



Technical Note 177

DS-11 Series Exporting Technical Support Files

Introduction

In the case that troubleshooting with DeNovix[®] technical support is needed, the Technical Support files are a valuable resource for the support team. The Diagnostics app enables a user to quickly send technical support information about the instrument to DeNovix technical support.

Procedure

1. Update the software to the latest version, either by downloading it using the Updater app or from the DeNovix website to a USB, and then upload to the instrument. Refer to Tech Note 118 – Software Updates for more information about how to update the instrument software.
2. Enter the Diagnostics app on the instrument.
3. Use the drop down mode selector to select the appropriate mode (Microvolume, Cuvette).
4. Follow the instructions on the screen to run a Self Test. Refer to Tech Note 131 – Diagnostics App Self Test for more information about the self test feature, including troubleshooting failed results.
5. After the self test, use the three-dot overflow menu to select Tech Support from the drop down list.
6. If the instrument is connected to the internet and Email is set up, then export the files by Email and add the DeNovix technical support contact's email in the To field. If email is not set up, refer to Tech Note 204- DS-11 Series Android Email Setup.
7. If the instrument is not internet enabled, or if Email is not set up, then export the self test files to a USB. The files will be saved in a folder in the root directory labeled with the serial number and time stamp.
8. Email the Tech Support files from the USB to the DeNovix customer support contact.

Summary

Please contact Customer Support at info@denovix.com or 302-442-6911 for additional information. Please include the serial number of your instrument when contacting Customer Support by email.

Outside of the US, please contact your local distributor.

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