GUIDE

Biomeme

Reattach and Recover Guide

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Common Scenarios

Did you start your run and return to your thermocycler later in the day only to realize it's now off? Maybe your app crashed, or your phone died and you're wondering how to retrieve your test results? Below are some common scenarios and the steps to take to get your results.

Scenario Reference Table		**Biomeme Go App**	
		Open	Closed
Franklin Thermocycler	On	**A**	**B**
	Off	**C**	**D**

A: *"My thermocycler is **ON**, my test is currently running or has completed, and my Biomeme Go app is still **OPEN**."*

1. Press the Bluetooth button on top of the thermocycler twice in order to cycle the pairing OFF then ON again.
2. Press Scan in the Biomeme Go app.
3. Select your thermocycler.
4. Tap Confirm in the app.

> *Note: If your test is currently running, the LED on the front of your thermocycler will be amber. If your test has been completed, the LED will be blinking blue.*

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B: *"My thermocycler is **ON**, my test has completed, and my Biomeme Go app has **CLOSED**."*

1. Relaunch the Biomeme Go app by selecting the icon on your smartphone's home screen.
2. Press the Bluetooth button on top of the thermocycler twice in order to cycle the pairing OFF then ON again.
3. From the app's home screen, tap Incomplete Runs.
4. Select your test from the list of incomplete runs.
5. Press the Scan button in the app and select your thermocycler.
6. Tap Connect via BLE.
7. Tap the Reattach Test button.
8. Please wait while your run data is transferred.

C: *"My thermocycler is shut **OFF** and my Biomeme Go app is **OPEN**."*

1. Press the Power button on top of your Franklin™ thermocycler to turn it back on. If your thermocycler doesn't turn back on, make sure it's connected to a power source as your battery may have died.
2. Press the Recovery button on top of your thermocycler.
3. The thermocycler will quickly blink blue, white, red, then green indicating it has successfully recovered the previously completed or failed run.
4. Press the Bluetooth button on top of your thermocycler.
5. Press Scan in the Biomeme Go app.

6. Select your thermocycler.
7. Please wait while your run data is transferred.

D: *"My thermocycler is shut **OFF** and my Biomeme Go app is **CLOSED**."*

1. Press the Power button on top of your Franklin™ thermocycler to turn it back on. If your thermocycler doesn't turn back on, make sure it's connected to a power source as your battery may have died.
2. Press the Recovery button on top of your thermocycler.
3. The thermocycler will quickly blink blue, white, red, then green indicating it has successfully recovered the previously completed or failed run.
4. Press the Bluetooth button on top of your thermocycler.
5. Relaunch the Biomeme Go app by selecting the icon on your smartphone's home screen.
6. From the app's home screen, tap Incomplete Runs.
7. Select your test from the list of incomplete runs.
8. Press the Scan button in the app and select your thermocycler.
9. Tap Connect via BLE.
10. Tap the Reattach Test button.
11. Please wait while your run data is transferred.

"My Biomeme Go app is returning a WRONG THERMOCYCLER error."

1. Turn off both the thermocycler and close out Biomeme Go app.
2. Follow the steps described in section **D** on the previous page.

"I pressed a bunch of buttons. I'm feeling flustered, confused, and frustrated; what should I do?"

1. Turn off both the thermocycler and close out Biomeme Go app.
2. Follow the steps described in section **D** on the previous page.

If you're still having problems recovering and/or reattaching your test data, please contact support@biomeme.com

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Technical Support

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