

# 3M™ Petrifilm™ Plate Reader Advanced and 3M™ Petrifilm™ Plate Manager – Frequently Asked Questions

## How do I power up and down the instrument?

- To power up the instrument, take the power cord and plug it into the back left of the device. There is not a power button on the instrument so the only way to power down the device is to remove the power cord from the instrument or remove the power cord from the electrical outlet.

## Does this instrument have wireless or Bluetooth capabilities?

- No, the 3M™ Petrifilm™ Plate Reader Advanced does not have wireless or Bluetooth capabilities.

## I forgot my password; how can I recover it?

- Enter your username and then select “forgot password”. If you have set up security questions you may enter the answers in order to set a new password.
- If you have forgot the answers to the security questions, contact your administrator. Your administrator can reset individual passwords.
- If your administrator is not available, contact your local 3M representative and they will be able to guide you through an alternative method of creating a new password.

## I cannot find where the 3M™ Petrifilm™ Plate images are being saved?

- In the 3M™ Petrifilm™ Plate Manager go to Settings and then General Preferences. Under the button that says “choose destination” it shows you the location at which all images are being automatically stored (e.g. C:\ProgramData\3M\3M Petrifilm Plate Manager\PlatelImage\).

## How can I add estimated and TNTC results to the database manually?

- Users are able to add estimated and TNTC results through the import feature. An example template of how this can be done is located in the settings section of the 3M Petrifilm Plate Manager under “Mapping for Import”.

## **I am not able to access the 3M Petrifilm Plate Manager remotely. Why is this?**

- In order to access the PC application remotely you must be connected to your company intranet. If you are trying to access the PC application from home, you will need to login to your company intranet by means of a VPN or another method.
- The software that is installed on the local PC or the PC that is connected to the 3M Petrifilm Plate Reader Advanced needs to be running. Either a user has to be logged in to the software or the software has to be idle on the login screen.

## **I cannot delete test results from the database. Why is this?**

- For traceability reasons the software does not allow you to delete historical results. Users do have the ability to void results which will then be displayed in the software with a strike through them (e.g. ~~example-Result~~). In order to void a result, select the specific result and click the “Mark as Void” button that appears towards the top of the screen.

## **How do I get the 3M Petrifilm Plate Manager to interface with my LIMS?**

- There is no automated way to sync data, however the software is considered LIMS compatible due to its ability to be customized and the various export options. Users must align the database “Results” columns in the 3M Petrifilm Plate Manager with that of their LIMS and then export the data via Microsoft Excel, CSV, TSV or custom delimited formats and then import those files into LIMS. To customize the columns in the results page, a user can create new custom columns, remove columns, and reorder the columns to match their LIMS.

## **Is there a verification card required for the 3M Petrifilm Plate Reader Advanced?**

- No, the verification of the device is performed with components that already exist within the device. User’s may choose to initiate the imaging verification by navigating to settings-general preferences and selecting “Verify Imaging System”.

## **What are the required fields for barcode mapping to work?**

- The only required field for the barcode feature to function is the specific 3M Petrifilm Plate type.

## **I am adding custom columns on the results screen but I am not seeing them in mapping for import for worklists. Why is this?**

- In order to use custom columns for worklists, add the columns you would like to add to your import file. Upload the file in the mapping for import section in settings and for each new column select the “add new column to database” from the drop down menu. Each new column that is added will also get added to the results section in the software. If you start by adding new columns on the results screen without doing the mapping for import for worklists, the columns will not be available to be mapped.

## Can I use 3M Petrifilm Plates with the 3M Petrifilm Plate Reader Advanced that were previously frozen?

- If reading previously frozen 3M Petrifilm Plates, make sure the plates are brought to room temperature for at least 1 hour prior to reading to avoid condensation and misinterpretation of results.

## Part of my screen is getting cut off and items within the software are overlapping. Why is this?

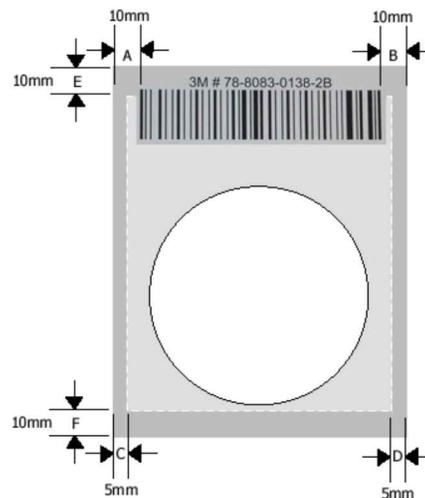
- Please check the screen resolution setting on the PC you are using to ensure it is set to one of the supported resolutions below.
  - 1920 X 1080 at 125%
  - 1600 X 900 at 100%
  - 1366 X 768 at 100%
  - 1280 X 720 at 100%

## How do I format my dilution so that it can be imported into the 3M Petrifilm Plate Manager? Do the same rules apply to exporting results?

- In order to import dilutions you must use a whole standard number. For example if you are looking to import a 1:10 or  $10^{-1}$  dilution you would just type 10 in the dilution column of your Excel, CSV or TSV file.
- Even if the dilution format selected in the settings of the 3M Petrifilm Plate Manager is ratio (1:10) or scientific notation ( $10^{-1}$ ), the exported dilution format will be shown as a standard whole number (10).

## Where do you need to place the barcodes on the 3M Petrifilm Plates?

- The location of the barcode needs to meet the below specifications.



3M Food Safety  
3M Center  
Building 275-5W-05  
St. Paul, MN 55144-1000 USA  
1-800-328-6553  
[www.3M.com/foodsafety](http://www.3M.com/foodsafety)

3M and Petrifilm are trademarks of 3M.  
Please recycle.  
Printed in U.S.A. © 3M 2020. All rights reserved.

TB Number 739183

Page 3 of 3