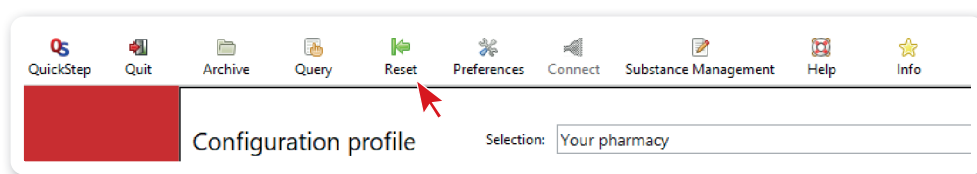


Troubleshooting for non-identification when measuring without a sample insert

1. Have you installed the latest software version?
If you last updated more than 6 months ago, you will be shown a reminder. Information on the installed software versions is available in the "QuickStep Apo-Ident" software under the **<Info>** menu item. Compare the version at www.apo-ident.de/servicecenter and update if necessary.
2. Eliminate common error sources:
 - a. Are the sample window and glass bottom of the sample cup, the black reference and standard white reference clean and scratch-free? (See manual, section 2.6.)
 - b. Is the black adapter ring on?
 - c. Have you selected the right substance to be tested?
 - d. Has the right substance been used?
 - e. Has the sample cup been set up correctly?
 - f. Did you place the sample cup before pressing the green button to **Start measurement**?
 - g. Is there enough substance in the sample cup? 2 - 4 mm of the substance/filling the substance up to the adapter ring will suffice.
 - h. Is the substance evenly spread around the cup? Has it agglomerated? If necessary, smooth the substance over a little.
 - i. Have you used the sample insert to measure small substance quantities even though this type of measurement is not allowed for this substance? Information on which substances can be tested using the sample insert is available under **<Help> <Subscribed substances with sample insert>**.
 - j. Was the white reference for sample insert set up instead of the standard white reference during referencing?
3. If you are not sure whether or not an error occurred during referencing, repeat the entire measurement process. To do this, reset the referencing by clicking the **<Reset>** button in the menu.

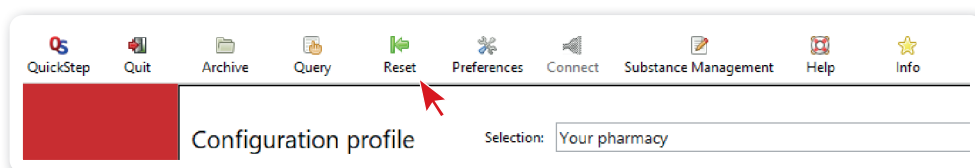


If you are still unable to identify the substance, please complete the missing information for the report and save this. Send the two saved files (PDF and CSV), available in the **<Archive>**, to us at info@hiperscan.com. We'll test your spectrum and advise you of the result as soon as possible.

Troubleshooting for non-identification when measuring with a sample insert

Information on which substances can be tested using the sample insert is available under **<Help>** **<Subscribed substances with sample insert>**.

1. Have you installed the latest software version?
If you last updated more than 6 months ago, you will be shown a reminder. Information on the installed software versions is available in the “QuickStep Apo-Ident” software under the **<Info>** menu item. Compare the version at www.apo-ident.de/servicecenter and update if necessary.
2. Eliminate common error sources:
 - a. Are the sample window and glass bottom of the sample cup, the black reference and white reference for the sample insert clean and scratch-free? (See manual, section 2.6.)
 - b. Is the black adapter ring on?
 - c. Have you selected the right substance to be tested?
 - d. Has the right substance been used?
 - e. Was the sample insert in the sample cup during measuring?
 - f. Is the **<Use sample insert>** box checked?
 - g. Has the sample cup been set up correctly?
 - h. Did you place the sample cup before pressing the green button to **Start measurement**?
 - i. Is the substance evenly spread around the cup? Has it agglomerated? If necessary, gently shake the substance a little.
 - j. Is all of the substance inside the sample insert? None of the substance should be outside the sample insert in the cup.
 - k. Did you use the white reference for sample insert with the small white surface?
3. If you are not sure whether or not an error occurred during referencing, repeat the entire measurement process. To do this, reset the referencing by clicking the **<Reset>** button in the menu.



If you are still unable to identify the substance, please complete the missing information for the report and save this. Send the two saved files (PDF and CSV), available in the **<Archive>**, to us at info@hiperscan.com. We'll test your spectrum and advise you of the result as soon as possible.