

# Failing Calibration for EnSURE Touch

## Troubleshooting and Solutions

1. Reading chamber need to be cleaned if it is contaminated and the lens protecting the reading sensor is cloudy/blocked. Click [here](#) for more info.
2. The read chamber plug at the bottom of the EnSURE Touch is not screwed all the way in.
3. Remove any additional labels with the original product.
4. Selected wrong calibration device when running positive calibration test.
5. When activating the CalCheck, if the light turns red or remains dark, replace the battery in the CalCheck. CalCheck use specific kind of batteries "Panasonic". Click [here](#) for more info.
6. If hearing a rattle sound when shaking the instrument and/or EnSURE Touch will Only Read 0-RLUs with CalCheck, the instrument will need to be repaired. Please contact us for repair

If you still need help, please contact Hygiena Technical Support:

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: [techsupport@hygiena.com](mailto:techsupport@hygiena.com)
- [Submit a Support Ticket](#) or click [here](#).
- [Schedule a Microsoft Teams meeting with support](#) or click [here](#).

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# Failing Calibration for EnSURE & SystemSURE

# Troubleshooting and Solutions

1. Reading chamber need to be cleaned if it is contaminated.
  - Insert your finger into the chamber and lift it out.
  - Soak in warm soapy water, rinse and completely dry it before replacing it back in the meter.

Click [here](#) for instructional video.

2. Remove any additional labels with the original product.
3. When activating the CalCheck, if the light turns red or remains dark, replace the battery in the CalCheck. CalCheck use specific kind of batteries "Panasonic". Click [here](#) for more info.
4. If the flap is not tucked, the lid will not completely close, allowing light into the read chamber. Simply re-tuck the rubber flap down and make sure the lid is closing completely.

Click [here](#) for instructional video.

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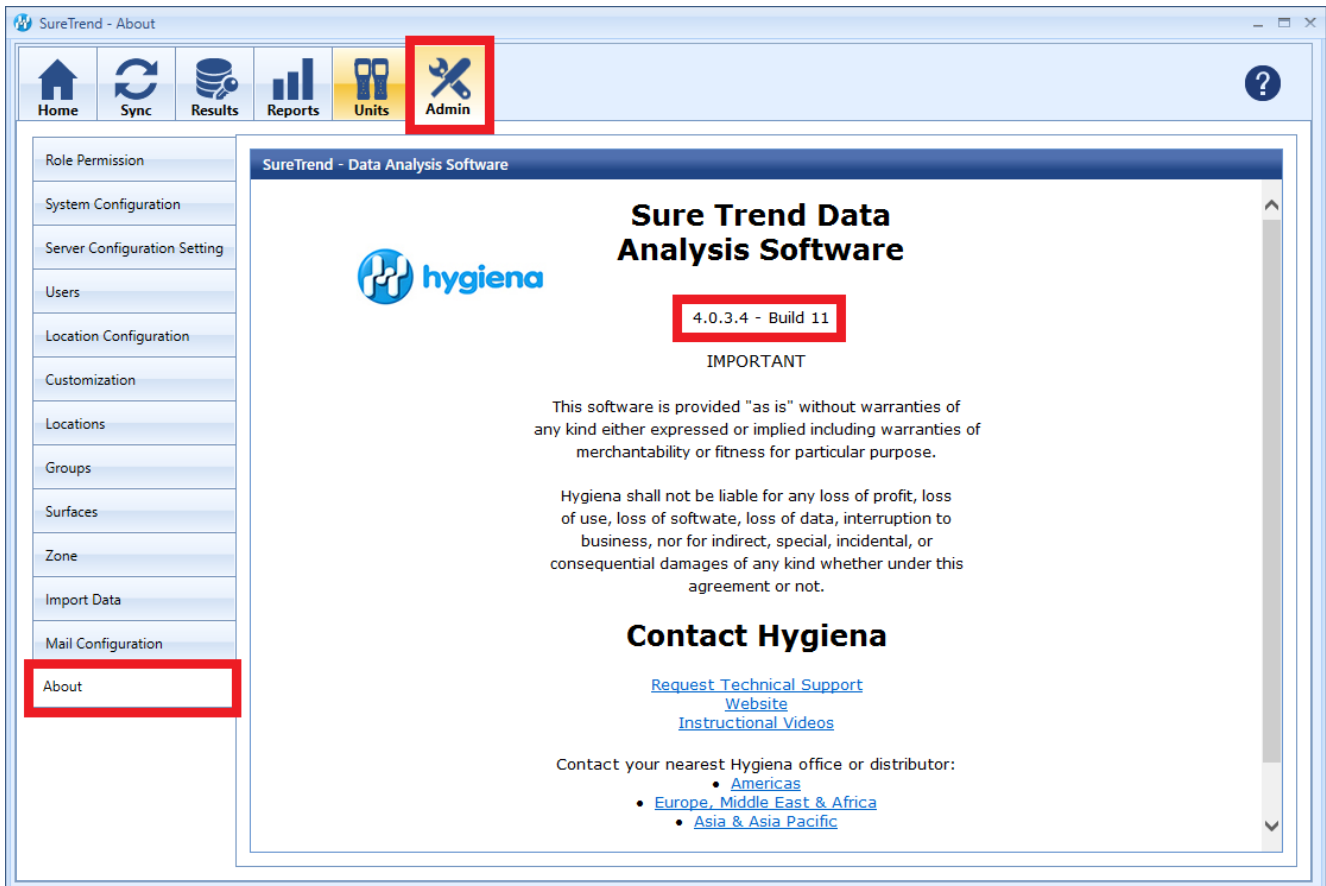
## Updating SureTrend 4

### Introduction

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

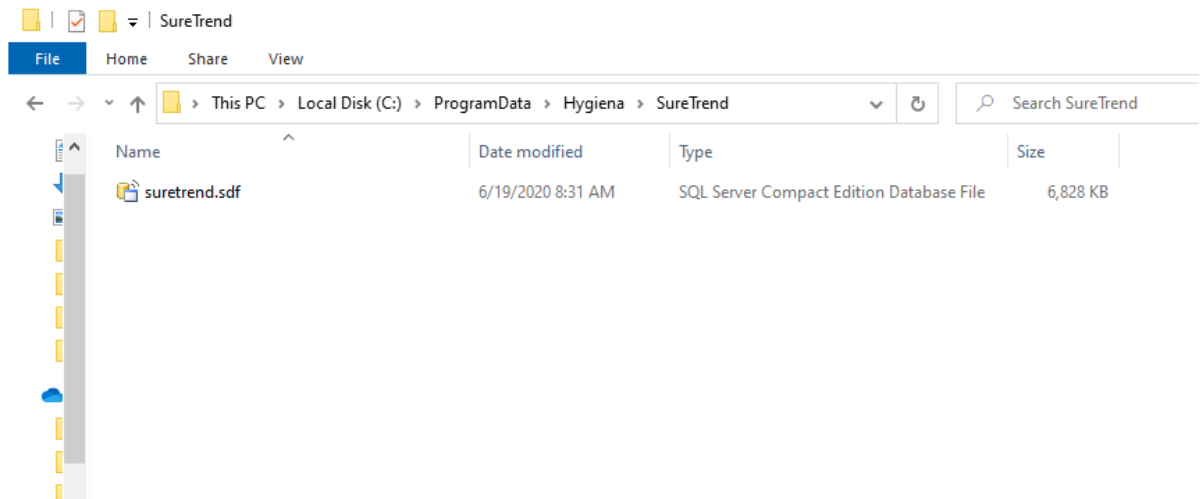
# Solution

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 Hygiena Technical Support using by clicking [here](#).

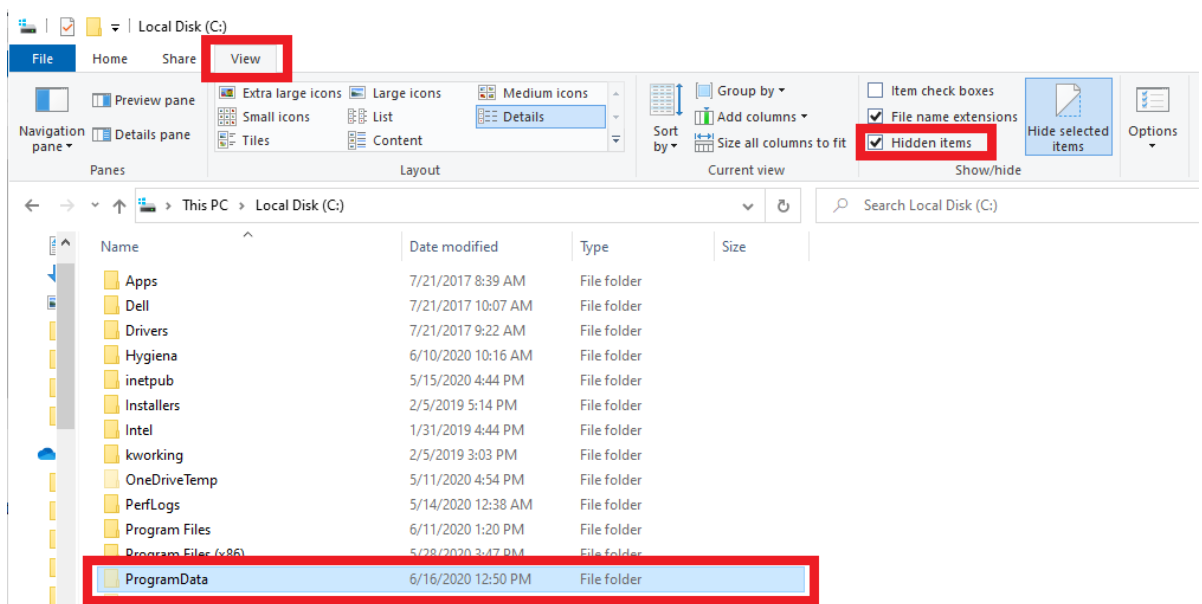


## Create a Copy of Your SureTrend 4 Database

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.

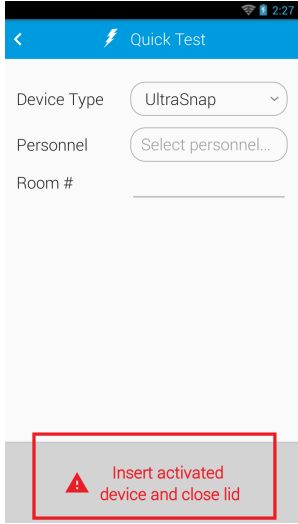
## Install the Current Version of SureTrend 4

1. Download the most recent version of SureTrend 4 [here](#).
2. Run the installer, select your preferred language, and click **Next**.
3. For a standard 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.

## Contact Hygiena Technical Support for further assistance.

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# EnSURE Touch Device Detection

	<p>This article will cover the step by step process to determine if EnSURE Touch is detecting devices and the lid closing.</p> <p>The EnSURE Touch has a sensor to detect when a test device is inserted into the chamber. Sometimes 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 <a href="#">here</a>. If cleaning isn't feasible because of time constraints, device detection can be turned off. <i>For more information on how to disable device detection, see the <b>Turn Off Device Detection</b> section.</i></p>
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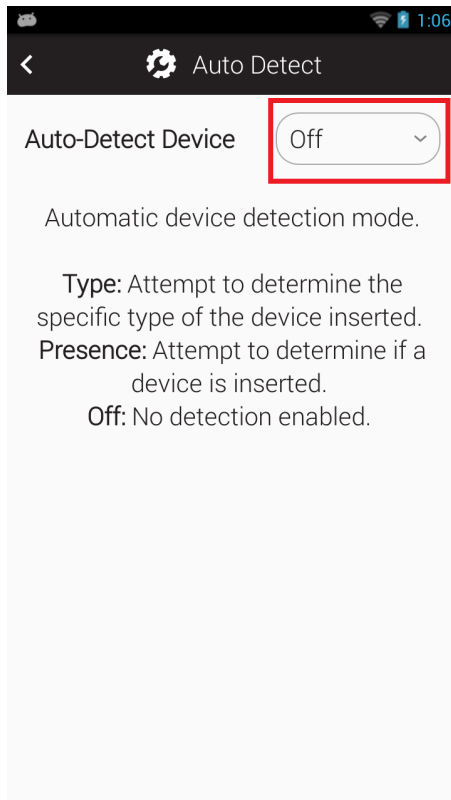
The EnSURE Touch also has a sensor to determine the position of the lid. If the EnSURE Touch is subject to intense physical disturbances, like dropping the instrument, this can cause the magnet contained within the lid to be dislodged from its position. Once the magnet has been dislodged from its correct position, it will fail to 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.

## 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.

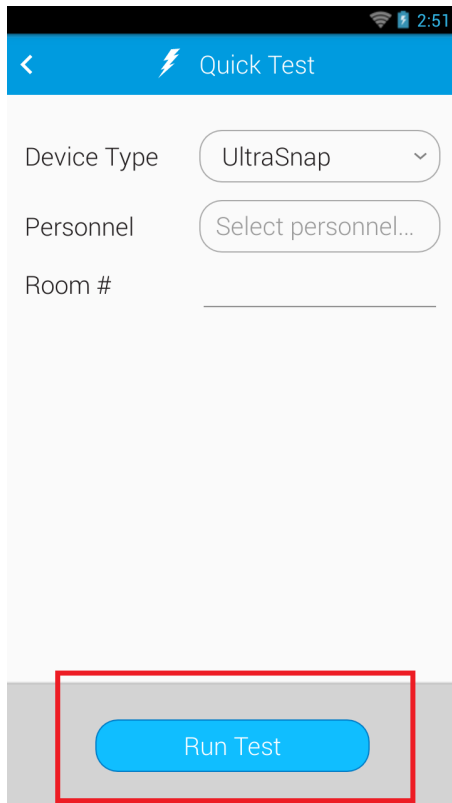
4. Tap the drop-down menu and select **Off** from the list of options.



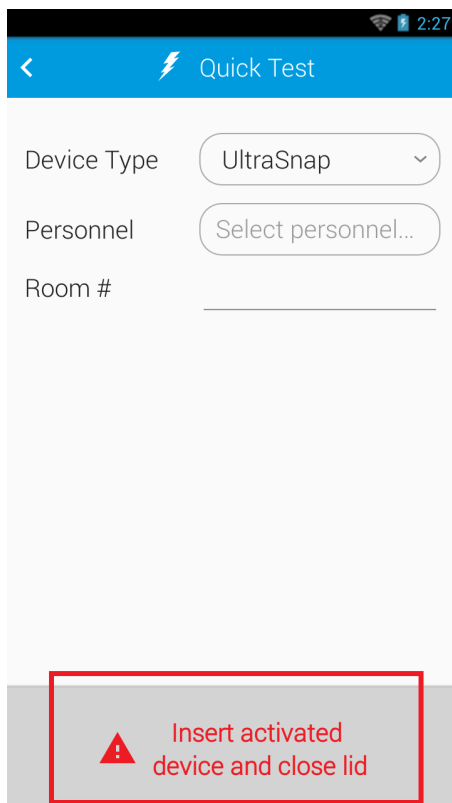
5. Return to the **Home Screen** using the **Home** button.

## 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](#).

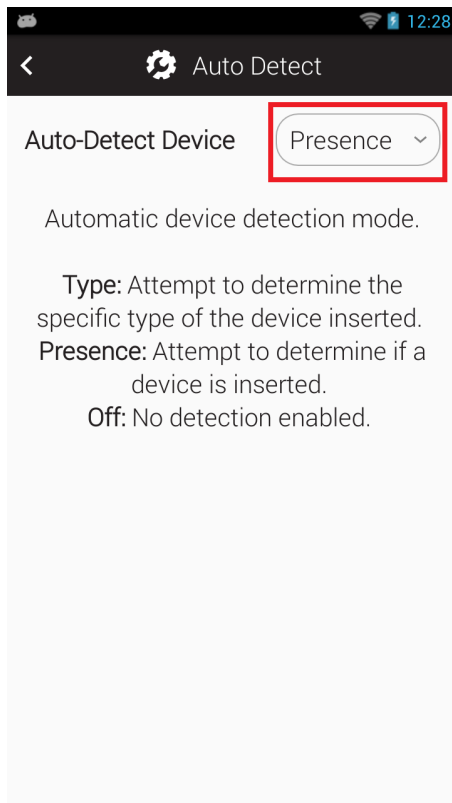


4. If the **Quick Test** screen does not display a **Run Test** button and instead displays a message reading "Insert activated device and close lid," then your instrument needs to be repaired. Contact Hygiena support using the link [here](#).



5. After you have finished cleaning your instrument, you will need to turn device detection back on. Repeat steps 1-4 from the **Turn Off Device**

**Detection** section above, but choose **Presence** from drop-down menu in part 4.



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