



Mastatest

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Setup & Troubleshooting Guide

Congratulations on signing up a new customer!
More efficient, healthier animals here we come.

This guide offers tips to ensure a seamless
installation and setup experience.

Video guides are found here:



www.mastatest.com

On-Farm or In-Clinic Setup

Recommendation:

- Ensure the customer is ready with an email address for portal registration.
- Have your provider code handy to link customer to your distributor portal (instructions provided separately).
- Always confirm portal connection by starting a dummy test without a cartridge. If the dummy test appears in the client portal, connection is working and the dummy test can be terminated either on the lapbox or the portal.
- Take a spare Lapbox in case of unexpected issues.

Use this visit to:

- Explain how, when and why to use Mastatest.
- Train staff to confidently fill a cartridge and start a test.
- Walk through the portal interface and results.
- Assist with SOPs and discuss best practices for antibiotic stewardship.
- Help vets customise treatment plans and reports.

Couriering?

If the Lapbox is being shipped (not installed in person), the lapbox and portal can be set up and tested prior to shipping. This will require the customer to register their account with the lapbox details and code you provide to them, and confirm back to you that the dummy test is visible in their portal.

Troubleshooting: Connectivity

Ethernet :

- Allow 1–2 minutes for the green connectivity light.
- **If no green light (top corner of Lapbox display):**
 - Check cables are firmly connected.
 - At the ethernet port rear of the Lapbox:
The green light should be steady and orange light flashing.
If lights are not on then no internet is available. Check router.
 - Try a different port on the router.
 - Power cycle the Lapbox (unplug for 30 seconds, then plug back in).



- If green light but dummy test has not appeared in the client portal
 - Try a different router port and redo the dummy test
 - Power cycle the Lapbox (unplug for 30 seconds), then redo dummy test
 - Power cycle the router, then try again

If still not working:

- Check the Lapbox internet setting is set to Automatic.
- Connect a laptop via ethernet to the internet and check if download works. If a laptop does not work, neither will a Lapbox.
- Contact the farm/clinic IT provider. They may need to whitelist the Lapbox using the ID.

WiFi (if Ethernet unavailable):

- Check signal strength using a laptop – try to download.
- If laptop connection is poor, Lapbox will also struggle.
- Ensure Lapbox internet setting is set to Automatic, not Ethernet.
- Allow time for software updates (normally only a few minutes however up to 30 mins if unit has been in storage).
- Still no success? Power cycle the Lapbox and try a dummy test again.

Note: For corporate networks (e.g., clinics, universities), firewalls may block connection. In this case, their IT may need to be contacted.

Dummy Test vs. Manual Upload

	Dummy Test	Manual Upload
Used for	Testing full functionality and portal sync	Checking internet or uploading photos
How to start	Use “Start Mastatest” from menu (no cartridge needed)	Select “Manual Upload” from menu
Key benefit	Confirms full test setup and portal connectivity	Confirms internet link / forces photo upload. e.g. after power cut

Lapbox Software Menu

- Start Mastatest
 - (Test start screen – default for ongoing use)
- Internet Connection
 - Connection type
 - ▣ Automatic
 - ▣ Wifi
 - ▣ Ethernet
 - Wifi scan
 - Wifi WPS button
 - Wifi QR code
 - Network status
- Manual Upload
 - (select for test upload or to upload retained photos after internet disconnection)
- Lapbox Information
 - Lapbox ID
 - Software number
 - Mastatest Generation 3
- Language
 - English
 - Deutsch
 - Espanol
 - Francais
 - Italiano
 - Magyar
 - Nederlands
 - Polski
 - Portugues
- Support
 - support@mastatest.com
 - Mastatest.com/user-guides

Power:

When there is power, the power light will be red, as displayed above.

Internet:

The light to the far right of the lapbox indicates internet connection.

No green light, no internet!

Flashing green light, no internet but tries to establish internet connection

Steady green light:

Internet connection – occasionally there can be wavering internet connection but the green light is solid. It is essential that manual upload or dummy test confirms cloud connection.



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