ECG:

CABLE NOT FOUND

Office Medic Software is unable to detect the ECG whilst plugged in or there is a security policy in place blocking the QRS ECG from being detected.

Solution –

2. If using a USB extender, disconnect and plug QRS ECG directly into PC.
3. Unplug the ECG from the computer.
    a. Close Office Medic / Best Practice / Medical Director.
    b. Plug the ECG into the computer.
    c. Open Office Medic / Best Practice / Medical Director.
    d. Test again.
4. Search 'Core Isolation' in Windows Search.
    a. Turn off Memory Integrity.
5. Check Anti Virus or Windows Defender to see if anything is blocking the USB Device.
6. Uninstall Office Medic and all QRS Vectracor Drivers.
    a. Control Panel > Programs > Uninstall Programs.
    b. Uninstall Vectraplex\Office Medic.
    c. Uninstall all 'Windows Driver Package – Vectracor' and 'Windows Driver Package – QRS Diagnostic' drivers.
    d. Uninstall any ATEN and FTDI drivers as well. These are old pre 2012 QRS Drivers that may cause conflict.
7. Goto Windows Device Manager and remove QRS Devices from USB Controllers.
    a. Goto Windows Start Menu, type 'Device Manager' and select it.
    b. Goto View > Show Hidden Devices.
    c. Goto Universal Serial Bus Controllers, select all 'Universal ECG Bus Controller' and 'QRS Spirometry' devices and uninstall.
    d. If 'Unknown USB Device (Device Descriptor Request Failed) is there, then uninstall that as well.
8. Restart computer.
9. Reinstall Office Medic.
10. Plug the QRS ECG into the computer. Ensure it is plugged in before opening Office Medic.
11. Open Office Medic and test the ECG.
12. If still getting errors, email support@medilogic.com.au for further assistance.

Note:
The blue QRS Unismart ECG is only compatible with Office Medic Version 6 and up.

The black QRS Universal ECG is only compatible with Office Medic Version 5 to 5.8.2.

Medilogic is the Official Support Agent for QRS in Australia.
For all QRS Support Enquiries, feel free to contact us:

1300 111 250 | support@medilogic.com.au | https://medilogic.com.au/pages/qrs-support