

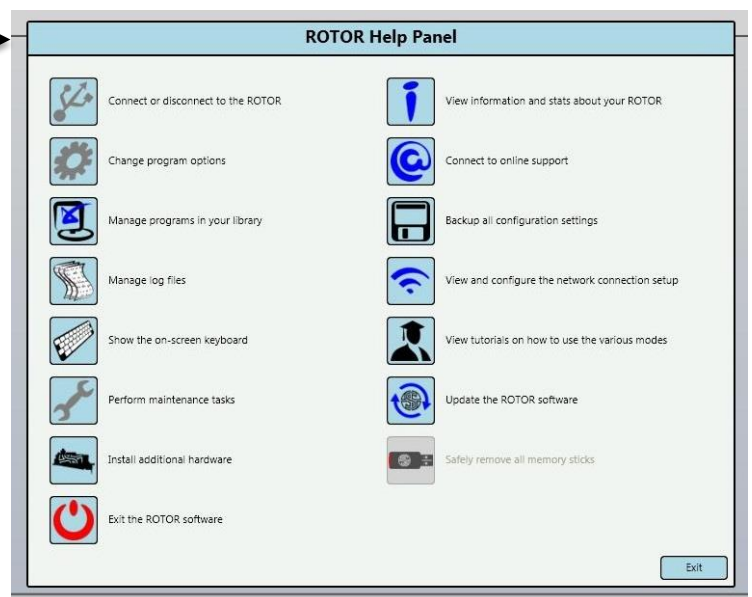
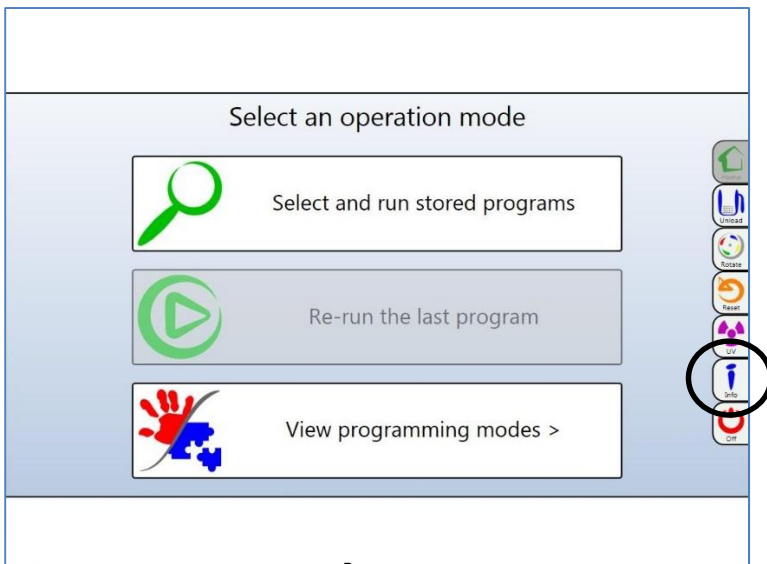
ROTOR SOFTWARE – INFO SCREEN

INTRODUCTION

This document explains the functions available using the Help Panel which can be found under the “i” (Info) button on the right hand side of the screen.

ACCESS HELP PANEL

To access the ROTOR Help Panel select the ‘i’ button at the side of the screen (circled)



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Connect or disconnect to the ROTOR

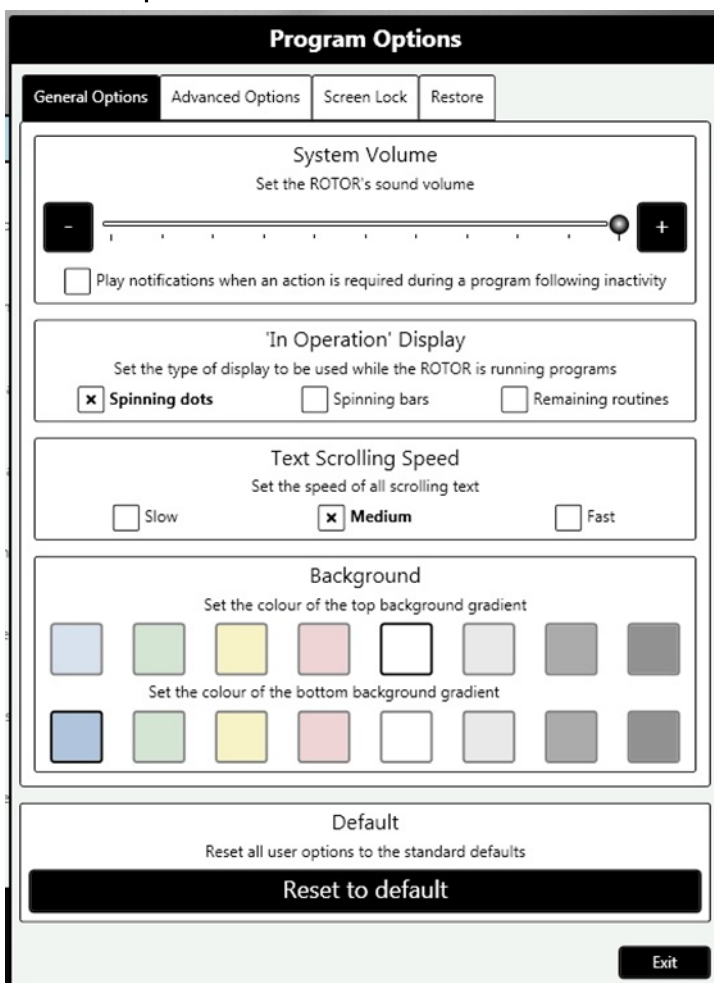
Use this button to disconnect/ reconnect the software to the ROTOR



Change program options

Inside this button are 4 tabs

General Options



Program Options

General Options | Advanced Options | Screen Lock | Restore

System Volume
Set the ROTOR's sound volume

Play notifications when an action is required during a program following inactivity

'In Operation' Display
Set the type of display to be used while the ROTOR is running programs

Spinning dots Spinning bars Remaining routines

Text Scrolling Speed
Set the speed of all scrolling text

Slow Medium Fast

Background
Set the colour of the top background gradient

Set the colour of the bottom background gradient

Default
Reset all user options to the standard defaults

Reset to default

Exit

Tabs : General Options, Advanced Options, Screen Lock, Restore

System Volume : Adjust the ROTOR computer's sound level

Display : Control what you see when the ROTOR is in operation

Text Scrolling Speed : Control the speed of the scrolling text.

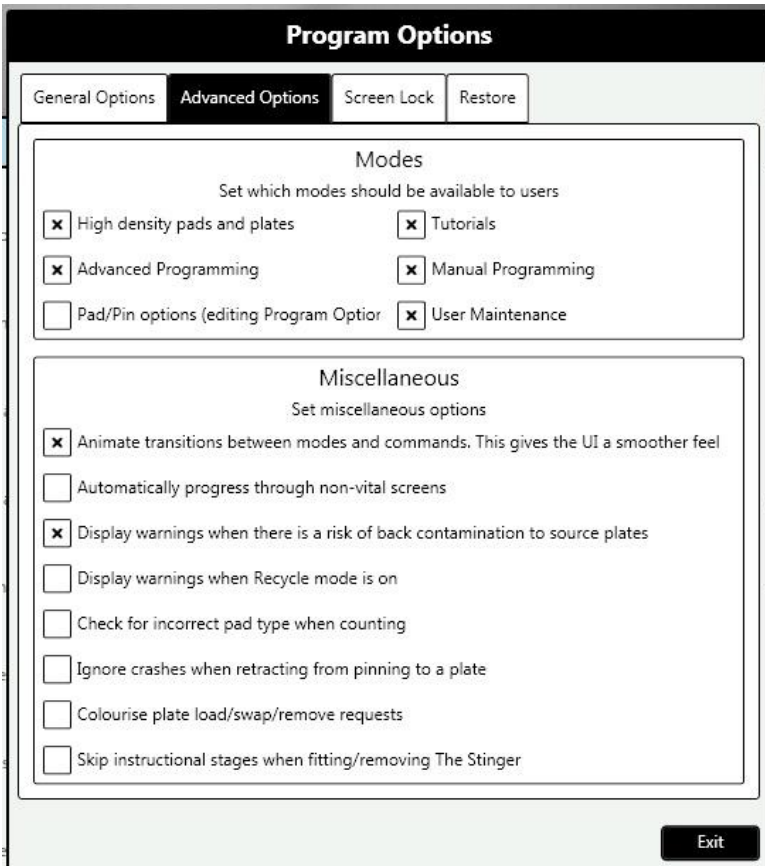
Screen Colours : Personalise the colours shown on your screen

Default : Reset any changes to the factory standard

Exit: Exit the page

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Advanced Options



Program Options

General Options | **Advanced Options** | Screen Lock | Restore

Modes
Set which modes should be available to users

High density pads and plates Tutorials
 Advanced Programming Manual Programming
 Pad/Pin options (editing Program Option) User Maintenance

Miscellaneous
Set miscellaneous options

Animate transitions between modes and commands. This gives the UI a smoother feel
 Automatically progress through non-vital screens
 Display warnings when there is a risk of back contamination to source plates
 Display warnings when Recycle mode is on
 Check for incorrect pad type when counting
 Ignore crashes when retracting from pinning to a plate
 Colourise plate load/swap/remove requests
 Skip instructional stages when fitting/removing The Stinger

Exit

Tabs : See above

Modes: Restrict which modes users have available to them. See below for full description.

Miscellaneous: Restrict options available to users.. See below for full description.

Exit : Exit page

Modes: Descriptions below assume the box has an 'x'. ie. selected

- **High Density pads and plates**: restricts users to only being able to use pads up to and including a density of 1536 short pin.
- **Advanced Programming** : Hides the Advanced programming function
- **Pad/ Pin options (editing program options)** : Allows user to access the Pad options where they are able to adjust the pad pickup pressure and select whether pad and paper checks are performed.
- **Tutorials**: Hides the Tutorial section in the help panel.
- **Manual Programming** : Hides the Manual programming function
- **User Maintenance** : Hides the User Maintenance function

Miscellaneous: Descriptions below assume the box has an 'x'. ie. selected

- **Animate Transitions ...** : Gives the User Interface a smoother feel.
- **Automatically progress ...** : Does not pause on non-vital screens



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- **Display warning when there is a risk of back contamination to source plates:** When using the Recycle mode with Revisit a message is displayed which warns the user of possible back contamination.
- **Display warnings when Recycle mode is on:** If Recycle mode has been set previously it warns the user it is on.
- **Check for incorrect pad type when counting:** This uses an accurate height measurement of pads to warn user if incorrect pads have been loaded.
- **Ignore crashes when retracting from pinning to a plate:** If random crashes occur when the head is moving up and away from the plate the software will ignore them. Although this option will allow the user to continue to complete their experiment it should not be used as a long term solution. Please contact the Singer Instruments Technical Support Team.
- **Colourise plate load/ swap / remove requests:** Colours the wording in the instructions for loading/ swapping and removing plates to match the colours of the bay.
- **Skip instructional stages when fitting/ removing the Stinger from the ROTOR :** When the user becomes experienced with swapping the heads from Gripper to Stinger the instructional screens can be ignored.

Screen Lock

Program Options

General Options | Advanced Options | **Screen Lock** | Restore

Screen Lock

The screen lock allows you to enter a code which must be entered upon start up to allow the ROTOR to be used. This allows you to restrict its use to certain users.

Use the screen lock

When the screen lock is active you cannot use the ROTOR without successfully entering the code. However, if you forget the code you can connect to online support and we will unlock the ROTOR for you.

Engage screen lock now

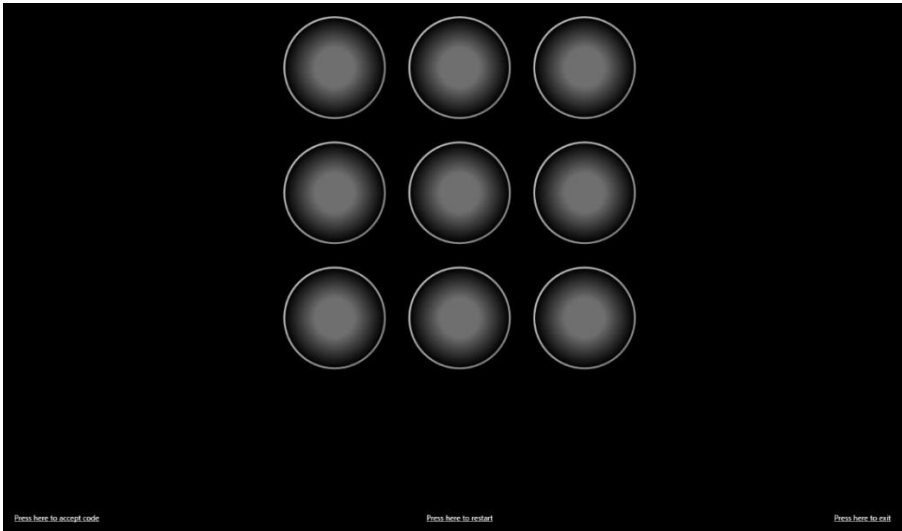
Exit

Tabs : See above

Screen Lock : By selecting a code can be set to restrict access to certain users.



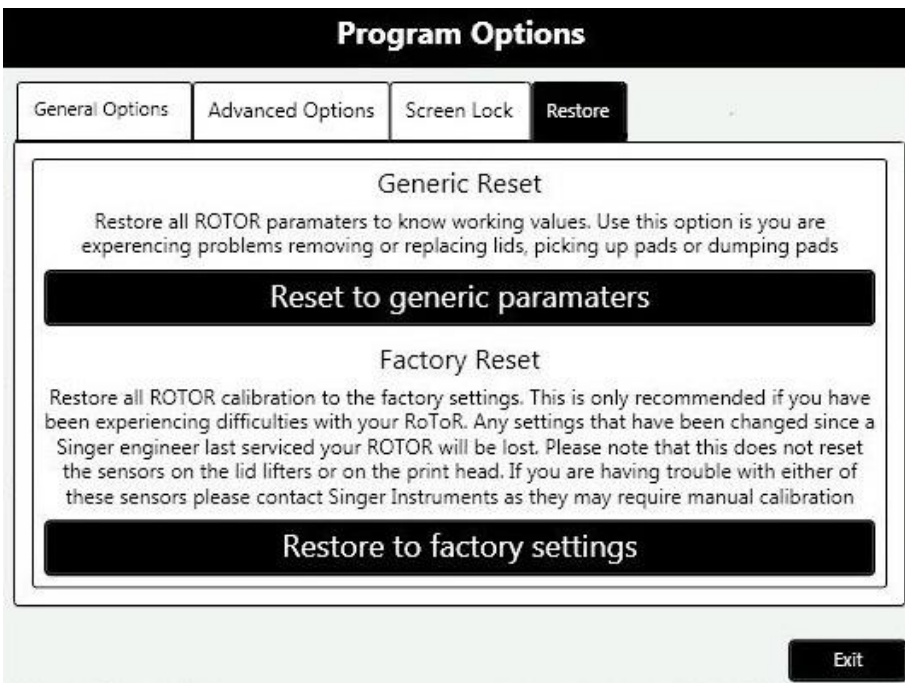
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Create code screen: This is very similar to some Android phones. Select a sequence of dots which will change colour when selected.

When you have completed your selection either accept the code, re-enter a new code or exit without saving a code.

Restore



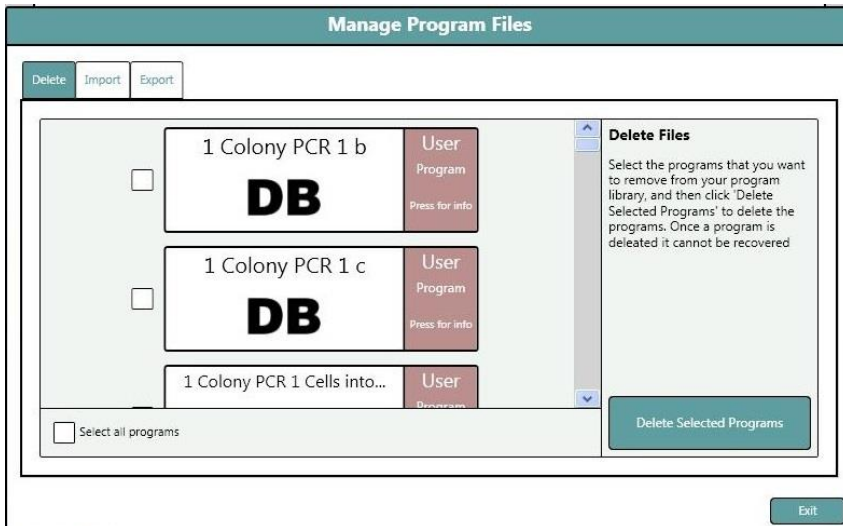
Tabs: See above

Generic Reset: Uses known working values.

Restore to factory settings: Returns all values back to the factory settings – as it was set when you received your ROTOR.

Exit

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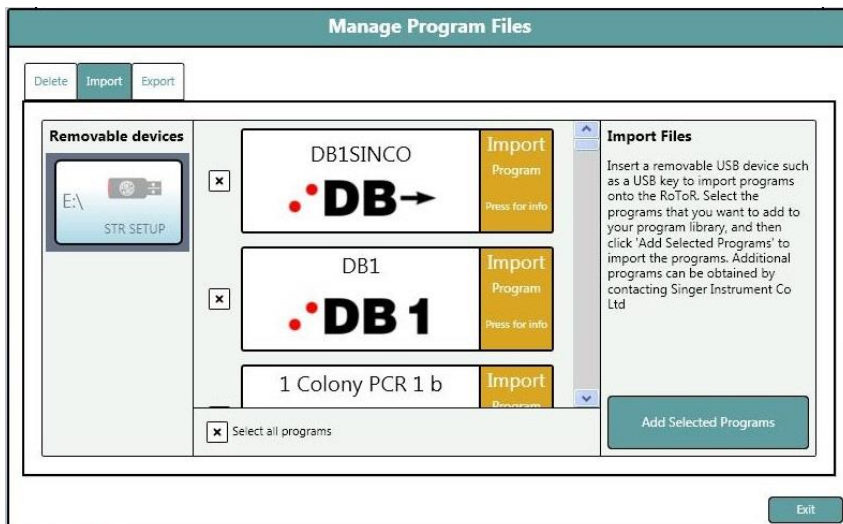
Use this function to manage the Programs stored on your ROTOR.

Tabs: Delete – This tab allows you to delete unwanted programs from your ROTOR MCI (Computer)

Program Files: This section lists all the programs that you have created and are stored on the ROTOR MCI (Computer).

Selection of the programs can be done individually by selecting the individual boxes next to each one or by selecting the box labelled "Select all programs". Select "Delete Selected Programs".

Exit



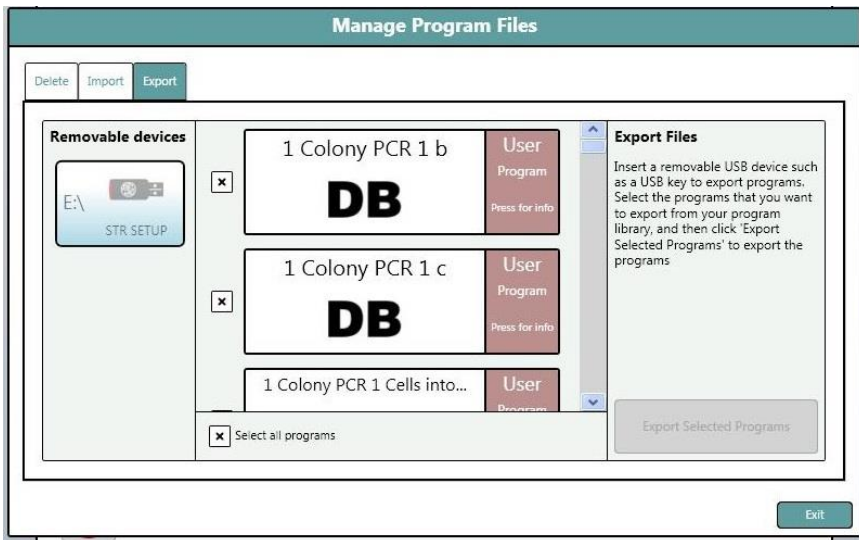
Tabs: Import – This tab allows you to import programs from a USB data key

Program Files: After plugging the USB data key into the port on the ROTOR MCI (computer) it will appear under "Removable devices". Select this to allow an automatic search of the key for available programs which will be displayed.

Select individually or all programs to add to your ROTOR software. Then select "Add Selected Programs".

Exit

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Tabs: Export – This tab allows you to export programs to a USB data key

Program Files: After plugging the USB data key into the port on the ROTOR MCI (computer) it will appear under “Removable devices”. Select this to allow an automatic search of the key for available programs which will be displayed.

Select individually or all programs to export to a USB data key then select “Export Selected Programs”

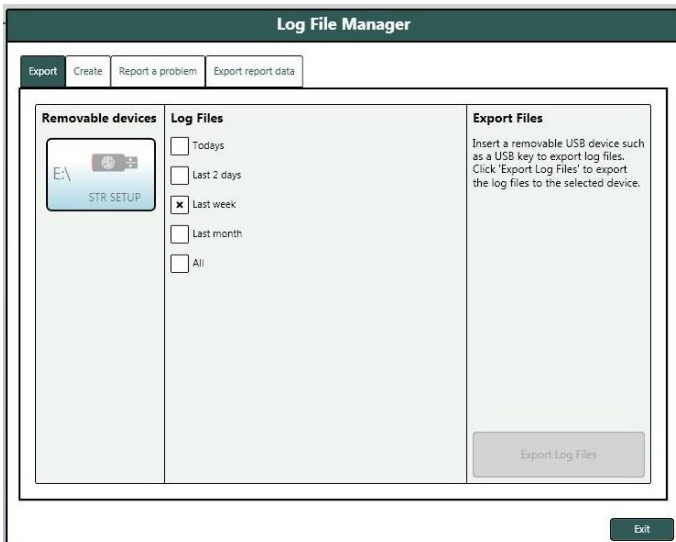
Exit

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Log files are created (in most cases) if the ROTOR has a problem. The Singer Instruments Technical Team can use these log files to help to track down the problem. There are a number of different methods for retrieving these log files depending on the tab selected : Export, Create, Report a problem, Export report data.

You should find that each tab is self-explanatory but please contact technicalsupport@singerinstruments.com if you have any questions.



Log File Manager

Export Create Report a problem Export report data

Removable devices

Log Files

Today's

Last 2 days

Last week

Last month

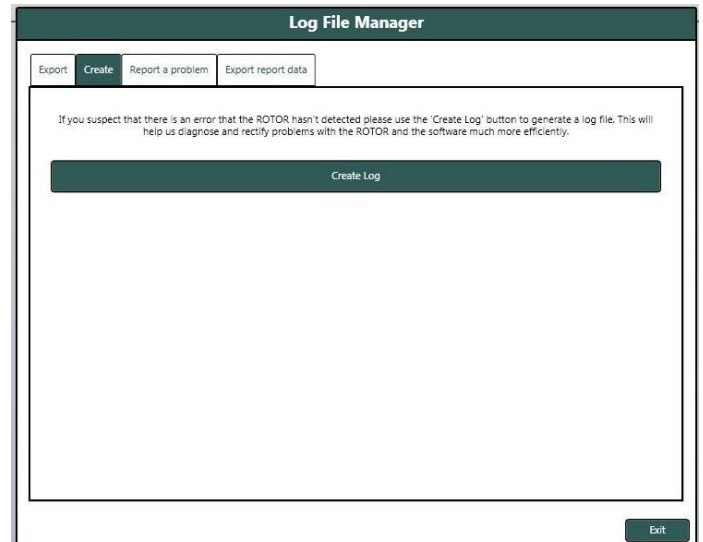
All

Export Files

Insert a removable USB device such as a USB key to export log files. Click 'Export Log Files' to export the log files to the selected device.

Export Log Files

Exit



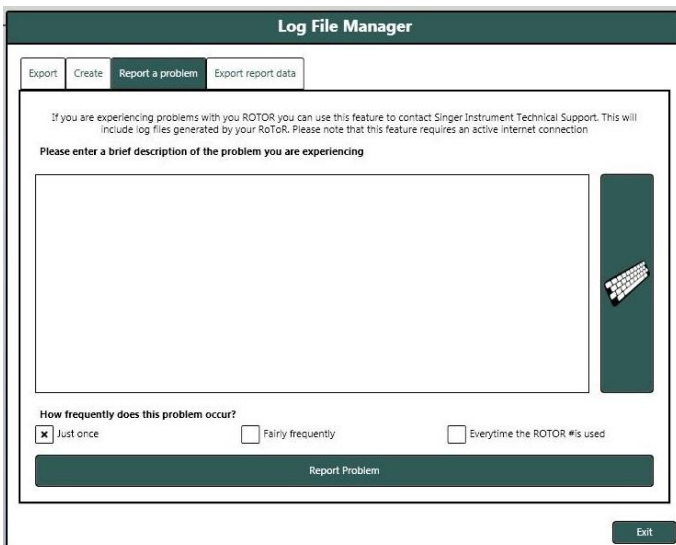
Log File Manager

Export Create Report a problem Export report data

If you suspect that there is an error that the ROTOR hasn't detected please use the 'Create Log' button to generate a log file. This will help us diagnose and rectify problems with the ROTOR and the software much more efficiently.

Create Log

Exit



Log File Manager

Export Create Report a problem Export report data

If you are experiencing problems with you ROTOR you can use this feature to contact Singer Instrument Technical Support. This will include log files generated by your RoToR. Please note that this feature requires an active internet connection

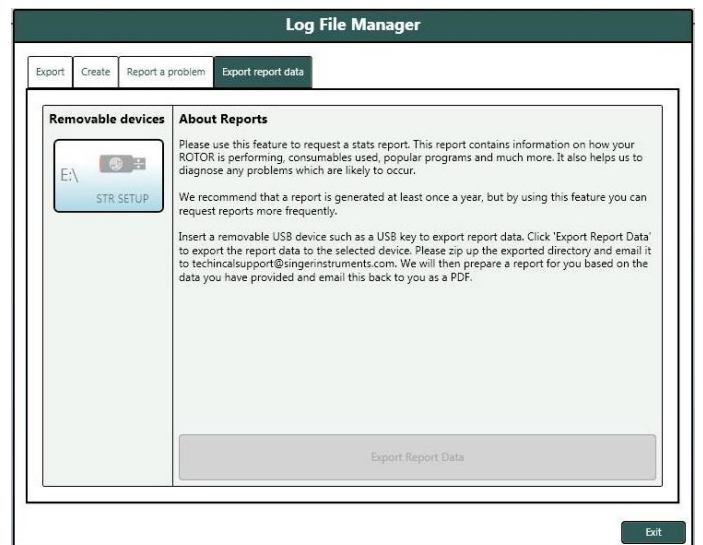
Please enter a brief description of the problem you are experiencing

How frequently does this problem occur?

Just once Fairly frequently Everytime the ROTOR #is used

Report Problem

Exit



Log File Manager

Export Create Report a problem Export report data

Removable devices

About Reports

Please use this feature to request a stats report. This report contains information on how your ROTOR is performing, consumables used, popular programs and much more. It also helps us to diagnose any problems which are likely to occur.

We recommend that a report is generated at least once a year, but by using this feature you can request reports more frequently.

Insert a removable USB device such as a USB key to export report data. Click 'Export Report Data' to export the report data to the selected device. Please zip up the exported directory and email it to technicalsupport@singerinstruments.com. We will then prepare a report for you based on the data you have provided and email this back to you as a PDF.

Export Report Data

Exit

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Show the on-screen keyboard

This is mainly for the benefit of customers who have a touchscreen. It will open up an on-screen keyboard. It is recommended for remote support sessions that the supplied USB keyboard is plugged into the touch screen computer and used for 'chatting' to Singer Technicians. When the technician takes control of the ROTOR MCI (computer) they will need to close the on-screen keyboard.



Perform maintenance tasks

There are a number of maintenance tasks which it possible for the user to perform without the need for a remote access session with a Singer Technician.

Please see below for full descriptions.

Maintenance

This feature allows specific control over the ROTOR to allow for maintenance. Before attempting any maintenance on the ROTOR please contact Singer Instruments for advice and instructions

Hardware

- Raise Turntable**
Raise the turntable to it's raised position
- Rotate Turntable**
Raises the turntable (if it is down) and rotates it to the opposite direction, and then lowers it to it's lowered position
- Test UV Lights**

MCI

- Repair .Net Framework**
This can repair corruption problems within the prerequisites required to run this program. Only use this on instruction from Singer Instruments
- Update Certificates**
If you experience problems connecting to the remote support due to invalid certificates select this option
- Show Explorer**

Exit

Maintenance

This feature allows specific control over the ROTOR to allow for maintenance. Before attempting any maintenance on the ROTOR please contact Singer Instruments for advice and instructions

Hardware

- Raises the turntable (if it is down) and rotates it to the opposite direction, and then lowers it to it's lowered position
- Test UV Lights**
Briefly toggles the UV lights on while the UV cover is up to provide a visible indication of correct operational status
- Reflash MEX**
Reflash the firmware on the ROTOR. This should only been done when advised by Singer Instruments

MCI

- This can repair corruption problems within the prerequisites required to run this program. Only use this on instruction from Singer Instruments
- Update Certificates**
If you experience problems connecting to the remote support due to invalid certificates select this option
- Show Explorer**
Use this option to open Windows Explorer if you need direct access to files outside of the ROTORHDA2 environment

Exit

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Raise Turntable: This will lift the turntable and hold it in the up position. When replacing the turntable drive tyre or bump-stops use this button. Please contact technicalsupport@singerinstruments.com for full instructions before performing maintenance.

Rotate Turntable: After the maintenance has been performed on the turntable and it has been replaced this will rotate the turntable and allow it to lower in the correct position. Please contact technicalsupport@singerinstruments.com for full instructions before performing maintenance.

Test UV Lights: This will turn the UV light on for a very short period while the cover is open. It allows the user to check that the UV tube is working.

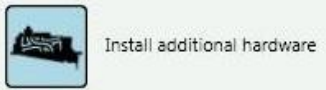
Reflash MEX: This reloads the firmware onto the microprocessor which is fitted into the back of the ROTOR. Please contact technicalsupport@singerinstruments.com for full instructions before performing this task.

Repair .NET Framework: Occasionally users have experienced unusual software issues. This can include software crashes, screen freeze etc.. By running the task this resets the Microsoft Framework which has been found to solve these problems. It does not affect the ROTOR software or any of the users programs or settings.

Update certificate: At the beginning of the year 2014 Microsoft updated some of their software certificates. To allow connection for remote support from a Singer Technician this certificate needs to be updated. If you experience problems connecting please select this button. Please contact technicalsupport@singerinstruments.com if this feature is not available as there is another way of updating the certificate.

Show Explorer: Allows access to the files stored in the ROTOR folder using Windows Explorer. Only use this after advice from a Singer Technician. Please contact technicalsupport@singerinstruments.com for more information.

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This allows the user to add the necessary parameter files if they purchase an attachment for their ROTOR. Eg. Stinger

A USB flash drive will have been included with the hardware. After selecting the hardware from the tabs follow the instructions on screen.



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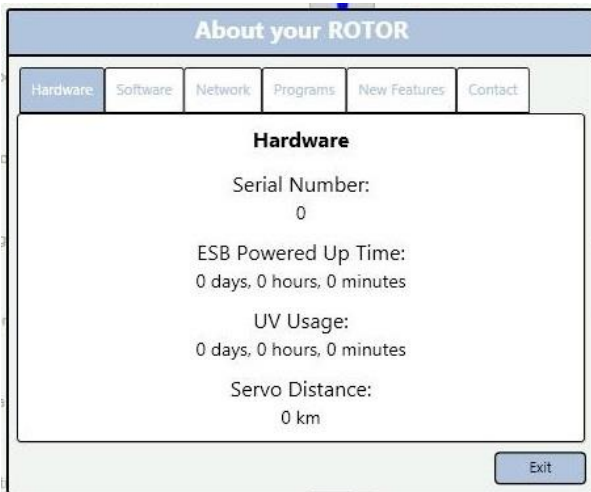
As the name suggests this exits the ROTOR software.

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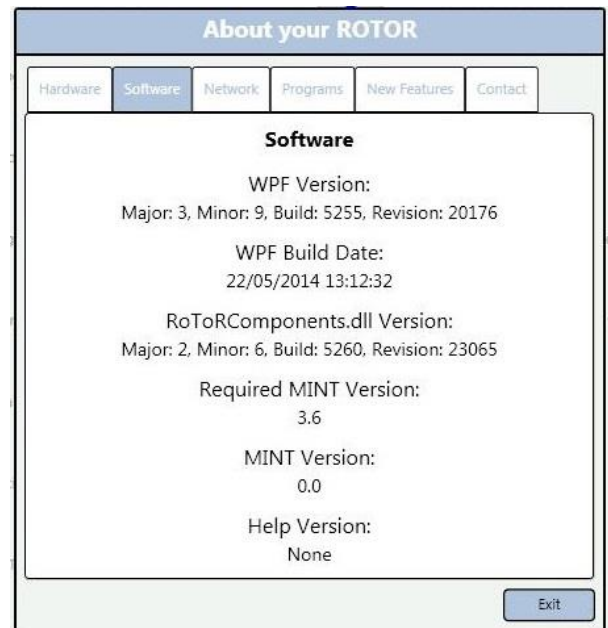


View information and stats about your ROTOR

Use this button to get information on the ROTOR. This information may be requested by Singer Technicians.



Current information on the hardware installed on the ROTOR.



This shows the software version installed on the ROTOR. This will be required by Singer Technicians in the event of problems with the ROTOR.



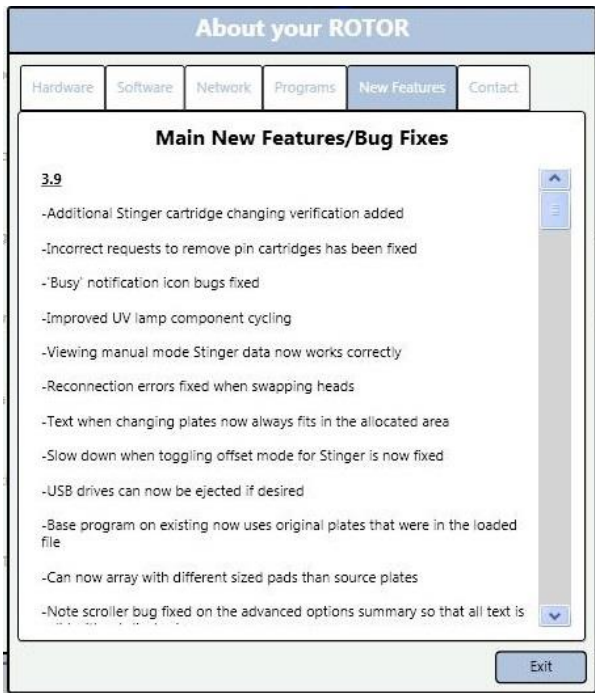
Often required by IT technicians supporting the lab before allowing an internet connection for remote access.



Displays a summary of the common programs used on the ROTOR.



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Lists the new features and bug fixes on the software installed on the ROTOR.



Contact details for Singer Instruments

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When it has been agreed that a Singer Technician has to access the ROTOR MCI (Computer) select this button. After selecting 'Connect' shown in the picture on the right the software may ask to check/ update the software. Please allow this to happen. This is the Remote Access software supplied by LogMeIn and does not affect the ROTOR software.

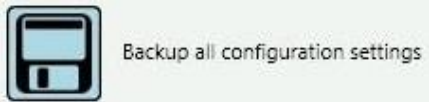


After selecting the online support button this box will pop up. It is necessary to confirm that a Singer Technician is available before initiating a remote session.



Although not essential it would be useful to fill in this online form so that the Singer Technician knows who is online.

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This button is used for backing up all configuration files for the ROTOR. This may be requested by a Singer Technician. If changing the ROTOR MCI (Computer) a backup should be taken to transfer the configuration files over.



Insert a USB Data key in to the MCI and it will appear under 'Backup Location'. Select the Data Key from the list and the then select 'Backup Files'.

Insert a USB Data key in to the MCI and it will appear under 'Removable Drives. Select the Data Key from the list and the then select 'Import File'.

 <p>View and configure the network connection setup</p>	<p>Used by lab IT personnel to access the Windows Network Connections Panel for setting up the Internet Connection for Remote Access.</p>
 <p>View tutorials on how to use the various modes</p>	<p>Contains some basic Tutorial Screens.</p>

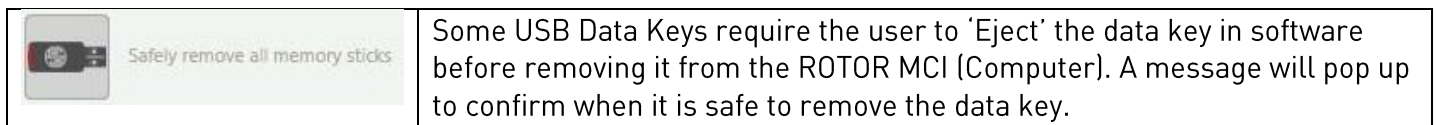
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Where Remote Access is not available it is possible to update the ROTOR software via a USB Data Key. Please contact a Singer Instruments Technician for more information. A current Support Contract must be in place.



Download the software to a USB Data Key and plug the Data Key into the ROTOR MCI (computer). When the necessary files are found the 'Update Software Now' button will become active. Select and the software will be updated.



CONCLUSION

We hope that this explanation will assist you in performing the above procedure. If you need further assistance do not hesitate to contact the Technical Support Team at Singer Instruments.

CONTACT INFORMATION

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Email: *technicalsupport@singerinstruments.com*