

## **RAIS® Dataport Troubleshooting**

### **1. Check your RALS System**

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| <b>Status Page</b>          | <p><b>Does your Status Page have a green or red dot on it?</b></p> <ul style="list-style-type: none"> <li>• If it is green, continue to Location Assignments</li> <li>• If it is red, continue onto step 2.</li> </ul>   |
| <b>Location Assignments</b> | <p><b>Do you have all of the settings assigned for this location?</b></p> <ul style="list-style-type: none"> <li>• Location Page</li> <li>• Status Page</li> <li>• Operators Page (Operators assigned)</li> <li>• DCU</li> <li>• Comments Page(Comments Assigned)</li> <li>• Reagents Page (Reagents Assigned)</li> <li>• Administrative Settings Page (Administrative Settings assigned)</li> </ul> |



If this does not solve your problem, please go to the next step...

### **2. Check the Cabling at the Download Site**

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| <b>Power Adapter</b>    | <ul style="list-style-type: none"> <li>• Make sure the power cable is plugged into the dataport</li> <li>• Make sure green power light is lit along with a blinking orange light when initially plugged in.</li> <li>• Use an identical power supply from a known working location. (Exact same type of Dataport)</li> </ul> |
| <b>Network Cable</b>    | <ul style="list-style-type: none"> <li>• Make sure the network cable is plugged into both the dataport and the wall plate</li> <li>• If no lights are displayed or lights are flickering please note activity and port number.</li> <li>• Contact your IT department</li> </ul>  |
| <b>Meter base cable</b> | <ul style="list-style-type: none"> <li>• Make sure the meter cable is plugged in (Black cable that Roche supplies) ----The cable should be securely inserted into the back of the meter base and also the dataport.</li> <li>• You may want to unplug it from the meter base and plug it back in.</li> </ul>                 |

If this does not solve your problem, please go to the next step...

### **3. Check the Meter**

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| <b>Test Device</b> | <ul style="list-style-type: none"> <li>• Attempt to download a different meter at the problematic location</li> <li>• If a different meter works, please contact Roche Technical Support for a meter replacement.</li> </ul> |
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If this does not solve your problem, please go to the next step...

### **4. Check the Dataport**

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| <b>Dataport</b> | <ul style="list-style-type: none"> <li>• Take the problematic dataport to a known working location</li> <li>• Refer to your Status Page to find a similar IP address. (ICU=192.168.100.55 and NICU = 192.168.100.54).<br/>Please contact Technical Support if assistance is needed to determine test location</li> <li>• Remove all cables from working dataport and reassemble with the problematic dataport. Attempt a test download. If it does not work, you more than likely have a bad dataport - please contact Customer Support. If it does work, the dataport is fine and you will need to get your IT staff to check the port at the original location.</li> </ul> |
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**For more information, call MAS Technical Support Toll-Free at 877-627-7257**