Chapter 11: Errors and Messages

OBJECTIVES

Upon completion of this chapter, you will be able to:

- Differentiate between Error Message Queue and Intervention Errors
- Respond appropriately to error messages
- Access the Error Message Queue
- Follow prompts to resolve errors

PRINTING & VIEWING INSTRUCTIONS

Print (preferably in color) and read the objectives and questions for each chapter prior to viewing the associated video. Questions may be answered as you view the video. Please bring your completed online workbook to the VITEK® 2 Compact instructor led training class in Durham, North Carolina. For specific instructions on video viewing, please refer to the Getting Started link.

GUIDED VIEWING QUESTIONS

The VITEK® 2 Compact (V2C) instrument continually monitors itself using numerous optical, mechanical and temperature sensors to ensure proper operation. When an error is detected, the instrument automatically attempts to correct the problem by retrying the operation. If the automatic correction attempt is unsuccessful, an alert with detailed information about resolving the problem is generated.

The two primary types of error-handling alerts are Error Message Queue and Intervention Errors. Errors are indicated with both visual and audible alerts on the User Interface screen.
1. Read each statement and determine whether it describes an error in the Error Message Queue (E) or an Intervention Error (I) by placing an ‘E’ or ‘I’ in the space next to each statement.

_____ Requires immediate attention and action by the user
_____ Does not require immediate attention by user but should be reviewed as soon as possible
_____ Vacuum/Loader failure
_____ Host communication error
_____ Limited slots in carousel
_____ Fill failure-discard all cards

Read the statements and circle the correct letter(s) for each answer.

2. The Error Message Queue can hold up to _____ error messages.

A. 200  
B. 250  
C. 500

3. To access the message queue when the message symbol or exclamation point is moving, press the _____ on the User Interface screen.

A. Arrow keys  
B. Message (!) key  
C. Previous Screen key

4. What position does a new error message assume?

A. First  
B. Last  
C. Random
Determine whether each statement is correct or incorrect by circling either “True” or “False”.

5. An asterisk (*) means the error message has not been viewed.
   True  False

6. An exclamation point (!) means the message is a warning not an error.
   True  False

7. To navigate to a message within a list, a user would press the Up/Down arrow keys on the User Interface.
   True  False

8. Some intervention screens include a count down timer if the user has a limited amount of time to respond to the error.
   True  False
Cindy Adams entered the lab Monday morning and saw the following error messages on the user interface. Answer the following questions about the Error Message Queue.

![Error Message Queue]

9. Cindy notices three asterisks to the left of each message. What do these asterisks tell her?

   A. The messages require immediate attention
   B. The messages have not been read
   C. The asterisk means nothing

10. Looking at the list of messages before her, Cindy wonders which error occurred most recently. Given the order of the messages, which message occurred most recently?

    A. Message 001 occurred most recently
    B. Message 006 occurred most recently
    C. Messages are logged randomly there is no way to tell
11. Cindy notices an arrow to the left of message 005. How might she view this message in detail?

A. Press the Message (!) key on the user interface
B. Press the Up/Down arrow keys
C. Press the Right/Left arrow keys

Cindy has managed to access the detailed information about this particular error. There are many things she notes on the screen other than just an explanation of the error.

12. Help Cindy by determining the function of each piece of information by reading the functions below and then place the letter corresponding to each function in the appropriate callout box.

A. Actual error message - description of error
B. Time of message
C. Date of message
D. Error code number consisting of primary and detailed code for reference
13. Intervention messages are comprised of three parts. Read each function below and then place the letter corresponding to each function in the appropriate callout box.

A. Main message
B. Detailed message/input
C. Active function button to respond to error

14. As a user clears any jam condition in the instrument, care must be taken not to move cassettes with filled cards because _____ may occur.

A. contamination  
B. card damage  
C. exposure  
D. both A and B
A Jam Condition Error screen appears whenever a jam occurs in the instrument and requires user intervention to clear the jam.

15. Read the statements below and put each in sequential order, number one being the first step and six the last.

_____ Respond to the prompt that alerts you to fix the jam
_____ Respond to the prompt to unlock user access door by pressing ‘Yes’
_____ Close user access door
_____ Open access door
_____ Press the Message (!) key to view the Error Message Queue
_____ Clear the jam