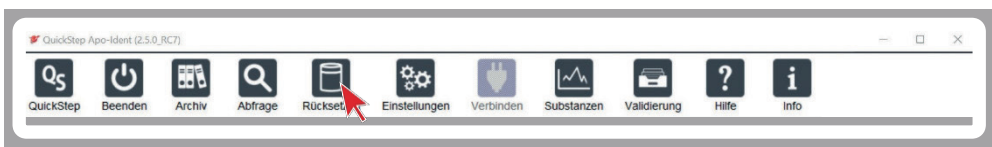


Troubleshooting for non-identification Measurement without sample insertion

1. Have you installed the latest software version?
Click on **<Help> <Check for updates>**. If your software version is not up to date, you will be informed immediately that a new update is available. Please install this.
You can always find the latest software versions at www.apo-ident.de/servicecenter.
2. Please exclude common sources of error:
 - a. Are the sample window and the glass bases of the sample glass, black reference and white reference standard clean and free of scratches? (see manual, section 2.6.)
 - b. Is the black adapter ring fitted?
 - c. Have you correctly selected the substance to be tested?
 - d. Has the correct substance been set up?
 - e. Is the sample glass set up correctly?
 - f. Did you set up the sample before clicking the blue button next to **Measurement** in the software or pressing the green button on the device?
 - g. Is there enough substance in the sample vial?
Powdery substance: 4 mm substance height or a filling height to the adapter ring is sufficient.
Cannabis flower: A flower about half the size of the sample jar or several smaller flowers/fragments.
 - h. Powdery substance: Is the substance evenly distributed in the glass? Are no agglomerates visible? If necessary, rub the substance a little.
Cannabis flower: Is the flower centred with the stem pointing upwards? Is the flower with the largest possible contact surface in the sample vial? If necessary, several smaller flowers/fragments can also be used.
 - i. Have you used the sample insert to measure small amounts of a substance, even though this type of measurement is not possible for this substance? For devices whose serial number with a you will find an overview of the substances that can be measured with the sample insert under **<Help> <Subscribed substances with sample insert>**. Devices whose serial number begins with an "E" can identify all solid substances using the sample insert. You can find the serial number of your device in the footer of the software.
 - j. If the white reference for sample use (small white area) was used during referencing instead of the White reference standard set up?
3. If you are not sure whether an error has occurred during referencing, repeat the entire measurement process. To do this, reset the referencing by clicking the **<Reset>** button in the menu bar.



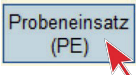
If it still not possible to identify you, provide the missing information. for the protocol and save it. Please send us the two saved files (PDF and CSV), which you can find in the **<Archive>**, to kundenservice@apo-ident.de. We will check your spectrum and inform you of the result as soon as possible.

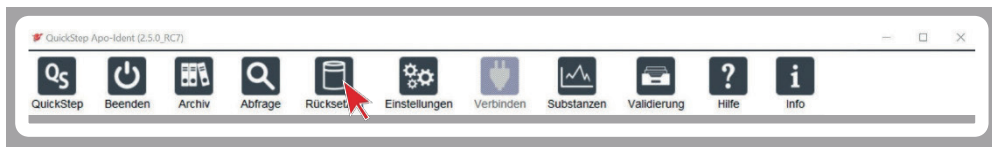
Troubleshooting for non-identification Measurement with sample insert

For devices whose serial number begins with a "W", you will find an overview of the substances that can be measured with the sample insert under **<Help> <Subscribed substances with sample insert>**. Devices whose serial number begins with an "E" can identify all solid substances using a sample insert. You can find the serial number of your device in the footer of the software.

1. Have you installed the latest software version?
Click on **<Help> <Check for updates>**. If your software version is not up to date, you will be informed immediately that a new update is available. Please install this.

You can always find the latest software versions at www.apo-ident.de/servicecenter.

2. Please exclude common sources of error:
 - a. Are the sample window and the glass bases of the sample glass, black reference and white reference for sample insert clean and free of scratches? (see manual, section 2.6.)
 - b. Is the black adapter ring fitted?
 - c. Have you correctly selected the substance to be tested?
 - d. Has the correct substance been set up?
 - e. Is there enough substance in the sample insert? 4 mm substance height is sufficient.
 - f. Was the sample insert in the sample vial during the measurement process?
 - g. Have you selected the measurement with sample insert?

 - h. Is the sample glass set up correctly?
 - i. Did you set up the sample before clicking the blue button next to **Measurement** or pressing the green button?
 - j. Is the substance evenly distributed in the sample insert? Are no agglomerates visible? If necessary, shake the substance a little.
 - k. Is the substance not completely in the sample insert? There should be no substance outside the sample insert in the glass.
 - l. If the white reference was used for referencing instead of the white reference for sample use (small white area)?
3. If you are not sure whether an error has occurred during referencing, repeat the entire measurement process. To do this, reset the referencing by clicking the **<Reset>** button in the menu bar.



If identification is still not possible, please fill in the missing information for the protocol and save it. Send us the two saved files (PDF and CSV), which you can find in the **<Archive>**, to kundenservice@apo-ident.de. We will check your spectrum and will inform you of the result as soon as possible.