

TREK TIMES

A TREK Newsletter for our International Readers



DeAna Dziak
Product Manager

WELCOME TO THE FIRST EDITION OF OUR INTERNATIONAL NEWSLETTER!

**By DeAna Dziak, Product Manager,
TREK Diagnostic Systems**

We would like to welcome you to the first edition of the TREK International Newsletter!

We are pleased to bring you this newsletter filled with interesting articles and helpful hints regarding our VersaTREK® and Sensititre® product lines. The intent is to publish this

newsletter at least three times a year to keep our international users apprised of all the new and exciting projects we have for our products lines, as well as to provide information on training, helpful product hints, etc.

If you have suggestions of what you would like to see

in future newsletters, please e-mail me with your comments at ddziak@trekds.com.

We hope you enjoy the newsletter!

DISTRIBUTOR TRAINING AT TREK DIAGNOSTIC SYSTEMS

By Christine Claudio, Applications Specialist, Bio-Nuclear

Bio-Nuclear was established in 1994 with the purpose of serving all the clinical laboratories in Puerto Rico. Our company relies on great customer service and is committed to providing the best quality products to the clinical market.

The VersaTREK Automated Microbial Detection System is one of those great products that is hard to pass by without noticing it. After working out the paperwork to become a distributor, the second step was selling the first VersaTREK instrument. This was done in a blink of an eye! For this particular reason, we needed fast support from TREK Diagnostic Sys-

tems. Jeff Webber, from TREK's Technical Service Department, was sent to our beautiful Island for our first installation.



After this fast and hectic crusade, I was sent to

training in Cleveland, Ohio for both the VersaTREK and Sensititre systems.

This training took a week, but what a week it was! Jennifer Lorbach, Sensititre Product Manager, started the week off with training on the Sensititre product line, which included hands on training with the ARIS 2X system. Next, DeAna Dziak, VersaTREK Product Manager, provided marketing and selling strategies on the VersaTREK system. Last but not least, Jeff Webber provided a more detailed training on the VersaTREK instrument. It was a week with lots and lots of information, but well worth it. Besides, the amazing at-

tention received by the staff at TREK Diagnostic Systems, and the beautiful snowy weather, made it an unforgettable training.

Thank you!!!

Recommendation: This distributor training should be offered annually!!!

THE VERSATREK® SYSTEM GOES “CARIBBEAN” AND GETS GREAT RESULTS!

By Les Stutzman, Director of Global Marketing, TREK Diagnostic Systems



Les Stutzman
Director of
Global Marketing

Our newest VersaTREK distributor, Bio-Nuclear Inc. of Puerto Rico, recently sold and placed their first VersaTREK instrument. A VersaTREK 240 model was placed in Metropolitan Hospital, which is located near San Juan, Puerto Rico.

Metropolitan Hospital is a 200-bed facility, making it a relatively large hospital in Puerto Rico, where the largest of their 45 hospital system is approximately 400 beds.

While Puerto Rico is for all intents and purposes a “separate country”, VersaTREK and Sensititre® placements go through a distributor, rather than direct, as is the case for the rest of the United States. However, Puerto Rican citizens very much consider themselves part of the United States. As a commonwealth, they are entitled to the same benefits as any other U.S. citizen.

We were fortunate enough that Metropolitan Hospital shared their first set of data results using the VersaTREK system with us.

Prior to utilizing the VersaTREK instrument in their lab, Lizaida Cruz, Microbiology Supervisor, and her staff performed a small but complete validation study using an established set of controlled seeded cultures in addition to a select number of parallel blood culture comparison studies between VersaTREK and their prior blood culture system, the Bactec 9240 from BD. The evaluation performed

had to prove the following two points before Ms. Cruz would be satisfactorily assured that moving to the VersaTREK instrument wouldn't compromise accuracy or performance in her selection of automated blood culture instrumentation.

- Would the REDOX® media support the growth of organisms (including yeast, anaerobes, aerobes, and fastidious organisms) commonly seen in their patient population?
- Would the instrument detect, in a timely fashion, the majority of the pathogenic organisms from blood cultures which contain these organisms?

The answer to those two questions was a resounding and unqualified YES!

The VersaTREK Automated Microbial Detection System was able to detect 18 out of 32 organisms faster than Bactec in the seeded study. In fact, Ms. Cruz noted that VersaTREK was able to detect organisms from 1 to as many as 11 hours faster than Bactec!

In the parallel study there was 100% agreement between the two systems with the VersaTREK system detecting the positive bottle faster than BACTEC by more 5 than hours!

We look forward to a long and continued relationship with both Bio-Nuclear and Metropolitan Hospital.

Organism	VTI TTD	BACTEC TTD
<i>S. aureus</i>	12.2	17.55
<i>S. epidermidis</i>	20.2	28.49
<i>P. aeruginosa</i>	15.3	17.55
<i>S. pneumoniae</i>	13.7	17.55
<i>C. albicans</i>	15.2	18.18
<i>N. meningitidis</i>	17.4	22.35
<i>B. broncheseptica</i>	17.43	17.55
<i>S. aureus (MRSA)</i>	16	18.36
<i>E.coli (ESBL)</i>	12.9	13.23
<i>Salmonella sp.</i>	11.5	18.18
<i>A. baumannii</i>	11.4	13.07
<i>S. haemolyticus</i>	13	13.74
<i>E. faecalis (VRE)</i>	9.6	10.56
<i>E. faecium</i>	11.6	14.78
<i>B. cepacia</i>	16.9	18.36
<i>S. pyogenes</i>	13.9	17.55
<i>H. paraphrophilus</i>	25.9	36.18
<i>C. krusei</i>	12.1	13.27

THE IMPORTANCE OF UPGRADES

By Steve Shemo, Technical Service Supervisor, TREK Diagnostic Systems

TREK continues to improve software and firmware in order to provide the best products for our valued customers. Since the launch of the VersaTREK Automated Microbial Detection System, we have been monitoring issues reported by our international user base. Our VersaTREK product team reviews the issues and new versions of software and firmware are created, validated, and released worldwide to all of our VersaTREK users.

In order to provide our users with the fastest and most reliable service and support, we ask that everyone upgrade their VersaTREK system(s) as soon as possible. The upgrade will not only provide fixes for

software bugs and workflow issues, but it is a requirement, in some cases, to have the latest upgrade loaded when replacing parts. We issue hardware and replacement parts based on the latest software and firmware versions available. If your VersaTREK system is not upgraded, some of the hardware will not be compatible when installed and this can cause delays or possibly failure in operation.

The upgrades do take some time to perform and we ask that you contact your local distributor or the TREK Technical Service Dept. at 216-351-8735 in advance to let us know you will be performing an upgrade and that you may need some additional as-

sistance. This will allow us to make adjustments to our department schedules to provide the best support. If possible, make sure remote support is available from a phone line so we can better service you when questions or issues occur during upgrading.

We thank you for your continued support of TREK Diagnostic Systems and the VersaTREK system.



Steve Shemo
Technical Service Supervisor

SENSITITRE® MIC PLATES FOR MYCOBACTERIA TESTING*

By Jenny Lorbach, Global Sensititre Product Manager

Sensititre MIC plates for *Mycobacteria* testing are now available! The plates are individually packaged, stored at room temperature, contain an extended shelf life (up to 24 months) and can be ordered in a single box of 10 plates at any time!

The plates contain antimicrobics. Therefore, the

technologist just needs to add the appropriate broth during set up procedures.

Each *Mycobacteria* format was designed based on scientific feedback from a group of global *Mycobacteria* experts. One format is available for rapid growing *Mycobacteria*, *Nocardia* species and other aerobic Actinomycetes (Part No.

RGMYCO) and the second format is for slow growing non-tuberculosis *Mycobacteria* (Part No. MAISLOW).

Contact your local distributor or the TREK U.K. office at +44-1342-318777 to place your order today!

“Each Mycobacteria format was designed based on scientific feedback from a group of global Mycobacteria experts.”

Part No. RGMYCO		Part No. MAISLOW	
Amikacin	Gatifloxacin	Amikacin	Minocycline
Amoxicillin/Clavulanic Acid	Imipenem	Ansamycin	Moxifloxacin
Cefoxitin	Linezolid	Clarithromycin	Rifampin
Ceftriaxone	Minocycline	Ciprofloxacin	Streptomycin
Ciprofloxacin	Tobramycin	Ethambutol	Trimethoprim/
Clarithromycin	Trimethoprim/ Sulfamethoxazole	Gatifloxacin	Sulfamethoxazole
		Linezolid	

* For Research Use Only. Not for use in diagnostic procedures.





Jenny Lorbach
Global Sensititre
Product Manager

“There is no need to worry about “Calcium additions” with Daptomycin on the Sensititre MIC plate; we have taken care of that “extra step” for you!”

SENSITITRE® MIC PLATES NOW CONTAIN DAPTOMYCIN!

By Jenny Lorbach, Global Sensititre Product Manager

Many automated microbiology systems have antimicrobial limitations and laboratories must find alternative methods to fill these “susceptibility gaps”. Sensititre MIC plates are a perfect solution to test organisms when a primary test system has these limitations. Our newest MIC plates will compliment your existing methods with the latest antimicrobial selections! In addition, the plates are an *excellent*, *cost effective* way to report true MIC results.

Our newest addition, Gram-positive MIC plate,

(**Part No. GPN3F**) now contains **Daptomycin** for *in vitro* diagnostic use. There is no need to worry about “Calcium additions” with **Daptomycin** on the Sensititre MIC plate; we have taken care of that “extra step” for you!

Sensititre non-fermenter MIC plate (**Part No. NF**) allows for routine reporting for a wide selection of 23 antimicrobial agents in an easy-to-use MIC format. Laboratories can use a single plate for *Acinetobacter*, *Stenotrophomonas* and *Pseudomonas* isolates.

The *Streptococcus* plate (**Part No. STP3F**) is available to test *Streptococcus pneumoniae*. The new *Streptococcus* format includes Gemifloxacin, Gatifloxacin and Moxifloxacin. We will be adding Telithromycin soon!

All Sensititre MIC plates discussed can be read manually, or if you are currently an automated Sensititre customer, these plates can be read on your ARIS® 2X or AutoReader platforms.

Part No. GPN3F*
Ampicillin
Ceftriaxone
Ciprofloxacin
Clindamycin
Daptomycin
Erythromycin
Gatifloxacin
Gentamicin
Levofloxacin
Linezolid
Oxacillin
Penicillin
Quinupristin/Dalfopristin
Rifampin
Streptomycin
Tetracycline
Trimethoprim/Sulfamethoxazole
Vancomycin

Part No. NF*
Amikacin
Ampicillin/Sulbactam
Aztreonam
Carbenicillin
Cefepime
Cefoperazone
Cefotaxime
Ceftazidime
Ceftriaxone
Chloramphenicol
Ciprofloxacin
Gentamicin
Imipenem
Levofloxacin
Lomefloxacin
Piperacillin
Piperacillin/Tazobactam
Sulfisoxazole
Tetracycline
Ticarcillin
Ticarcillin/Clavulanic Acid
Tobramycin
Trimethoprim/Sulfamethoxazole

Part No. STP3F*
Amoxicillin/Clavulanic Acid
Azithromycin
Cefepime
Cefotaxime
Ceftriaxone
Cefuroxime
Chloramphenicol
Erythromycin
Gatifloxacin
Gemifloxacin
Levofloxacin
Linezolid
Meropenem
Moxifloxacin
Penicillin
Tetracycline
Trimethoprim/Sulfamethoxazole
Vancomycin

* Not available for E.U.

VERSATREK® INSTRUMENT AND PC SYNCHRONIZATION

By DeAna Dziak, Product Manager, and Jeff Webber, Technical Support Specialist, TREK Diagnostic

It is important that the VersaTREK instrument and PC be in synchronization with one another in regards to time for peak system performance. The following procedure demonstrates how to update the time on the PC so that the instrument and PC will coincide.

Prior to performing this procedure, verify that the VersaTREK system is running on the following versions:

VersaTREK Windows®
Software – 5.2.9.6 with
Service Pack 1
Main Application 1.11.1
AT Application 1.4
Drawer Application 1.12

If the system is not running with the above mentioned versions, please contact your local distributor or the TREK Technical Service Dept. at 216-351-8735.

Once you have determined that the versions match the above settings, follow the instructions below:

1. Open the control panel. This is located at the PC. Go to the start button, and then select the control panel. Select date and time.
2. Click on the current date within the calendar.
3. At the Time Zone tab, deselect the check box for “use daylight savings” depending on your geographical region. Select **“OK”**.

4. Restart the VersaTREK software.
5. Press or click on the unit configuration icon.
6. Select date/time box.
7. Click on the current data with the calendar.
8. Select the time box and adjust by one minute.
9. Select **“OK”**.
10. Close ALL of the open windows and return to the VersaTREK Main Menu.
11. Press or click on the **DIAGNOSTICS ICON**.
12. Select the IP address of the VersaTREK instrument.
13. Select the “configure time zone” box.
14. Select the box for “update instrument”.
 - A. A picture of a stop light will appear on this screen. After selecting “update instrument” the stop light should change to green.
 - B. In addition, the box labeled “reply with error” should contain a “0”.
15. Close all windows.

The VersaTREK instrument time should now match the PC. If you experience any difficulty while performing this procedure please immediately call your local distributor or the TREK Technical Service Dept. at 216-351-8735.

“It is important that the VersaTREK instrument and PC be in synchronization with one another in regards to time for peak system performance.”



If the instrument did not receive the command to update, “A” and “B” would show errors.



Jeff Webber
Technical Support Specialist

WHAT IS WATCHDOG AND WHY DO I NEED IT?

By Jeff Webber, Technical Support Specialist,
TREK Diagnostic Systems

VersaTREK® Watchdog is a program that runs in the background of VersaTREK software. This program is a service that should initiate when your computer is turned on. A small icon of a dog's head will appear in the icon tool tray in the bottom right hand corner to indicate the service is running. This icon is known as the **'Watchdog Console'** and is the catalyst for any warning messages and sounds one may hear.

What exactly does Watchdog do?

Watchdog has three main functions.

#1

Watchdog performs all necessary database and transaction log backups for VersaTREK software.

Every fifteen minutes the watchdog program will write a transaction log to the following folder: **E:\SQL_Backup\Log\VersaTREK**. A transaction log compiles all data that changes with the database since the previous log was taken.

Watchdog is also responsible for performing the database backup at 4 a.m. every morning. The database backups can be found within the following paths: **E:\SQL_Backup\Database\VersaTREK** and **C:\SQL_Backup\VersaTREK**. A database backup compiles all of the information ever recorded in VersaTREK software. In

the event of a computer failure, the most recent backup could be used to restore your PC.

#2

Watchdog monitors data flow and accuracy within the VersaTREK instrument.

VersaTREK sends a timestamp of every bottle from the module board to the main board, and then to the computer with every read. Reads are taken every twelve minutes. Watchdog will monitor these timestamps to determine if the instrument has lost communication with the PC, the module boards, or the main boards. If the timestamps being received by any component are greater than four hours old of the PC time, the Watchdog program will initiate an error from the Watchdog console. This error will give the amount of drawers affected by this invalid timestamp. The error will read something like this: **"Module 'X' not communicating with main board. Please contact Technical Service."**

The importance of this module is to detect interruptions of data flow. Interruptions may or may not turn the VersaTREK unit letters red (see image to the left, located in the bottom left hand corner of the software). For example, the 6.5 volt power supply to the top or bottom half of a VersaTREK 528 may fail. The data from all locations in the top or bottom half of the unit will eventually

cause the Watchdog to alarm (after four hours with no power). However, the unit letter **'A'** in the bottom left hand of the software will still be green. This indicates that the main board of the VersaTREK still has power (power for the main board is supplied by the 12 volt supply) and is sending data, therefore the **'A'** will remain green.

#3

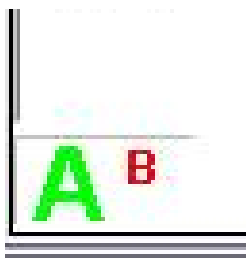
Watchdog indicates if VersaTREK software is not running. If the VersaTREK software closes or is closed by the user, the Watchdog console will indicate that there is a software fatal error. It is very important that the VersaTREK software is running at all times.

What should I do if Watchdog tells me there is a problem?

If Watchdog alarms, the first step is to determine the source of the error.

- In the main boards are not communicating with the module boards, the problem is with the timestamp of the bottle. Verify that the top and bottom halves of the unit have power. It can be verified at the VersaTREK LCD.
- If the LCD shows dark grey drawers on one half, there is no power to the unit. In newer versions of firmware, there is an instrument alarm to indicate a power supply failure.

(continued on next page)



VersaTREK unit letter indicators.

Large 'A' represents unit A.

Small 'B' indicates auto location seed.

WHAT IS WATCHDOG AND WHY DO I NEED IT? (continued from page 6)

- If there is power to both sections of the VersaTREK, the problem may be resulting from the time or the time zone on the PC or instrument. Verify that the time on the instrument and PC are the same. It is also important to ensure that the computer time zone be aligned with your particular region. Since Watchdog is based on time, a difference in PC and instrument time may cause the alarm to sound.
- Lastly, check all available locations. If the instrument shows a location as available and the software indicates there is an active bottle, the alarm will sound. Watchdog uses database information from the PC. If the software has a bottle and the instrument does not, the timestamp will be greater than four hours old. **This can be resolved by toggling the bottle in place on the instrument.** This will cause the bottle to turn into reserved at the PC. The bottle can then be finalized.

In order to help understand the root cause for the alarm, timestamps can be verified using the following path: **C:\program files\Trek Diagnostic Systems\Watchdog service\MB2ModCommsJob folder**. This folder will list several logs that can be viewed to help troubleshoot the problem. Each log is about 300 kb and dated to indicate the most current information. When viewing this log, always use the newest and most up-to-date log. Within the

log, individual lines show Watchdog reads of locations in the top and bottom half of VersaTREK.

- **No highlighting or white line** indicates the timestamp is normal (PC and instrument timestamps are equal).
- **A yellow highlighted line** indicates that the timestamp between the PC and instrument are greater than 18 minutes, but less than four hours, old. This situation is normal and should not require any user interventions.
- **A red line** indicates that the timestamps are greater than four hours old. This is the only scenario that will cause the watchdog to alarm with a communication error. **In this case action is required.**

What do I need to do on a daily basis?

Nothing! Watchdog is a totally self-sufficient program. The only maintenance that needs to be completed is within the first few days of installation or computer replacement. It is important to verify that Watchdog is creating and deleting database backups and transaction logs. After the first few days of installation check the following paths: **E:\SQL_Backup\Log\VersaTREK** and **E:\SQL_Backup\Database\VersaTREK**. Information should populate these tables. Correctly assigned read/write permissions are very important in the deletion of the backups and

transaction logs. You can verify that a user signed on as VersaTREK has the ability to delete information within these paths. **Creating a text document and deleting it from the E: drive is helpful in determining if the VersaTREK user has the appropriate permissions to read/write on this drive. If you are unable to delete a text document from the E: drive as a 'VersaTREK' user, the computer is not set up correctly and your local distributor or the TREK Technical Service Dept. should be contacted immediately.** If database and transactions did not delete, the E: drive would eventually fill to capacity and your computer system would crash.

After confirmation that the logs are writing and deleting, it would be beneficial to check the backup error log on a quarterly basis. This log is located within the following path: **C:\Program Files\Trek Diagnostic Systems\Watchdog Service\BackupDBandLogJob**. All activity for Watchdog and any problems relating to this service will be written here.

If you have additional questions or comments, please feel free to e-mail me at jwebber@trekds.com.



INTERNATIONAL SURVEY RESULTS

By Liz Lloyd, Marketing Communications Manager,
TREK Diagnostic Systems



Liz Lloyd
Marketing Communications
Manager

We recently sent an electronic survey to our current list of agents who sell VersaTREK products.

The purpose of this survey was to gauge satisfaction levels with regard to the condition of equipment, Technical Support, software upgrades, and the effectiveness of our training programs.

The following are the questions that were asked, along with the results.

Please rate the condition of the VersaTREK equipment when it reached your facility.

80% Extremely Satisfied
20% Moderately Satisfied

How satisfied are you with TREK's Technical Support Department?

40% Extremely Satisfied
60% Moderately Satisfied

Please rate the ease by which you were able to contact a TREK Technical Support Representative.

40% Extremely Satisfied
60% Moderately Satisfied

Please rate the ability of the TREK Technical Support Representative to effectively communicate information in a way that was easy-to-follow and understand.

40% Extremely Satisfied
60% Moderately Satisfied

Please rate the ease in following VersaTREK software instructions for upgrades.

40% Moderately Satisfied
40% Neither Satisfied or Unsatisfied
20% Moderately Unsatisfied

Please rate the effectiveness of the Distributor Training program.

100% Moderately Satisfied

Please rate the effectiveness of the Field Service Training program.

40% Extremely Satisfied
20% Moderately Satisfied
40% Neither Satisfied or Unsatisfied

Do you feel that your organization requires remedial product training?
100% No

At TREK Diagnostic Systems, we are driven by consistent quality, continuous improvements, and customer service and satisfaction. Surveying our customers and distributors is one way in which we can continue to provide you with the best possible service and products. Watch for more surveys to come, including a survey for our distributors who sell Sensititre products.



SENSITITRE® SYSTEM TESTIMONIALS

"Sensititre truly sets the global standards for dry microbroth dilution method for susceptibility testing in the veterinary diagnostic industry. Laboratories all over the world choose to implement the Sensititre system due to the selection of antimicrobial agents, customization options and ability to automate and provide excellent results."

Dr. William Fales
University of Missouri, College of Veterinary Medicine

"The Sensititre ARIS® 2X system provides the laboratory with an automated platform for large volume susceptibility testing. Using a microtiter plate format with traditional doubling-dilutions of antimicrobials, the laboratory can efficiently generate accurate MIC's for aerobic, gram-positive and gram-negative bacteria, including fastidious organisms. The extensive number of available antimicrobials and reference based MIC methodology employed by the Sensititre system, has allowed my laboratory to consolidate most of our susceptibility testing to this system and eliminated the need to maintain costly supplemental testing methods."

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