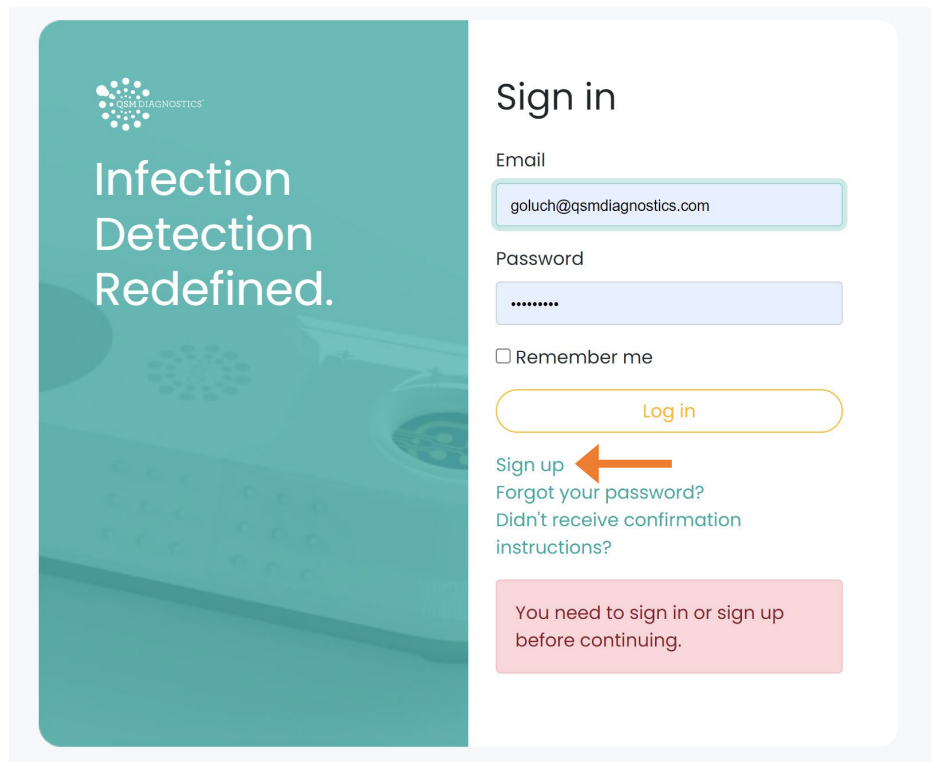# GETTING STARTED with OTTER eQ

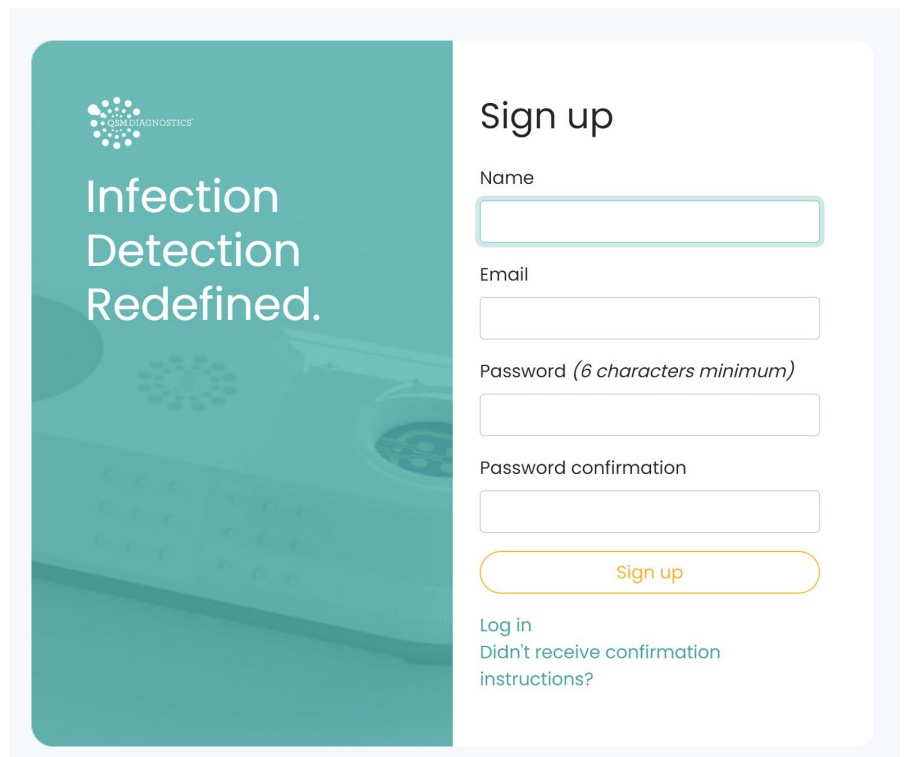**1**

- Using the latest version of either Google Chrome or Microsoft Edge browser, go to https://app.qsmotter.com

- Click on 'Sign up'

Sign in

Email

goluch@qsmdiagnostics.com

Password

••••••••

☐ Remember me

Log in

Sign up ←
Forgot your password?
Didn't receive confirmation instructions?

You need to sign in or sign up before continuing.

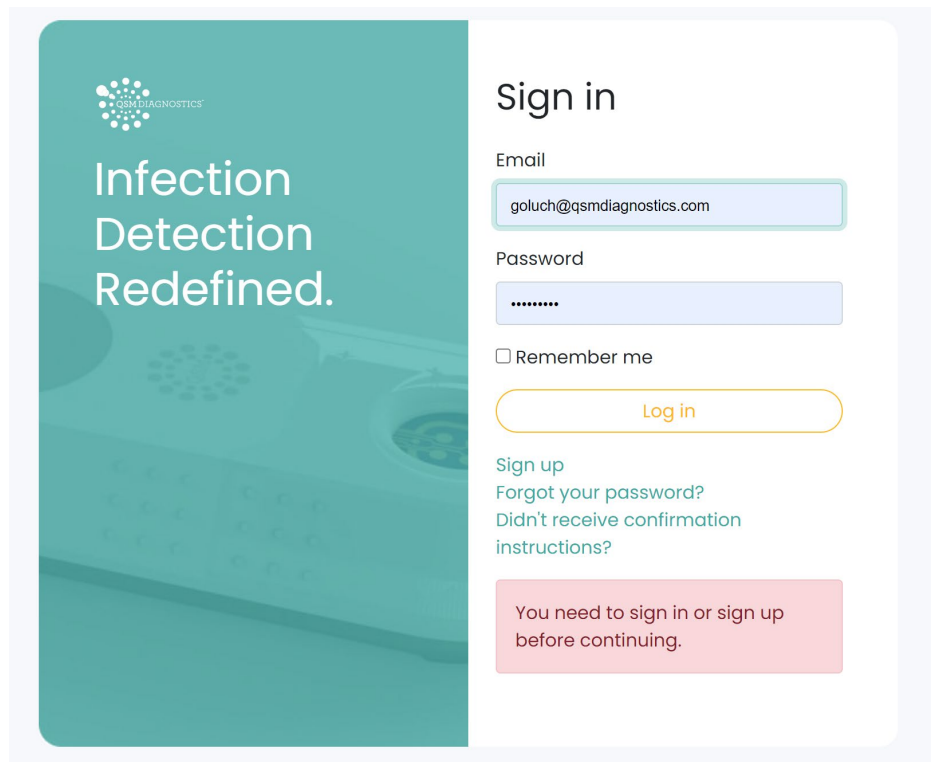**Infection Detection Redefined.**

2

- Enter your Name, Email, and Password

- Click the 'Sign up' button

- You will receive an account verification email.

- Please click on the "Verify Email" link in the email.

Sign up

Name

Email

Password *(6 characters minimum)*

Password confirmation

Sign up

Log in
Didn't receive confirmation instructions?

Infection Detection Redefined.

3
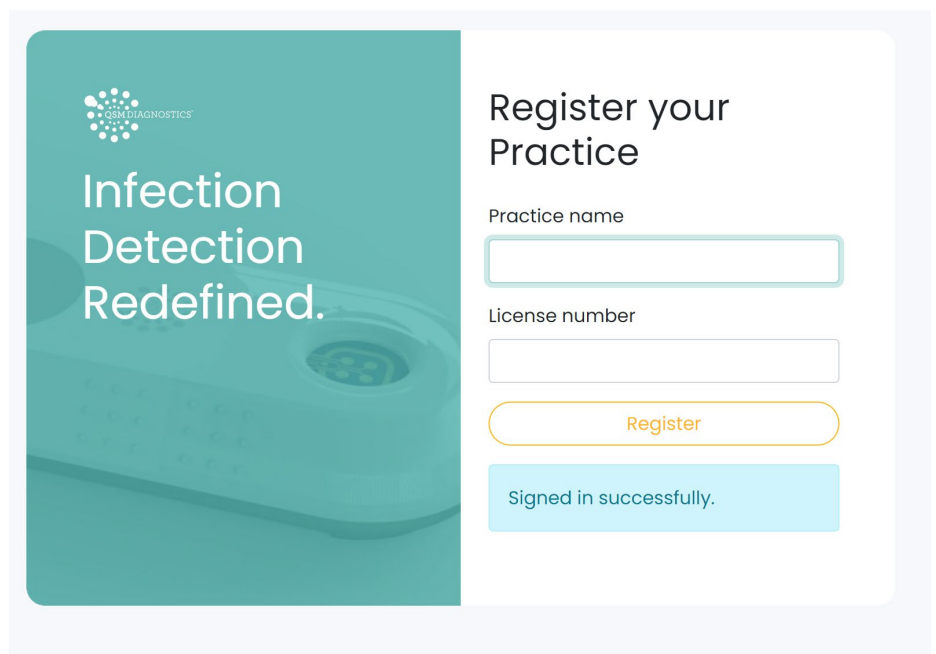
- Now you can go back to https://app.qsmotter.com, enter your email and password and press the 'Log in' button.

Sign in

Email

goluch@qsmdiagnostics.com

Password

••••••••

☐ Remember me

Log in

Sign up
Forgot your password?
Didn't receive confirmation instructions?

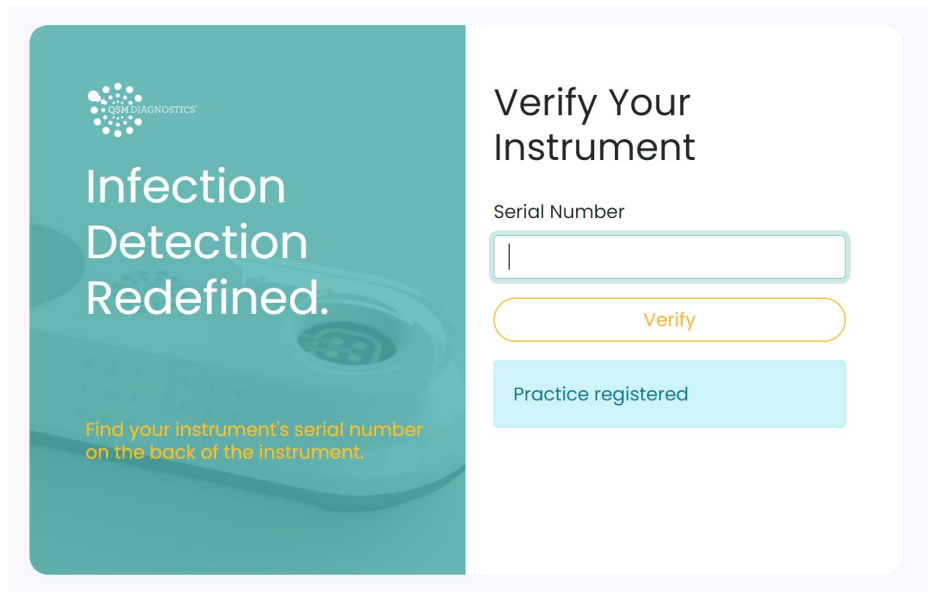You need to sign in or sign up before continuing.

4

- The first time you log in, you will be asked to enter your Practice name and Veterinarian License number.

- Only 1 license number is needed per practice.

- Press the 'Register' button to continue.

- (Note: If you do not have a license, please enter 123456)

Register your Practice

Practice name

License number

Register

Signed in successfully.

5
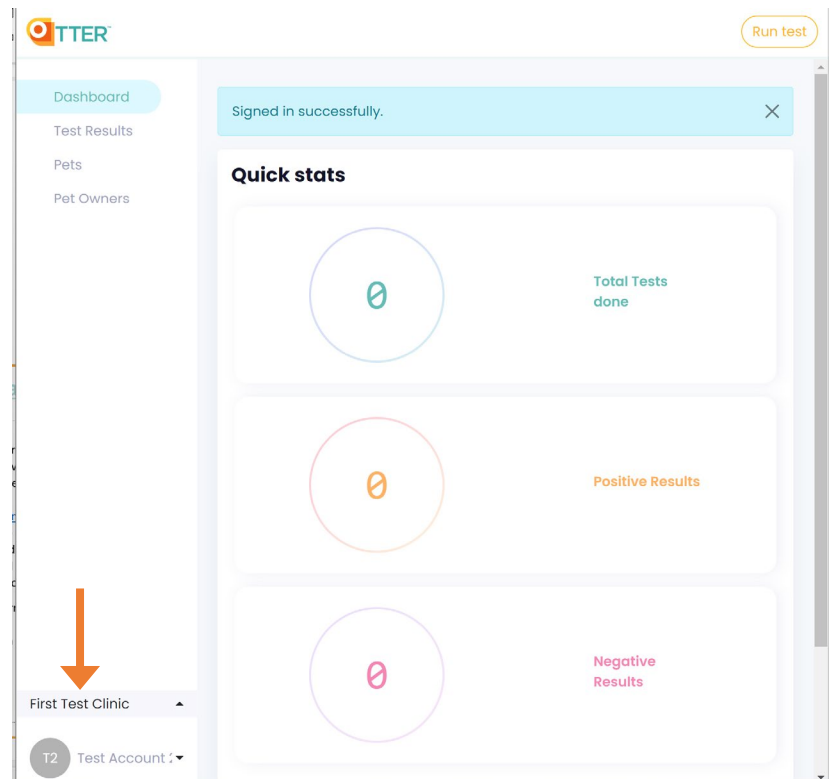
- Enter the serial number of the Otter eQ instrument. The serial number is located on the bottom of the instrument. The serial number is 8 characters long containing both numbers and letters.

- Press 'Verify' after you enter the serial number to continue.

- If you entered a valid serial number, you will be taken to your practice instrument dashboard after this.

- Congratulations! You can now begin using your Otter eQ instrument!

Adding Additional Users to Your Practice

- To add additional users to your practice, have them go through the 'Sign up' process and verify their email. Then please send an email to sales@qsmdiagnostics.com with the name of your practice and those names and email addresses that you would like added to your Otter eQ instrument platform.

- We will send you a confirmation email once the additional users have been added to your practice.

- Your Practice Name will appear in the user's dashboard.

This page has been intentionally left blank.

INSTRUMENT CALIBRATION

Before you start running patient samples
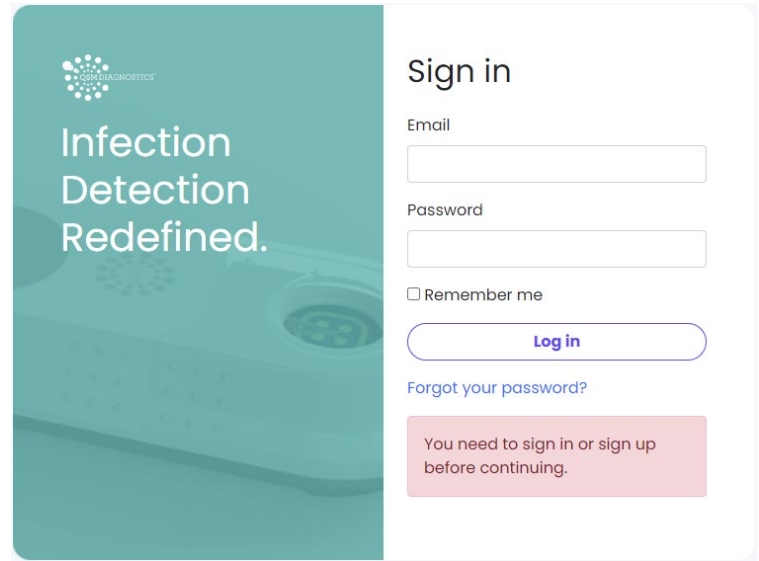
- Your instrument comes with materials to run 6 calibration tests (3 negative and 3 positive controls). You must run all 6 calibration tests before testing patient samples.

- For each of the calibration tests, you will use ONE (1) Pseudomonas Test Cartridge and ONE (1) iClean sterile swab.

- You will first test the negative control solution 3 times followed by the positive control solution 3 times using the instructions on the following pages.
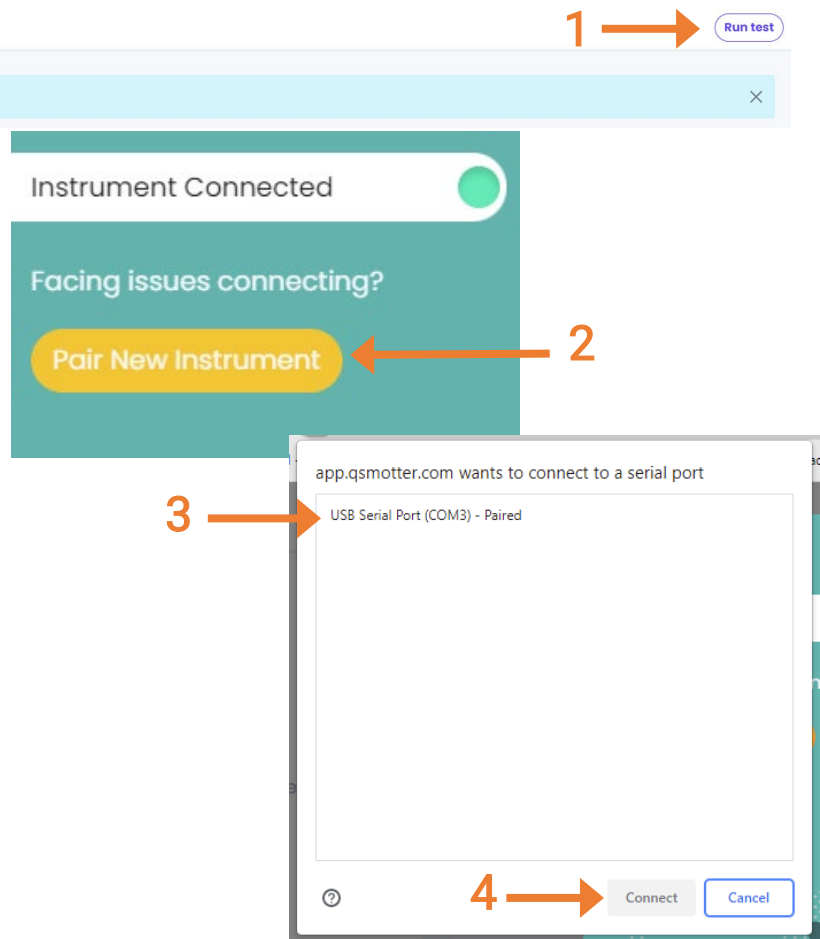
1 LOGIN & INSTRUMENT SETUP

- Make sure that the Otter eQ is connected to your computer by connecting the USB cable from the Otter eQ into any USB port on your desktop or laptop computer.

- The very first time you connect the Otter eQ, your computer may prompt you to install a driver. If so, select yes.

- Open a Google Chrome or Microsoft Edge browser tab.

- Go to **app.qsmotter.com** and sign into the instrument software.

Sign in

Email

Password

☐ Remember me

Log in

Forgot your password?

You need to sign in or sign up before continuing.

2 Confirm Connection

Run test

Dashboard

Tests

Pet was successfully created.   ✕

1 →

Instrument Connected 🟢

Facing issues connecting?

Pair New Instrument   ← 2

- (1) Click "Run test" in the upper right corner of the page.

- On the display that pops up, Make sure that the status bar in the upper left shows "Instrument Connected."

- If it shows "searching for instrument", you will need to: (2) Click on "Pair New Instrument", (3) Select USB Serial Port, and (4) Click connect. Your status bar should now say "Instrument Connected" and display a green dot.

- If the USB Serial Port for the instrument is not shown in the menu, please contact us at engineering@qsmdiagnsotics.com .

app.qsmotter.com wants to connect to a serial port

3 →   USB Serial Port (COM3) - Paired
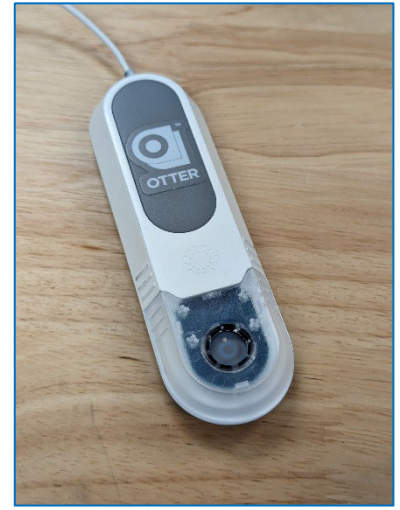
4 →   Connect   Cancel

3 | Insert Cartridge or Sensor

- Insert a new cartridge directly into the Otter eQ instrument and remove the protective sticker.

4 | Enter Information for the Calibration Test

- Before you run the first negative control sample, In the "Select Pet" field, type in **'Negative'** as the name, then click on the "Add New Pet" button displays on the screen. Enter **'Negative'** and **'Control'** as the First and Last Name for the Pet Owner and click "Add Pet."

- The next time you run a negative control sample, simply type in 'Negative' and select the existing Pet named 'Negative'.

- Select 'Left Ear' as the Sample Area.

- You can leave the field labeled "Sample Id" blank.

- Click "Proceed."

- Before you run the first positive control sample, In the "Select Pet" field, type in **'Positive'** as the name, then click on the "Add New Pet" button displays on the screen. Enter **'Positive'** and **'Control'** as the First and Last Name for the Pet Owner and click "Add Pet."

Run Measurement

Select Pet

Choose a pet (start typing pet name)

Create new Pet

Sample Area

Left Ear

Sample Id

(optional)

Proceed

5 — Apply the Control Sample to the Swab

- Take the sterile swab out from the packaging, unscrew the top on the tube containing the negative control sample.

6 — Select Rapid Test and Prepare Swab Sample

- Select "Rapid Test Prep" and then click on "Start Timer".
- Dip the swab into the solution for 60 seconds.

7 Apply Sample to Cartridge

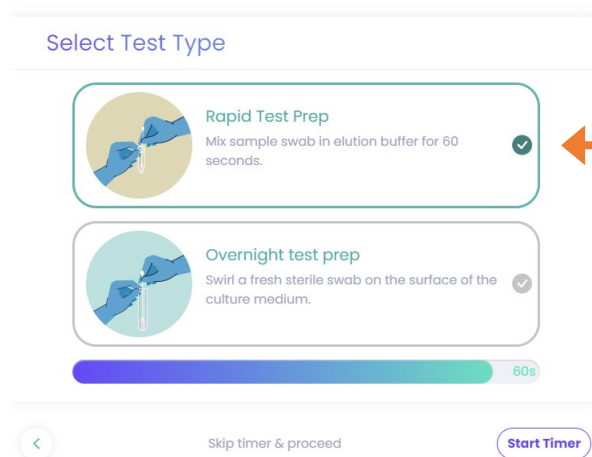- Take the swab out from the tube and rub the swab tip over the circular mesh on the sensor until the mesh is fully wet. The mesh becomes more transparent when it is wet. Make sure that there are no air bubbles in the mesh.

8 Run Measurement

- Once the sample has completely wetted the mesh, press the "Run Test" button on the screen.

- The measurement takes less than 30 seconds.

- The test results are saved automatically.

Add sample & run test

Insert sensor cartridge
Ensure that the appropriate cartridge has been correctly inserted into the device.

Check sample coverage
Ensure sample has spread across sensor surface.

Run Test

9 — Repeat Calibration Test

- Go back to step 2 and repeat the negative control test 2 additional times then run 3 tests using the positive control solution.

- You must run a total of 3 tests using the negative control solution and 3 tests using the positive control solution and review the results before testing patient samples.
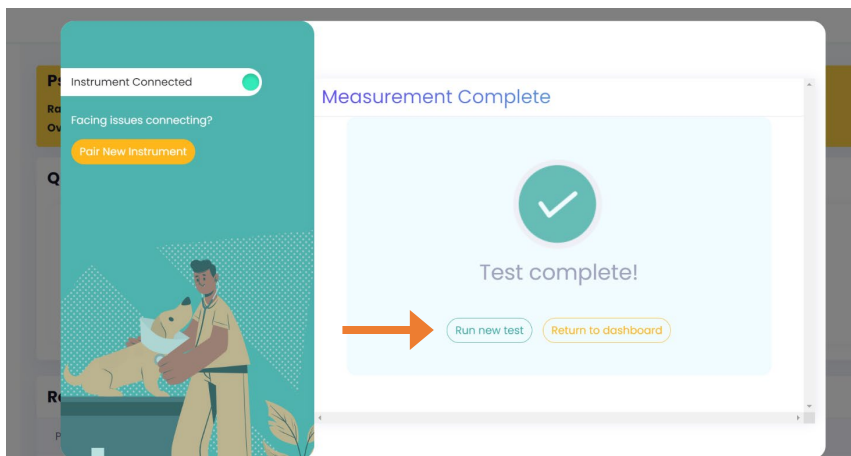
10 — Review the Results

Recent test results

Pet Owner	Pet Name	Date	Sample area	Type	Result	
Jim	Demo	less than a minute	Left Ear	Rapid	Completed	

- When you return to the dashboard, the results of recent tests will be displayed. The results for all of the completed tests can be accessed by clicking on "Test Results" in the menu on the left side of the screen.

- If the results for the 3 negative control tests and 3 positive control tests are all correct, you can begin testing patient samples.

- If any of the 6 calibration results are incorrect, please contact QSM Diagnostics to schedule a time for an engineer to review the issue.

   Email: engineering@qsmdiagnostics.com
   Phone: 617-579-2004 Option 5

- You should store the remaining control negative and positive solution in a dark dry location at room temperature. If you ever suspect that your instrument is malfunctioning, you can repeat this calibration procedure.