

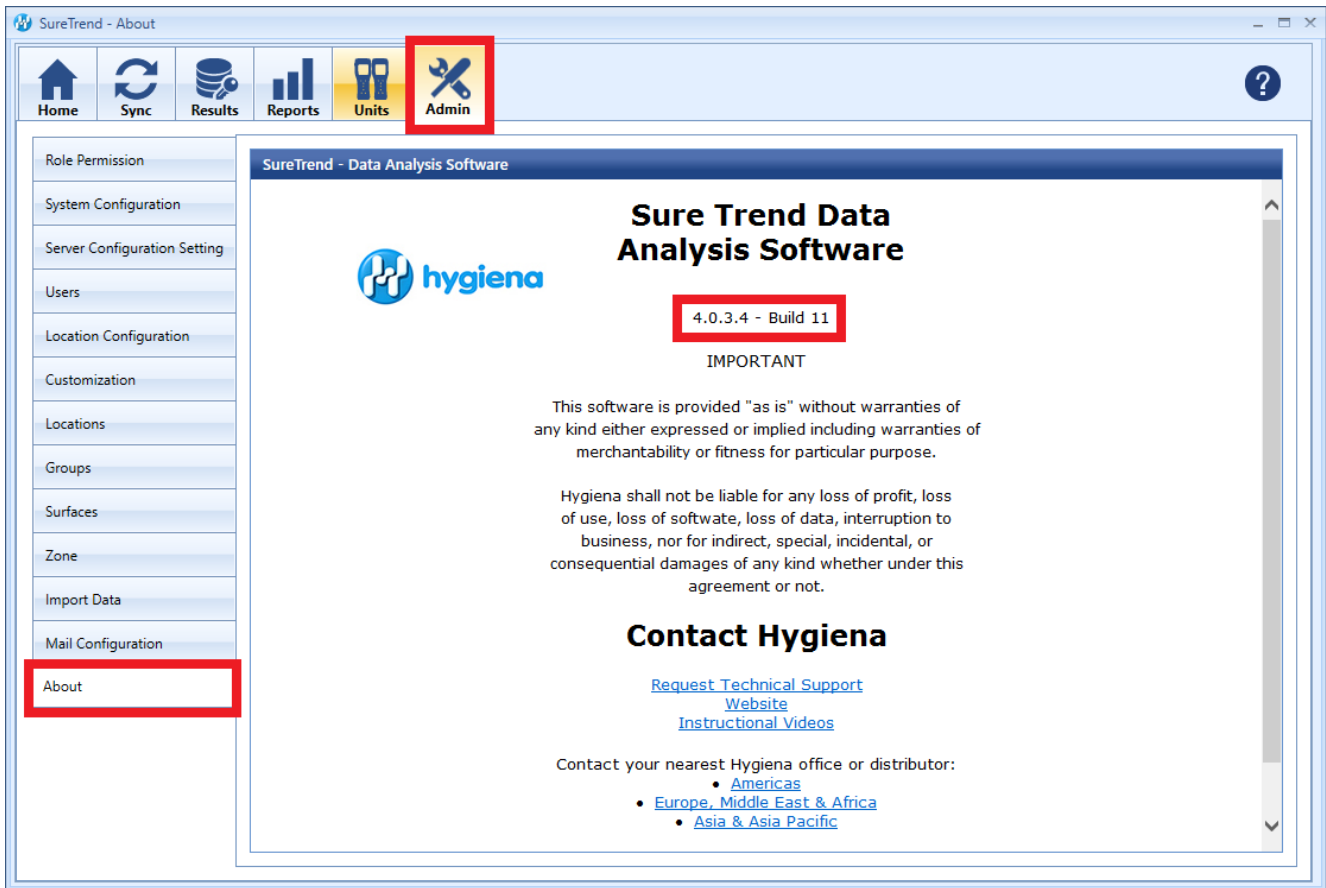
# Updating an existing Suretrend 4 software installation to the latest version.

## Introduction

This article will provide step-by-step instructions on how to back up your database and install the current version of SureTrend 4.

## Solution

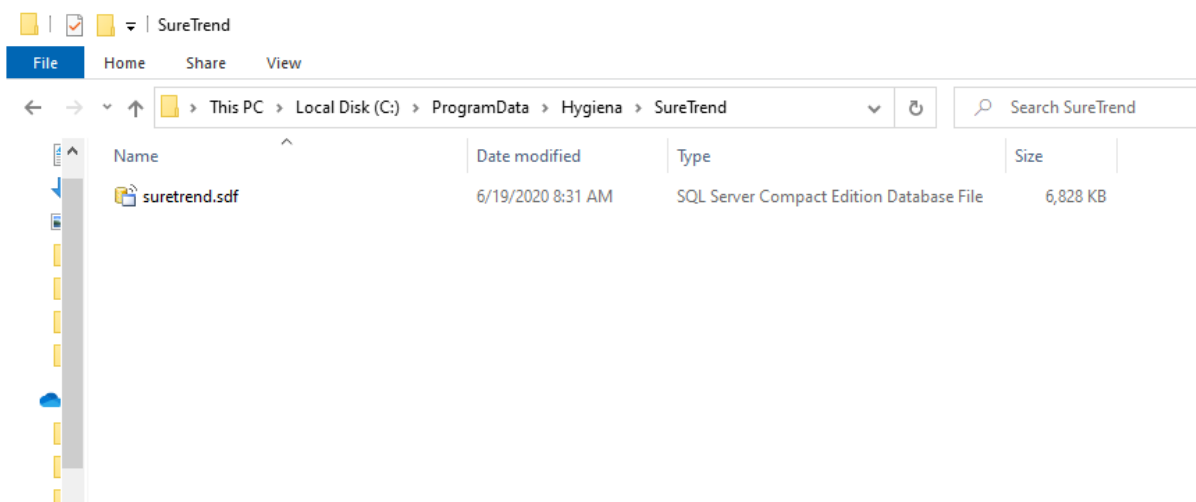
To verify your version of SureTrend 4, check the **About** section under the **Admin** tab. The current version of SureTrend 4 is 4.0.3.4 - Build 11. If you do not have the current version, proceed with the following steps. If you have the current version, your syncing problems are related to another issue. Contact Hygienea Technical Support using by clicking [here](#).



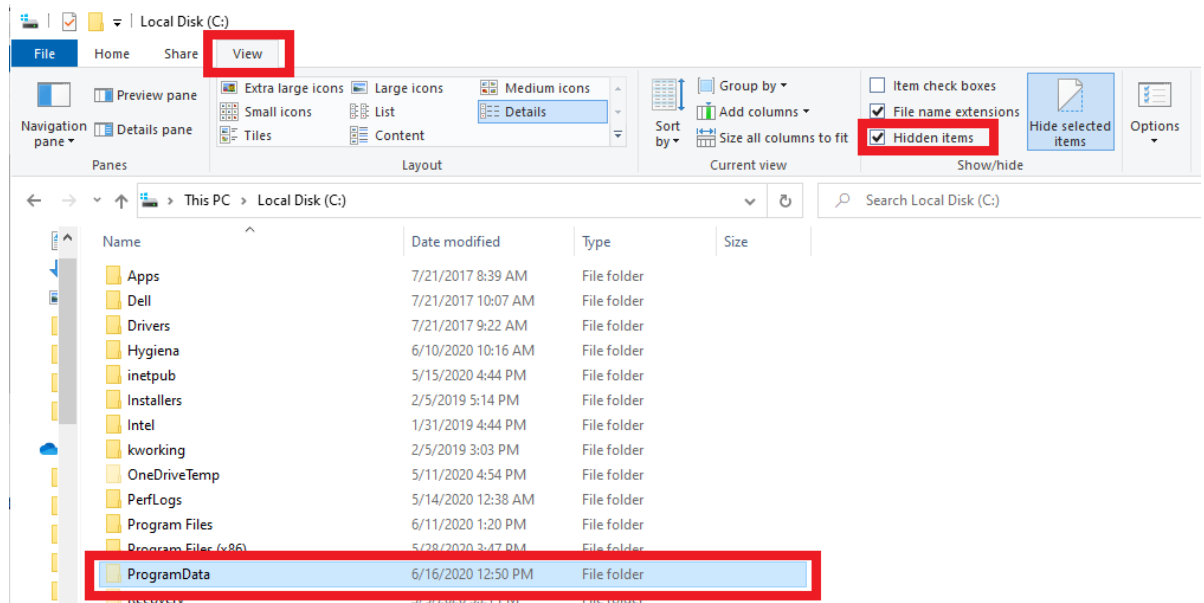
## Step | 1

### Create a Copy of Your SureTrend 4 Database

1. Navigate to your SureTrend 4 database. By default, it is located at C:\ProgramData\Hygiena\SureTrend



2. If you do not see your ProgramData folder, open File Explorer. Click **View** and check **Hidden Items** in the **Show/Hide** tab.

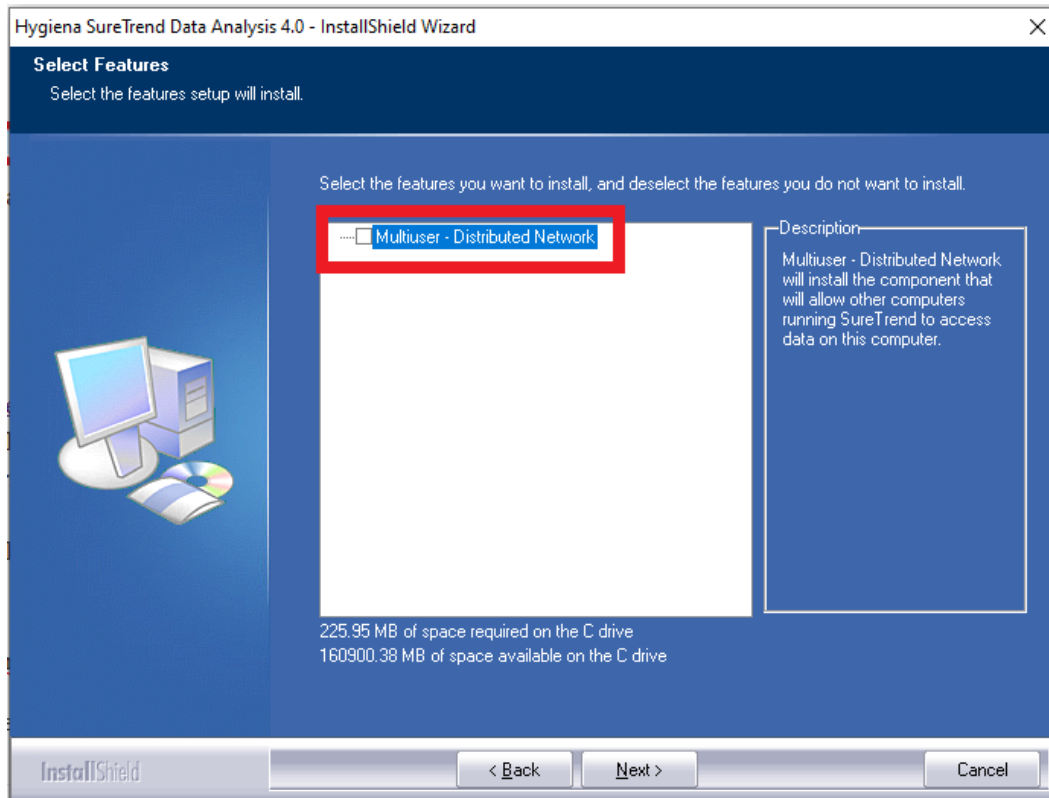


3. Copy the \*.sdf database file and paste it in another location outside of this folder.

## Step | 2

### Install the Current Version of SureTrend 4

1. Download the most recent version of SureTrend 4 [here](#).
2. Run the installer, select you preferred language, and click **Next**.
3. For a standalone installation leave the Multiuser Distributed Network checkbox unchecked.



4. For a Multiuser Distributed Network using internet information services check the checkbox. (Rare)
5. Click **Finish** and launch SureTrend 4.
6. Click **Yes** when prompted to update the database.
7. You should be able to sync any new instruments to SureTrend 4 now.

If you are still experiencing problems syncing your instrument with SureTrend 4, contact Hygiena Technical Support by clicking [here](#).

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# EnSURE Touch Device Detection

## Introduction

This article will cover the step by step process to determine if EnSURE Touch is correctly detecting devices in the test chamber and if the lid for the chamber is open or closed.

## Overview

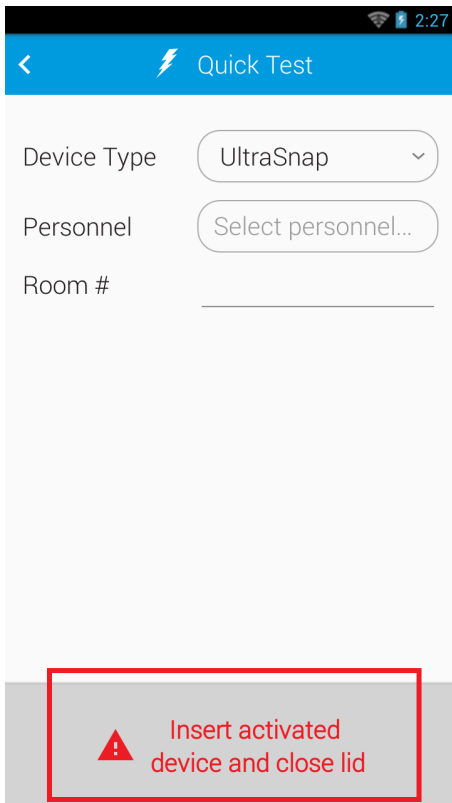
The EnSURE Touch has a sensor to detect when a test device is inserted into the chamber. Sometimes external contaminants can obstruct this sensor, preventing it from accurately detecting when there is a device in the chamber. When this occurs, the chamber should be cleaned using the instructions [here](#). If cleaning isn't feasible because of time constraints, device detection can be turned off. *For more information on how to disable device detection, see the **Solutions** section.*

The EnSURE Touch also uses a magnet contained inside the lid and a Hall effect sensor contained in the body of the instrument to determine the position of the lid. If the EnSURE Touch is subject to intense physical disturbances, like dropping the instrument, this can cause the magnet contained within the lid to be dislodged from its position. Once the magnet has been dislodged from its correct position, it will fail to trigger the Hall effect sensor and the instrument will not accurately determine the position of the lid.

If either the chamber detection sensor fails **or** the hall effect sensor for the lid fails, the EnSURE Touch will display a notification indicating that a device needs to be inserted into the chamber **and** the lid needs to be closed. *See the image under **Technical Issue** for reference.*

## Technical Issue

The EnSURE Touch will not detect a device in the chamber or when the lid is closed, preventing the ability to test samples.

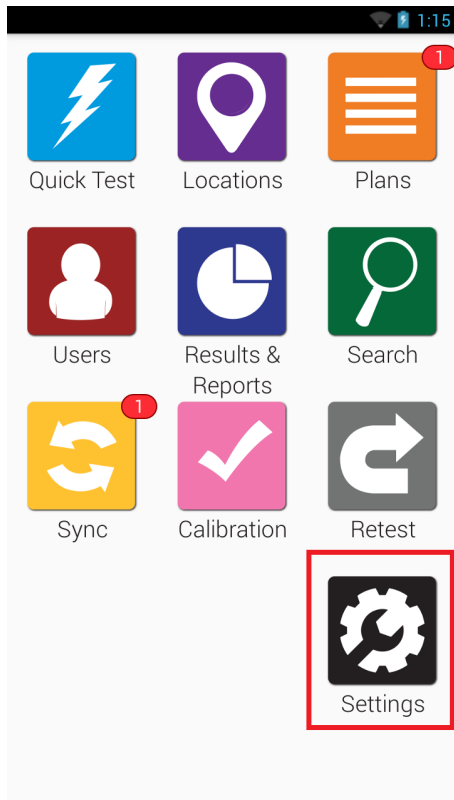


## Solution

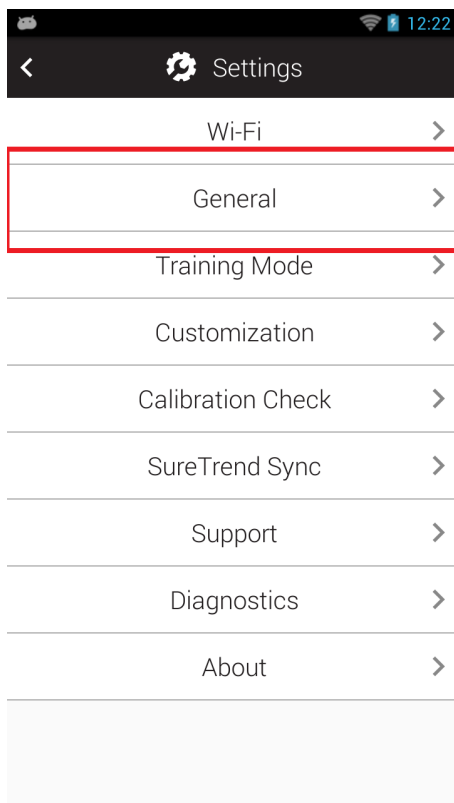
### Step | 1

Turn off device detection.

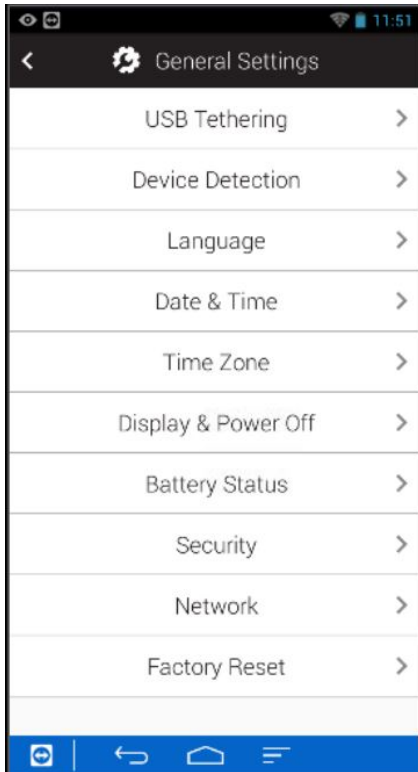
1. From the **Home Screen**, tap the **Settings** app.



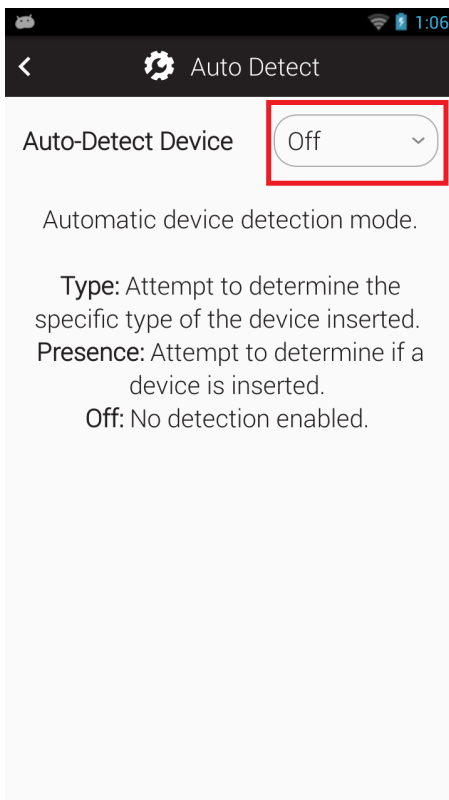
2. Tap **General** from the settings list.



3. Tap **Device Detection** from the general settings list.



4. Tap the drop-down menu and select **Off** from the list of options.



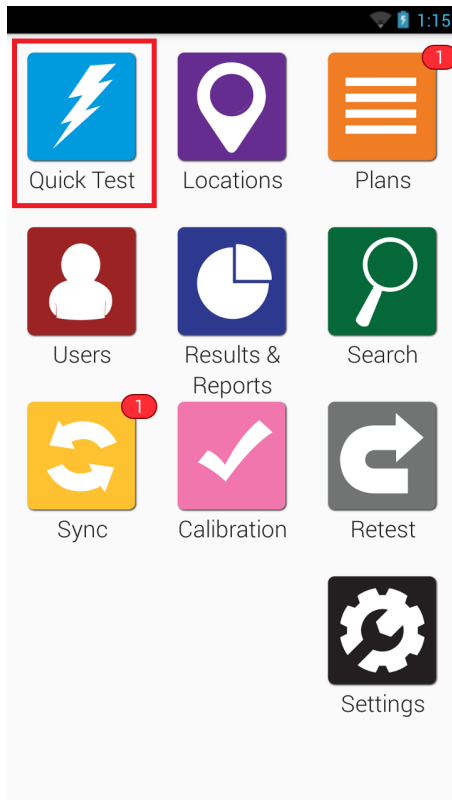
5. Return to the **Home Screen** using the **Home** button.

## Step | 2

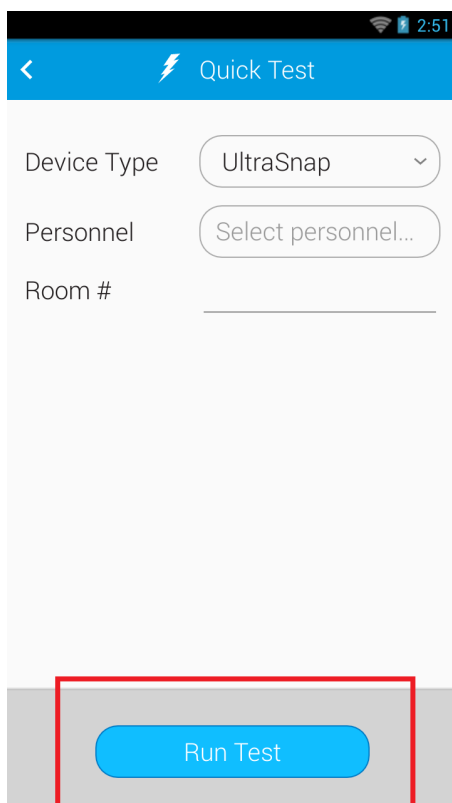
Attempt a Quick Test.



1. From the **Home Screen**, tap the **Quick Test** app.

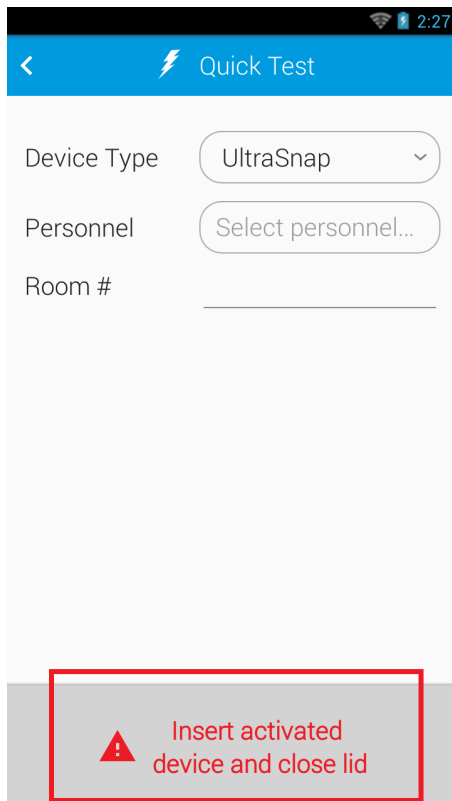


2. Close the lid without putting a test device in the chamber.
3. If the **Quick Test** screen displays a **Run Test** button at the bottom of the screen, then your instrument needs to be cleaned. For instructions on cleaning your instrument, refer to this article [here](#).

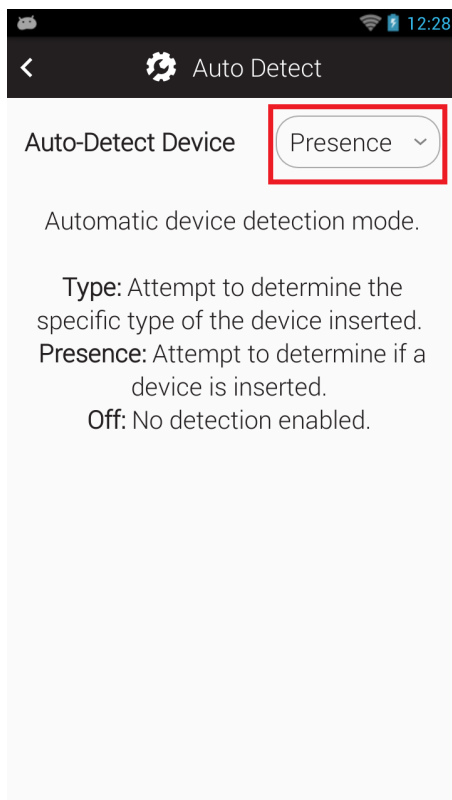


4. If the **Quick Test** screen does not display a **Run Test** button and instead

displays a message reading “Insert activated device and close lid,” then your instrument needs to be repaired. Contact Hygiena support using the link [here](#).



5. After you have finished cleaning your instrument, you will need to turn device detection back on. Repeat the process from **Step | 1** but choose **Presence** from drop-down menu in part 4.



6. Place a test device in the chamber and attempt another **Quick Test**. If the **Quick Test** screen displays a **Run Test** button, then you have successfully cleaned the instrument and all sensors are operating normally. If the **Quick Test** screen displays a message reading “Insert activated device and close lid,” then the device detection sensor on your instrument is not working and the instrument needs to be serviced. There may be a solution that can be implemented remotely to calibrate your device detection. Some instruments may need to be sent in for repairs. Contact Hygiena support for further assistance using the link [here](#).