

# CytoFLEX Trouble Shooting Guide

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

Password for CytExpert: facs123

**\*\*Please note that the QC steps are now only being performed by flow core staff\*\***

## Blockage or Low Event Rate

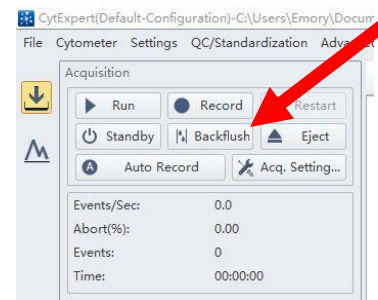
If you feel that your event rate is lower than it should be or events are not showing at all you may have a **blockage**. **Click the Backflush several times** (you must be in Run mode for this button to be active).

**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.