

SYMPTOM	POSSIBLE CAUSE	ACTIONS
Ai.Connect does not turn on / boot-up	The Ai.Connect may not be turned-on or the power cable may not be connected properly.	<p>Check the LED indicator at the rear of the Ai.Connect.</p> <p>If the LED light is not illuminated ensure the Ai.Connect power cable is securely connected to the Ai.Connect and plugged into a power outlet.</p> <p>The Ai.Connect must be turned on using the Power button located on the rear of the device.</p> <p>Contact customer support at support@mysensalab.com if the LED indicator at the rear is illuminated and the device is not providing a display.</p>
Ai.Read is not displayed in the Devices List	The Ai.Read may not be connected to the Ai.Connect.	Check the cable which connects the Ai.Read to the Ai.Connect (USB A to USB B cable) is securely connected to the Ai.Read USB port and to the Ai.Connect top USB port (or attached using the USB Hub).
	The Ai.Read may not be powered up or turned-on. Important Ai.Read does not receive its power from Ai.Connect. It must be plugged into a power outlet.	<p>Ensure the Ai.Read power cable is securely connected to the Ai.Read and plugged into a power outlet.</p> <p>Ensure the Ai.Read has been turned on using the power button located on the rear side of the device. The power indicator at the front of the device will illuminate when the device has been turned on.</p>
	The USB cable may be faulty.	Contact customer support at support@mysensalab.com to order a replacement USB A to USB B cable.
Devices connected through the USB Hub are not displayed in devices or are not responding	A USB cable may not be securely connected to the USB Hub or to the Ai.Connect. Note The Device List does not display a USB connected Digital Callipers, Mouse and Keyboard.	<p>Ensure the USB cables between the device and the USB Hub are securely attached to both the device and the USB Hub.</p> <p>Check the USB Hub is securely connected to the Ai.Connect using the top USB port on the Ai.Connect.</p>
	The connected USB device may not be powered up / turned-on.	<p>Some devices must be turned on using a button on the device or require external power.</p> <p>Ensure the power cable is correctly attached to the device and the device is turned on.</p>
	The USB device may require a re-set.	<p>Disconnect the device USB cable from the USB Hub and reconnect the device after 2 minutes.</p> <p>Disconnect the USB Hub cable from the Ai.Connect and reconnect the Hub after 2 minutes to the top USB port on the Ai.Connect.</p>
The Ai.Connect does not boot up and continues to show a loading screen	The Ai.Connect may have received a software update or may not have powered down or powered up correctly previously.	<p>In some instances the Ai.Connect may have received a software update which requires a reboot. Keep the power button located on the rear of the device pressed for 5 seconds to force the device to reboot.</p> <p>If the issue persists, contact customer support at support@mysensalab.com</p>
The format of dates is incorrect in the Animal Date of Birth and Date of Reported Death	The region setting in Windows on the Ai.Connect does not match the region the Ai.Connect is being used in.	Contact customer support at support@mysensalab.com

Ai.Suite Assembly Guide



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Ai.Suite Assembly Guide

Your Ai.Suite requires some minor assembly before it is ready for use.

The parts have been intentionally provided disconnected from the device to ensure it is protected during shipping. Only use the specified product care methods referred to in the user guide to clean and decontaminate the devices. Do not autoclave or saturate with cleaning fluids.

Follow the simple assembly instructions to setup your Ai.Suite.

PACKAGE CONTENTS

Your Ai.Suite package includes:

- A. Assembly Guide
- B. Ai.Connect Device
- C. Ai.Read Device
- D. Ai.Read Power Cable and Ai.Connect Power Cable
- E. Ai.Connect AC-DC Power Supply Adapter
- F. USB A to USB B Cable
- G. USB 3.0 Hub
- H. Ai. Connect Antenna

Note

Ai.Connect may be connected to the internet using a RJ45 Cat6 Ethernet Cable (not supplied) where Wi-Fi is not available

CONNECTING OPTIONAL ADDITIONAL DEVICES TO AI.CONNECT

Use the provided USB Hub to connect multiple USB Devices to the Ai.Connect.

Always use the **top USB port** to connect the USB Hub to the Ai.Connect.

SUPPORTED DEVICES

- Digital Mettler Weighing Scales
- Mitutoyo 500-762-20 Digital Vernier Caliper with a Mitutoyo 06AFM380A USB data cable.

You may connect devices such as a USB Keyboard and USB Mouse to the **lower USB port** on the Ai.Connect.

Note

- Some devices may require a power cable to be plugged into a power outlet.

Caution

- Connect multiple devices to the Ai.Connect using the supplied or an alternate USB Hub supporting USB 3.0 standard or above.

