

AU680 Systematic Approach to Troubleshooting



The following will assist you to logically and systematically approach troubleshooting.

- Identify Indicators
 - **Observations**
 - **Failures: RB, Cal, QC**
 - **Messages**
 - **Flags**
 - **Alarms**

- Take Inventory-What could have happened?
 - **Reagent loaded?**
 - **Open new cal, QC?**
 - **Maintenance?**
 - **Parts replaced?**

- Use your resources
 - **Manuals**
 - **Software**
 - ♦ **RB/Calibration Monitor Screen**
 - ♦ **ISE Calibration screen**
 - **Hotline**
 - **Logs**
 - **User Updates**
 - **Alarm help**
 - **Co workers**

- Assess Severity
 - **1 or multiple analytes**
 - **1 or multiple levels**
 - **RB, Cal, QC or combination**

- Use Systematic Approach
 - **What is common to failure?**
 - **What is unique to failure?**

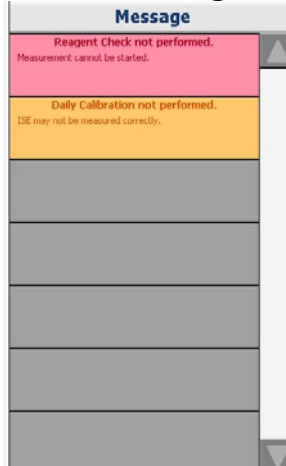
- Devise Plan

- Implement Plan/Test



AU680 Instrument Indicators

Status Messages





The Message Window on the Home Menu displays messages about the system status.

The messages can be:

- **Green**
 - Informational: No action required
- **Yellow/Orange**
 - Caution: Impacted tests may not be measured correctly under current conditions
- **Red**
 - Warning: Fatal Error–Unable to run under current conditions

Alarm Messages

Alarm Messages are recorded in the Alarm List.

- Select  one time to silence the audible alarm
- Select again to clear the message from the message line
- Select  to view the list of alarms

Alarm Message Troubleshooting

When a message is displayed in the alarm message area:

1. **Select Alarm List.** Information displayed includes the “Date”, “Level”, “Alarm No.” and “Alarm”.
2. **Select the alarm you are investigating, then select Help** to display the alarm description and corrective actions.
3. **Print the alarm message** using the “Print Screen” key on the keyboard.
4. **Troubleshoot** using the Help information.
5. **Call Technical Support** if issue persists after troubleshooting.



AU680 Troubleshooting Flowchart

