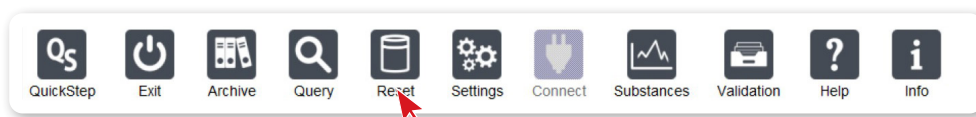


## Troubleshooting for non-identification

1. Have you installed the latest software version?  
Click on **<Help> <Check for upgrades>**. If your software version is not up to date, you will immediately see that a new update is available. Please install it.  
You can always find the latest software versions at [www.apo-ident.de/servicecenter](http://www.apo-ident.de/servicecenter).
2. Eliminate common error sources:
  - a. Are the sample window, the transfectance insert 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 transfectance reference measurement been taken correctly? Apply the transfectance insert to an empty sample cup. Please use the same transfectance insert and sample cup for the following measurement.
  - e. Did you set the sample cup with the transfectance insert before starting the transfectance reference measurement?
  - f. Did you place the sample before clicking the blue button next to Measurement or pressing the green button?
  - g. Is the sample cup properly set up?
  - h. Did you vigorously shake/stir the substance before the test (sample homogeneity)?
  - i. Was the sample placed in the cup correctly?
    - Are all 3 feet visible?
    - Are there any air bubbles?
    - Is the bottom of the sample cup completely covered with ointment/emulsion/liquid?
  - j. Is the underside of the transfectance insert discoloured or scratched? If so, we recommend obtaining a new one.
  - k. Was the white reference for sample insert set up instead of the white reference standard 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](mailto:info@hiperscan.com). We'll test your spectrum and advise you of the result as soon as possible.