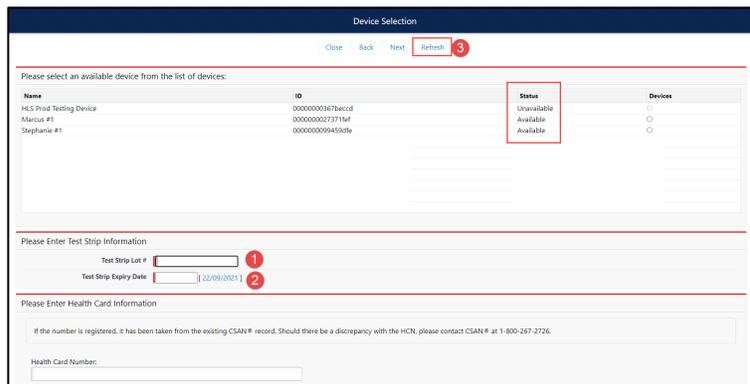




## 1 DEVICE STATUS - UNAVAILABLE OR IN-USE

If the device that you are using shows the status **Unavailable** or **In-Use**

1. Enter in the **test strip lot#**
2. Enter the **expiry date**
3. Click on **Refresh** until the device checks the status and returns to Available. If the device status does not return to Available after 5 minutes and you have a strong internet connection, call CSAN®

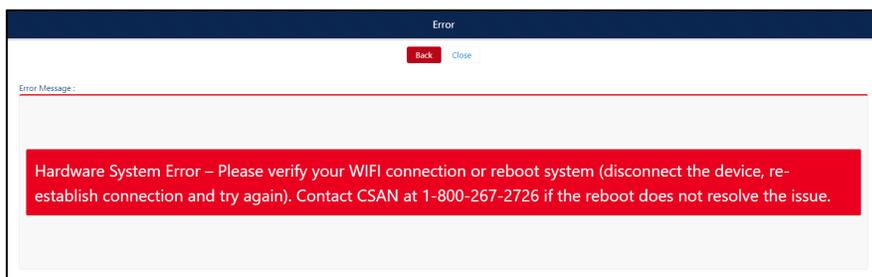
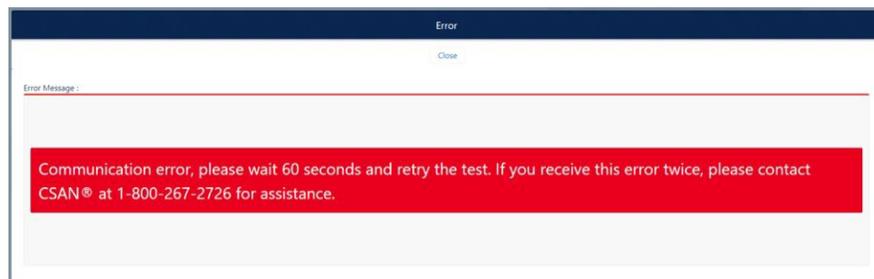


## 2 CONNECTIVITY / OPTICAL / TEST STRIP ERRORS

### Communication error:

Close the window

- Wait 60 seconds
- Retry the test



### Hardware System error:

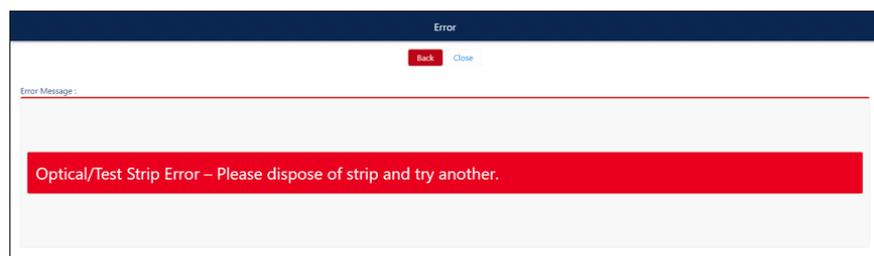
Close the window

- Verify connection
- LED light should be **GREEN**
- Ensure you have only 1 window or browser open in the CSAN Patient Care Portal®

### Optical/Test Strip error:

Close the window

- Make sure the magnetic strip is inserted first, V notch up
- Make sure the test strip is filled completely to the "T" section
- Let the sample sit for 1 minute to ensure a proper stain
- If sample contains air bubbles or is under filled, discard the test strip and take a new sample



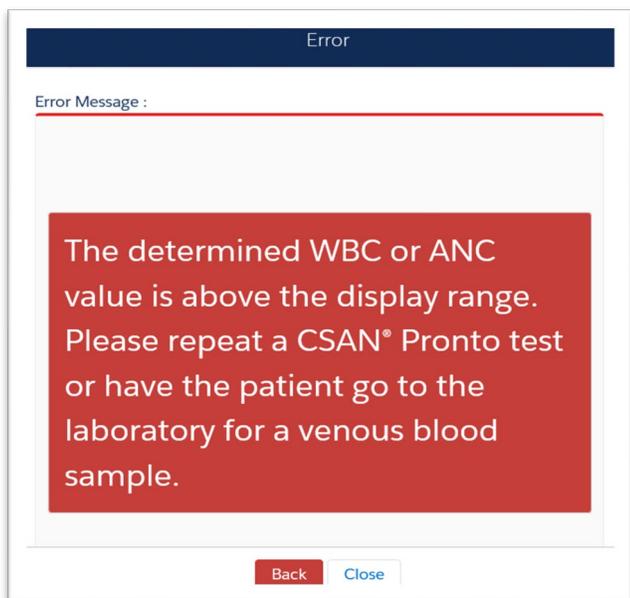


**3**

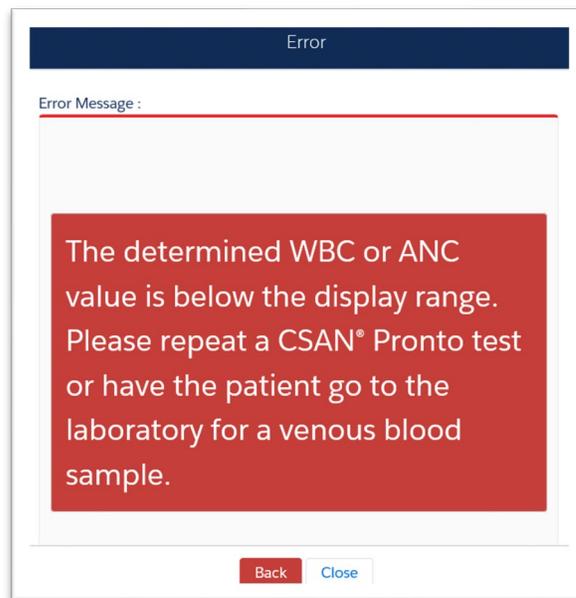
**DISPLAY RANGE**

The display range for the CSAN® Pronto® WBC count is **1.0 – 25.0 x 10<sup>3</sup>/μL**

Error Code – HH!  
Above display range



Error Code – LL!  
Below display range

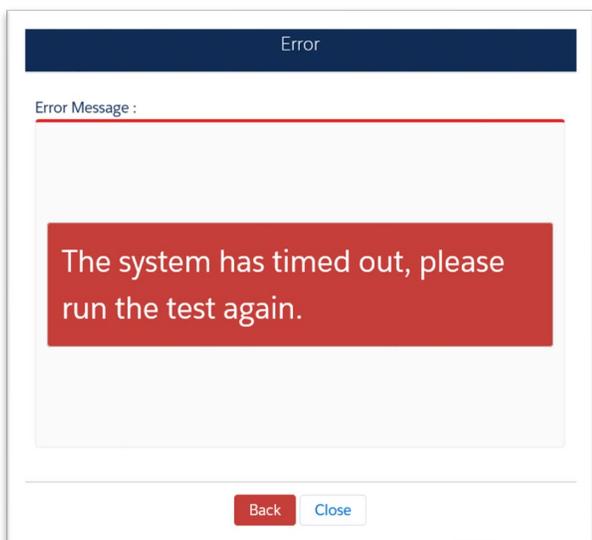


Repeat a CSAN® Pronto® test or have the patient go to the laboratory for a venous blood sample.

**4**

**TIMEOUT**

The CSAN Patient Care Portal® has an integrated timeout set at 20 minutes. If the CSAN® Pronto® test exceeds 20 minutes, the system will automatically stop the test.



**Device « Sleep Mode »**

Will pause the running of the test and increase the time required to complete the test

Ensure you have a strong internet connection