is given to the customer, it is important that they keep the number for their reference.
  
- All returns are sent to the address below:

**CAS Medical Systems**  
**Attn. RMA #**  
**32 East Industrial Rd.**  
**Branford, CT 06405**



# Service and Repair Questionnaire

\*When calling technical support/customer service please have as much as possible of the following information available.

## 1. Contact person and location \_\_\_\_\_

Name

Title

Institution

Phone

Pager

Email

## 2. Pre-Amp cables serial numbers \_\_\_\_\_

## 3. Software/Firmware revision levels \_\_\_\_\_

(available from "Help" menu, "About" selection)

- **Monitor Serial Number(s)** \_\_\_\_\_

(available from rear panel label & "Help" menu, "About" selection)

- **Software Version** \_\_\_\_\_

- **PIC Version** \_\_\_\_\_

- **Left SAM Boot** \_\_\_\_\_

- **Left SAM Version** \_\_\_\_\_

- **Right SAM Boot** \_\_\_\_\_

- **Right SAM Version** \_\_\_\_\_

## 4. Date & time (local) of each occurrence \_\_\_\_\_

## 5. Detailed description of fault

- Alerts or Error Messages presented \_\_\_\_\_

- Description of other fault symptom(s) \_\_\_\_\_

## 6. Monitor operation when fault occurred

- Mode of operation when fault occurred \_\_\_\_\_

- Accessories connected when fault occurred

(i.e. pre-amp cables, sensors, printer, USB drive, etc.) \_\_\_\_\_

- Power source when fault occurred

(i.e. battery, 120 VAC 60Hz, 240 VAC 50 Hz, etc.) \_\_\_\_\_

- Length of time in operation before fault occurrence

(i.e. 1 hr, 10 minutes, at power-on) \_\_\_\_\_

## 7. Events (if any) during or immediately prior to fault occurrence

- Monitor: Connecting or disconnecting accessories, changing mode of operation or display, changing power source, etc. \_\_\_\_\_

- External events or other equipment that seemed associated with the fault \_\_\_\_\_