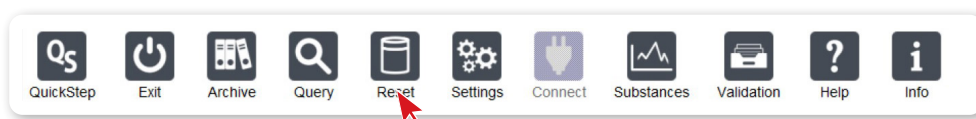


Troubleshooting for non-identification when measuring without a sample insert

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.
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 before clicking the blue button next to Measurement or pressing the green button?
 - g. Is there enough substance in the sample cup? 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? For devices whose serial number starts with a “W”, you can 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 starts with an “E”, can identify all solid substances using the sample insert. The serial number of your instrument is displayed in the footer of the software.
 - 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.

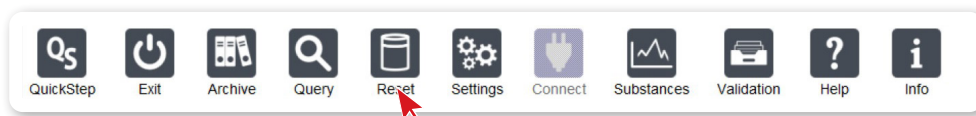
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Troubleshooting for non-identification when measuring with a sample insert

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?
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.
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. Is there enough substance in the sample insert? 4 mm of the substance will suffice.
 - f. Was the sample insert in the sample cup during measuring?
 - g. Is the **<Use sample insert>** box checked?
 - h. Has the sample cup been set up correctly?
 - i. Did you place the sample before clicking the blue button next to Measurement or pressing the green button?
 - j. Is the substance evenly spread around the cup? Has it agglomerated? If necessary, gently shake the substance a little.
 - k. Is all of the substance inside the sample insert? None of the substance should be outside the sample insert in the cup.
 - l. 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.