

# Introduction

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## Getting Started

### Communications Port Setup

In order to download data from an AED, the communications port must be set up correctly. RescueLink will automatically detect the communications port or it will allow the user to manually select the communications port.

### Connect AED to your computer

In order for the rescue data to be transferred from the AED to the computer, the AED must be connected to the computer via the serial communication cable.

- Connect one end of the serial communication cable to the serial connector of the AED.
  - The serial communication cable connector will be **black** when connecting the VivaLink AED and **gray** when connecting to the FirstSave AED.

- The serial connector of the VivaLink AED is located just above the charging port
- The serial connector of the FirstSave or Powerheart AED is located under the data access door
- The serial connector of the Powerheart G3 AED is located at the left side under the cover.
- Connect the other end of the serial communication cable to the appropriate communications port on the back of the computer.
  - The serial communication cable has a 9-pin connector. An adapter must be used if the communications port requires a 25-pin connector.

**CAUTION:** *Possible Equipment Damage*

Do not use the FirstSave or Powerheart serial communication cable with the VivaLink AED. The FirstSave serial communication cable used with the VivaLink AED may damage the computer and/or the VivaLink AED.

#### Automatically Detect Communications Port

To have RescueLink automatically detect the communications port on the computer:

- [Connect AED to your computer](#)
- Open AED Lid
- Select *Auto Detect Communications Port* from the *Communications* menu

RescueLink will display the communications ports that are available, not available, and which communications port the AED is currently using.

#### Manually Select Communications Port

To manually select a communications port on the computer:

- Click on **Select Communications Port** from the **Communications** menu
- Select the desired communications port and click **OK**.

#### Establish Communications Speed

For VivaLink AEDs, the communications speed needs to be established before performing any communications with this particular AED. Later models of the Survivalink AED will automatically establish the communications speed when performing communications with the AED.

To establish communications between the AED and the computer:

Connect the AED to the computer

- Open AED Lid

- Automatically or manually detect the communications port
- Click on Establish Communications Speed from the Communications menu

## Setting RescueLink Options

### *Password Protection*

The user will be able to set up RescueLink so only certain users are allowed to access the program using a password. The program installs with this option turned off.

To turn on or off password protection:

- Select *Options* from the *Tools* menu
- Select *Password protected* check box, to turn on or off the password protection.

Note: The default password will be **RESCUE**. This password will always be the default and cannot be changed or deleted.

### *ECG Display*

RescueLink will allow the user to change the ECG rows and columns that are displayed on screen. This setting is also used for printing the ECG Heart Rhythm report.

- Select *Options* from the *Tools* menu
- Enter a number in the Maximum rows from 3 to 10

Note: The program defaults to 4.

- Enter a number in the Maximum columns from 3 to 30

Note: The program defaults to 10.

### *Data Directory*

During installation, RescueLink installs a file called rescuelink.mdb in the following default location:

`\Program Files\SurVivaLink\RescueLink2000\rescuelink.mdb.`

The data directory or folder where the rescuelink.mdb file resides stores all ECG and incident data. In order for RescueLink to show this data, the data directory field must point to the folder where the rescuelink.mdb resides in order for the user to view the ECG and incident data. To change the data directory follow the instructions below.

Note: If the user selects a different path during installation, then the directory must point to location of the rescuelink.mdb file.

To change the Data Directory location:

- Verify ODBC data source has the desired location
- Select Options from the Tools menu
- The Directory displays the folder where the rescuelink.mdb resides. To change the location, select the icon at the end of the path to select the location
- Click OK

Note: RescueLink must be closed and then re-opened for the settings to take effect.

#### *Show Peak to Peak*

RescueLink allows the user to display the maximum and minimum ECG samples over a given analysis interval. The program installs with this option turned off.

To show peak to peak values:

- Select *Options* from the *Tools* menu
- Click on the *Show Peak to Peak* check box

#### *Turn On/Off Time Synchronization*

RescueLink allows for synchronizing rescue data with the response systems clock, provided the internal clock of the computer has been synchronized to the response systems clock prior to the data transfer.

If time synchronization is enabled, then rescue data received from internal memory will be synchronized to the computer time at which the data transfer was initiated.

RescueLink will also display to the user if time synchronization is on or off in the status bar.

To turn Time Synchronization on or off:

- Select Options from the Tools menu
- Click on Turn off Time Synchronization

The program installs with this option turned off.

#### *Setting up Playback Controls*

RescueLink will play the sound recorded at the scene of a rescue. This only applies to AED's equipped with the voice recording capability.

To set up or change the playback controls:

- Select Playback Controls from the Playback menu
- Select the Sound Output Device from the list of choices
- Select the Scrolling Updates

The scrolling update options are Fast, Medium, Slow, or None. The Scrolling update option is dependent upon the processing power of the computer.

Note: A sound card and speakers, or a driver for the speaker of the computer must be installed in the computer in order to hear the voice playback. This step is only necessary if the sound is not configured during installation.

## Using RescueLink

### Clearing Rescue Data

Once the rescue data has been transferred from the AED to RescueLink, the data should be cleared from the AED's internal memory or Rescue Data Card before the AED is used for a another rescue.

#### Clearing a Rescue From the Internal Memory of the AED


To clear rescue data from internal memory of the AED:

- Connect AED to your computer
- Open AED Lid
- Select Clear Rescue Data from the Communications menu
- Select Internal Memory of AED
- Click OK

#### ~~Clearing a Rescue From the Rescue Data Card~~

#### Delete Current Incident from RescueLink

- Select *Delete Current Incident from RescueLink* from the *Tools* menu

OR select the *Delete Rescue* icon on the toolbar: 

**CAUTION** Deleting an incident is not recoverable.

### Date and Time Format

RescueLink uses the short date format from *Windows Control Panel Format*.

RescueLink uses the time format from *Regional Settings* in the *Windows Control Panel*.

Note: A date or time field defaults to the current date and time of the computer.



## Delete Date or Time from a field

To delete time from a field:

- Right click on the field to reset the date or time

## Entering Annotation Data

RescueLink will allow the user to add, edit or delete user annotation data. It will not allow you to modify annotation recorded by the AED.

User annotation characteristics:

- • User annotation will appear in the Event List Summary Report
- • User annotation will appear on the AED Data Tab in the Event List.
- • The user can “drag and drop” the user annotation to any location on the ECG Heart Rhythm.
- • The user can double click on the user annotation in the Event List and the event will appear in the upper left hand corner of the ECG Heart Rhythm.

## Add User Annotation

To add annotation data:

- Right click on ECG Heart Rhythm area
- Select *Add Annotation*
- Enter Annotation data in text box
- Click *OK*

## Edit User Annotation

To edit user annotation data:

- Right click on user annotation data
- Select *Edit Annotation*
- Edit Annotation data in text box
- Click *OK*

## Delete User Annotation

To delete user annotation data:


- Right click on user annotation data
- Select *Edit Annotation*
- Click on *Delete* button
- Click *OK*

## Exporting RescueLink Files

The user can save files to be viewed in earlier versions of RescueLink.

RescueLink will create a (.svl) file extension.

To export or save a file to a .svl file format:

- Select *Export (.svl) file* from File menu
- OR select the *Export Rescue* option from the toolbar 
- Enter the desired filename and location to save the file
- Click *Open*

## Finding Rescue Data

To find specific data:

- Select *Find Incident* from *Tools* menu
- Select the one of the following options
  - Patient Name
  - Incident ID
  - Incident Date
- Click on an item to highlight the desired data and Click OK  
OR double click on the item
- RescueLink will display the specified incident

## Getting AED Date and Time

- [Connect AED to your computer](#)
- Open AED Lid
- Select *AED Date and Time* from the *Communications* menu
- Click on *Get* button
- RescueLink will display the date and time that is currently stored in the AED

## Getting Rescue Data

Rescue data can be transferred from a Cardiac Science AED or from a Rescue Data Card and stored in an incident file.

### [Transfer Rescue Data From the AED](#)

- [Connect AED to your computer](#)
- Open AED Lid
- Select *Get Rescue Data* from the *Communications* menu

OR right click on the ECG graph area and select *Get Rescue Data*

OR click the *Get Rescue Data* tool bar icon: 

- Select *Internal Memory of AED* or *Rescue Card in AED* and click OK


### [Transfer Rescue Data From the Rescue Data Card](#)

## Open Existing RescueLink Files

The user can open existing RescueLink files created in earlier versions of RescueLink.

RescueLink will open a file with (.svl) extension and merge it into the new format for the latest version of RescueLink to read. The old file will remain on the computer.

To open an existing RescueLink file:


- Select *Open (.svl) file* from File menu
- OR select the *Open (.svl) file* option from the toolbar 
- Select the desired filename and location of the (.svl) file
- Click *Open*

## Playing Rescue Data

RescueLink will play, pause, or stop the sound recorded at the scene of a rescue. This only applies to specific AEDs equipped with the voice recording capability.


To play the sound:

- Select *Play* from the *Playback* menu  
OR use the mouse to right click on the ECG area and select *Play*

OR use the Play icon on the toolbar 

To pause the sound:

- Select *Pause* from the *Playback* menu  
OR use the mouse to right click on the ECG area and select *Pause*

OR use the Pause icon on the toolbar 

RescueLink will play, pause, or stop the sound recorded at the scene of a rescue. This only applies to specific AEDs equipped with the voice recording capability.

To stop the sound:

- Select *Stop* from the *Playback* menu  
OR use the mouse to right click on the ECG area and select *Play*

OR use the Stop icon on the toolbar




## Printing Rescue Data

RescueLink allows the user to print four predefined reports.

### ECG Heart Rhythm

To print the ECG Heart Rhythm:

- Select *Print Reports* from the *File* menu  
OR Select the *Print Reports* toolbar icon 
- Click on the *Report Setup*
- Select *ECG Heart Rhythm*
- Click *OK*
- Click *Print*

Note: If Time Stamps and Event Markers are not currently displayed on the screen, they will not be printed out on the report.

### Print Setup


RescueLink will allow the user to set up the print options for the ECG Heart Rhythm report **only**. All other reports generated by RescueLink have a predefined paper size and orientation setting.

To setup print options for the ECG Heart Rhythm only:

- Select *Print Setup* from the *File* menu

### Event List Summary


To print the Event List Summary:

- Select *Print Reports* from the *File* menu  
OR Select the *Print Reports* toolbar icon 
- Click on the *Report Setup*
- Select *Event List Summary*
- Click *OK*
- Click *Print*

Note: The report will print in Portrait Mode only.

### AED Operating Parameters

To print AED Operating Parameters:


- Select *Print Reports* from the *File* menu  
OR Select the Print Reports toolbar icon 
- Click on the *Report Setup*
- Select *AED Operating Parameters*
- Click *OK*
- Click *Print*

Note: The report will print in Portrait Mode only.

Note: VivaLink AEDs do not contain AED Operating Parameters.

### Battery Information

To print Battery Information:

- Select *Print Reports* from the *File* menu  
OR Select the Print Reports toolbar icon 
- Click on the *Report Setup*
- Select *Battery Information*
- Click *OK*
- Click *Print*

Note: The report will print in Portrait Mode only.

Note: VivaLink AEDs do not contain battery information.

### Setting AED Date and Time

- Connect AED to your computer
- Open AED Lid
- Select AED Date and Time from the Communications menu
- Click on Set button
- The AED will be set to the computer's current date and time.

## Viewing Rescue Data

RescueLink allows the user to view rescue data downloaded from a Cardiac Science AED and other information.

### ECG Heart Rhythm

RescueLink displays the ECG heart rhythm recorded by Cardiac Science AEDs. The ECG Heart Rhythm is displayed on the main screen below the splitter. The user can drag the horizontal splitter to fully display or hide the ECG heart rhythm.

***Rescue data managed by RescueLink is for archival purposes only. RescueLink does not attempt to interpret medical information and is not a medical device.***

The ECG Heart Rhythm contains the following properties:

- The ECG Grid displays 1 second increments
- Events are marked with arrows and a text description
- A scroll bar and arrow key allow the user to browse the rescue data
- Double clicking on an event in the AED Data tab will display the specific event in the upper right corner of the ECG grid area.

### AED Operating Parameters

The user will be able to print or preview the following AED Operating Parameters for the current incident displayed on the screen for a FirstSave or Powerheart AED:

- Model Number
- Serial Number
- Code Version
- Second Shock Energy
- Maximum shocks per rescue
- Same Energy After Conversion
- Daylight Saving Time
- Electrode Test
- Voice Recording

### Preview AED Operating Parameters

To preview AED Operating Parameters:

- Select *AED Operating Parameters* from the *Tools* menu

Note: VivaLink AEDs do not contain AED Operating Parameters.

### Battery Information

The user can view or print the following battery information for the current incident displayed or directly from the FirstSave or Powerheart AED:

- Battery Type
- Date of Installation
- Number of Charges Completed
- Time of Operation
- Days of Standby Operation
- Battery Capacity Remaining
- Battery Identification

### Preview Battery Information

To preview Battery Information:

- Select *Battery Information* from the *Tools* menu
- Select *Current Incident or AED*

Note: VivaLink AEDs do not contain battery information.

### Event List Summary

The user will be able to print or preview the event list for the current incident displayed on the screen.

### Preview the Event List Summary

To preview the Event List Summary

- Click on the AED Data tab

### Self-test History Information

The user will be able to print or preview the AED Self-test History for the current incident displayed on the screen or from an AED. It will display the last 10 for the VivaLink AEDs and the last 20 history events from the FirstSave or Powerheart AED.

### Preview AED Self-Test History

To preview the AED Self-test History:

- Select *AED Self-test History* from the *Tools* menu
- Select *Current Incident or AED*

### Event Markers

RescueLink allows the user to turn on or off the event markers.

To turn on or off the event markers:

- Select *Event Markers* from the *View* menu  
OR right click on the ECG area and select *Event Markers*

Note: If *Event Markers* is checked, they will be displayed on the screen and also on the ECG Heart Rhythm report.

### Time Stamps

The RescueLink displays time stamps in one second intervals from the AED lid open time to lid closed.

RescueLink allows the user to turn on or off the time stamps.

To turn on or off the time stamps:

- Select *Time Stamps* from the *View* menu  
OR right click on the ECG area and select *Time Stamps*

Note: If *Time Stamps* is checked, they will be displayed on the screen and also on the ECG Heart Rhythm report.

### Invert Rhythm

Cardiac Science uses non-polarized and interchangeable electrodes; therefore the heart rhythm displayed in RescueLink may appear inverted. RescueLink will allow the user to view the heart rhythm inverted.

To invert the ECG heart rhythm:

- Select *Invert Rhythm* from the *View* menu  
OR right click on the ECG area and select *Invert Rhythm*

Note: If *Invert Rhythm* is checked, the heart rhythm will be displayed inverted and also appear inverted in the *ECG Heart Rhythm* report.

### Status Bar

RescueLink allows the user to turn on or off the status bar.

To turn on or off the status bar:

- Select *Status Bar* from the *View* menu



Note: If *Status Bar* is checked, it will be displayed on the screen.

### Toolbar

RescueLink allows the user to turn on or off the toolbar. The toolbar contains buttons that provide short cuts to some of the common commands.

To turn on or off the toolbar:

- Select *Toolbar* from the *View* menu

Note: If *Toolbar* is checked, it will be displayed on the screen.

### ECG Properties

RescueLink allows the user to view the ECG Properties.

This includes the following:

- Length of recording (in seconds)
- Sound recorded
- Number of annotations
- Number of shocks

To view ECG properties:

- Right click on the ECG area
- Select ECG Properties

# Getting Help

## Troubleshooting the AED

### AED Error Codes

During its normal use or self-testing, the [AED](#) may detect errors and record them in the [AED Self-Test History](#). The AED error codes are listed below. If an error code appears on your self-test history that is not on the list, contact [Technical Support](#).

### Battery Alert (0x32, 0x33, 0x39)

The battery used in the [AED](#) needs to be recharged or replaced.

Refer to the user manual of the AED for instructions on recharging or replacing the battery.

### 9 Volt Battery Alert (0x34)

The 9-volt battery used in the [AED](#) needs to be recharged or replaced.

Refer to the user manual of the AED for instructions on recharging or replacing the battery.

### AED Operating Temperature Alert (0x40, 0xE1)

Exposing the FirstSave or Powerheart [AED](#) with the battery installed to temperature extremes outside the normal operating and standby conditions will cause the self-tests to be disabled and could cause the AED to function improperly. Storing the AED outside these conditions for 5 consecutive days will result in a "[Service](#)" alert.

Operating Temperature of AED Without Display	-40°C to 65°C (-44°F to 149°F)
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Operating Temperature of AED With Display	-30°C to 65°C (-22°F to 149°F)
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### Rescue Data Card Alert (0xC1)

The Rescue Data Card installed in the [AED](#) is not working properly. Replace the card or prepare the card for use in the AED.

Refer to the user manual of the AED for instructions on replacing the rescue data card.

### Electrodes Alert (0x55)

The electrodes are either missing from the [AED](#) or need to be replaced.

Refer to the user manual of the AED for instructions on installing electrodes in the AED.

#### AED Alert (0xD0)

The [AED](#) has detected an error. Call [Technical Support](#).

#### AED Display Alert (0x5A)

The [AED](#) has detected an error with the display. Call [Technical Support](#).

#### Rescue Button Alert (0x71)

The rescue button was depressed while the [AED](#) was performing self-testing.

Close and open the lid of the AED, ensuring the rescue button is not depressed until the LEDs on the diagnostic panel stop blinking.

#### AED Lid Alert (0xE0)

The lid of the [AED](#) was not completely closed. Ensure the AED lid can be closed completely when the AED is not in use.

#### Serial Communication Cable Alert (0x5F)

The serial communication cable was connected to the serial communication port during self-testing of the [AED](#). The cable should be disconnected from the AED when not being used to retrieve rescue data.

## Troubleshooting RescueLink

If you receive an Error Code while using RescueLink, click on the appropriate number below.

<u>0</u>										
<u>1</u>	<u>16</u>	<u>31</u>	<u>46</u>	<u>61</u>	<u>76</u>	<u>91</u>	<u>106</u>	<u>121</u>	<u>136</u>	<u>151</u>
<u>2</u>	<u>17</u>	<u>32</u>	<u>47</u>	<u>62</u>	<u>77</u>	<u>92</u>	<u>107</u>	<u>122</u>	<u>137</u>	<u>152</u>
<u>3</u>	<u>18</u>	<u>33</u>	<u>48</u>	<u>63</u>	<u>78</u>	<u>93</u>	<u>108</u>	<u>123</u>	<u>138</u>	<u>153</u>
<u>4</u>	<u>19</u>	<u>34</u>	<u>49</u>	<u>64</u>	<u>79</u>	<u>94</u>	<u>109</u>	<u>124</u>	<u>139</u>	<u>154</u>
<u>5</u>	<u>20</u>	<u>35</u>	<u>50</u>	<u>65</u>	<u>80</u>	<u>95</u>	<u>110</u>	<u>125</u>	<u>140</u>	<u>155</u>
<u>6</u>	<u>21</u>	<u>36</u>	<u>51</u>	<u>66</u>	<u>81</u>	<u>96</u>	<u>111</u>	<u>126</u>	<u>141</u>	<u>156</u>
<u>7</u>	<u>22</u>	<u>37</u>	<u>52</u>	<u>67</u>	<u>82</u>	<u>97</u>	<u>112</u>	<u>127</u>	<u>142</u>	<u>157</u>
<u>8</u>	<u>23</u>	<u>38</u>	<u>53</u>	<u>68</u>	<u>83</u>	<u>98</u>	<u>113</u>	<u>128</u>	<u>143</u>	<u>158</u>
<u>9</u>	<u>24</u>	<u>39</u>	<u>54</u>	<u>69</u>	<u>84</u>	<u>99</u>	<u>114</u>	<u>129</u>	<u>144</u>	<u>159</u>
<u>10</u>	<u>25</u>	<u>40</u>	<u>55</u>	<u>70</u>	<u>85</u>	<u>100</u>	<u>115</u>	<u>130</u>	<u>145</u>	<u>160</u>
<u>11</u>	<u>26</u>	<u>41</u>	<u>56</u>	<u>71</u>	<u>86</u>	<u>101</u>	<u>116</u>	<u>131</u>	<u>146</u>	<u>161</u>
<u>12</u>	<u>27</u>	<u>42</u>	<u>57</u>	<u>72</u>	<u>87</u>	<u>102</u>	<u>117</u>	<u>132</u>	<u>147</u>	<u>162</u>
<u>13</u>	<u>28</u>	<u>43</u>	<u>58</u>	<u>73</u>	<u>88</u>	<u>103</u>	<u>118</u>	<u>133</u>	<u>148</u>	<u>163</u>
<u>14</u>	<u>29</u>	<u>44</u>	<u>59</u>	<u>74</u>	<u>89</u>	<u>104</u>	<u>119</u>	<u>134</u>	<u>149</u>	<u>164</u>
<u>15</u>	<u>30</u>	<u>45</u>	<u>60</u>	<u>75</u>	<u>90</u>	<u>105</u>	<u>120</u>	<u>135</u>	<u>150</u>	<u>165</u>

Communications Error (1, 2, 4, 13, 14, 15, 16, 17, 18, 19, 21, 26, 54, 66, 67, 68, 94)

The following reasons could cause communications problems between the AED and the computer.

- Computer's communications port is configured incorrectly.
  1. [Use RescueLink to correctly set up communications port](#)
  2. Make sure the computer's communications port is correctly configured.
- [Communications Speed is not established for a VivaLink AED.](#)
- [AED is not in Communications Mode.](#)
- [Wrong serial cable is connected.](#)

If these solutions do not work, contact [Technical Support](#) for assistance.

#### Print Error (32, 56, 57)

The following reasons could cause printing problems.

- [ODBC and data directory are not pointing to the same location](#)
- [Report is missing from directory.](#)
- Printer is not installed on computer or configured incorrectly.

Import Error (8, 24, 52, 134, 135, 136, 137, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157)

The following reasons could cause importing problems.

- [ODBC and data directory are not pointing to the same location](#)
- RescueLink can only open existing RescueLink files created in the following versions: 2.7, 2.8, 5.00, 5.02, 5.03, 5.04, 6.01 or later
- The field information that is being transferred from an existing version of RescueLink is invalid or corrupted. Try opening the file in a previous version of RescueLink to correct the field before trying to open the file in RescueLink. If this solution does not work, contact [Technical Support](#) for assistance.

#### Write Error

(3, 23, 27, 30, 35, 36, 37, 38, 39, 42, 44, 47, 48, 51, 74, 75, 79, 80, 90, 91, 92, 98, 99, **978**, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 138)

You do not have write access to the RescueLink folder. Contact your network administrator to obtain write access privileges.

If this solution does not work, contact [Technical Support](#) for assistance.

#### ODBC Error (33)

[ODBC](#) and [Data Directory](#) are not pointing to same rescuelink.mdb file.

[Verify ODBC is set up correctly](#)

[Verify Data Directory is pointing to correct file](#)

If this solution does not work, contact [Technical Support](#) for assistance.

#### Missing Report Error (

- Verify the following reports exist on the computer. If they do not exist, reinstall RescueLink.

svlrpt1.dsr  
svlrpt2.dsr  
svlrpt3.dsr

- Verify the aforementioned files reside in the same folder as the rescuelink.mdb file.

If this solution does not work, contact [Technical Support](#) for assistance.

#### Not a Rescue Card Error (72)

Due to compatibility issues, off-the-shelf CompactFlash cards cannot be used in Cardiac Science AEDs. Rescue cards need to be purchased from your distributor or Cardiac Science Customer Service.

To order rescue cards contact your distributor or Cardiac Science [Customer Service](#).

#### Sound Error (77, 81, 82, 83, 84, 85, 87, 88, 89)

Verify the computer's sound card is configured properly and the correct driver is installed.

If this solution does not work, contact [Technical Support](#) or your computer vendor for assistance.

#### Database Error (63, 159)

- The rescuelink.mdb file is not located in the directory as specified in ODBC and the data directory. Verify the file exists. If the file does not exist, call [Technical Support](#). It is recommended that you backup a copy of this file on a regular basis.
- [Verify ODBC is setup correctly](#)
- [Verify Data directory is pointing to correct file](#)

If these solutions do not work, contact [Technical Support](#) for assistance.

#### Communications Mode Error (28)

AED is not in Communications Mode

- [Connect AED to your computer](#)
- Open AED Lid

If this solution does not work, contact [Technical Support](#) for assistance.

## Missing ECG File Error

(5, 9, 10, 11, 12, 45, 58, 95, 161)

- The incident is not in the data directory
- The incident is in use by another user.
- [ODBC and Data Directory are not pointing to same rescuelink.mdb file.](#)

If this solution does not work, contact [Technical Support](#) for assistance.

## Export Error (53, 96)

[The incident is missing the ECG file or it is in use by another user.](#)

## Read Only Error (60, 69, 162)

The file rescuelink.mdb is marked as Read-only. Locate the file using Windows Explorer and uncheck the Read-only property of this file.

If this solution does not work, contact [Technical Support](#) for assistance.

## Memory Error (76, 86)

Unable to allocate enough memory to finish the operation.

Try closing other programs that are currently running on your computer.

If this solution does not work, contact [Technical Support](#) for assistance.

## Rescue Card Error (6, 7, 31, 34, 43, 78)

The rescue data card is corrupted. Do not alter the existing file format using Windows Explorer or any other program. Doing so will corrupt the rescue card and you will not be able to use it again.

Call [Technical Support](#) for assistance.

## Option Unavailable (55, 73)

The AED is not equipped with this option.

## Not Used (20, 22, 25, 59, 61, 62, 71, 160)

This error code is not currently used in this program.

## Technical Support (0, 29, 40, 41, 64, 65, 70)

This issue requires calling [Technical Support](#) to resolve.

## User Annotation Error (93)

Use your mouse to right click within 1 second of the user annotation marker.

## Edit Error (43, 49, 50, 158, 163, 164, 165)

If you are unable to edit while performing an operation, then wait until the operation is completed.





## Contact Cardiac Science

### Customer Service

For customer service, contact your local AED distributor or Cardiac Science at:

800-426-0337 (This number is available for United States customers only.)

### Technical Support

For free technical support, contact your local AED distributor or Cardiac Science at:

800-426-0337 (This number is available for United States customers only.)