

CSAN® Pronto® Testing - Troubleshooting



Note: Please contact CSAN[®] at 1 (800) 267-2726 if your device issue is not solved by the User Guide.

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
- 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[®]

	Device Selection				
Close Back Next Peffesh 3					
lease select an available device from the list of c	levices:				
lame	ID	Status	Devices		
S Prod Testing Device	0000000367beccd	Unavailable			
arcus #1	000000027371fef	Available			
ephanie #1	000000099459dfe	Available			
lease Enter Test Strip Information					
lease Enter Test Strip Information Test Strip Lot #	0				
iease Enter Test Strip Information Test Strip Lot #					
ease Enter Test Strip Information Test Strip Lot #	1				
lease Enter Test Strip Information Test Strip Lot #	1 22090/0211 2				
ease Enter Test Strip Information Test Strip Lot # Test Strip Explay Date [] ease Enter Health Card Information	2200400011				
lease Enter Test Strip Information Test Strip Lot # Test Strip Lot # Test Strip Lot # Test Strip Log / Dote	2200/2011 (2				
lease Enter Test Strip Information Test Strip Lot # Test	2204/0021 2	a contact CSAN 8 at 1-800-267-3726.			
lease Enter Test Strip Information Test Stop Let * Test Stop Let * Test Stop Explored Test Stop Explored Tester Health Card Information If the number is registered, it has been taken from the	22001/2011 2	a contact CSAN # at 1-800-267-3726.			
esse Enter Test Strip Information Test Strip Lot # Test S	2200/07011 2	a contact CSAN# at 1.850 267-2726.			
ease Enter Test Strip Information Test Strip Let # Tes Strip Exprise Let # Tes Strip Exprise Let # Test Strip Exprise Let # Test Strip Exprise # The number is registered, it has been taken from the Health Card Number:	22/09/2011	e contact CLANY # at 1400-287-2726.			

CONNECTIVITY / OPTICAL / TEST STRIP ERRORS

Communication error: Close the window

- Wait 60 seconds
- Retry the test

	Close
r Message :	
	and all and the contract of the state of the



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

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[®]

Rark Close			
Error Message :			
Optical/Test Strip Error – Please dispose of strip and try another.			



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Quick Reference Tool



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The display range for the CSAN[®] Pronto[®] WBC count is $1.0 - 25.0 \times 10^3/\mu L$

Error Code – HH! Above display range

message .	
he dete	rmined WBC or ANC
value is a	bove the display range.
Please re	peat a CSAN [®] Pronto test
or have tl	ne patient go to the
laborator	y for a venous blood
sample.	

Error Code – LL! Below display range

The dete	rmined WBC or ANC
value is b	elow the display range.
Please re	peat a CSAN [®] Pronto tes
or have tl	ne patient go to the
laborator	y for a venous blood
samplo	

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

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.

Error	
Error Message : The system has timed out, please run the test again.	Device « Sleep Mode » Will pause the running of the test and increase the time required to complete the test
Back Close	Ensure you have a strong internet connection
Back Close	connection

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