CytoFLEX Troubleshooting Guide

Windows Login: FlowAdmin Password: BDIS#1

Login for CytExpert: Your PI's last name-Lab

Password for CytExpert: facs123

Blockage or Low Event Rate

If you feel that your event rate is lower than it should be or events are not showing at all you may have a **blockage**. **Click the Backflush several times** (you must be in Run mode for this button to be active).

For large/stubborn blocks Click the Backflush several times and then run a daily clean.

If that does not fix the problem then:

Prime the instrument (the instrument must first be in standby mode).
→ Go to the **Cytometer Menu**, and select **Prime**. Wait for the machine to beep and for the Instructions window to close.

Deep Clean (This takes a minimum of 45 minutes) The instrument must be in standby mode.
→ Go to the **Cytometer Menu**, and select **Deep Clean**. The software will ask you if you are sure you want to start deep clean. Click **Yes**.
→A status bar prompts that a deep clean is underway. Then the following message appears in a pop-up box "Deep clean has been done, please wait for at least 30 minutes to start Prime, and then you may start your next step"
→**Wait 30-45 minutes** (but NO LONGER than 1 hour)
→**Prime** machine. Go to the **Cytometer Menu**, and select **Prime**. Wait for the machine to beep and for the Instructions window to close.
→**Run Daily clean**

Connection issues –

If you get a connection error or if the machine and computer do not seem to be communicating, then turn off the instrument and restart the computer. After 5 minutes turn the CytoFLEX back on. This should resolve any connection issues.