
Service and Specifications

This chapter provides information about servicing your recorder, device specifications, and available parts and accessories.

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Service & Maintenance

Cleaning

To clean the recorder

- 1 Remove the battery from the recorder.
- 2 Dampen a soft cloth with a mild detergent and water mixture.
- 3 Clean the recorder, lead wires, and belt clip.
- 4 Remove any adhesives from the patient lead wires with an adhesive tape remover solution or swab with mild detergent.

CAUTION Do not use alcohol or acetone to clean the lead wires as this can cause the wires to stiffen and the insulating plastic to crack. Do not immerse the recorder in water.

Troubleshooting

If you are having problems with the recorder, refer to the table below first. If your issue is not addressed, call the Response Center.

Table 2-1 Troubleshooting

Symptom	Solution
No display or Recorder does not power on	<ul style="list-style-type: none"> ■ Ensure that any previous ECG recording has been downloaded to the Holter application. ■ Ensure battery is inserted with correct polarity. ■ Install a new 1.5V AAA battery. ■ Ensure patient cable (lead set) is connected and press <i>Enter</i>.
Low battery	<ul style="list-style-type: none"> ■ Install a new battery. ■ Inspect battery compartment, clean contacts if necessary.
Self Test Error 52. Stuck Key. Reboot. message	<ul style="list-style-type: none"> ■ Can be caused by pressing a key when inserting the battery. Try reinserting the battery, making sure you are not pressing any of the recorder keys. If the message persists, call for service
Battery does not last 24 or 48 hours	<ul style="list-style-type: none"> ■ Ensure a new alkaline battery is being used. Do not use rechargeable batteries.
Battery does not last 96 or 168 hours.	<ul style="list-style-type: none"> ■ Ensure a new lithium battery is being used. Do not use rechargeable batteries.
Recorder does not run as long as expected	<ul style="list-style-type: none"> ■ Check the Record time in the <i>Settings</i> screen. ■ Ensure a fresh alkaline battery is being used for 24 or 48 hour recordings. ■ Ensure a fresh lithium battery is being used for 96 or 168 hour recordings.
No Cable	<ul style="list-style-type: none"> ■ Ensure patient cable (lead set) is connected to the recorder. The recorder will not pass the splash screen unless a cable is connected. ■ Check that the recorder pins are not broken or bent. Check that the cable connector is not damaged.

Table 2-1 Troubleshooting *(continued)*

Symptom	Solution
Noise artifacts on ECG signal	<ul style="list-style-type: none"> ■ Ensure you have prepared the patient’s skin according to the instructions on page 1-12. ■ Ensure the electrodes are properly applied to the patient. ■ Ensure the leads are making proper contact with the electrodes. ■ Ensure patient cable (lead set) is making contact with the electrodes. ■ Replace the lead set.
No Lead Connected message	<ul style="list-style-type: none"> ■ Ensure you have prepared the patient’s skin according to the instructions on page 1-12. ■ Ensure the electrodes are properly applied to the patient. ■ Ensure the leads are making proper contact with the electrodes. ■ Ensure patient cable (lead set) is connected. ■ Replace the lead set.
Leads Error	<ul style="list-style-type: none"> ■ Ensure you have prepared the patient’s skin according to the instructions on page 1-12. ■ Ensure the electrodes are properly applied to the patient. ■ Ensure the leads are making proper contact with the electrodes. ■ Ensure patient cable (lead set) is connected. ■ Replace the lead set.
Defective Card message	<ul style="list-style-type: none"> ■ Remove and reinsert battery. Note that when you restart the recorder, all patient and ECG information is erased from the memory card and cannot be recovered. ■ If message still appears, call for service.
Existing ECG in recorder. The patient’s name is displayed on the recorder screen. The recorder does not power on.	<ul style="list-style-type: none"> ■ Download the ECG data to the Holter application.
Self test failure	<ul style="list-style-type: none"> ■ Write down the error code. ■ Restart the recorder. ■ Call for service.

Table 2-1 Troubleshooting *(continued)*

Symptom	Solution
No splash screen when recorder is placed in dual dock	<ul style="list-style-type: none"> ■ Ensure that the DigiTrak XT cable or dual dock cable is firmly connected to a USB port on the PC. ■ Ensure that the PC is powered on. ■ Replace the DigiTrak XT cable or dual dock. ■ Remove battery from the recorder before placing it in the dual dock.

Calling for Service

For telephone assistance, call the Response Center nearest to you or visit the website at www.medical.philips.com/main/services/response_center

Be prepared to provide the following information:

- Model number
- Serial number
- Service tag number

Call customer support before returning a recorder to make shipping arrangements.

North America Response Centers

Country	Telephone Number
Canada	(800) 323 2280
Mexico	01 800 710 8128
Puerto Rico	1 787 754 6811
United States	(800) 722 9377

South America Response Centers

Country	Telephone Number
Argentina	54 11 4546 7698
Brazil	0800 701 7789
Chile	0800 22 3003
Columbia	01 8000 11 10 10
Peru	51 1 620 6440

Europe Response Centers

Country	Telephone Number
Austria	43 1 60101 820
Belgium	32 2 525 7102 (French) 32 2 525 7103 (Flemish)
Czech Republic MCR Response Center (located in The Netherlands)	31 40 2781619
Denmark	45 80 30 30 35
Finland	358 615 80 400
France	0 810 835 624
Germany	0180 5 47 5000
Greece MCR Response Center (located in The Netherlands)	31 40 2781619
Hungary MCR Response Center (located in The Netherlands)	31 40 2781619
Italy	0800 232100
Netherlands	31 40 27 211 27
Norway	47 800 84 080
Poland MCR Response Center (located in The Netherlands)	31 40 2781619
Rumania MCR Response Center (located in The Netherlands)	31 40 2781619
Russia MCR Response Center (located in The Netherlands)	31 40 2781619
Slovak Republic MCR Response Center (located in The Netherlands)	31 40 2781619
Spain	34 90 230 4050

Europe Response Centers *(continued)*

Country	Telephone Number
Sweden	46 200 81 00 10
Switzerland	0800 80 3000 (German) 0800 80 3001 (French)
United Kingdom	44 0870 532 9741 Fax: 44 01737 23 0550

Asia Response Centers

Country	Telephone Number
Australia	1800 251 400
China	800 810 0038
Hong Kong	852 2876 7578
India	1600 112 444
Indonesia	62 21 7910040, ext 8610
Japan	81 0120 095 205
Korea	82 02 3445 9010
Malaysia	1800 886 188
New Zealand	0800 251 400
Philippines	63 2 8162617 ext. 875
Singapore	1800 Philips
Taiwan	0800 005 616
Thailand	02 614 3569

Africa and Middle East

Country	Telephone Number
All countries MCR Response Center (located in The Netherlands)	31 40 2781619

Supplies & Parts

Approved supplies and parts for the DigiTrak XT are listed in the following tables.

To order supplies:

- In the USA, call 1-800-227-7843.
- Outside the USA, contact your local Philips Medical Systems Sales Office, your authorized Philips Medical Systems Dealer or Distributor, or visit our website at <http://shop.medical.philips.com>

Description	Philips P/N
Solid Gel ECG Electrode, 5/pouch	M4612A
Adult Plastic Tape ECG electrode, disposable	13942E
DigiTrak XT pouch	989803153451

NOTE For better protection of the recorder, we strongly recommend using the DTXT pouch (part # 989803153451). The pouch provides extra protection and cushioning.

The following part can be ordered by contacting the Response Center.

Description	Philips P/N
Battery door	453564067201

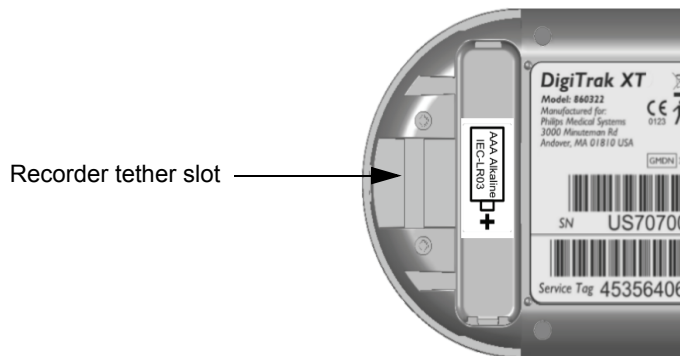
The following parts can be ordered by contacting your local Philips Medical Systems Sales Office or your authorized Philips Medical Systems Dealer or Distributor.

Description	Philips P/N
USB Dual Dock	989803157511
Patient diaries (200)	M4701A
24-inch patient cable (lead set)	989803157481
36-inch patient cable (lead set)	989803157491
54-inch patient cable (lead set)	989803157501
DigiTrak XT hookup kit (1 patient diary, 1 alkaline AAA battery, 1 alkaline AA battery, 5 electrodes)	M3730-62600
Patient electrodes (300)	M4706A
Belt clip	989803158191
Belt clip (10-pack)	989803158210

Replacing the Battery Door

To replace a broken battery door

- 1 Cut the rubber tether on the battery door.
- 2 Remove any tether pieces from the recorder.
- 3 Insert the tether of the new battery door through the recorder tether slot. Make sure the small hook at the end of the tether pops out from underneath the recorder tether slot.



- 4 With the battery door fully closed, slide the door to release the locking mechanism.
- 5 Lift the battery door at it's widest point.

When installed correctly, the battery door automatically pivots about the tether. The battery door will hang off the end of the recorder.

Specifications

Functional	
Channels	3
Recorded amplitude resolution	10 bits
Recording	Full disclosure
Download interface	USB
Sample rate	175/sec maximum
Frequency response	0.05Hz to 60Hz, @-3dB
Signal verification	LCD display
Event switch	Press <i>Enter</i>
Pacemaker Detection	Programmable on/off
Memory	
Capacity/Recording time	256 MB up to 96 hours 512 MB up to 168 hours (7 days)
Recording type	MMC
Physical	
Dimensions	91.44 x 55.88 x 19.05mm (3.60 x 2.20 x 0.75inches)
Weight with battery	70 g. (2.5 oz.)
Enclosure	Molded plastic (UL 94V-2)
Operating position	Any orientation
Electrical	
Gain setting	0.5X, 1X, 2X
Connector	11 pin
Patient cable	5 lead
Environmental	
Operating temperature	0°C to +45°C/32°F to 113°F
Non-operating temperature	-10°C to +70°C/14°F to 158°F
Operating humidity	10% to 95% (non-condensing)
Non-operating humidity	5% to 95% (non-condensing)

Battery	
Type	(1) AAA Alkaline IEC-LR3 for recordings up to 96 hours
Life	(1) AAA Lithium for recordings longer than 96 hours 168 hours (7 days)
Warranty	
	24 months from shipment