CONSIS TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE REASON	SOLUTION
CONSIS does not move and does not perform its reference cycle.	CONSIS has not been switched on.	Switch CONSIS on using the red on/off switch and wait approximately 30 seconds.
	The door of the CONSIS is not closed correctly.	Close the door of the CONSIS.
	The park/reset button is flashing rapidly.	Turn the CONSIS off and on again using the red on/off switch.
	The park/reset button has lit up.	Open and close the door to allow CONSIS to perform a reference cycle.
	The manipulator has been pushed too far to the side.	Push the manipulator to the center of the CONSIS.
	The gripper/pick finger is stuck or jammed under a shelf. The pick finger cannot retract on its own.	Open the doors, gently slide the gripper/pick finger back into the pick head, check that the shelf is sitting correctly by pushing back and then pulling forward. Close the doors, the manipulator should reset.
	The CONSIS PC is booting up and the manipulator hasn't performed a reference cycle.	Waiting approx. 40 seconds until the CONSIS is ready to dispense.
	The CONSIS PC shows a MACHINE EMERGENCY message. The CONSIS park/reset button has been turned as the manipulator is trying to reference.	Close door and switch off and on again using the red on/off switch.
The CONSIS is on but is not picking the package.	The CONSIS PC or the CTS software hasn't been turned on.	Check the CONSIS PC is turned on and then startup CONSIS software in this order: 1. CTS Server 2. Gateway 3. CTS Client
	Error in CTS Server: Programs not started in the correct order. One of the programs has not been started. One of the programs has been started twice.	Close all programs on the CONSIS PC and reopen in this order: 1. CTS Server 2. Gateway 3. CTS Client If this doesn't work, close all the programs, reboot the computer and then reopen the programs in the correct order.
	There is a problem with the link between the CONSIS and the dispensing software.	Test by SENDING DRUG ORDER request on the CONSIS PC. If that works, check that the barcodes and drug codes in your CONSIS stock cards match the dispensing software. Check the Gateway is open. Check that the drug has been flagged as a CONSIS drug in the dispense software.
Package has been requested but does not pick. **CONSIS is multi-picking when it shouldn't be.** **Packages are getting damaged during the picking.**	The package is off center in the channel. When picking the package only lifts on one side. When picking a bottle the bottle channel isn't fitted correctly.	Adjust the channel so the package sits centrally over the pick gap. If this doesn't fix the issue you will need to try the package in a different channel. Pull bottle channel <u>forward</u> so the pick gap lines up with the channel pick gap.
	Channel dividers have not been inserted correctly and are not parallel. The packages are getting stuck in the channel.	Fix the channel dividers so they are parallel and the right size for the package.
	Shelf is not in the correct position.	Remove and reinsert the shelf and check that the shelf has locked into position correctly.
	Package is not loaded in the CONSIS correctly	Ensure package is loaded into CONSIS lengthways down and flattest side down.
OPS is not lighting up a channel. Flaps and OPS do not move. OPS button is not lit or is flashing.	**OPS** - fault	Press the **OPS** reset button at the rear of the machine.
A package is lying on the floor of the CONSIS.	Problems when picking or storing the package.	Open the dispenser door and remove the package. **Do not** move into parking position first. Check the inventory of the package to ensure the CONSIS has the correct stock levels and check channel alignment

**If you are having trouble with your CONSIS PC
please contact the Service line
1800 94 55 22 | 8am - 8pm EST**