Technical Support Training

Common Tech Support Enquiries

1. "The Host will not turn on."

> Power on button
> Hard Reset
> Charge battery 4 HRS/Charges on Host Adapter
> Tighten connector plate

Reference:
> "How to Reset the epoc Host" July 3, 2008
>
> System Manual Chapter "Epoc Host"

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2. "I can't log in to the Host."

Log in ID / Incorrect Password
User Account / Expiration
Scanner issues
Lock out

Reference:

System Manual Chapter "Troubleshooting"
System Manual Chapter "System Overview"
System Manual Chapter "Host Administration"
Emergency Password Generator

![epoc BLOOD ANALYSIS logo]

3. "I can't connect to the Reader. The Reader screen is not coming up."

Off/ On / Out of Range
Reader Discovery
Connected to another Reader
Bluetooth Off
Soft Reset Host

References:
System Manual Chapter "Troubleshooting"
System Manual Chapter "Host" & "Host Administration"
"How to Reset the epoc Host" July 3, 2008
SoMo 650 Handheld Computer User's Guide: Doc. # 6410-00287F pg 23

4. "I'm getting a Failure on the Reader."

Thermal Check Failure

Electronic QC Failure
- ✓ Verify Electronic QC codes

References:
    Electronic QC Error Codes
    System Manual Chapter "Troubleshooting"
    System Manual Chapter "Epoc Reader"

Thermal Check Failures:

Upon connection during Reader Configuration (Electronic QC)

Ambient Temperature 15-30 C not achieved

After card insertion with sample injected

pO_2 sensor temperature of 37 C is not achieved within time limit

"iQC failure" Thermal Check- broken heater

Select "Thermal Check" from Reader Menu

Measurement of 3 separate temperature sensors within

the reader.

> » Place the Reader in a box in a cabinet for 2 hours
> » Repeat thermal check

Electronic QC Error Codes

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Error Code	Meaning	Action
2	Card in EPOC Reader	Remove Card.
4	Compensation Table is invalid	EPOC Reader must be repaired.
8	"MSC" boot failure (data collection processor failure)	EPOC Reader must be repaired.
10	Motor in unknown position	Check for obstruction in reader's card insertion slot, turn reader off/on, and try again. If failure persists, EPOC Reader must be repaired.
20	External Data Flash access failure (memory failure)	EPOC Reader must be repaired.
40	Motor not reset	Check for obstruction in reader's card insertion slot, turn reader off/on, and try again. If failure persists, EPOC Reader must be repaired.
99 or 80	Generic electronic QC failure	This error code results from at least one of the 2 levels failing its measurement system QC test. It is a very sensitive test that can be caused by leakage (wetness) or extremely high humidity (e.g., >90%) or other EPOC Reader problem. If failure persists, EPOC Reader must be repaired.

5. "I'm getting iQC failure messages. "

      Reader Issues
      Host Issues
      User Error
      Storage Conditions
      Card Related
          iQC failures on sensors

Reference:
      System Manual Chapter "Troubleshooting"
      System Manual Chapter "Test Cards"
      Sheet "iQC Sensor Failures & cnc"
      Product Update Doc. # 51003468-01

iQC Failures Reader Related

iQC Failure Message	Description	Cause
"iQC Failure: Calibration fluid not detected". "Insert new card and repeat test."	The calibration fluid is not detected in the card within the first 5 seconds after inserting a test card. The test stops.	**Reader contamination** or **Reader was dropped**. If multiple failures occur like this, the Reader must be returned.
"iQC Failure: Sensor check". "Insert new card and repeat test."	During a test, but before the sample is introduced the EPOC Host performs continuous monitoring to make sure that quality control checks are passing on the sensors. If these checks fail, the test fails.	**Reader contamination** where contact between card and Reader isn't good for a particular sensor. If multiple failures occur, the Reader must be returned.
"iQC Failure: Fluidics check". "Insert new card and repeat test."	During a test, but before the sample is introduced the EPOC Host performs continuous monitoring to make sure that quality control checks are passing on the fluidics channel. If these checks fail, the test fails.	**Reader contamination** where contact between card and reader isn't good for the Hematocrit sensor. If multiple failures occur, the Reader must be returned. Could also be bubbles in calibration fluid – run another card.
"Reader Failure: Reader stopped responding". "Remove card, turn Reader off and on, reconnect, insert new card and repeat test. "	The EPOC Host did not receive a message from the Reader and has timed out.	Rare Reader errors. These usually **correct themselves** (after OFF / ON).

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iQC Failure Message	Description	Cause
"Reader Failure: General error". "Remove card, turn Reader off and on, reconnect, insert new card and repeat test."	If, during calibration, the host detects a general error with the EPOC Reader, the test will fail.	Rare Reader errors. These usually **correct themselves** (after OFF / ON).
"Connection Failure: Connection to Reader lost."	The wireless connection between the EPOC Host and EPOC Reader no longer exists.	Make sure that the reader is in range, turned "ON" and not in use by another EPOC Host. Reconnect to the reader by pressing the **reconnection button** that appears on the reader screen (when the connection is lost) beside the patient ID/lot number entry box or by closing the reader screen using the red "X" in the top right corner and pressing on the reader icon and selecting "Run blood test" (or "Run QA test").

iQC Failures
Card-Storage-Temperature Related

iQC Failure Message	Description	Cause
"iQC Failure: Resistance check."	Indicates that an internal Hematocrit sensor was out of range. High resistance on Hematocrit sensor indicates air bubbles in the sample.	Rarely occurs. Can be caused by contamination, card leaks, broken circuitry. Return Reader.
"iQC Failure: Humidity check". "Insert new card and repeat test."	During a test, but before the sample is introduced the EPOC Host performs a check to make sure that the readings from the test card are consistent with the readings expected from a card stored in dry conditions. If this check fails, the test fails.	These can occur if card is stored outside of pouch in a humid environment for at least 2-3 days.
"iQC Failure: Thermal check". "Use another Reader."	The heaters quality control that is run throughout the test failed. The test fails. Use a different reader as it is likely that the current heater's is in an environment that prevents the heaters from functioning properly.	If the Reader is well equilibrated within the environmental thresholds and this message persists on the Reader, contact Epocal Technical Support. This could be environmental **or broken heaters**. NOTE - these are finer checks that occur directly on the heaters throughout the test. This failure is different from the environmental checks that occur every time you insert a card. (Here if the room is outside the limits of 15-30C it won't let you run the test).

iQC Failures
User Related

iQC Failure Message	Description	Cause
"iQC Failure: Fast sample injection". "Insert new card, repeat test and reduce injection speed."	The test sample is injected too quickly (<0.25 sec). The test fails.	Always due to **injecting too fast.** User must slow down.
"iQC Failure: Insufficient sample detected". "Insert new card, repeat test and ensure full injection."	The Reader detected the beginning of sample injection, but the sample had not arrived in its entirety 3.0 seconds after the sample injection had begun. The test fails.	This is usually due to sample never getting to the end of the channel due to a **slow injection or bad syringe-gasket seal.**
"iQC Failure: Sample Delivery". "Insert new card, repeat test and ensure smooth, steady injection."	Irregularities were detected with the sample injection. The test fails.	It can be caused by shaky injections, sample bubbles, or other **difficulties injecting the sample.** Ensure that the syringe or capillary tube makes a proper seal with the test card and inject in a smooth, steady motion. "Sample Delivery" failures are "Incomplete" status in the EDM.
"Timeout: Sample not introduced in time". "Insert new card, repeat test and introduce sample within time limit."	The test sample is not introduced into the test card within the allotted time. The test fails.	Remove the test card and insert a new test card to begin another test and **introduce sample within the 5 minute time window** after calibration ends.
"iQC Failure: Early sample"	Indicates that the operator injected the sample before calibration was complete.	User injects before calibration ends.

iQC Sensor Failures and "cnc"

"cnc"- value "could not be calculated" because a component needed for the calculation was unavailable.

NOTE – the sensor or sensors that failed iQC may not be test selected. So you may not always see what really failed iQC.

iQC Failure	"CNC" Reported	Reason
pCO2	"cnc" on all other sensors	sample bubble or cal bubble
2 or more sensors fail simultaneously	"cnc" on all other sensors	
Test results out of measurement range	"cnc" for their associated calculated results	
Sodium or Potassium fail iQC or were out of measurement range	"cnc" for Hematocrit	Sodium value needed to calculate Hematocrit
pO2	"cnc" for Glucose	

6. "I'm getting results that are out of range on the Control fluids."
  Verify:

   ✓ Value Assignment Datasheet (VAD)
   ✓ Expiration date of control fluids
   ✓ Storage conditions of cards and controls
   ✓ Sample handling
   ✓ Barometric Pressure correction for pO2 values (< or > 150 mmHg)
   ✓ Temperature correction for pCO2 & pO2 VAD ranges (outside of 21-23C)

References:
  System Manual Chapter "Quality Control"
  Compensation for Barometric Pressure on pO2 Results in Aqueous Materials
  Sheet "Complaints Regarding pO2 Values"

8. "I can't print from the Host to the printer."

Is printer turned on?
Blue flashing light on Host?
Can Host sync to EDM? Print from EDM.
What does the LED POWER indicator on the Printer show?
   -solid green is working
   -flashing green is not connected to Host
Can Host print to another printer?
Can any other Host print to the printer in question?
Can you print a test page from the Host?
Verify IP Address in the Host

<u>Printer Remedy</u>

Turn printer off
Soft / Hard Reset the Host
Log in
Turn printer on
Look for Blue Flashing light on Host
     none- hard reset
Try to print

References:
System Manual Chapter "Host Administration"
TM-P60 Technical Reference Guide Doc. 410355000 Rev. A
Sheet "Printer Troubleshooting
"How to Connect a Host to a Bluetooth Printer"
Product Updates Doc. # 51004166-01 & 51003891-00

9. "I can't sync to the EDM." The test results are not in the EDM."

Network Connectivity / Wi-Fi On

Database

EDM Address & Port Number

References:

System Manual Chapter "Epoc Data Manager"

System Manual Chapter "Host Administration

"How to Connect a Host to a Wi-Fi Network"

Appendix A SoMo 650 Wi-Fi Companion User Guide
Doc. 51002274-00

Connect a Host to a Wi-Fi- Network

Connecting an epoc Host to the Wi-Fi network
• Log in to the Host as administrator and select **Tools→Exit**:
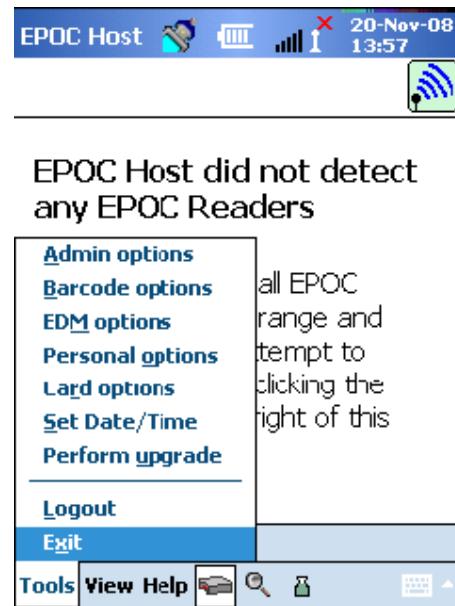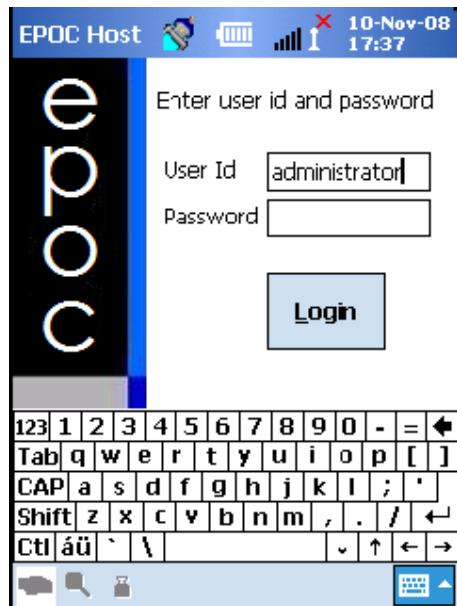
Select **Tools →Exit**

The "**today**" screen.

- Run Wi-Fi Companion by tapping on **Wi-Fi** under the date and time on the today screen.
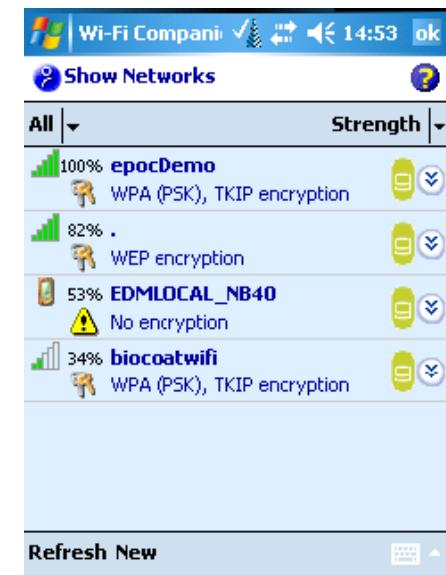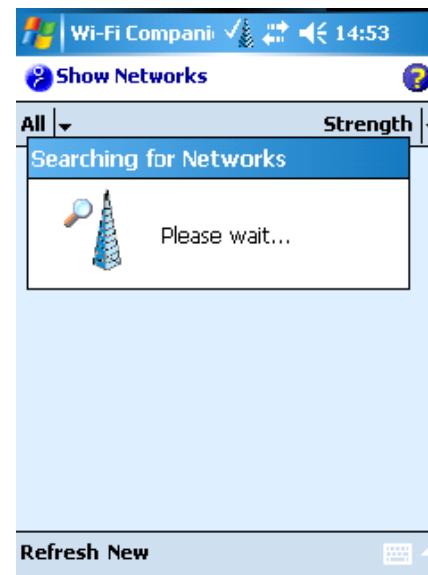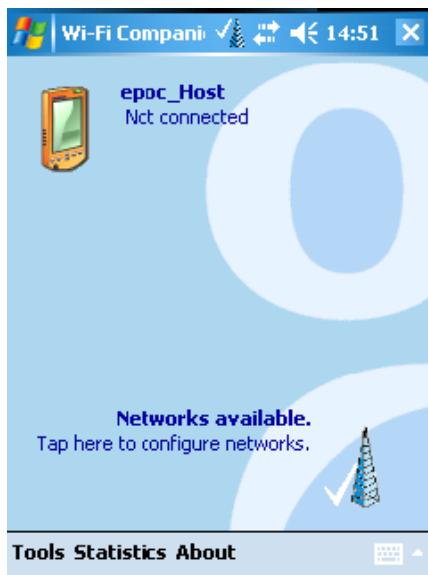
Tap on the [icon] next to Wi-Fi.

Tap on the [icon]

Searching for Networks.

List of available networks.

Connect a Host to a Wi-Fi- Network

- **Tap and hold** the stylus on the desired network name (SSID) and tap on "**Get Connected**"
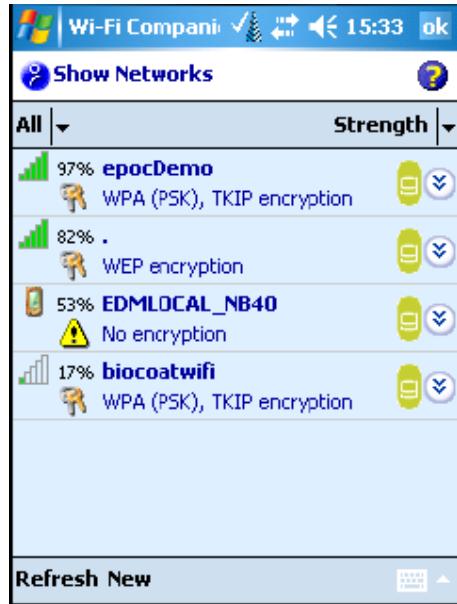
Tap and hold "**epocDemo**"

Tap on "**Get Connected**".

Configure Wireless Network

NOTE: If the desired network doesn't appear, tap on "**Refresh**" (or the SSID may be hidden).

- Configure wireless network.
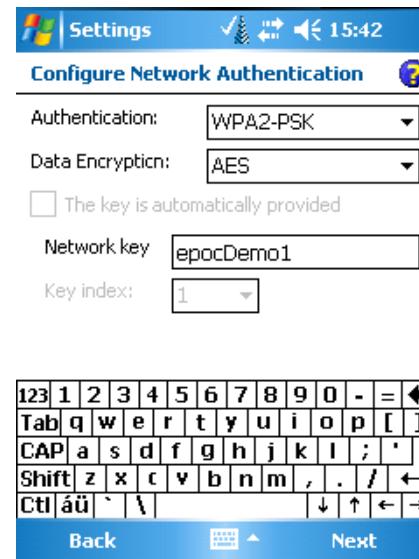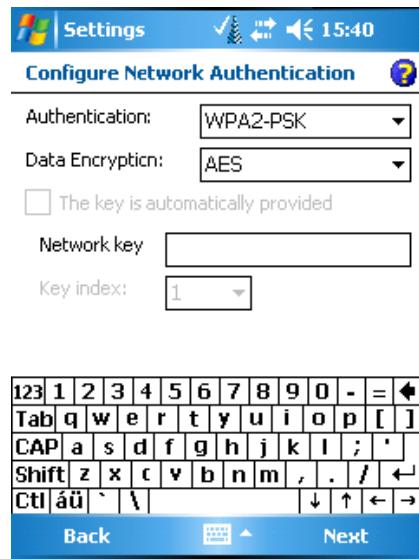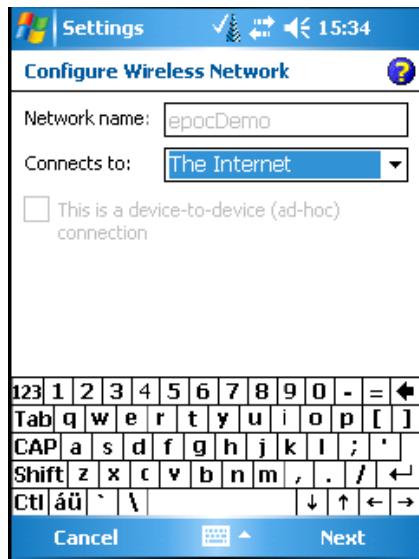
Tap "**Next**" since Network Name is already entered.

Make sure **Authentication** and **Encryption** are correct.

Enter the **Network Key** and Tap **Next**.

Tap **Finish**.

- Network configuration complete.
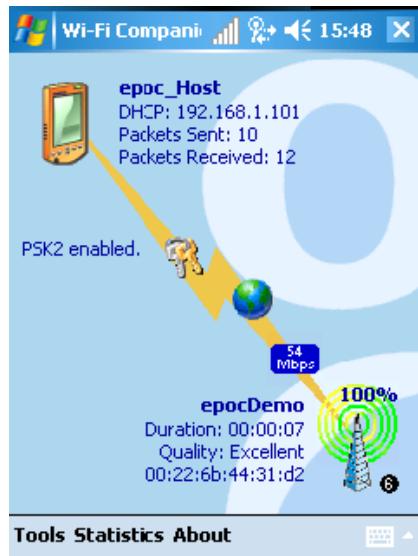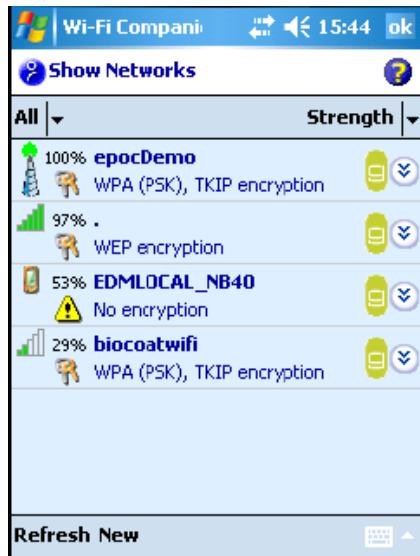
epocDemo is now connected Tap on "**ok**" to exit.

epoc Host connected to epocDemo Tap on "**x**" to exit.

Tap on "**ok**" to exit.

Back to **Today Screen**.

- Run the epoc Host software.

- Perform soft reset of epoc Host with Stylus (re-starts and brings it to the Login screen)
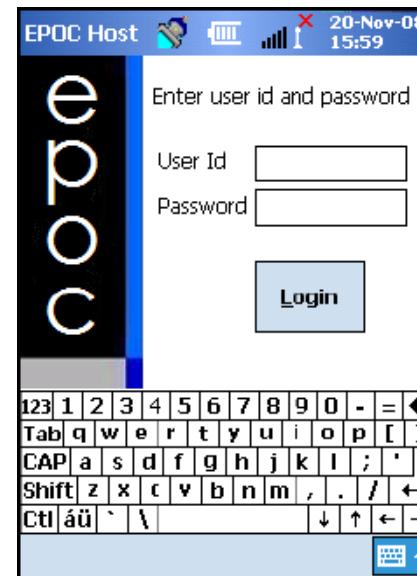
Set up Complete

10. "I can't get back to the log in screen."

Exit Operating System
Soft Reset

Reference:
"How to Reset the epoc Host" July 3, 2008
System Manual Chapter "Epoc Host"

The Next Generation of POC Testing

- Questions?