

italograph® PEF/FEV Diary and PC Software

Frequently Asked Questions

Please select area of interest from one of the following headings:

[Cleaning and maintaining the PEF/FEV Diary](#)

[Communication problems](#)

[General](#)

If your query is not answered in this document then please click on the following link, fill in the details and submit the form. One of our technical support personnel will then reply to your query.

[Technical Support Request Form](#)

How often should the flowhead be replaced?

- The flowheads are disposable and should be replaced between patients.

How often should the hydrophilic filters be replaced?

- The hydrophilic filters should be replaced once a year. (the hydrophilic filters are the white cylindrical filters which can be seen on top of the unit after the flowhead has been removed)

How should the unit exterior be cleaned?

- Clean with a lint-free damp cloth.
- Do not use solvents.

*The communications port selected is currently being used by another application. Use the **Communications Setup** item in the **Options** menu to change the port selection*

- Incorrect COM port selected. Choose another COM port and try again.

No response was received from the remote device. Communications cancelled.

- Incorrect COM port selected.
- Cable not connected correctly.
- Unit not in remote mode or not turned on.

Messages received from the remote device are consistently failing on their checksums.

- Damage to cable or loose connection.

The remote device is reporting that it is not a Vitalograph PEF/FEV diary.

- Cable not connected correctly.
- Unit not in remote mode or not turned on.

There is insufficient memory to open the serial port.

- Close another application and try again.

The database <name.db> does not have the expected internal structure. Unable to open.

- Check that the database is a valid Vitalograph PEF/FEV Diary database.

The Vitalograph PEF/FEV Diary software is already running.

- The software was incorrectly closed or exited on a previous session. Delete the following files from your hard disk: PDOXUSRS.LCK and PARADOX.LCK in the active directory, PDOXUSRS.NET in the root directory.

Other applications using up system resources.

- Shut down other applications.

Unable to open database.

- Select the **Database** menu and the **Select Database** option to select the required database.