

Countess™ 3 and 3FL Automated Cell Counters: Troubleshooting Guide

Software Updates and Technical Issues

1. What steps should I follow to troubleshoot common software issues with my Countess™ 3?

Tips for troubleshooting a failed software update:

- Check the exact software version numbers and make sure that a higher version number is being installed. The Countess™ instrument will not install a version that has a lower number.
- Insert a USB drive containing the update file into the Countess with the unit powered on. There is a USB port on the front and back of the instrument and either may be used. The device may take a few seconds to recognize the USB drive. Click on Settings → Software Update → USB → Next → Update. The instrument will update to the software version. Please note this may take many minutes, during which the screen may go black.
- The USB drive must be FAT32 formatted; verify this before proceeding.
- The update file must sit on the top level of the USB drive, not within a folder or subfolder.
- The update file cannot be renamed in any way.
- The update file cannot be zipped or compressed during distribution.
- If the update fails, try resetting the instrument. Click Settings → instrument settings → reset instrument
- If the update fails, try power-cycling the instrument. Remove the power cable and flip the On/Off switch several times. Allow the instrument to remain powered off for 5 minutes to fully discharge the capacitors. After 5 minutes, plug the instrument back in and reboot.
- If the above fails to correct the problem, please contact technical support at Technicalservices@thermofisher.com.

2. What should I do if the screen of my Countess™ 3 is not turning on?

There could be 2 reasons for this mode of failure:

- 1) **Power Supply malfunction:** If the power supply is malfunctioning then the instrument will not receive power indicated by the blue light not turning on.

Here are some troubleshooting suggestions:

- Please ensure that there is no damage (cuts, breaks or bends) to the cord and the pins on both ends.
 - Test if the power outlet is working with other functional devices.
 - Purchase a new Countess™ 3 & 3 FL Power Supply (Cat. No. A48207) and see if the new power supply resolves the issue.
- 2) **Countess hardware issue:** Once the power supply being the issue is eliminated then it is likely a Countess hardware failure. In this case, the instrument will have to be sent in for repairs or replaced depending on the service contract. Please contact technical support at Technicalservices@thermofisher.com for further assistance.

3. How can I resolve connectivity issues between my Countess™ 3 and my computer?

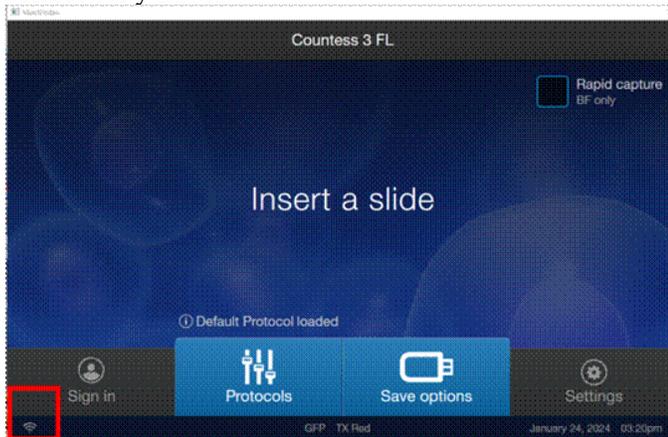
1) Step 1: Network compatibility

Ensure that the Wi-Fi dongle can support 5 GHz network as they will help get a stronger signal. This can be verified by matching the back of the Wi-Fi dongle with the image below:



2) Step 2: Strength of the network

Ensure that there are enough bars in the Wi-Fi strength icon. Weaker Wi-Fi signal can cause connectivity issues.



Check if other instruments with Wi-Fi connectivity are also experiencing similar issues. Test the Wi-Fi connectivity of the Countess instrument with a mobile hotspot. If mobile hot spot is working, then it would indicate issues with the Wi-Fi signal in the lab.

3) Step 3: USB port malfunction

The Countess has a front and a rear USB port. Try plugging the USB dongle to the other port and see if that resolves the issue. The USB ports are highlighted as #2 and #7 in the image.



4) Step 4: Thermo Fisher Cloud set up

Please ensure that the instrument is linked to a Thermo Fisher Connect account. The files will not save without a Thermo Fisher Cloud destination. Please set up an account and then try again to connect.

5) Step 5: Instrument country

Please make sure that the instrument is set to the correct country 'USA & Others' to save the files correctly. To check the country, go to Settings → Instrument Settings → Cloud region



6) Step 6: File format

Our R&D team found that when naming the files, if there is an extra space after the file name, the instrument would not be able to save the file, and an error screen will appear. Please ensure that there are no extra spaces after the file name.

4. What should I do if the software on my Countess™ 3 freezes during operation?

Try power-cycling the instrument. Remove the power cable and flip the On/Off switch several times. This will discharge the capacitors fully. Allow the instrument to remain powered off for 5 minutes. After 5 minutes, plug the instrument back in and reboot. If the above fails to correct the problem, please contact technical support at Technicalservices@thermofisher.com.

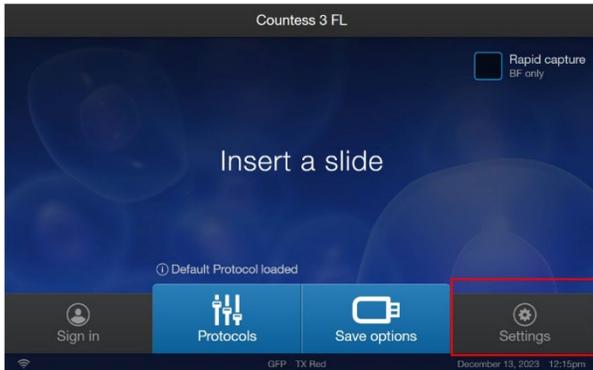
5. How can I reinstall the software on my Countess 3 if needed?

- Check the exact SW version numbers and make sure that a higher version number is being installed. The Countess instrument will not install a version that has a lower number.
- Insert a USB drive containing the update file into the Countess with the unit powered on. There is a USB port on the front and back of the instrument and either may be used. The device may take a few seconds to recognize the USB drive. Click on Settings > Software Update > USB > Next > Update. The instrument will update to the software version. Please note this may take many minutes, during which the screen may go black.
- The USB drive must be FAT32 formatted; verify this before proceeding.
- The update file must sit on the top level of the USB drive, not within a folder or subfolder.

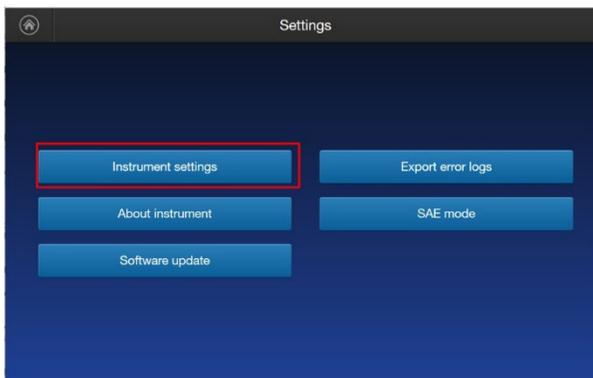
- The update file cannot be renamed in any way.
- The update file cannot be zipped or compressed during distribution.

6. How can I reset my Countess™ 3 to its factory settings?

Step 1: Open the settings menu



Step 2: Go to 'Instrument settings'



Step 3: Press 'Reset instrument' button

