

HAL[®] Green CPR + D Trainer

S315.500



Gaumard[®]
Simulators for Health Care Education

The HAL[®] Green CPR+ D Trainer is an interactive educational system developed to assist a certified instructor. It is not a substitute for a comprehensive understanding of the subject matter and not intended for clinical decision making.

User Guide 13.8.1
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Care and Cautions

Overall Warnings

Remember that damage caused by misuse is not covered by your warranty. It is critical to understand and comply with the following guidelines:

GENERAL

- The S315.500 is constructed of material that approximates skin texture. Therefore, in handling the model, use the same gentle techniques as you would in working with a patient.
- Ball point pens, ink and markers permanently stain the skin.
- Do not wrap this or any other Gaumard product in newsprint.
- Indelible marks made with ballpoint pens, ink or marker cannot be removed.
- Do not use alcohol, acetone, Betadine® or any other antiseptic which contains iodine in this or any Gaumard® simulator. These products could damage or stain the skin of the simulator.
- Do not add liquids to the hemothorax sites. Doing so will damage the simulator and void the warranty.
- Replacement parts are available from Gaumard Scientific or your Distributor.

OPERATING CONDITIONS

Operating the simulator outside these ranges may affect performance:

- Operating temperature: 50°-95° F (10°-35° C).
- Humidity: 5%-95% (non-condensing).

STORAGE CONDITIONS

- Storage temperature: 32°-113° F (0°-45° C).
- Humidity: 40%-60% (non-condensing).
- Do not stack or store heavy materials on top of the carton.

PROCEDURES

- Do not attempt to intubate without lubricating the airway adjunct with silicone lubricant (provided). Failure to do so will make intubation very difficult and is likely to result in damage.
- Mouth to mouth resuscitation without a barrier device is not recommended, as it will contaminate the airway.

- Do not perform surgical exercises on the ventilation insert.

CLEANING

- HAL® S315.500 should be cleaned with a cloth dampened with diluted liquid dishwashing soap. If medical adhesives remain on the skin, clean with alcohol wipes.
- Apply talcum powder to the face to reduce the silicone tackiness.
- Do not use GooGone® or similar products, as the citric acid in the formula will cause pitting of the various materials comprising your simulator.
- HAL® S315.500 is “splash-proof” but not water-proof. Do not submerge or allow fluid to enter the interior of the simulator.

ECG AND ELECTRICAL THERAPY CHECKLIST AND WARNINGS

- Defibrillation is only allowed on the large sternum and apex sites.
- Only deliver electrical therapy when the simulator is fully assembled, dry, and undamaged.
- Make sure the defibrillation patches on the simulator are in good condition, including removing any and all gel residue on the defibrillation patches from previous use(s).
- It is a good practice to remove gel residues after every use. Failure to do so will leave behind a film of electrode gel that hardens causing arcing and pitting.
- Do not re-use the gel-adhesive pads. Do not leave them on for next day use.
- Use hard paddles or wet-gel pads preferably.
- Avoid using solid-gel pads since they present higher risk of burning the simulator’s skin.
- Gel pads have a shelf life. Make sure they are not expired to avoid arcing.
- Make sure the simulator is not in contact with any electrically conductive surfaces.
- Use the simulator only in a well-ventilated area, free of all flammable gases.
- NEVER attempt to service or modify any of the electrical connections, especially those between conductive skin sites and the internal electronics.
- Discontinue use if any wires are found exposed with damaged insulation.
- Real medical products, especially electrodes, sometimes use powerful adhesives that can be difficult to remove. A gentle, degreasing cleanser may be needed.

- Electrode gel on the skin between any two electrode targets can become a pathway for electrical current, just as in real life. If this occurs, HAL S315.500's skin can be burned.
- Should dark traces appear on the conductive patches due to gel residue or previous arcing, use a pencil eraser to remove the traces and then clean with alcohol.
- DO NOT SCRATCH the conductive patches with abrasive objects; doing so will cause irreversible damage to the conductive sites and subsequently cause arcing.

Getting Started

Overview

The HAL® S315.500 is a highly portable interactive CPR and defibrillation trainer equipped with the following features:

AIRWAY

- Oral and nasal intubation
- Use an ET tube or LMA
- Realistic airway with tongue, vocal cords, trachea

APPEARANCE

- Silicon face/head skin for realistic jaw thrust, head tilt / chin lift

BREATHING

- Automatic breathing with realistic chest rise
- Ventilation is measured and logged

CIRCULATION

- Conductive skin regions allow for ECG monitoring with real equipment
- Chest compressions are measured and logged
- Audible tones guide chest compressions in coach mode
- Bilateral carotid pulses with proper chest compressions
- Defibrillate using real devices

SIMULATOR

- Adult male upper body and head
- Anatomically correct landmarks for proper hand placement
- Realistic chest cavity
- Lungs, and ribs

OTHER

- One year limited warranty

INCLUDED ACCESSORIES

- CPR+D™ Controller

- USB Cable
- Communication Cable
- Mineral Oil Lubricant
- Manual Air Pump
- Carrying Bag
- User Guide
- Quick Start Guide
- CPR+D™ Link CD

See shipping manifest for an up to date equipment list.

Terminology

It is wise to spend a moment familiarizing yourself with some of the terminology that will be used to discuss simulation with the HAL S315.500.

FACILITATOR

The person conducting the simulation; an instructor or lab staff member.

CPR+D™ LINK

The application to review, save, and print the CPR reporting metrics on a PC

PROVIDER

A person participating in the simulation as a healthcare provider.

Equipment Set Up

POWER SUPPLY

HAL S315.500's electronic system is powered through chest compressions.

Simulator remains charged during training and recharges itself while the facilitator practices CPR.

No batteries to replace. Energy storage device capable of 500,000 cycles.

CPR+D™ CONTROLLER SETUP

Controller controls simulator's responses with the touch of button.

1. Connect the communication cable to the simulator's communication port.



2. Connect the other end of the communication cable to controller.



3. Start applying chest compressions (usually 30 or less depending on how deep they are performed) until the startup screen is shown in the controller

After the start up screen, serial number and revision number will appear. Then, CPR+D™ controller will proceed to the main screen automatically.



CPR+D™ CONTROLLER BUTTONS



The “down arrow” button is used to select down on the list and/or decrease parameters.



The “up arrow” button similar to the previous button, is used to select up on the list and/or increase parameters.



The “start/pause” button is used to start or pause the exercise.



The “red exit” button is used to exit from current screen and return to the main menu.



The “selection” button is used to select the mode and/or setting menu; and to access the breathing, heart beat, and ventricular fibrillation menu.



The “green enter” button is used to accept changes; activate breathing, heart beat, or ventricular fibrillation; and review the results.

USB CABLE SETUP

Reporting metrics are stored in the controller's flash memory and can be transferred to a computer using the simulator's USB port.

1. Connect the USB cable to the simulator's USB port and to the computer.



Screen will display "USB ready" when a connection with the computer has been established.



2. Slowly begin pumping to pressurize
3. Controller's main screen will show the air pressure status on the superior right corner. Air pressure value will start increasing from 0/4(empty)-1/4-1/2-3/4 until Full, when pressurization is complete as shown below.



PRESSURIZING THE SYSTEM

HAL S315.500 pulses and breathing with chest rise features are driven by pressurized air held in the system's internal reservoir.

Activating these features consume air pressure from the internal reservoir. It may be necessary to refill the system after few exercises.

Follow the steps below to pressurize the system prior to starting a simulation session:

1. Connect the manual air pump to the "Air Inlet" port.



WARNING

Do not connect Controller to a computer, LAN network or unauthorized diagnostic equipment using the communication cable (Ethernet cable). Doing so will cause serious damage to the equipment.

Working with HAL®

S315.500

Airway

NASAL AND ORAL INTUBATION

HAL allows for realistic jaw thrust, head tilt and chin lift.



The airway has anatomical landmarks and can be intubated orally or nasally.



Procedure	Recommended Device Size
Intubation (Blade size)	Miller 4 or MAC 3.5
LMA	Size 4
Nasal Intubation	8 mm outer diameter max
Oral Intubation	ETT 7 or 7.5

WARNING

Manually lubricate the ET tube, and nasal opening prior to performing an intubation exercise.

Do not spray silicone oil directly into the mouth or the airway.

Do not introduce liquids into the airway, as internal damage may result.

Breathing

Automatic breathing with realistic chest rise can be activated.

ACTIVATING BREATHING

1. Press start button to start the exercise from the main screen.



2. Press selection button to access "Start Breathing", and select this option with up and down arrow buttons.



3. Press enter button to start breathing
4. To stop breathing follow the same instructions used to start breathing.



VENTILATION

Practice BVM techniques using an adult sized mask having a thick seal.

Ventilate via endotracheal tube with manual ventilation.

Bilateral lung expansion is perceived with realistic chest rise.



COMPRESSION

Realistic chest cavity allows students to experience the correct force needed to perform proper chest compressions.



Chest compressions are measured and logged.

Audible tones guide chest compressions and ventilations in coach mode. When providers are performing proper compressions and ventilations the audible tones stop.

Proper chest compressions result in palpable carotid pulses.

Cardiac

ECG MONITORING

One of HAL S315.500 most exciting features is the accommodation of real monitoring. In most cases, no special instruction is necessary to use such devices. The HAL's conductive skin sites allow placement of real AED pads. This feature permits the user to track sinus, ventricular fibrillation and asystole cardiac rhythms with their own equipment just like a real patient.

INSTRUCTIONS FOR USE

1. Turn on the simulator. Refer to the Equipment Set-Up section.
2. Attach real AED pads directly to the large sternum and apex sites.
3. Turn on the ECG monitor.
4. ECG monitor will display the selected ECG rhythm.

Sinus rhythm will be seen when the heart beat is activated. To start heart beat refer to the Circulation section.



Ventricular fibrillation rhythm will be seen when this option is activated. To start ventricular fibrillation refer to Circulation section.

Manual cardioversion can be made upon defibrillation.

Asystole rhythm can be seen when the whole exercise is stopped.

ELECTRICAL THERAPY

Defibrillation is only allowed on the large sternum and apex sites.

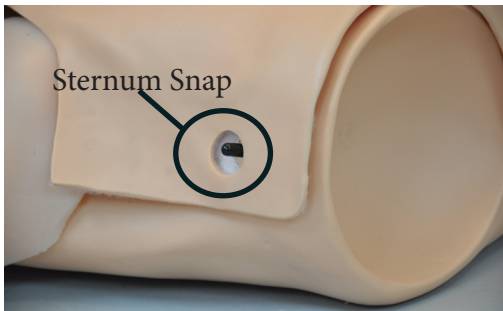
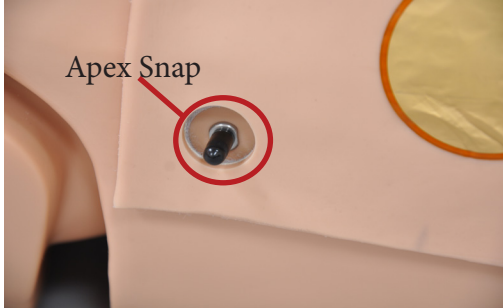
There are inherent dangers in the use of some medical devices. For simulations that incorporate electrical therapy of any kind, always know your equipment, and follow the device manufacturers' safety guidelines

Shock the simulator using your defibrillator just like a real patient.



SNAP CONNECTORS

The chest skin snap connectors and “Snap Adapter Cable” allow providers to deliver electrical therapy at the sternum and apex sites without the use and frequent replacement of pads or patches.



Feature	Maximum
Defibrillation	360 Jules

The snap sites provide the same electrical therapy functionality as the gold patches.

The snap connections are only functional when the internal defibrillation snaps are installed.

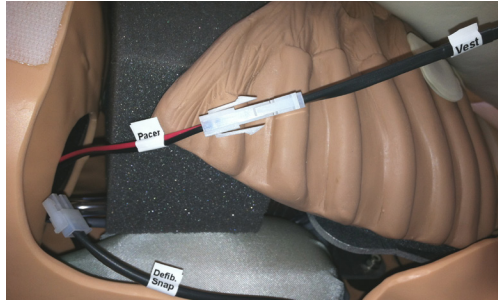
The chest skin sternum and apex gold patches are disabled when the defibrillation snaps are installed.

The sternum and apex gold patches on S315.500's chest skin are connected as a standard.

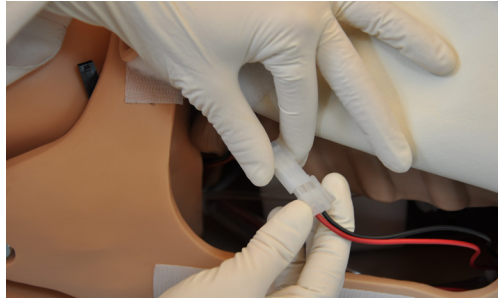
To install the defibrillation snaps and enable snap sites follow the instructions:

1. While the simulator is off, carefully unfasten the chest skin on the left side.

Note that connectors are labeled as “pacer”, “vest” (chest skin), and “defib. snap” as shown below.



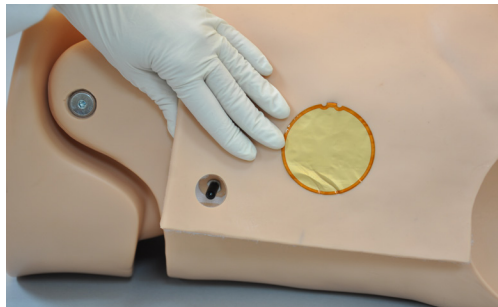
2. Press down on the white clip and disconnect the vest connector from the pacer module.



3. Connect the defibrillation snap connector to the pacer module as shown below.



4. Tuck the cables back into the cavity.
5. Insert the skin's placement pin into the guiding hole located on the Velcro®.



To re-enable the gold patches, disconnect the defibrillation snaps and re-connect the chest skin.

USING THE SNAP CONNECTORS (OPTIONAL)

The “Snap Adapter Cable” connects to a real defibrillator and carries electrical therapy energy to the snap sites. The snaps are color coded to identify the apex and sternum placement.

Gaumard manufactures a variety of modified snap adapter cables compatible with most electrical therapy devices. For more information about snap cables for a particular defibrillator, please contact Gaumard.



Snap Cable Adapter	Location
Red Connector	Apex Snap
Black Connector	Sternum Snap

To use the Snap Cable Adapter:

1. Remove the snap connector covers at the apex and sternum sites.



2. Connect the “Snap Adapter Cable” to the defibrillator.
3. Connect the black snap connector to the sternum connector.

Connect the red snap connector to the apex connector.

WARNING

The snap adapter cables carry real energy. Handle the snap adapter cables with the same care and precautions used with real pads and patches and following the same directions included with the defibrillator’s “directions for use” documentation.

Do not apply electrical therapy or deliver a shock while holding the snap connectors or while the snap connectors are disconnected from the simulator.

Only deliver electrical therapy when the simulator is fully assembled, dry, and undamaged.

Do not use damaged snap adapter cables, connectors, or medical equipment.

Circulation

PALPABLE PULSES

Proper chest compressions result in palpable carotid pulses.



ACTIVATING THE PULSES

Automatic bilateral carotid pulses can be activated.

1. Press start button to start the exercise from the main screen.



2. Press selection button to access “Start Heart Beat”, and select this option using up and down arrow buttons.



3. Press enter button to start heart beat and activate carotid pulses.
4. Carotid pulses won't be felt after the air reservoir runs out of air. Also, they will stop automatically when ventricular fibrillation is activated.



To activate ventricular fibrillation follow the same instructions used to activate heart beat.

CPR+D™ Controller

Using CPR+D™ Controller

CPR+D System is a CPR and defibrillation training tool incorporated in the CPR+D controller. It was designed to help teach CPR by monitoring cadence and depth of cardiac compressions and airway ventilations in real time.

CONTROLLER BUTTONS



The “down arrow” button is used to select down on the list and/or decrease parameters.



The “up arrow” button similar to the previous button, is used to select up on the list and/or increase parameters.



The “start/pause” button is used to start or pause the exercise.



The “red exit” button is used to exit from current screen and return to the main menu.



The “selection” button is used to select the mode and/or setting menu; and to access the breathing, heart beat, or ventricular fibrillation menu.

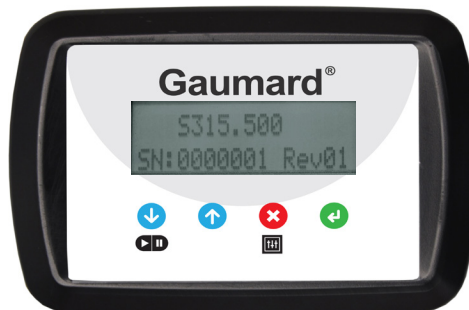


The “green enter” button is used to accept changes; activate breathing, heart beat, or ventricular fibrillation; and review the results.

STARTUP SCREEN



A startup screen is shown while controller is detecting the simulator features. After start up screen, controller will show the serial number and the revision number.



CPR+D controller will proceed to main screen automatically.

MAIN SCREEN



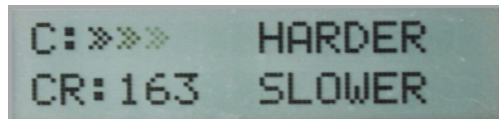
Main screen will give the information of the air pressure in the superior right corner. From this screen exercises can be started, mode or settings menu can be selected, and results can be reviewed.

PERFORMING CPR + D EXERCISES

Starting from main screen, press start button to begin the exercise.



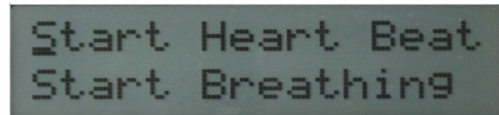
Screen on CPR+D controller provides compression depth and ventilation volume in easy-to-interpret bar graph format.



Screen prompts facilitator when providers must compress “faster” or “slower”, “softer or harder”.

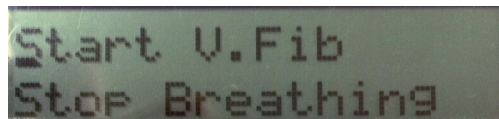
During the exercise, breathing and carotid pulses can be generated following the instructions below:

1. Press selection button to access Breathing and Heart Beat menu



2. Use up and down arrow buttons to select these options.
3. Press enter button to start the selected option.

Notice that Starting the heart beat would set the EKG waveform to sinus. To alternate between sinus and ventricular defibrillation as well as to start or stop breathing, simply follow the instructions above.



When the air pressure and/or the charge of the simulator is not enough to activate the pulses and/or breathing, the controller’s screen will show “ Battery to low for breathing/pulses” or “Air pressure to low for breathing/pulses”.

When defibrillating, while the simulator is in ventricular fibrillation and the energy detected is above 75 Joules, the controller would prompt the user to “Convert to Sinus?”.

4. Press the to set the simulator into sinus rhythm and activate pulses if the air reservoir is filled. Press to discard defibrillation and stay in current rhythm.

Should the simulator was in sinus mode while being defibrillated, the controller would indicate “INAPPROPRIATE SHOCK” for two seconds, and then prompt user “Convert to Ventricular Fibrillation?”, for which the instructor can press to convert, or to disregard.

Stop the whole exercise using pause button

NAVIGATION MENU

Starting from main screen, access the navigation menu pressing selection button. Each menu item has additional submenus or toggle selection.



The Navigation menus are:

- CPR operational mode: TEST or COACH mode
- Settings: Program the simulator settings using this menu.

MODE MENU

Use up and down arrow buttons to select the mode menu, then press enter button. To return to the navigation menu, press exit button.



Toggle between COACH and TEST modes. The COACH mode generates audible tones to coach CPR ratio. A high-pitched beep guides the care provider to perform proper compressions and a low pitched-beep guides proper ventilations. When providers are performing proper compressions and ventilations, the audible tones stop. Toggle to the TEST mode to perform CPR without the audible cues.

SETTINGS MENU

Use up and down arrow buttons to select settings menu, then press enter button. To return to the navigation menu, press exit button.

The Setting menus are:

- C/V Ratio: customize the compression to ventilation ratio to match current regional guidelines
- CMP Rate: adjust the number of compressions per minute
- Set Comp Depth: customize the compression depth to match current regional guidelines.
- Calibrate Venti: calibrate the ventilations in the simulator.

To navigate inside Setting menus, use up and down arrow buttons, and press enter button to edit each menu.



C/V RATIO MENU (COMPRESSION TO VENTILATION RATIO)

Adjust the compression to ventilation ratio using up and down arrow buttons. Press enter button to save the changes and return to previous screen. The default value for the C/V Ratio is 30 compressions to 2 ventilations.



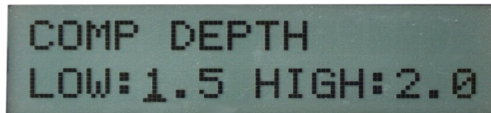
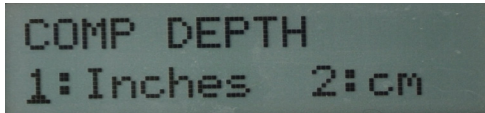
CMP RATE MENU (COMPRESSION RATE RANGE)

Adjust low and high compression rate limits using the up and down arrow buttons. Press enter button to save the changes and return to previous screen. The default value for compression rate range is low=90 and high=110.



.....
SET COMP DEPTH MENU (SET COMPRESSION DEPTH)
.....

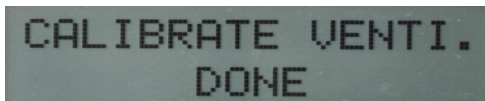
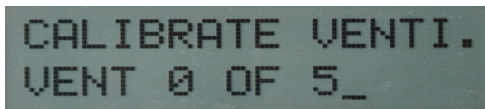
Compression depth can be selected in inches or centimeters. Adjust low and high compression depth limits using up and down arrow buttons. Press enter button to save the changes and return to previous screen. The default value for the compression depth range is low=1.5 inches and high=2.0 inches



.....
CALIBRATE VENTILATION
.....

Set the standard against which ventilation will be evaluated during training.

CPR+D controller will ask you to perform five correct airway ventilations. The facilitator should follow the text cue on the screen to perform just one ventilation at a time, until finished. When the calibration is complete, it will display DONE. Press enter button to save the changes and return to previous screen.



.....
REPORTING METRICS MENU
.....

Once the exercise is finished, results can be reviewed.

Press enter button to access the Reporting Metrics menu, and exit button to return to main screen

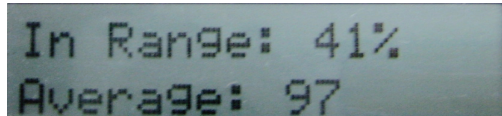
Reporting Metrics menus are:

- Compressions Rate
- Compressions Depth

- Ventilations
- C/V Ratio
- Total Time/ Idle Time

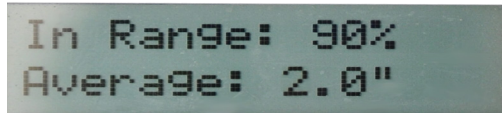
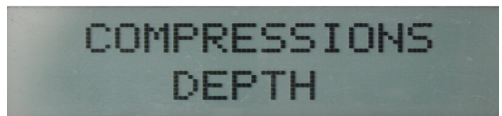
.....
COMPRESSIONS RATE
.....

View average compression rate per minute, and percent of compressions performed in proper rate range.



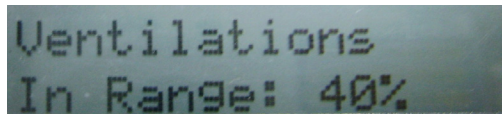
.....
COMPRESSIONS DEPTH
.....

View average compression depth, and percent of compressions performed in proper depth range.



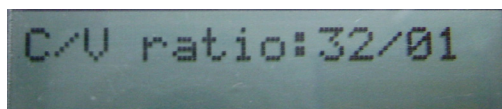
.....
VENTILATIONS
.....

View the percent of ventilations performed in proper ventilation volume range.



.....
C/V RATIO
.....

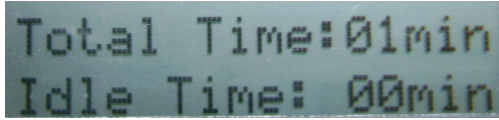
View actual compression to ventilation ratio performed during the exercise.



TOTAL TIME/ IDLE TIME

View the total duration of the exercise.

View the idle time between compressions and ventilations.



Results can be viewed at any time while on PAUSED mode, even after power up for which it shows results from previous training. Results are erased once a new section is started.

CPR+D™ Link

CPR+DLink is an application that enables the transfer of reporting metrics stored in the controller's flash memory to a computer using the simulator's USB port.

This software allows facilitator to review, save, and print the exercise results performed by each provider.

Every time an exercise is finished, reporting metrics should be transferred to the computer, because the CPR+D controller only saves the last exercise performed.

CPR+D LINK MINIMUM SYSTEM REQUIREMENTS

- Operating System: Windows XP or Windows 7
- Computer and processor: 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- Memory: 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- Hard disk: 4 gigabyte (GB) available disk space
- Install media: CD/DVD Drive
- I/O Ports: USB port

CPR+D LINK SOFTWARE INSTALLATION

If installing the CPR+D Link software for the first time, follow the instructions listed below:

1. Insert the CPR+D Link installation CD in your PC.
2. Follow the instructions on your screen.

If the auto run feature is disabled, open My Computer. In the My Computer window, open the drive that contains the CPR+D Link CD. Double-click on CPR+D Link and locate the file "CPR_D_Trainer_Setup.exe". Double-click on this file to start the installation.

3. Install the file "SetupDriver.msi"

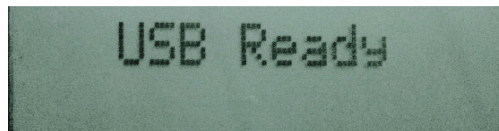
If installing the application on a Windows 7 computer, run the program as administrator. Right click the CPR+D Link icon and select Properties. Select the Compatibility tab and check mark the option "Run this program as an administrator". Click on Apply and then OK to close the window.

EQUIPMENT SET UP

1. Turn on the simulator, refer to Equipment Set Up section.
2. Connect the USB cable to simulator's USB port, and to the computer.



Screen will display USB ready when a connection with the computer has been established.

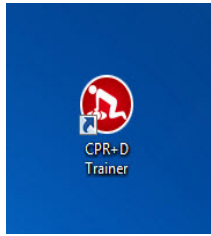


WARNING

Do not start the CPR+D Link application until the USB cable is connected to the simulator and the PC.

STARTING CPR+D LINK

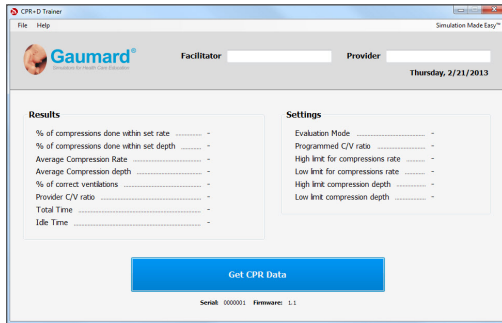
Double click on the CPR+D Link icon on the desktop of your PC.



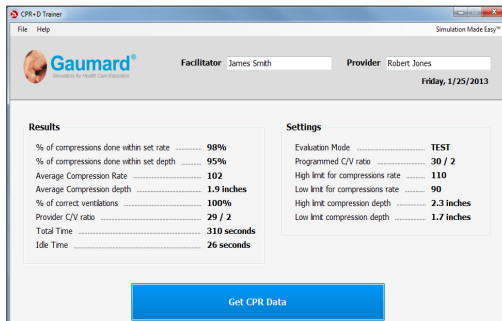
CPR+D SCREEN

GET CPR DATA

CPR+D Link main screen will show “Get CPR Data” button in blue when the communication with the simulator has been established.

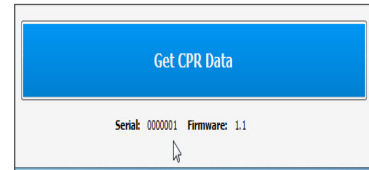


Press “Get CPR Data” button to obtain the reporting metrics. Facilitator can review and compare the provider’s results according to the predetermined settings.



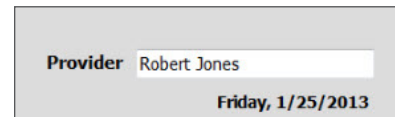
SERIAL NUMBER AND FIRMWARE VERSION

View simulator serial number and firmware version below “Get CPR Data” button.



FACILITATOR AND PROVIDER TABS

Use Facilitator and Provider tabs to enter both names. Current date will be displayed below the provider tab.

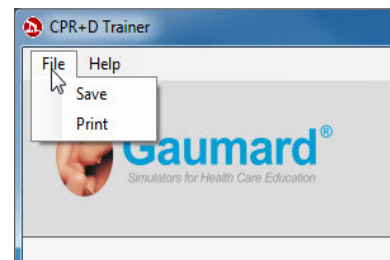


DROP DOWN MENUS

Main screen contains the drop down menus used to save and print the results, and access the program’s help.

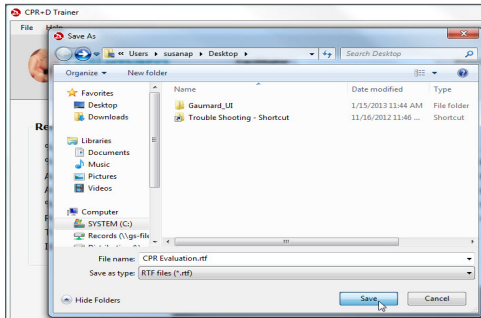
FILE

Select Save and/or Print from the File menu



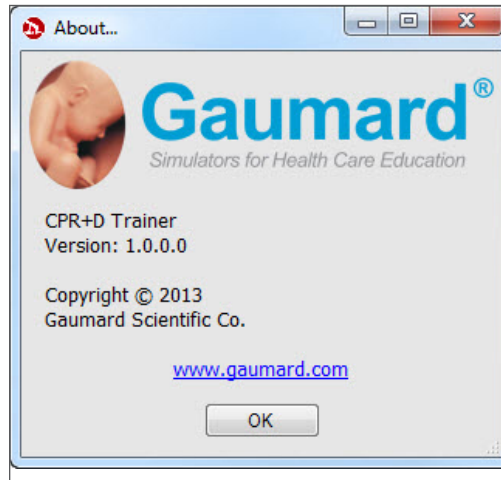
SAVE

Save reporting metrics as a document file in the PC for each provider.



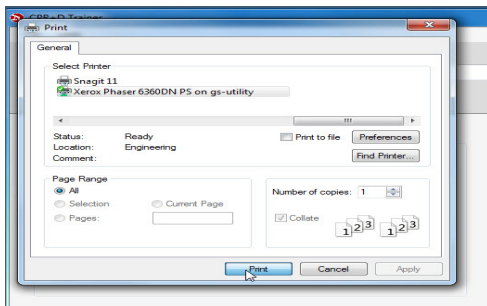
ABOUT

Click to view the version of the software.



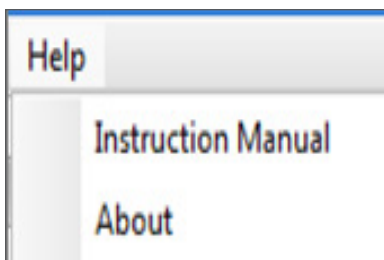
PRINT

Print reporting metrics for each provider



HELP

Select Instruction Manual and/or About from the Help menu



INSTRUCTIONAL MANUAL

Open the instructional manual.

Appendix

Warranty

EXCLUSIVE ONE-YEAR LIMITED WARRANTY

Gaumard warrants that if the accompanying Gaumard product proves to be defective in material or workmanship within one year from the date on which the product is shipped from Gaumard to the customer, Gaumard will, at Gaumard's option, repair or replace the Gaumard product.

This limited warranty covers all defects in material and workmanship in the Gaumard product, except:

Damage resulting from accident, misuse, abuse, neglect, or unintended use of the Gaumard product;

Damage resulting from failure to properly maintain the Gaumard product in accordance with Gaumard product instructions, including failure to properly clean the Gaumard product; and

Damage resulting from a repair or attempted repair of the Gaumard product by anyone other than Gaumard or a Gaumard representative.

This one-year limited warranty is the sole and exclusive warranty provided by Gaumard for the accompanying Gaumard product, and Gaumard hereby explicitly disclaims the implied warranties of merchantability, satisfactory quality, and fitness for a particular purpose. Except for the limited obligations specifically set forth in this one-year limited warranty, Gaumard will not be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory regardless of whether Gaumard has been advised of the possibilities of such damages. Some jurisdictions do not allow disclaimers of implied warranties or the exclusion or limitation of consequential damages, so the above disclaimers and exclusions may not apply and the first purchaser may have other legal rights.

This limited warranty applies only to the first purchaser of the product and is not transferable. Any subsequent purchasers or users of the product acquire the product "as is" and this limited warranty does not apply.

This limited warranty applies only to the products manufactured and produced by Gaumard. This limited warranty does not apply to any products provided along with the Gaumard product that are manufactured by third parties. For example, third-party products such as computers (desktop, laptop, tablet, or CPR+D) and monitors (standard or touch-screen) are not covered by this limited warranty. Gaumard does not provide any warranty, express or implied, with respect to any third-party products. Defects in third-party products are covered exclusively by the warranty, if any, provided by the third-party.

Any waiver or amendment of this warranty must be in writing and signed by an officer of Gaumard.

In the event of a perceived defect in material or workmanship of the Gaumard product, the first purchaser must:

Contact Gaumard and request authorization to return the Gaumard product. Do **NOT** return the Gaumard product to Gaumard without prior authorization.

Upon receiving authorization from Gaumard, send the Gaumard product along with copies of (1) the original bill of sale or receipt and (2) this limited warranty document to Gaumard at 14700 SW 136 Street, Miami, FL, 33196-5691 USA.

If the necessary repairs to the Gaumard product are covered by this limited warranty, then the first purchaser will pay only the incidental expenses associated with the repair, including any shipping, handling, and related costs for sending the product to Gaumard and for sending the product back to the first purchaser. However, if the repairs are not covered by this limited warranty, then the first purchaser will be liable for all repair costs in addition to costs of shipping and handling.

Extended Warranty In addition to the standard one year of coverage, the following support plans are available: Two-Year Extension (covers second and third years)

Call for pricing (USA only)



Gaumard®
Simulators for Health Care Education

Contact Us

E-mail Technical Support: support@gaumard.com

Before contacting Tech Support you must:

1. Have the simulator's Serial Number
2. Be next to the simulator if troubleshooting is needed.

E-mail Sales and Customer Service: sales@gaumard.com

Phone: Toll-free in the USA: (800) 882-6655

Worldwide: 01 (305) 971-3790

Fax: (305) 667-6085

Post: Gaumard Scientific

14700 SW 136 Street

Miami, FL 33196-5691

USA

Office hours: Monday-Friday, 8:00am - 4:30pm EST (GMT-5, -4 Summer Time)

General Information

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