

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.

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

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
 - Email: techsupport@hygiena.com
 - [Submit a Support Ticket](#) or click [here](#).
 - [Schedule a Microsoft Teams meeting with support](#) or click [here](#).
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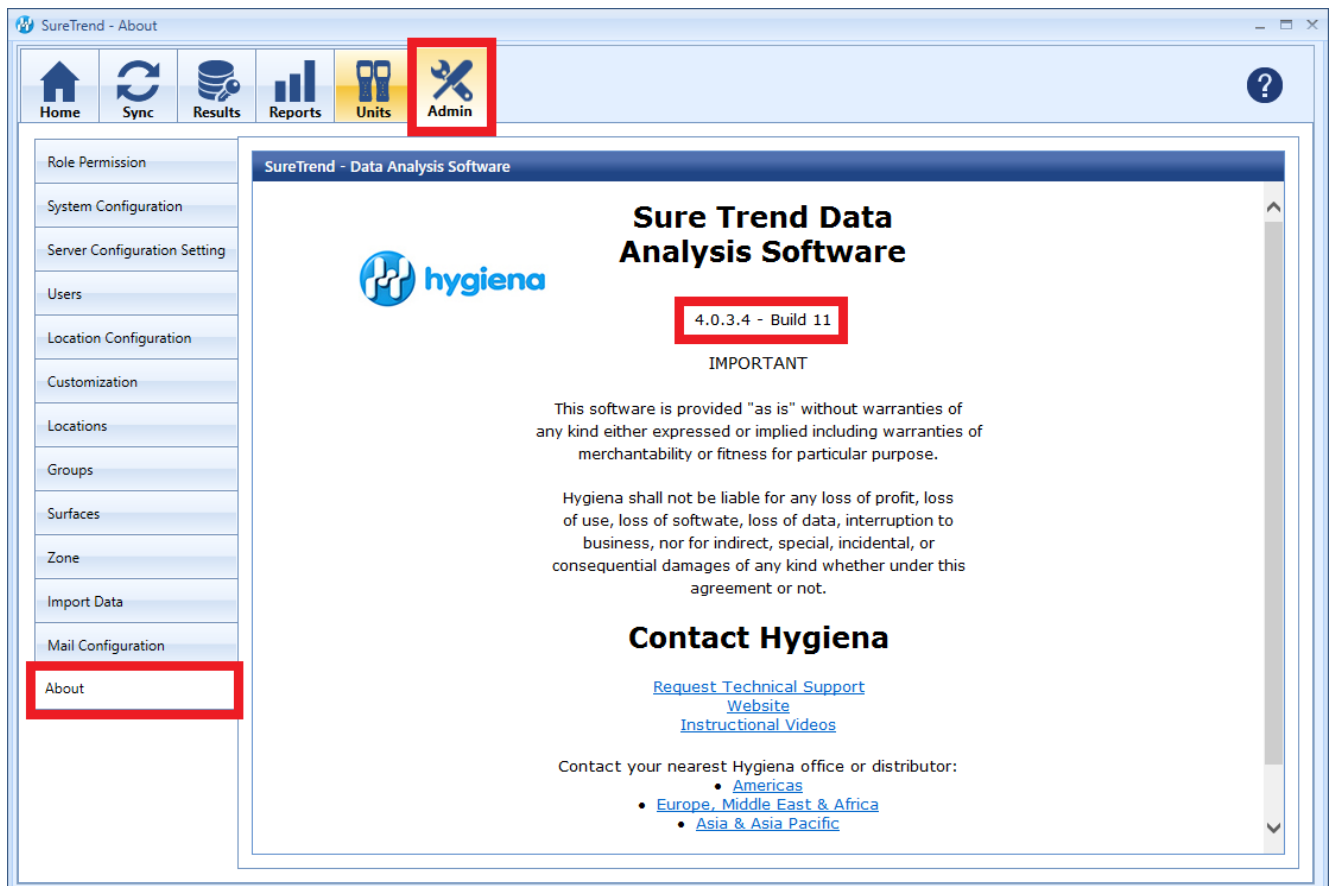
Updating SureTrend 4

Introduction

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

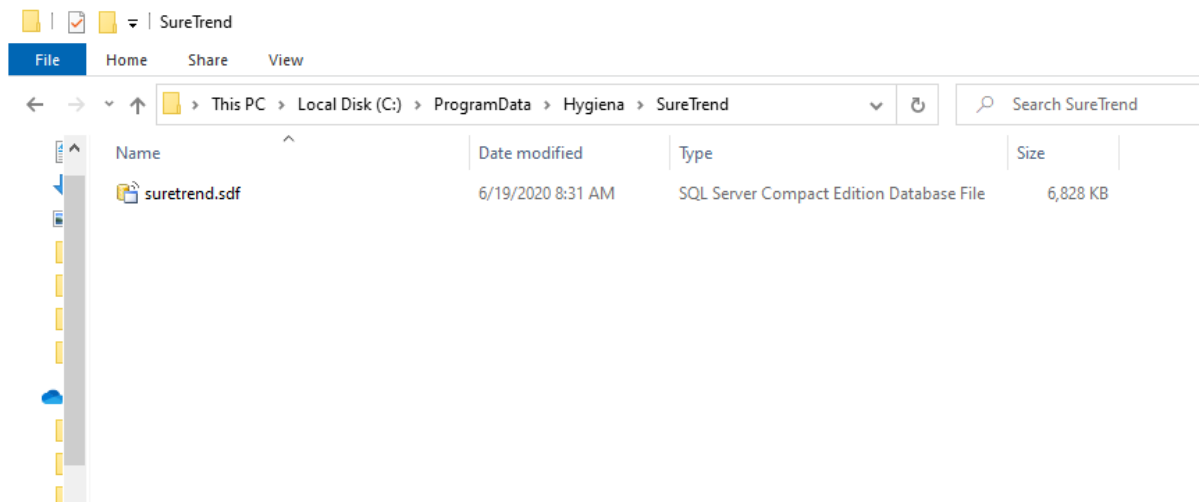
Solution

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](#).

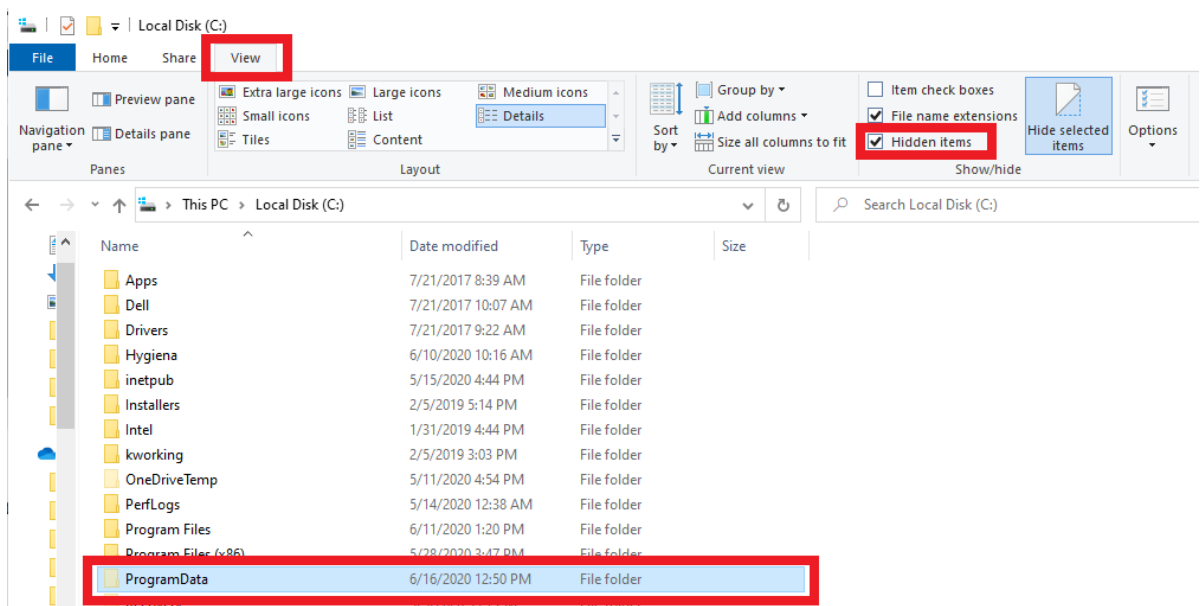


Create a Copy of Your SureTrend 4 Database

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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