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# OvaCyte

Pet Operator's Manual

For Veterinary Use Only

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## Section 1: General Information

### 1.1 Introducing the OvaCyte Pet Analyser

The OvaCyte Pet Analyser system provides quantitative and qualitative determination of eggs and oocysts in faecal samples of Dogs and Cats.

The system consists of a Analyser, a supply of single-use cassettes and flotation fluid. The OvaCyte system uses multi-image acquisition and AI technology to assess the parasite count within the faecal sample.

A web application is also available where data can be entered, and results can be reviewed. The Web Application and the Analyser have shared worklists and results.

### 1.2 Intended Use

The system is designed for the purpose of Faecal Egg / oocyst counts for multiple parasites in Dogs and Cats. It is intended for veterinary use only.

*Caution:* If the OvaCyte system is used in anyway other than described in this manual, the system may not operate as intended.

Note: Only use an OvaCyte cassette and flotation fluid with the OvaCyte analyser.






### 1.3 System and Environmental Specifications

#### Conditions for use

Parameter	Range
Temperature	Between 8 and 30 degrees Celsius
Humidity	Not higher than 70%, non-condensing
Location	Indoors
Dust/ Dirt	Avoid excessive dust
Noise level/ vibration	Avoid vibration as this may affect performance of test
Rated input power for AC adapter	100 V - 240 V 50/60 Hz.
Power Supply:	12 V 3A
Measuring Principle:	Microscopy
Sample Method:	Insert filtrate into cassette provided
Display:	7 inch Touch screen
Dimension:	230 mm × 145 mm × 405 mm (L × W × H).
Weight:	3.874kg

## 1.4 Symbols used in Labelling

The following symbols are used either in the OvaCyte Analyser or power supply.

Symbol	Explanation
	12V DC Power Supply
	CE Mark
	UKCA Mark
	FCC Mark
	WEEE Symbol

## 1.5 Safety Notice

- This product is for using in a Veterinary Environment
- Do not remove the cover: Delicate parts and high voltage inside.
- Do not use outdoors. Indoor use only.
- Do not look or shine the scanner light into eye(s).
- The power must be disconnected before cleaning.
- Position the analyser so that it is not difficult to disconnect.
- The power down sequence must be followed. To power down, press the Power button to the rear of the analyser and wait 45 seconds for the analyser to complete its power down.
- Use original equipment only. Contact customer support for replacements.
- Follow the appropriate health and safety guidance when disposing of used cassettes.
- Follow your organisation's health and safety when using, handling, or moving the analyser.
- Follow the conditions of use for correct analyser care.

## 1.6 Overview of the OvaCyte System

The OvaCyte product offering comprises of an Analyser pack, a Test kit, and the web portal.

### Analyser Pack



### Test kit



### Web Portal



### 1.6.1 Analyser Pack

The Analyser pack includes the following:

#### OvaCyte Faecal Analyser



#### Power Cords



#### Power Adapter



#### Locking Nut



#### Ethernet Cable



#### QR Code Scanner



#### Alignment Cassette



### 1.6.2 Test kit

The test pack includes two trays of 20 cassettes and two 1 litre of Flotation Fluid.

#### Pet Test Kit

#### Cassette 2 x 20



#### Flotation Fluid 1 litre



#### OvaPrep 2 x 20



#### Syringe



### 1.6.3 Additional Components

The OvaCyte system also comprises of a web portal <https://app.ovacyte.com/>. Credentials such as user names and passwords will have been provided via email prior to installation.

## Section 2: Installation of the OvaCyte System

### 2.1 Unpacking the analyser

Slide off the cover sleeve from the outer packaging.

Remove the Analyzer from the box and place on a stable level surface located near a power source (and if required an ethernet access point)

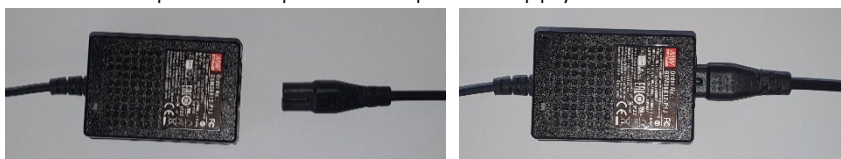
**Important:** Ensure the inner foam slides out horizontally so that the top half can be lifted off to avoid the analyser falling out.



**Note:** Please retain packaging for future use.

### 2.2 Connect the power supply

Connect the power adapter to the power supply cable.



**WARNING: ONLY USE THE POWER SUPPLY PROVIDED.** Any other power supply may damage the OvaCyte Faecal Analyser and void the warranty.

1. Insert the power output jack of the power cable provided into the power inlet port on the analyser.



Insert the plug of the power cable into a suitable power outlet. Make sure all connections are securely connected.

## Section 3: Set up and system description

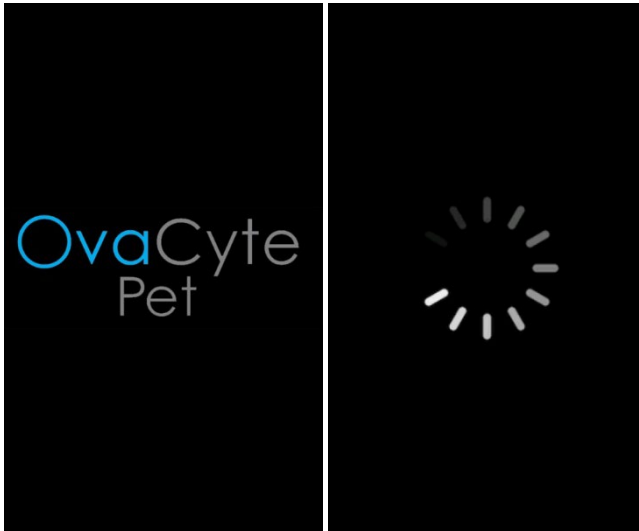
To begin using the OvaCyte Faecal Analyser, please follow the instructions below:

### 3.1 Setting up the analyser

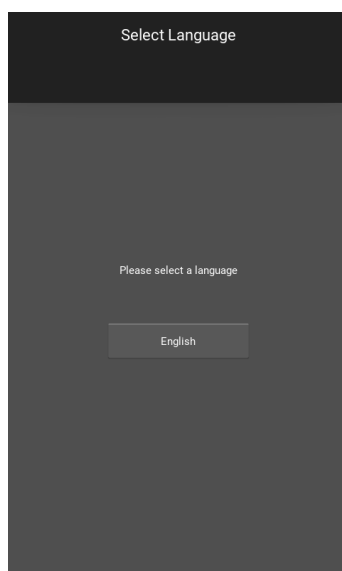
To start the installation of the analyser, do the following:

*Advanced Networking Requirements, for customers who have a corporate network or enhance security features and require manual configuration of the device please see 3.1.1 Advanced Networking Setup.*

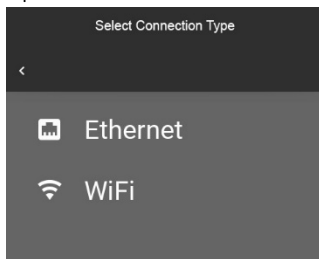
1. Press the **Power** button located on the rear panel of the analyser.
2. Wait for the boot-up screen to appear and load fully before continuing.



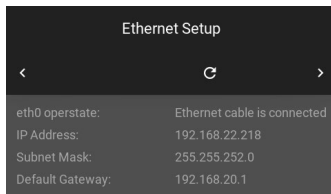
3. After bootup, the screen will change to Language Selection page.  
**Note:** An exception to this is if the **Power On Self Test** fails for some reason. Please see Section 6, Troubleshooting.
4. Select the relevant language from the Language Selection menu.



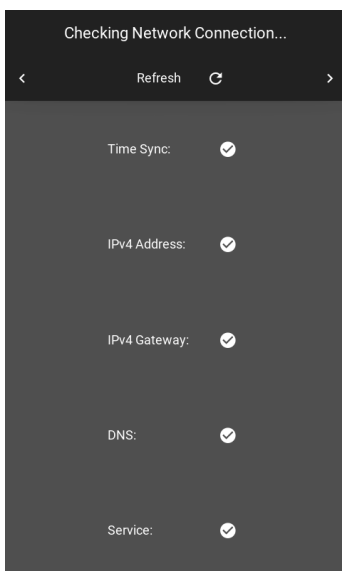
- Next, connect the ethernet cable to the rear panel of the analyser and select the Ethernet option.



The below screen will display if the Ethernet connection is established correctly to local router.



- Press the right-arrow to the top-right hand corner of the screen, then wait for the Checking Network Connection (Ping Test) to complete.

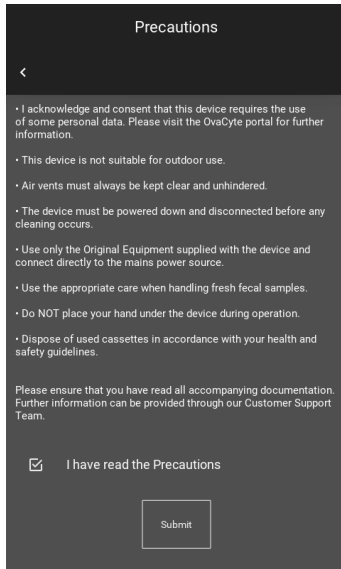



**Note:**

**Successful Test:** This screen will move to the next screen if the test is successful.

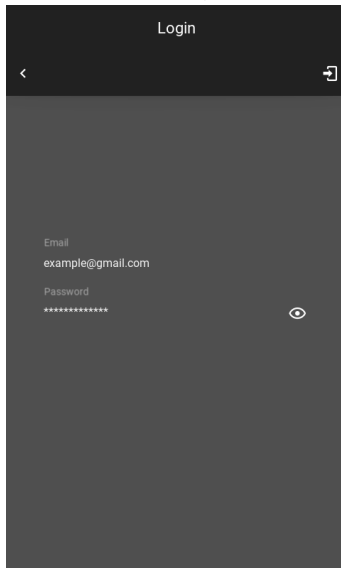
**Failed Test:** If there is an issue with your connection this screen will remain until you either click the left arrow button and change your connection type or until you have resolved the issue with Customer Support.

- Read the precautions and tap the *I have read the Precautions* checkbox to acknowledge that you agree and wish continue with the installation.
- Press **Submit** to continue the installation and move to the *Login* screen.

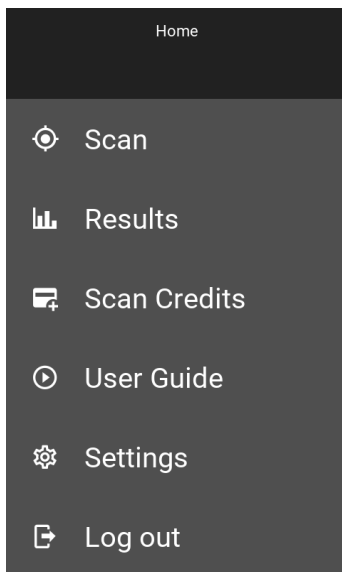


9. Enter the email address and password into the **Login** screen, then press the Door icon  at the top right to login.

**Note:** These will provided to you during your registration process.



10. Upon a successful login, the screen will change to the Home page.

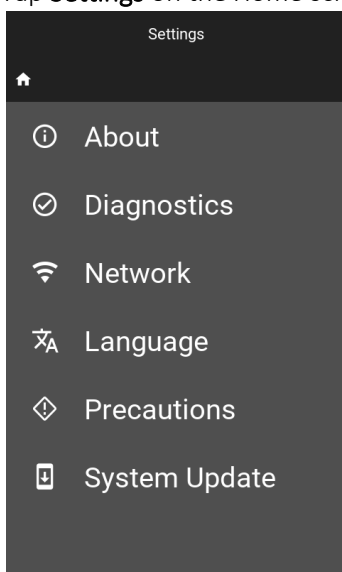


### 3.1.1 Advanced Networking Setup

To manually configure the networking settings on your OvaCyte Analyser, please do the following:

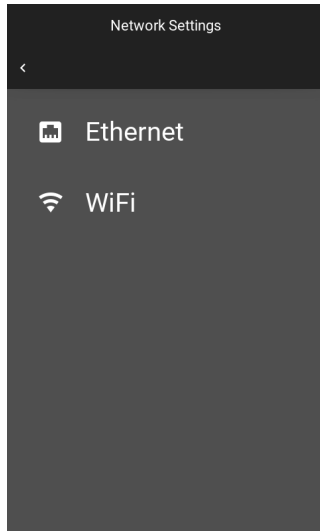
#### Manually Assign an IP Address

1. Identify your assigned IP address details.
2. Tap **Settings** on the *Home* screen.

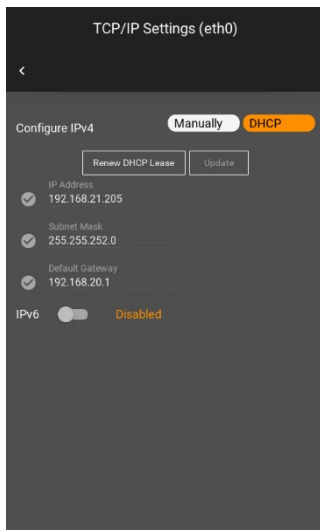


3. Tap **Network**.

4. Select your current connection type of *Ethernet* or *WiFi*.



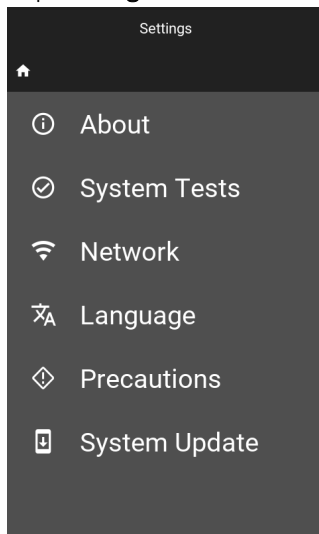
5. Tap **Manually**, and tap into; *IP Address*, *Subnet Mask*, and *Default Gateway* and enter the associated details.



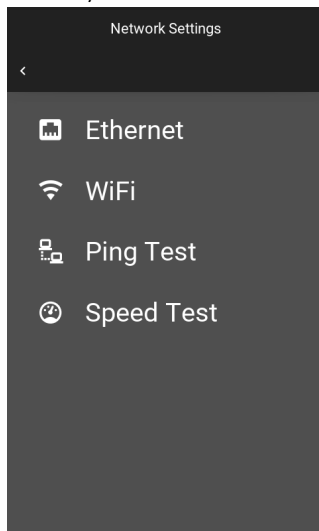
6. Tap **Update** to complete the process.
7. Tap the < to the top left of the screen.

## Manually Assign a DNS Address

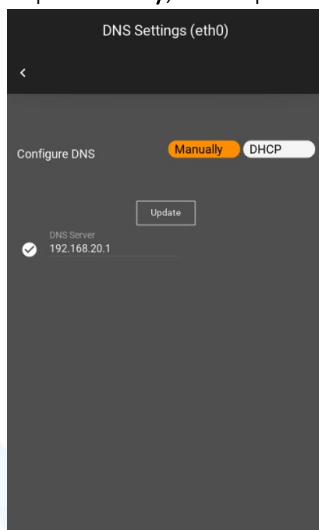
1. Identify your assigned DNS address.
2. Tap **Settings** on the *Home* screen.



3. Tap **Network**.
4. Select your current connection type of *Ethernet* or *WiFi*.



5. Tap **Manually**, and tap into *DNS Server* and enter the address.

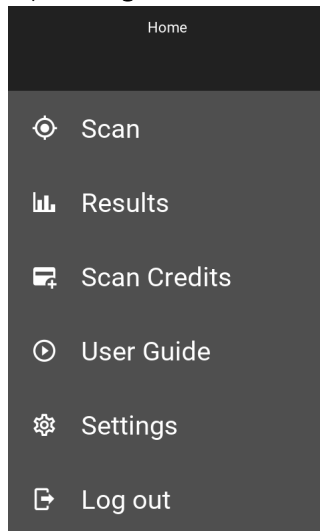


- 
6. Tap **Update** to complete the process.
  7. Tap the < to the top left of the screen.

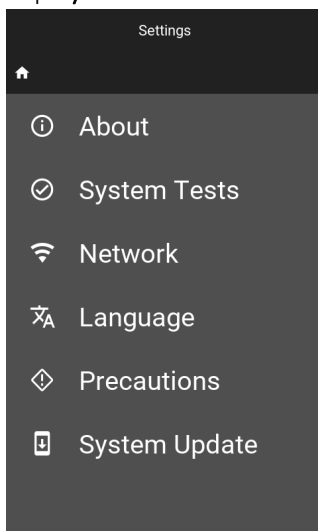
### 3.2 Checking your connection Speed

The OvaCyte analyser requires an Upload connection speed for greater than 3 Mbps for it to work effectively. To test your current upload speed, do the following:

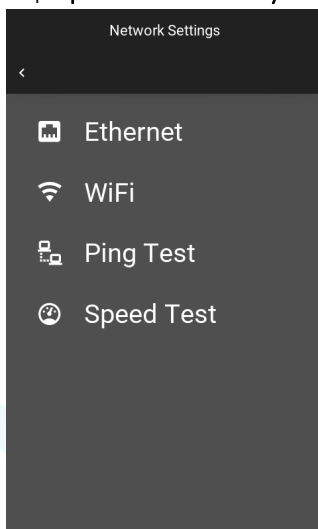
1. Tap **Settings** on the Home screen.



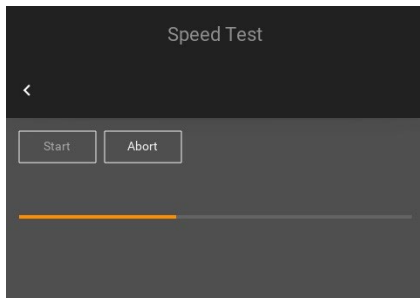
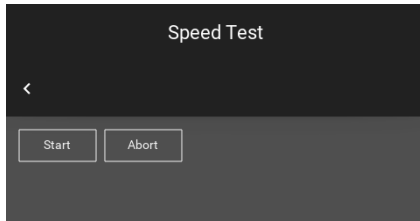
2. Tap **System Test** in the **Settings** menu.



3. Tap **Speedtest** in the **System Test** menu.

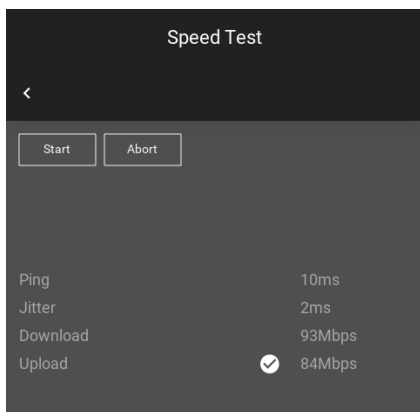


4. Tap **Start** to the top-left corner and wait for the test to complete.

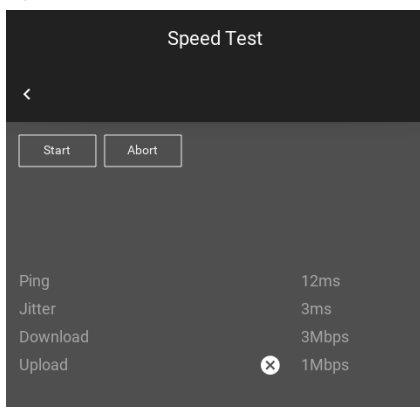


5. Make a note of the finished upload speed when the result appears.

### Pass



### Fail



*Please note that upload speeds of 3Mbps or higher are required to successfully complete scans in a reasonable time.*

6. Tap the left facing < chevron to exit back to the results screen.

## Section 4: Scan Procedure and Results

### 4.1 Pre-scan Preparation, Obtaining and Using Samples

The OvaCyte Analyser is designed to be used with fresh faecal samples.

#### Pet Sample Preparation

1. Fill the cutter end of the Insert with faeces. For diarrhoea based samples use a syringe.



2. Push the Insert into the tube.



3. Take 12 ml of the Flotation Fluid (FF) using the syringe.



4. Inject all the FF into the tube.



5. Gently mash the solution until mixed thoroughly.



- Using the syringe, extract as much of the filtrate as possible.



- With a finger on the syringe top, pull back the plunger as far as feasible, then remove finger.



Important: Release the pressure on the plunger first before removing finger.

- Depress the plunger with the syringe pointing upwards until the fluid reaches the top.



- Inject the fluid into the cassette and place on the analyser.

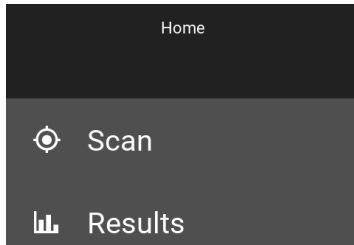


## 4.2 Performing A Scan

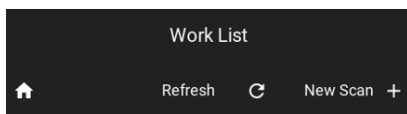
### 4.2.1 Enter scan details on the analyser

Scan details can be entered on the analyser or the web portal. To enter on the analyser, do the following:

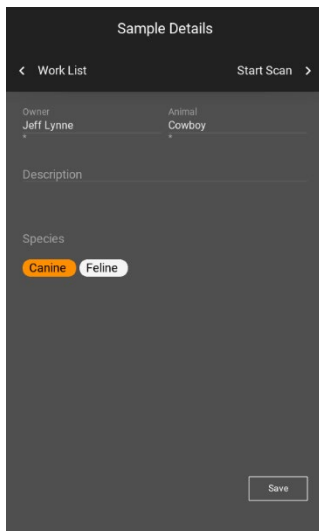
1. Select **Scan** from the **Home** screen.



- 2.
3. Select **New Scan +** to create a scan.

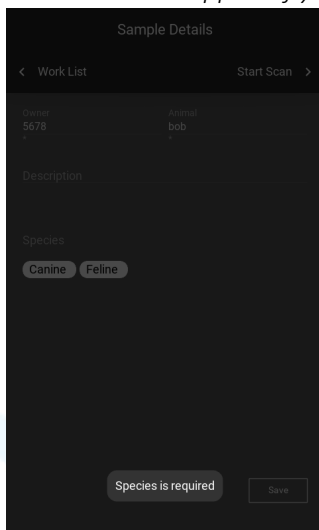


4. Enter the Reference ID of the animal owner used in your practice / lab into the **Owner** field, and enter the animal's name, ID, reference number, etc. into the **Animal** field.



Please select the **Species** type from the list, it is a required field.

*This screen will appear if you attempt to start a scan without selecting.*



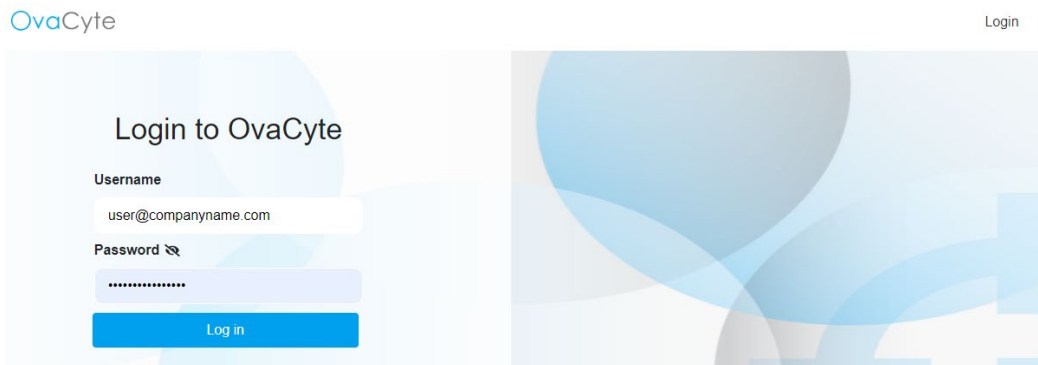
- 
5. Enter any additional details required for the test into the **Comments** field.
  6. To start the scan press **Start Scan >**, alternatively to save it to the worklist for later press **Save** (to the bottom right of the screen). To exit the **Sample Details** screen without saving press **Work List**.

#### 4.2.2 Enter the scan details via the OvaCyte web app

Scan details can be pre entered on the web app. To use this feature, do the following:

##### Creating A Scan

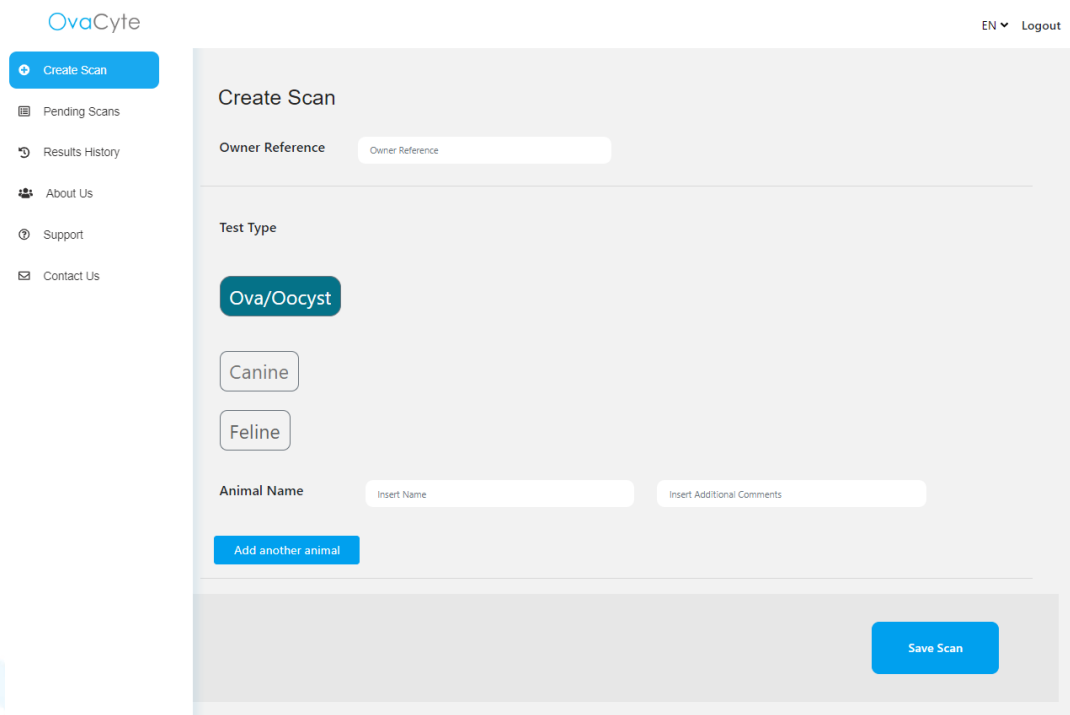
1. Access the OvaCyte Web app at <https://app.ovacyte.com/> and Log in to the OvaCyte Portal.  
**Note:** Please contact Customer Support for any access related issues.



2. Select **Create Scan** from the menu to the left-hand side of the screen.

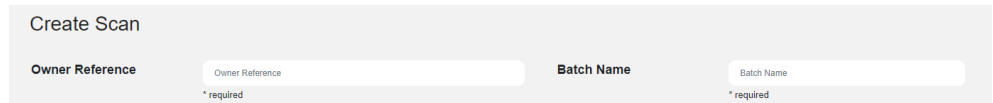


3. On the **Create Scan** page, do the following:



- a. Enter the Reference ID of the animal owner used in your practice / lab into the **Owner Reference** field.

- b. Select the scan Type, from the **Ova/Oocyst** the **Test Type**.
- c. Select the type of animal from the **Species** list.
- d. Enter either the animal's; name, id, other identifier, etc. into the **Animal Name** field.
- e. Click **Add another animal** button if the animal owner requires an additional sample(s) to be tested from the same species.
  - i. Enter the relevant information into the **Batch Name** field.



The screenshot shows a form titled "Create Scan". It contains two input fields. The first is labeled "Owner Reference" and has a small asterisk and the word "required" below it. The second is labeled "Batch Name" and also has a small asterisk and the word "required" below it. Both fields are currently empty.

**Note:** Adding multiple animals will allow you to generate a batch report.

**Important:** If a different species is to be tested the current scan must be saved and a new **Create Scan** entry is required.

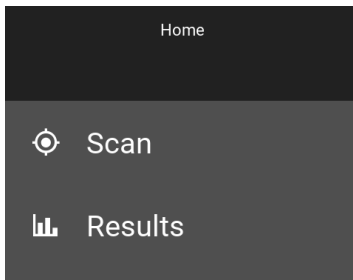
- f. Click **Save Scan** to complete the process.

**Note:** The scan will become available in your worklist on your analyser immediately. (If you don't see the scan in the worklist, use the **refresh** button to reload the worklist).

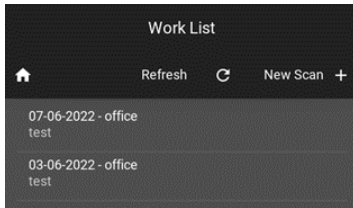
## Running pre-entered scan details

To use the pre-entered scan(s) details:

1. Select **Scan** on the *Home* screen.



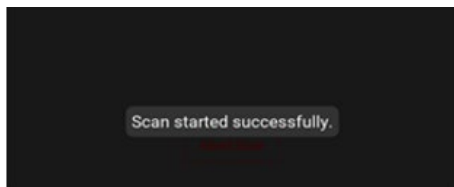
2. Locate and select the required scan from the **Work List** screen.



**Note:** Move to the next page using the > button to the lower right of the screen, to access the next selections of scans.



3. Press **Start Scan** to initiate the scan.

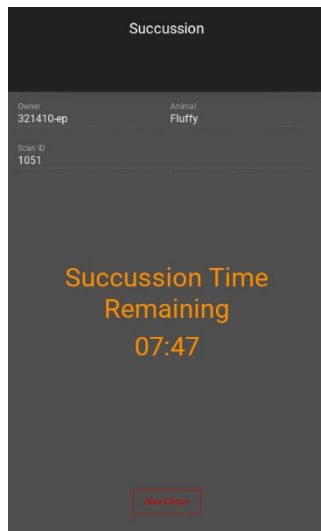


### 4.2.3 The Scan Process

During the scan, the Analyser will; allow the sample to float, analyse the sample, and present the scan results.

#### Succussion & Floatation Time

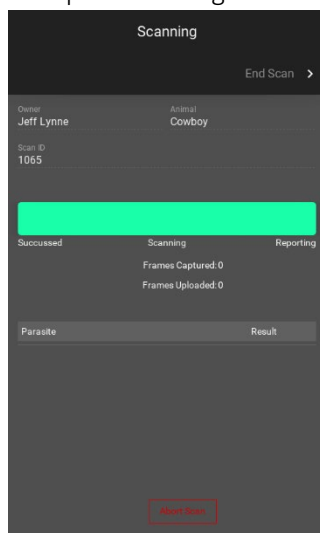
After the scan has started, the countdown will begin. During this time, the analyser will do some tests and the succussion process will begin for the eggs to float to the surface.



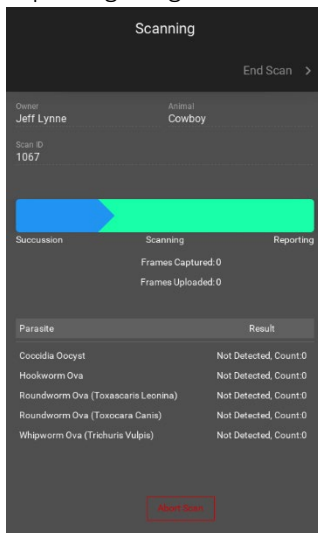
#### Analysis of the sample

The analysis of a sample occurs in three stages; Succussion, Scanning, and Reporting.

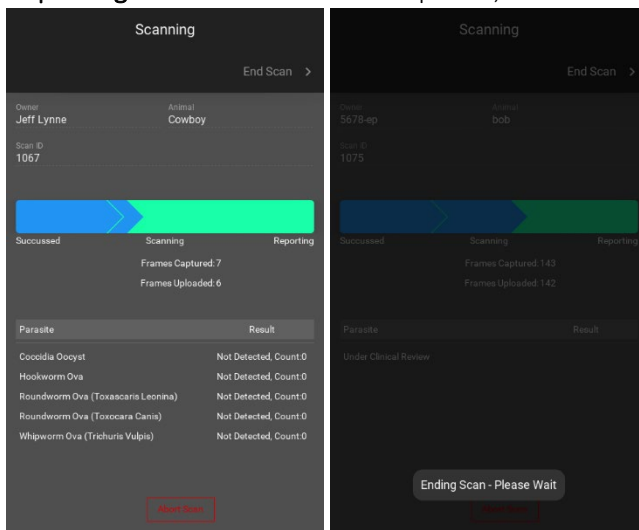
**Succussion** – the analyser prepares the sample through a series of rapid movements to allow best possible image of the eggs present in the sample.



**Scanning** – the analyser find the right focus and start point, then it proceeds to starts capturing images and analysing each image for the presence of a parasitological egg.



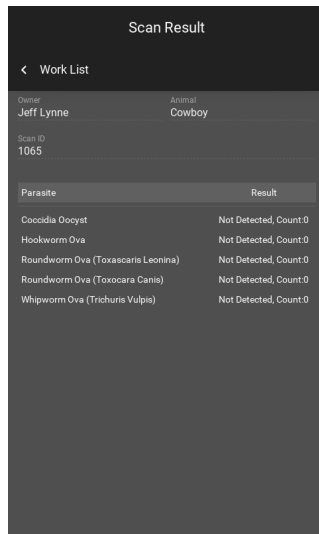
**Reporting** - the scan is almost completed, and the results will be available shortly.



Through the analysis stage, the count is only an indicator, a result should only be taken when the scan has finished.

## Scan Result

When the analyser has completed a scan, the final results will be presented on the **Result Details** page.

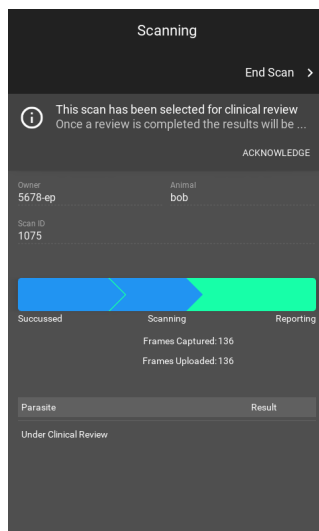


The results of the test can also be accessed from the **Results** option on the *Home* screen.

## Clinical Review

From time to time, our system may detect anomalies within your scan, this will automatically alert our clinical team members to review your scan and determine the reason for the anomaly.

During this time your results screen will display *Clinical Review*. You can continue to use your analyser during this review period.



#### 4.2.4 Accessing results through the web app

Detailed reports of finished scans can be accessed through the web app.

1. While logged into the web app, click the **Results History** button from the menu to the left-hand side of the screen.
2. Select the relevant scan and a short summary report will appear on the right.

OvaCyte EN Logout

Create Scan  
Pending Scans  
**Results History**  
About Us  
Support  
Contact Us

### Results History

Search Result History X

Scan Report Batch Report Images

Date	Owner Reference	Animal Name	Scan ID	Batch ID	Details
11/01/2024	T 182	T 182	75734	none	▶
11/01/2024	T 181	T 181	75733	none	▶
11/01/2024	T 180	T 180	75732	none	▶
11/01/2024	T 179	T 179	75731	none	▶
11/01/2024	T 178	T 178	75730	none	▶
10/01/2024	T 177	T 177	75729	none	▶

3. To get the detailed report, select the scan and click on the **Scan Report** button.

OvaCyte EN Logout

Create Scan  
Pending Scans  
Results History  
About Us  
Support  
Contact Us

### Individual Report

Back Print

**Telenostic**

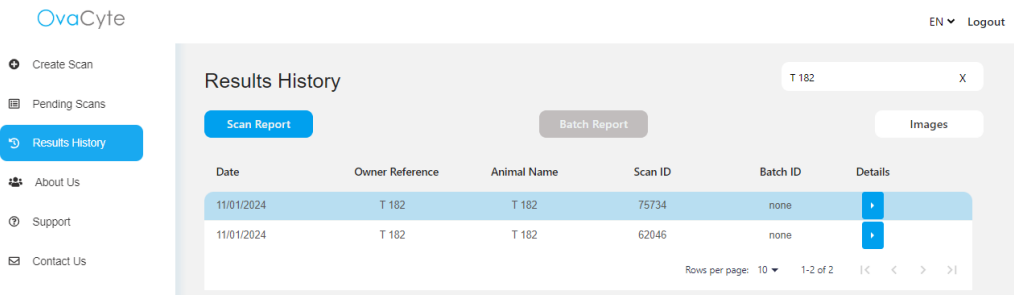
Scan ID: 75729 Test Date: 10/01/2024  
Owner Reference: Canine Practice: Telenostic-10  
Species: Canine  
Animal Name: T 177  
Description: Canine

#### Individual Report

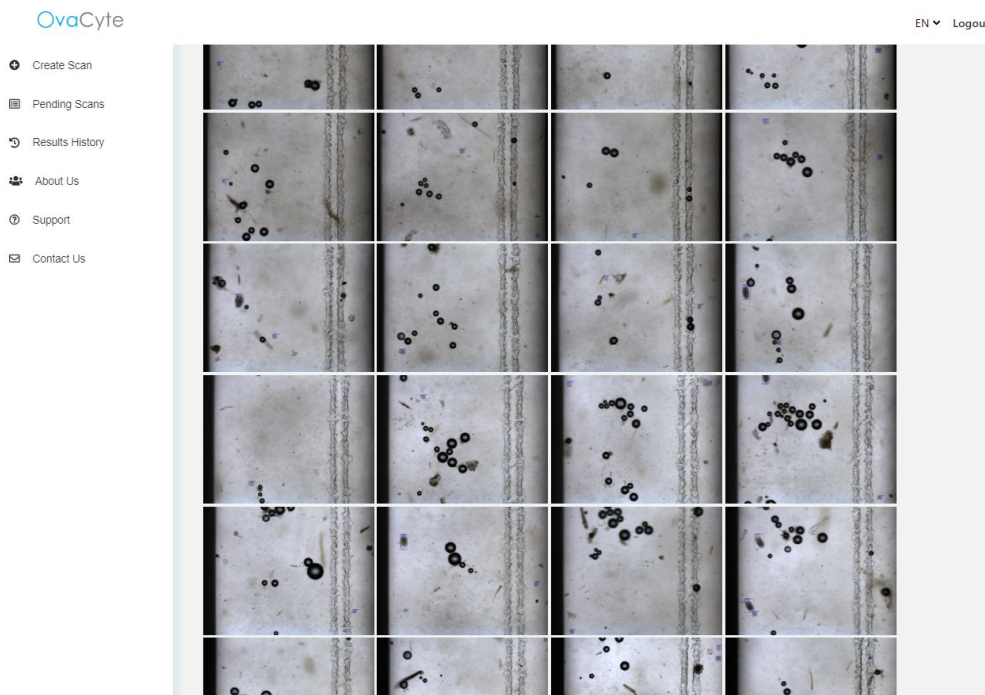
**Summary**  
Total Volume Analysed: 6.12 ml (242 images)

Roundworm ova (Toxocara canis)	Not Detected, Count:0
Roundworm ova (Toxascaris leonina)	Not Detected, Count:0
Hookworm Ova	Detected, Count:20
Whipworm ova (Trichuris vulpis)	Detected, Count:32
Capillaria spp	Not Detected, Count:0
Coccidia oocyst	Detected, Count:2

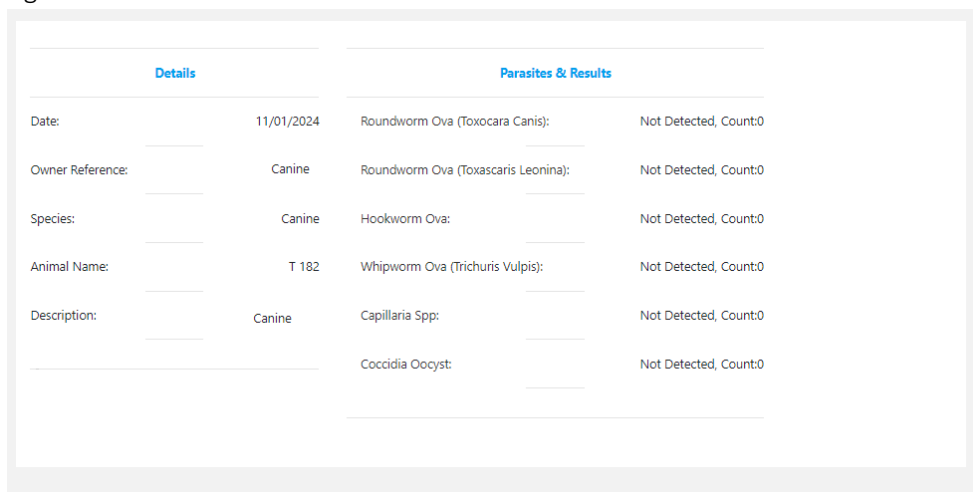
4. Select the **Print** button to print the detailed report.
5. To see the images for a scan, select the scan from the list and click the **Images** button to the top right-hand corner of the screen.



- The page will move to the *Image* gallery which has all the images captured for the selected scan.



- To see images for a specific parasite, locate and click the parasite from the list to the right-hand side of the screen.

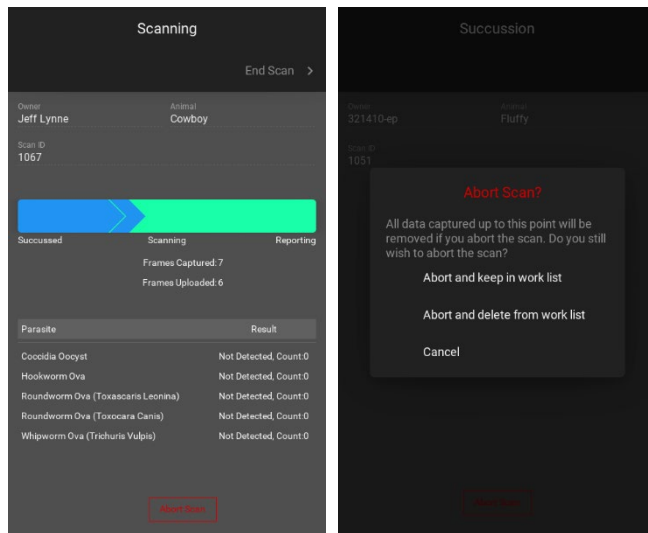


### 4.3 Options for scan lifecycle

During the scan, the user has the options to change how the analyser performs a test. Below are the available options.

#### 4.3.1. Stopping A Scan

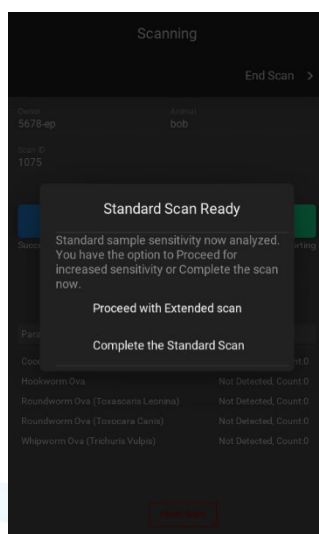
A scan can be stopped at any point by choosing the **Abort Scan** option to the bottom of the screen. This will be presented with three options:



1. **Abort and keep in work list** - Choosing this option will end the current scan and save the sample details to the work list from where it can be run again if needed.
2. **Abort and delete from worklist** - Choosing this option will end the current scan and completely remove the scan data from the system.
3. **Cancel** - Choosing this option will close the dialog box.

#### 4.3.2 Standard Scan and Extended Scan

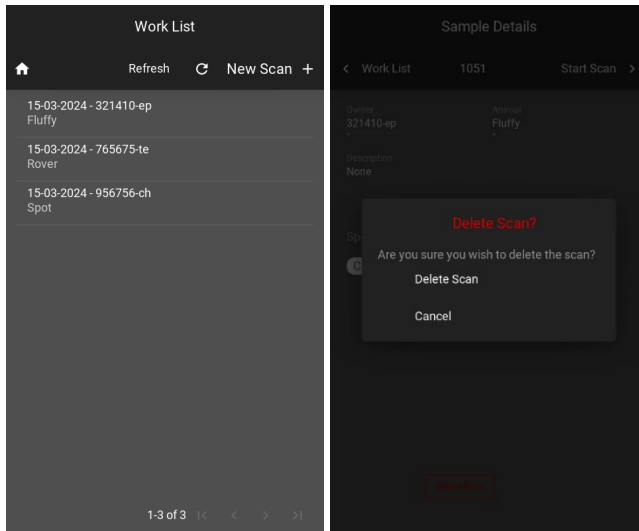
Your OvaCyte Analyser provides you with two scan length options, Standard Scan, and Extended Scan. Once your scan passes the half way point, you can choose to complete a standard scan. If the scan is not ended it will proceed to the **Extended Scan** which analyses



#### 4.3.4 Deleting A Scan

If a scan is no longer needed and it can be removed from the Work List. To do this please do the following:

1. Select **Scan** on the **Home** screen.
2. Locate and select the scan to be removed.
3. Select the **Delete Scan** option from the bottom of the screen.  
Select **Delete Scan** to confirm its removal.



### 4.3.5 Editing a Pre-Created Scan on the Web Portal

1. Select **Pending Scans** from the menu on the left-hand side of the screen.
2. Select the scan to be edited from the list.
3. Select the **Edit** button on the top-right corner to edit the selected scan.

OvaCyte EN Logout

Create Scan  
**Pending Scans**  
Results History  
About Us  
Support  
Contact Us

### Pending Scans

Search Worklist X

Delete Edit

Date	Owner Reference	Animal Name	Scan ID	Batch ID
15/04/2024	batch 1	batch 1	76519	none
25/03/2024	BATCH 1	BATCH 1	72755	none
15/03/2024	BATCH 1	BATCH 1	71354	none
08/03/2024	BATCH 1	BATCH 1	70266	none
23/02/2024	BATCH 1	BATCH 1	67995	none
16/02/2024	BSTCH 1	BSTCH 1	67020	none

Rows per page: 10 1-6 of 6

4. Change the fields as required.
5. Press **Submit** button to save changes.

OvaCyte EN Logout

Create Scan  
Pending Scans  
Results History  
About Us  
Support  
Contact Us

### Edit Scan

Back

Owner Reference

Test Type

**Ova/Oocyst**  
Canine  
Feline

Animal Name

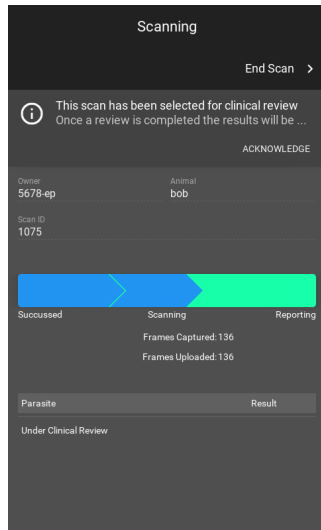
Submit

## 4.4 Scan Result Verification

One of the OvaCyte features is the use of our anomaly detecting system. This system allows for the detection of any-egg like objects present in the scans' imagery which may cause a False Positive. When the alert system is triggered, a pop-up will be displayed on your analyser notifying you of the need for a clinical review.

### 4.4.1 Acknowledging a clinical review notification

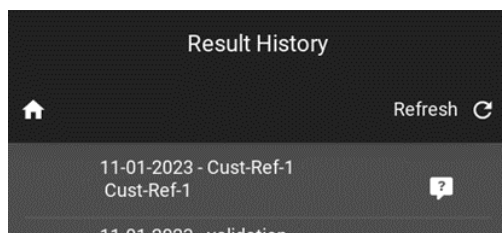
To acknowledge the Clinical Review notification, please tap **ACKNOWLEDGE**.



After the acknowledgement, the results section will display the Clinical Review notice until such time that the results are checked and released.

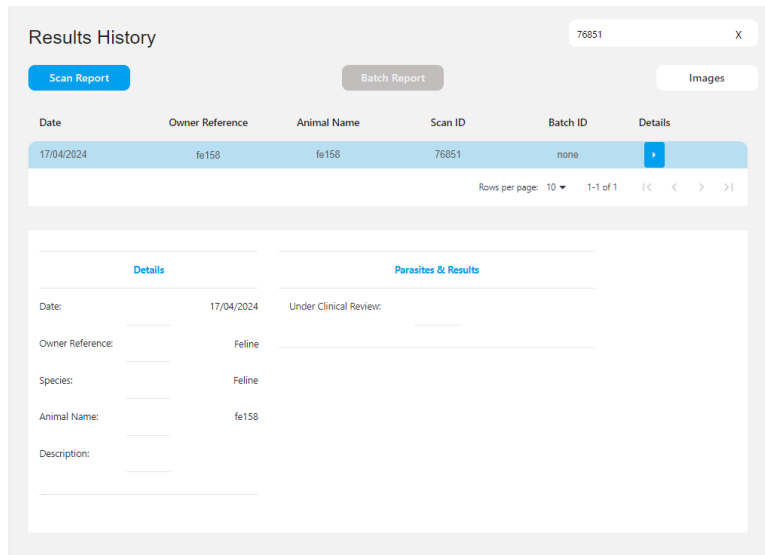
### Analyser Notification

After the clinical review alert has been acknowledged the scan(s) in question will display an alert awareness icon to the right and that the review is still on-going.



## Web App Notification

The Web App will display Clinical Review in the Details section under the results portion of the screen.

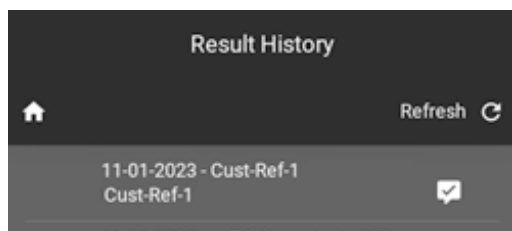


### 4.4.2 Clinical review outcome

After a clinical review has been completed you will be notified by email from our Clinical Support Team. The outcome of this review will result in either; an update to your scan's results, or a confirmation of the existing result are still valid.

## Analyser Worklist Notification

The scan(s) in question will display the below clinical review update icon when a clinical review has been completed.

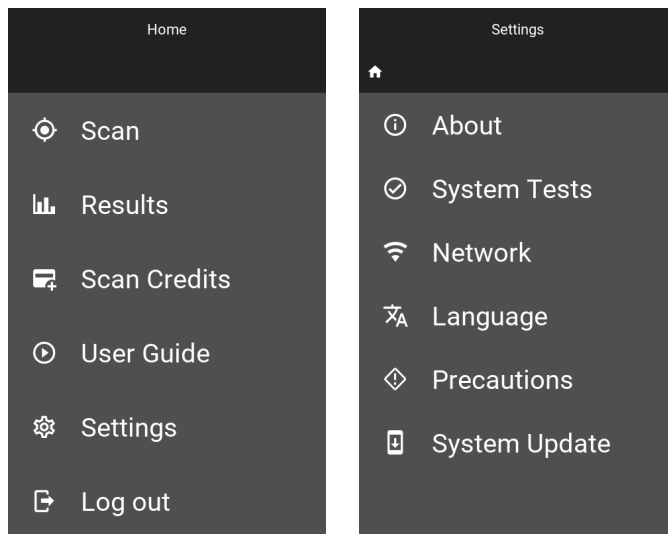


## Web App Notification

The Web App will release you results and remove the Clinical Review notice.

## Section 5: Settings

To access the analyser's settings select **Settings** on the **Home** screen.



### 5.1 About

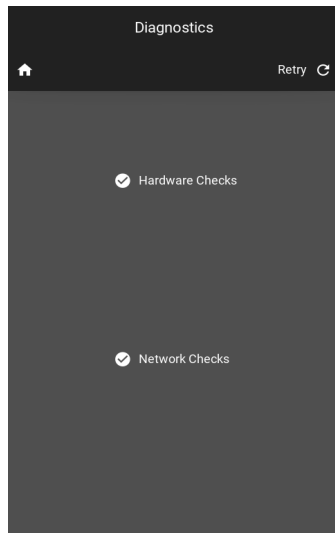
The about section contains information such as Analyser ID, software version, ethernet and Wi-Fi address, etc.



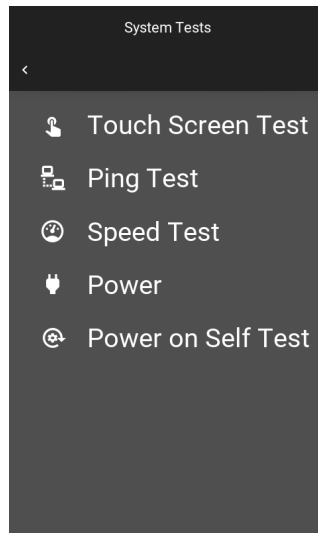
## 5.2 Diagnostics

The Diagnostics section has a group of tests which can be run by selecting the **Retry** option to the top-right corner of the screen. These tests check if all the analyser components are working.

### Start-up Diagnostics

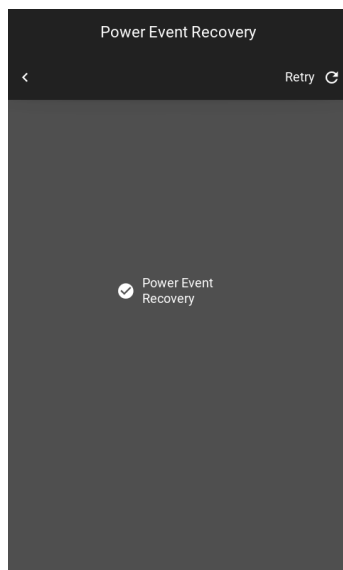


### Interactive Diagnostics



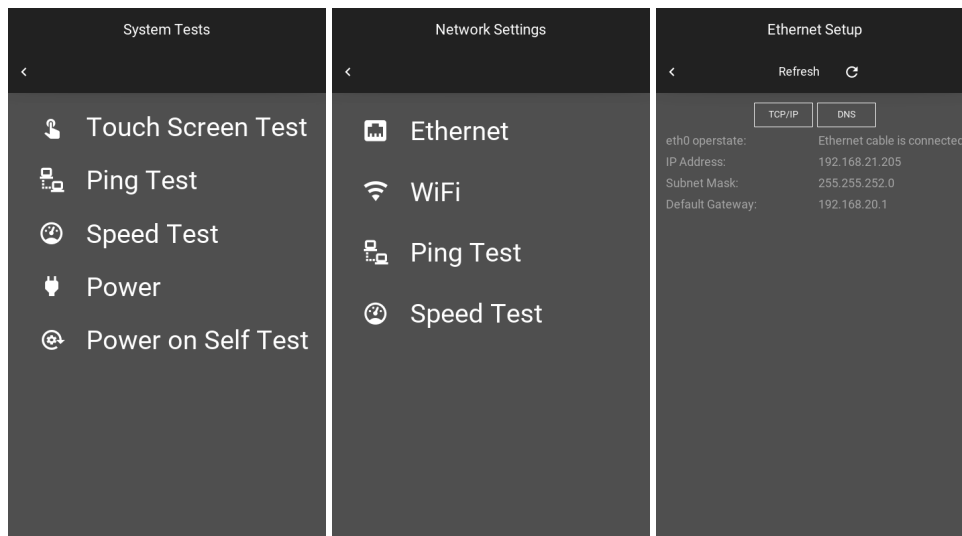
## 5.3 Power Event Check

This section checks for any scan data left in the event of power failure.



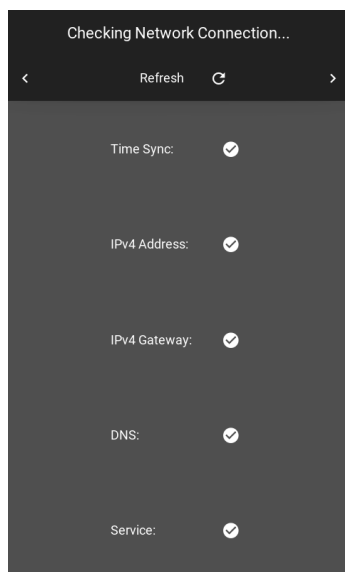
## 5.4 Ethernet

The Ethernet section contains information about ethernet status and the associated IP address details. To access these settings, tap **Settings**, **Network**, and **Ethernet**.



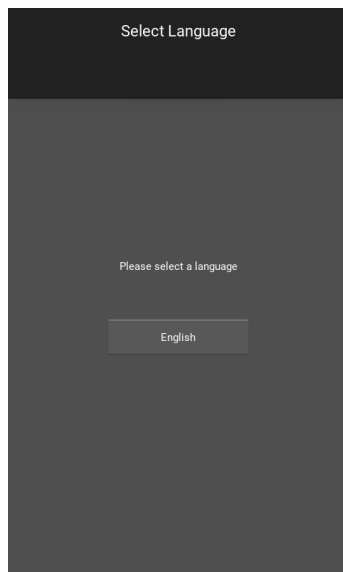
## 5.5 Ping Test

This section includes tests that check if the Analyser is connected to the network.



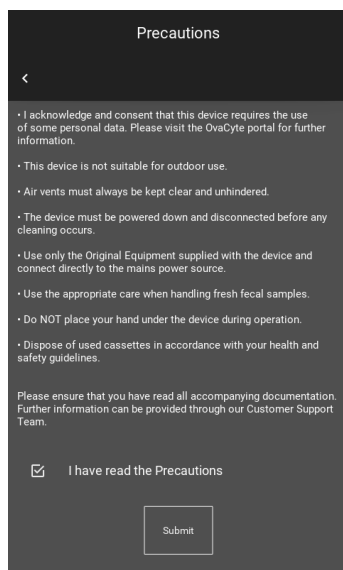
## 5.6 Language Selection

This section contains all the languages available on the Analyzer.



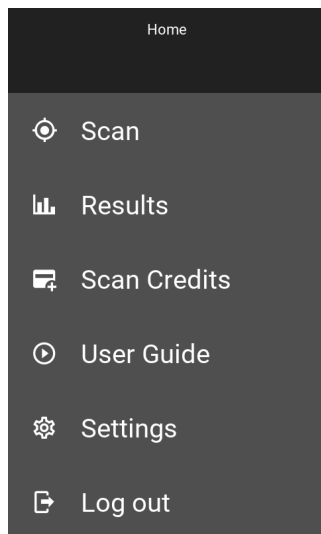
## 5.7 Precautions

This section lists all the precautions that should be taken while operating the Analyzer.



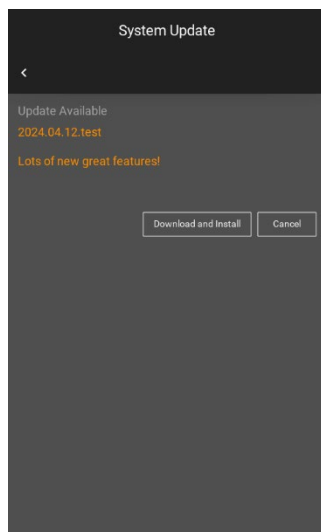
## 5.8 Sample Prep Video

The Sample Prep Video section provides visual and text based instructions on how to prepare a faecal sample for use with the Analyser. Tap **User Guide**, and follow the onscreen instructions.



## 5.9 System Update

The System Update section allows the user to update to the latest version of the software. To update, select download and install.



## 5.10 Scan Credits

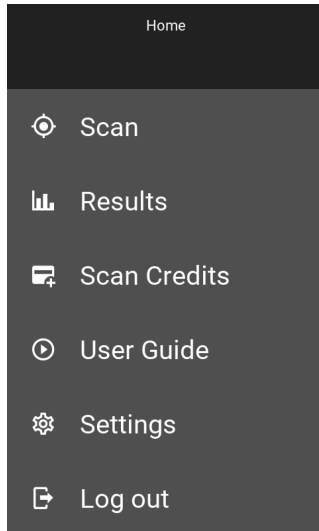
The OvaCyte Analyser works on a credit system, one scan equals one credit. Below is how to use the credit system.

### 5.10.1 Adding Scan Credits

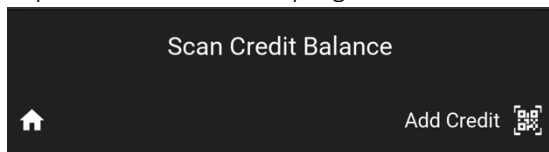
Every time you receive a OvaCyte Test Kit(s), you will need to add the credits associated with the cassettes, below is the procedure to add your credits:

- i. Ensure your device connected to the internet.
- ii. Connect the QR Code reader to the OvaCyte Analyser.

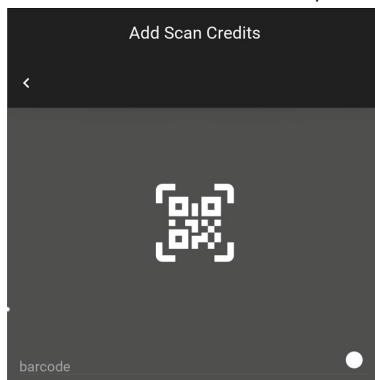
- iii. Tap **Scan Credits** on the Home screen.



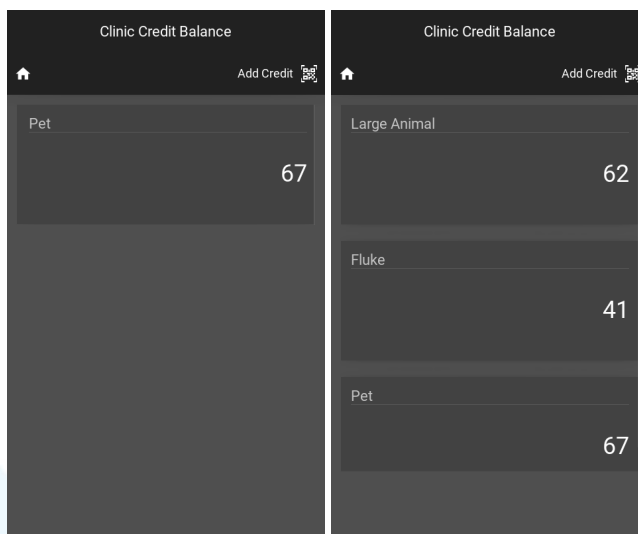
- iv. Tap **Add Credit** to the top-right of the screen.



- v. Scan the code on the side / rear of the Cassette Display Carton.



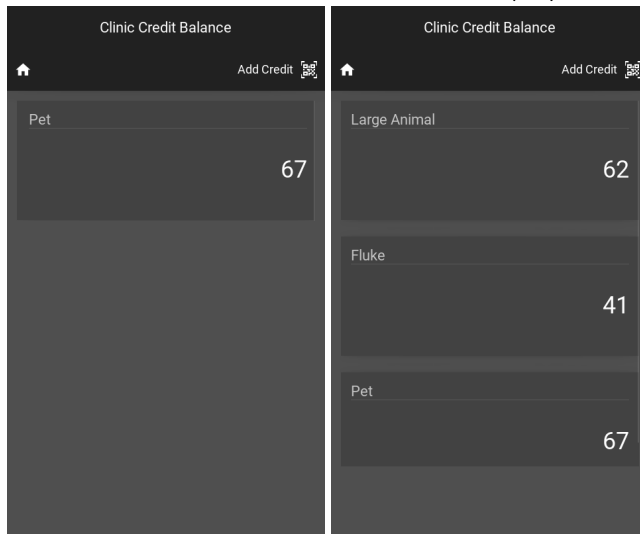
- vi. The credits will auto-increment on top of the existing credits and return to previous screen displaying the new balance. Customers with EQ&LA and Pet will see all credits available.



### 5.10.2 Checking your credit balance

To check your current scan credit balance, do the following:

- i. Tap **Scan Credits** on the Home screen.
- ii. Your current scan credit balance will be displayed.



## Section 6: Troubleshooting

Use the following troubleshooting support guide

### 6.1 Process Related

#### 6.1.1 Sample Prep

**The sample will not release from the insert, what should I do?**

- Using the 12ml of flotation fluid, flush the sample out of the insert by using pressure (depressing the plunger quickly). Note: Please ensure you have fitted the tube correctly to avoid spillage.
- Squeeze the cutter section of the insert through the tube to loosen the plug.

**I can't inject all the fluid, what should I do?**

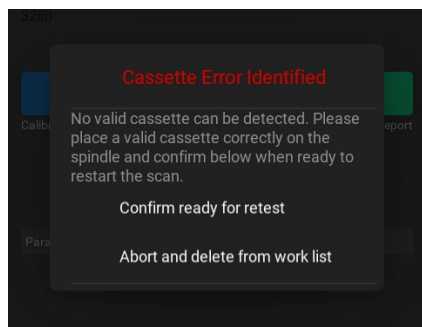
- Squeeze all the air out to the tube before injecting the fluid.
- Remove all air from the syringe before injecting to avoid a positive air pressure

**My scan have a lot of small bubbles in them, what can I do?**

- During the sample prep, try and degas the filtrate several time.

### 6.2 Cassette Related

**No Valid Cassette Can be Detected**



If this message appears when running a scan, do the following:

1. Ensure the cassette has been placed onto the Analyser prior to starting the scan.
2. If the cassette is on the Analyser, check if the white circular sticker is missing from the outer rim of the cassette?
  - a) Yes, the sticker is missing from the cassette.
    - i) Check the foil package for the sticker. If the sticker is within the foil package, with a clean and dry fingers,
    - ii) Remove the sticker from the package
    - iii) Locate the small air hole (directly in line with the sample injection hole)
    - iv) Place the sticker over the hole and gently press it down to ensure it is firmly on stuck.
    - v) Do not attempt to glue the sticker down.
  - b) No, the sticker is not in the foil bag
    - i) Please contact the customer support team.
    - ii) Please retain the cassette as these are tracked for quality assurance purposes.

If you have any further issues please contact Customer Support.

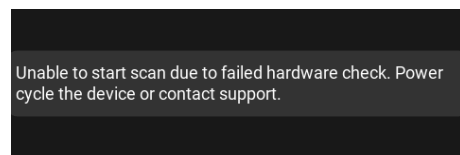
### Can I reuse a cassette again?

The cassettes provided in your test kit are for single use only with the Analyser. Re-using cassettes can cause misreading's results due to cross contamination from prior usage, if you need to obtain additional cassettes please contact your sales representative or your Customer Support Team.

## 6.3 Analyser Troubleshooting

### Power On Self Test

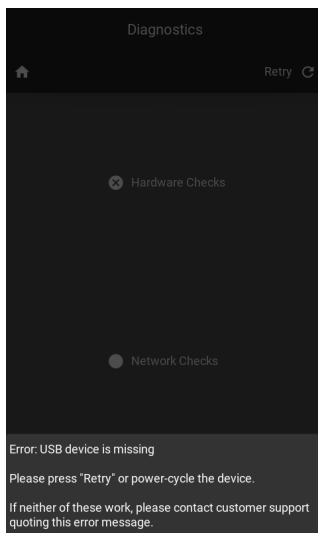
When your OvaCyte Analyser starts-up it will perform a series of self-diagnostics to ensure that everything is working as designed. If one these tests detects an anomaly it will display a message immediately.



*Important: Please do not ignore these message or attempt to run a scan without resolving the issue, as our scan fail will prevent you from running a scan (as shown above).*

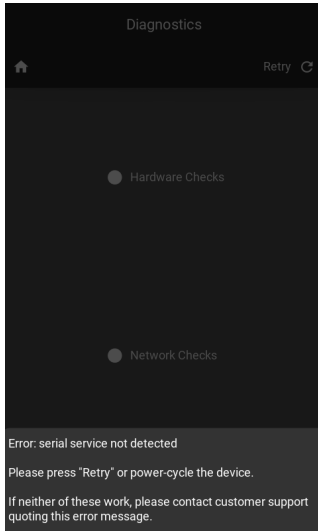
### Possible Power On Self Test Messages

#### Error: USB device is missing



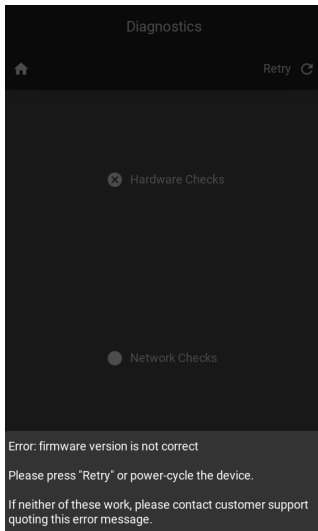
Please press the switch at the rear of the analyser, wait one minute for the analyser to power off. Remove the power from the rear of the analyser, and re-insert after five seconds. If the problem persists, please contact your customer support team.

### Error: serial service not detected



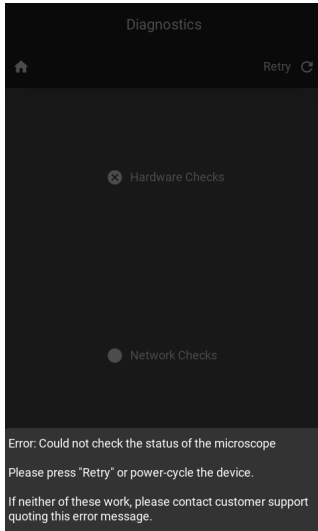
Please press the switch at the rear of the analyser, wait one minute for the analyser to power off. Remove the power from the rear of the analyser, and re-insert after five seconds. If the problem persists, please contact your customer support team.

### Error: firmware version is not correct



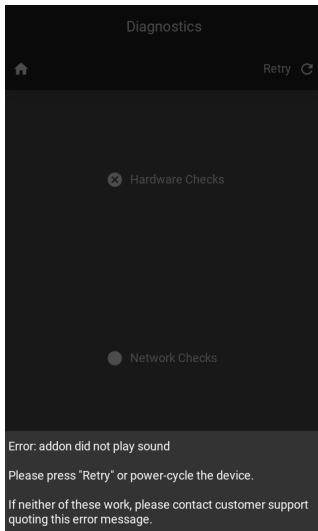
Please press the switch at the rear of the analyser, wait one minute for the analyser to power off. Remove the power from the rear of the analyser, and re-insert after five seconds. If the problem persists, please contact your customer support team.

### Error: Could not check the status of the microscope



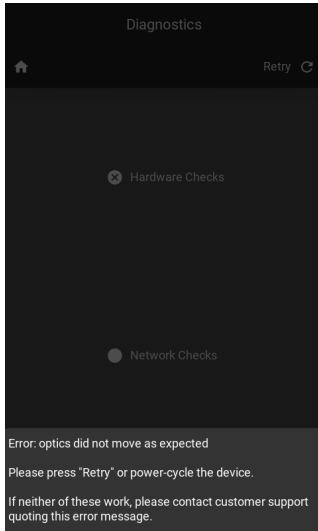
Please press the switch at the rear of the analyser, wait one minute for the analyser to power off. Remove the power from the rear of the analyser, and re-insert after five seconds. If the problem persists, please contact your customer support team.

### Error: addon did not play sound



Please press the switch at the rear of the analyser, wait one minute for the analyser to power off. Remove the power from the rear of the analyser, and re-insert after five seconds. If the problem persists, please contact your customer support team.

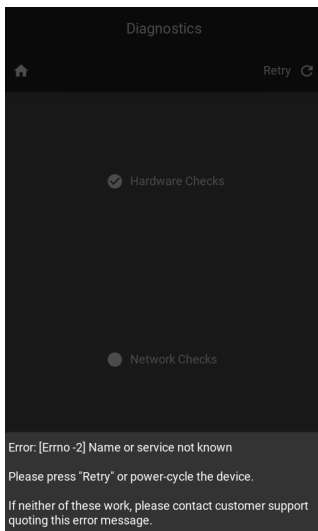
## Error: optics did not move as expected



Please press the switch at the rear of the analyser, wait one minute for the analyser to power off. Remove the power from the rear of the analyser, and re-insert after five seconds. If the problem persists, please contact your customer support team.

*Note: If any of the above occurs during an installation process, please resolve the issue and restart your analyser to enter First Use Mode again.*

## Error: [Errno-2] Name or service not known

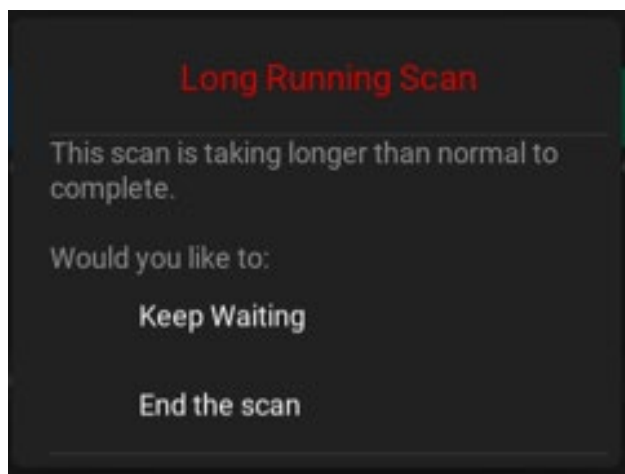
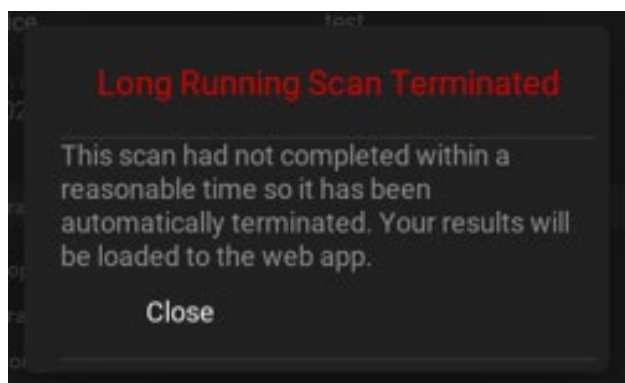
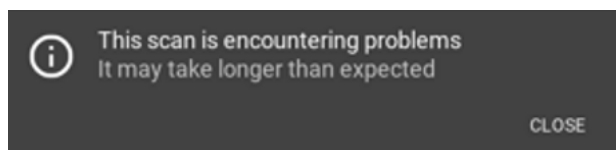


This error occurs when a previously used wireless network used is no longer available or out of range. To resolve this issue, please do the following:

1. Connect the Analyser via Wi-Fi.
2. Run a PING to confirm that you are connected.
3. Go to **Settings, Diagnostics**, and tap **Power on Self Test** and wait for it to complete.
4. Alternatively, restart the Analyser to clear the original connectivity message.

## 6.4 Network Related

### The scan is taking longer than expected



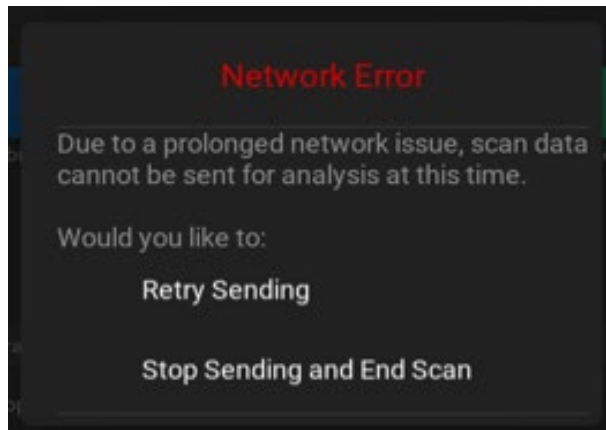
Any one of the above three pop-up messages may be encountered. If this occurs, please perform a speedtest at <http://speedtest.telenostic.com> to determine if the upload connection speed has dropped below the minimum requirements.

If the connection speed is above the minimum requirements, then:

1. Connect another device to the current wired connection and test the connection speed.
2. Change the cable connected in case it has been damaged.

If you are still encountering issues please contact the Customer Support Team.

Due to a prolonged network issue



If your analyser experiences an outage or disconnection for longer than 10 minutes, the analyser will prompt:

**Retry sending** the current scan's data for analysis (before choosing Retry Sending option, please ensure there are currently no network related issues ongoing at the current location).

**Stop Sending and End Scan** this allows the scan to stop to give you time to check if there are any internet access issues at your location.

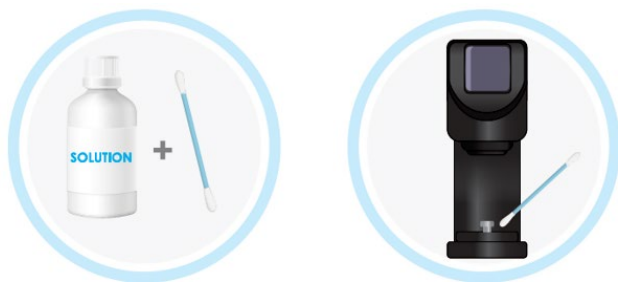
If you are still encountering issues please contact the Customer Support Team.

## Section 7: Maintenance and Repairs

The analyser should be cleaned in line with the required organisation's health and safety guidelines. When cleaning the; screen, the bottom lens, or the spindle, please follow the below cleaning process. Used cassettes should be removed and disposed of after each test (and disposed of in accordance with your organisation's health and safety guidelines) to avoid residue build up on the analyser.

### 7.1 Cleaning the Analyser's spindle

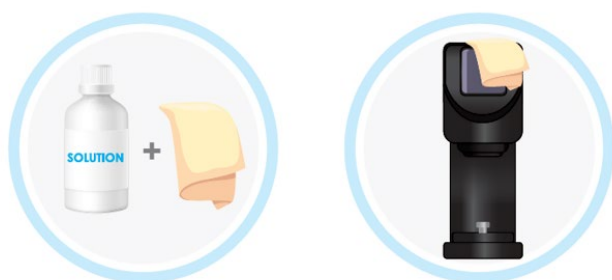
Always shutdown the analyser correctly using the power button to the rear. Wait 30 seconds and disconnect the analyser before performing any cleaning procedure.



1. Using a cotton bud / cue tip with a small amount of 70% Isopropyl Alcohol.
2. Gently dab the area around the spindle (where you place the cassette with the solution).
3. Ensure any dried or crystallised Salt (NaCL) is thoroughly saturated with the solution.
4. With a fresh dry cotton bud / cue tip, gently dab and agitate the area.
5. Gently remove any remaining dirt or salts.
6. Repeat once more to ensure the area is clean and dry.

### 7.2 Cleaning the Analyser's screen

Always shutdown the analyser correctly using the power button to the rear. Wait 30 seconds and disconnect the analyser before performing any cleaning procedure.



1. Using one half of a microfibre cloth with a small amount of 70% Isopropyl Alcohol.
2. Gently wipe the area around and on the screen.
3. Ensure the screen is fully wiped down and clean of any stains or debris.  
With other half of the cloth, gently dry and polish the screen.