

C-Leg® Sliders Troubleshooting

Error Messages

C-Leg Not Connected Error Messages

- Verify C-Leg is plugged into computer (sliders will not start if the leg is not plugged into the computer)
- Make sure C-Leg battery is charged
- Make sure battery charger is not connected to C-Leg when starting sliders
- Verify that the C-Leg is not sharing the COM port with another device
 - May need to close PDA (Palm Pilot) or other device that might be sharing the same port
- Check cabling from C-Leg to the computer
 - Verify that the fiber optic cable is plugged into the adapter (60X1 or 60X2) correctly. The metal tabs on the fiber optic cable should be on the same side as the lights of the adapter for the 4X83=430-RS232.
 - Make sure fiber optic cable is not damaged or kinked
 - Make sure all connections are plugged together tightly
- Make sure C-Leg is not asleep
 - To wake up the C-Leg: Plug the charger into wall adapter. Plug charger into C-Leg. Knee will vibrate. Unplug C-Leg. Knee will beep. Then the C-Leg is awake. All C-Legs come from Otto Bock asleep.
- When using a USB to serial port adapter, check for the following
 - Make sure the driver is installed for the adapter. The driver usually comes with the adapter on a CD. Follow the instructions that came with the adapter to install the drivers.
 - When starting sliders, make sure the correct COM port is selected. USB adapters typically use COM ports 4 or higher. Try all COM ports until the correct COM port is found.

Load Not Valid

- Pylon is not plugged into the C-Leg.
- Patient is loading toe or heel of prosthesis. If patient has loaded toe or heel slightly and Zero Setting is pushed, the toe load will show boxes with the foot off the ground. Re-Zero Set.

Knee Angle Not Valid

- Knee is flexed rather than in full extension.

Boot Program Flex or Boot Program Extended

- Send in for service – needs to be sent to Vienna for repair

Installing Sliders 3.3

- Insert the CD into the CD-ROM drive, the program should autorun. If the program doesn't autorun, run the **setup.exe** file on the CD
- The first screen that opens will ask for a language, select a language from the list and hit OK.
- When the Sliders welcome screen opens, select **Next**.
- Read through the readme file and select **Next**.
- The next screen will prompt for a destination location, click **Next**.
- The next screen will ask for a program manager group, click **Next**.
- On the next screen, click next. Sliders 3.3 will now be installed.

Installing Sliders 3.2

- Insert the CD into the CD-ROM drive, the program should autorun. If the program doesn't autorun, run the **setup.exe** file on the CD
- When the slider32-setup screen appears, select **OK**
- On the next screen, click on the picture of the computer. Do not click on the boxes that have words in German. This will install Sliders 3.2.

General Troubleshooting

Battery and Charging

- Check to make sure that dirt or other debris hasn't gotten into charging receptacle. This will cause the plug to "float" out of the receptacle and stop charging.
- Make sure that external charging cable hasn't become kinked from too sharp of an angle across knee axis.
- Make sure that external charging cable isn't getting bumped and damaged distally from not being carefully taped to the side of the pylon.
- Make sure that socket isn't crimping charging cable when the knee is in full extension.
- Battery Charger Light
 - Yellow LED is on: C-Leg is being charged
 - Yellow LED is blinking: Battery at 50% full charge
 - LED off: Battery is fully charged
- Charging Times

Charging Time	Capacity
4.5 hours	40 to 48 hours of use (full battery)
1.5 hours	Approx. 15 hours use
20 minutes	Approx. 5 hours use

C-Leg is beeping and vibrating

- Plug in C-Leg to wall charger and unplug again.
- Check ribbon cable visible from posterior to make sure that it is plugged in all the way.

2nd Mode not showing up in sliders 3.3

- Leg needs to be upgraded to support 2nd mode. There may be a fee for this upgrade.

"I just got this C-Leg back from service and it doesn't work"

- Plug the pylon into C-Leg. Make sure cable doesn't have kinks and is carefully put into the knee.
- Wake up the C-Leg. Did it vibrate and beep?
- Zero Setting
- Readjust sliders settings

No Toe or Heel Load showing with foot on ground

- Pylon grid is not oriented with grid to the medial or lateral side. Pylon should always face to the posterior.
- If the patient is standing flat footed on level ground, there should be 1 to 3 boxes of toe load on the screen. If not, check zero set.

Patient complains of C-Leg "catching" during terminal stance

- Check Zero Setting!!!!
- Have patient walk plugged into the computer and check both Max Toe Load and Knee Angle. Most common problem is knee not coming back into full extension. If knee flexes at loading response and doesn't come back into full flexion check 3 things:
 1. Make sure toe lever arm of foot is adequate to push knee back into extension (plantarflex foot or flex socket).
 2. Make sure that prosthesis isn't set up "too trigger".
 3. Make sure that Stance Flexion Damping is adequate to prevent knee from flexing too much at loading response.
- Check charging system. If C-Leg is out of power, it won't release at Terminal Stance.
- Ask if they have a one piece cover. If they do, disconnect the external charging cable and plug the charger into the knee for 15 minutes and try again.
- Finally, check that there is adequate distance between the socket and hydraulic unit with the knee in full flexion. A bent piston rod will cause the knee not to flex properly.

Can't get into Second Mode

- If you can manually change into 2nd Mode on computer (click on 2nd Mode button in the bottom right hand corner of the screen), everything is working fine for the 2nd Mode switchover.
- Possible patient issues switching into 2nd Mode:
 1. Patient is taking too much weight off of toe (must still be at least 15%).
 2. Patient is bouncing too slowly.
 3. Patient touches toe to the ground or flexes the knee before one second is up.
- Leg beeps, but doesn't go into second mode. Check Zero Setting to make sure that there aren't boxes of toe/heel load or knee angle boxes showing with foot off of the ground and knee extended.