TECHNICAL BULLETIN: SQA-iO Setup and Troubleshooting Guide
November 20th, 2023

BACKGROUND:

The SQA-iO is a web-based Semen Quality Analyzer, which integrates with an existing customer PC. Due to the nature of the connection, and endless combination of hardware/software combinations, it is recommended to follow the guidelines below when setting up or troubleshooting the device.

- **System Requirements** – Windows 7 Professional or above with Intel Core i5 2.4Ghz or equivalent. 4GB of RAM. At least one USB 2.0 port.
- **Powered USB 2.0 (or Above) Hub** – Some PCs may not have the amperage or consistent power delivery to the USB ports, a powered USB hub is recommended. If the SQA-iO and SQA-Vu is utilized with the official docking station, a powered hub is built in.
- **Windows Updates** – Confirm all Microsoft Windows and Web Browser updates have been installed.
- **Windows Security / Firewall** – Confirm the SQA-iO web interface has exceptions defined in Windows Security and Firewall settings. The customer's IT team may need to check to see if the SQA-iO website is blocked.
- **Internet Speed** – A 5Mb/s hard-wired (Ethernet) internet connection is recommended.
- **Driver Download** – The SQA-iO Windows Driver will need to be installed before the user can access SQA-iO interface. A link to download this driver will be provided when first logging in. Certain browser and anti-virus settings may prevent this download, please contact the facility IT department for a solution. USB Flash drives containing the driver software may also be shipped with the system.
- **Service Data** – Obtain a Service Data report from the customer and make sure all parameters are passing.
- **Log Files** – Log files are available to view on the "back end" by MES Support specialists, and can provide valuable insight to an error and/or issue.

RECOMMENDED TROUBLESHOOTING STEPS:

- No connection to web interface:
    - Does the PC have stable internet access?
    - Check firewall / security / virus software settings
    - Connect to a different network if available.

- SQA-iO / SQA-Vu Device not found:
    - Verify Driver has been properly installed.
    - USB connection should be through a powered USB 2.0 Hub.
    - Connect to a different USB port
    - Connect to a different PC if available.

- SQA-iO Self-Test Failure
    - Obtain a Service Data report to determine the failing parameter(s)
    - Recommend cleaning based on instructions included with the cleaning kit and training videos.
    - Verify testing capillaries are being loaded and cleaned properly prior to insertion into testing chamber. Refer the customer to the online training videos.

Please contact Medical Electronic Systems for additional questions: service@mes-llc.com.
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"Remember, it ALL Started with a Sperm!"