Siemens 3T Vida / SyngoMR XA20 – Troubleshooting Guide

HARDWARE ISSUES

System Transmit (Tx) / Receive (Rx) Failure

<u>Warning Message</u>:

<u>Cause</u>:   Typically encountered if RF coil isn't plugged-in or seated correctly, or if patient table hasn't docked correctly

<u>Solution</u>:   1) remove coil from patient table, plug in again, if using, ensure upper half of head-coil is attached correctly.

2) undock and re-dock patient table

SyngoMR XA20 SOFTWARE ISSUES

Scan Assistant Warnings

<u>Warning Message</u>:   Protocol was fixed.

The following adaptations have been carried out:

Coil Elements xxx – yyy → zzz

<u>Cause</u>:   The system has encountered an unanticipated coil configuration based on the scan protocol, and has adjusted the coil elements being used for image acquisition.

<u>Solution</u>:   1) Confirm that the coil is correctly plugged in to the patient table.

2) For 2-part head coils, ensure both anterior and posterior segments of the coil are plugged in and properly connected.

Data Publishing Error

<u>Warning Message</u>:   ***"Cannot publish data into database, The DICOM files will be stored on C:\TEMP/meas_***. Please import the data from here."***

<u>Cause</u>:   A software bug in SyngoXA that prevents communication between the MARS and host when reconstructed images are being saved to the patient database.

<u>Solution</u>:   1) Import the missing reconstructed images from the appropriate c:\TEMP location into the patient database - the images will automatically populate into the appropriate StudyID

2) Confirm that the number of image instances matches the expected number (eg the # repetitions for an fMRI dataset)

3) If there is a mis-match between the actual and expected number of instances, then perform a retro-reconstruction on the appropriate scan.

IMAGE ARTIFACTS

<u>Loss of signal in anterior regions of brain</u>:   Ensure anterior portion of 2-part head coil is properly connected.

DATA ISSUES

Inadvertent Data Transfers via the Network

e.g. Research Data to UTHA_PACS or ARA, Clinical Data to BIC_PACS

1) contact BIC staff with Study Date and ID