Children's
MINNESOTA

# *Simplexa*™ **Troubleshooting Guide**

PURPOSE:

- This procedure provides instructions for troubleshooting problems based on symptoms including a potential cause with recommendations for solutions.

DOCUMENTATION/RECORDS

- BORD Segment Report
- GASDN Segment Report
- QC and Equipment Failure Log

PROCEDURE A: Follow the protocol below for troubleshooting assay and/or instrument failures
Assay / Instrument Failure Protocol
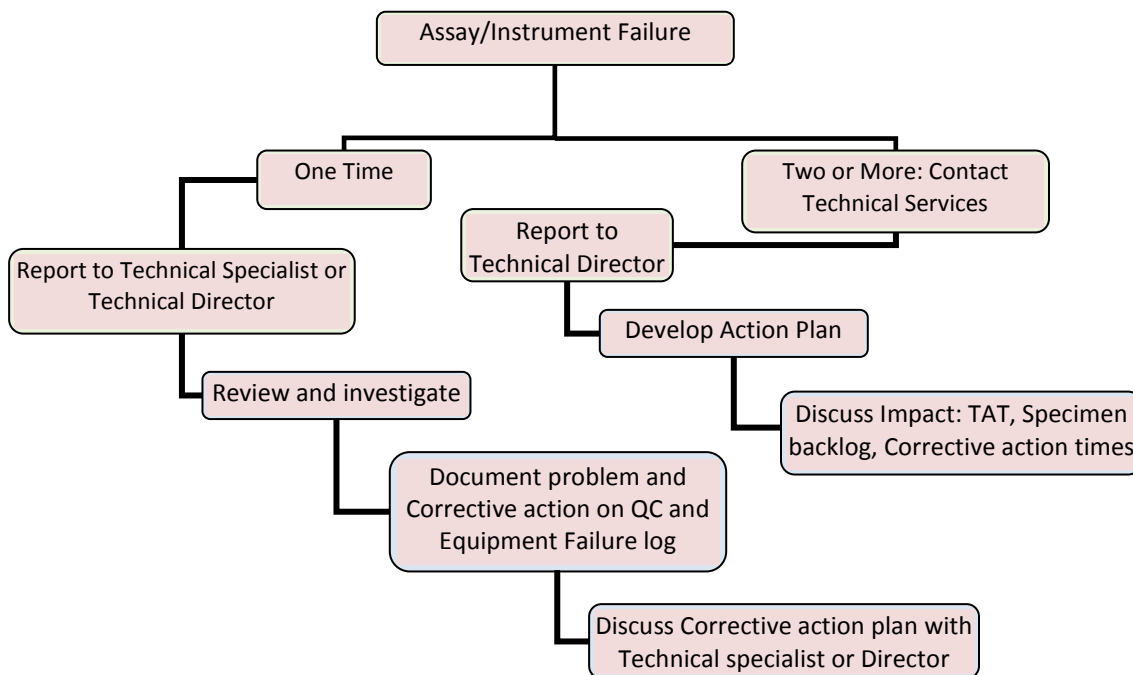
PROCEDURE B: Follow the steps in the table below for troubleshooting invalid results, warnings and error codes
General Information

Activity	Step	Action	Related Doc
Warning messages and error codes	1	*Simplexa* 3M™ Integrated Cycler errors will display in a dialog box on the screen - Text will explain the cause of the problem - The user will be provided information to follow to resolve the error	Simplexa Operator Manual Appendix B: Troubleshooting

Activity	Step	Action	Related Doc
	2	Refer to *Simplexa* Operator Manual, *Appendix B: Troubleshooting* for additional recommendations ▪ Problem scenarios with possible causes and corrective actions ▪ Error list with possible causes and corrective actions	
Technical support	3	If unable to resolve problem, contact **Focus technical service at 1-800-838-4548 option #3**	
	4	Technical Service may ask you to generate and send a Service Packet file; see Procedure B for downloading a *.icz file	
Instrument return	5	If it is determined that the instrument must be returned for service, *decontaminate the Simplexa before shipping;* Refer to procedure MB 4.02	[MB 4.02](#) Simplexa Decontamination
Records	6	Document all problems and actions in the QC and Equipment Failure Log	
	7	File a St. Croix report if repair or preventative maintenance is required	

PROCEDURE C: Follow the steps to export a service packet to a USB
Exporting a Service Packet

Activity	Step	Action	Related Doc
Select run	1	Open a run for analysis from the Quick Pick List or using Browse Runs	
USB	2	Insert USB device	
Quick Pick	3	Opening a run from the Quick Pick List | Step	Action | |---|---|
1	Click on run located under **Analyze Completed Runs**; the 10 most-recent runs are displayed (Fig. 1)
2	If the run is not displayed use **Browse Runs**
3	Click on **Export** drop down located near the top of the Analyze Screen
4	Select **Service Packet** from menu
5	Select storage location **Removable Disk (E:)**
6	Click **OK** after export is successful
7	Email to technical services		[Simplexa Operator Manual](#)

Activity	Step	Action	Related Doc
Browse Runs	4	Opening a run from Browse Runs	

Step	Action
1	Select **File: Browse runs** or **Browse Runs** from the Quick Pick list
2	Click on **My Runs** (Fig. 2) if logged into computer or click on user name
3	Click on **Completed**
4	Click on the **Export** button
5	Select storage location **Removable Disk (E:)**
6	Click **OK** after export is successful
7	Email to technical services

Figure 1: Quick Pick List

File: Browse Runs

Quick Pick: Browse Runs

Quick Pick: Analyze Completed Runs

Figure 2: Browse Runs

Completed Run

Export button

PROCEDURE D: Follow the steps to reset the barscode scanner

Barcode Scanner

Activity	Step	Action	Related Doc
Scanner not reading	1	The red-laser pattern should surround the outer edge of the barcode when reading the barcode	Simplexa Operator Manual Appendix B: Troubleshooting
	2	If the barcode reader does not respond, reset by scanning the image located on page B-5, Troubleshooting guide	
	3	4 long beeps indicate that data was not transmitted from the scanner to the computer	
	4	If the scanner continues to beep, disconnect the scanner for 5 sec and then reconnect	
	5	Contact **Focus technical service at 1-800-838-4548** option #3 if error continues	

REFERENCE

1. Simplexa™ 3M™ Integrated Cycler Studio 5.0 , 3M™ Integrated Cycler Operator Manual Reference 34-8710-8382-9, PI.MOL1101.UD_REV. F for use with user defined assays, Focus Diagnostics 2009-2012, Focus Diagnostics, Inc. Cypress, CA

Historical Record

Version	Written/Revised by:	Effective Date:	Summary of Revisions
1	P. Ackerman	1.23.16	Initial Version
2	P. Ackerman	078.20.16	Reformatted for CMS upload