

[1] Why is my long-term project canceled after a while?

A: The computer must not be shut down during a long-term project.

B: The computer enters sleep mode when it is no longer used. As a result, the zenCELL owl is no longer supplied with power and consequently the image acquisition is stopped. To resolve this issue, edit the power saving settings. Under Control Panel> All Control Panel> Power Options> Edit Power Plan Settings, set the Scheduled Power Saver to Never.

C: Make sure the computer can not install updates during a project. To do so, go to Settings> Update and Security> Windows Update> Advanced Options> Suspend Updates.

[2] Why is my long-term project aborted after a while, even though the computer can not enter sleep mode?

Turn off the computer's automatic update feature. Windows installs updates at certain times, restarting the computer. This closes the zenCELL owl user program and stops the image acquisition. To rule out this issue, keep your computer up to date and install any available updates before starting a long-term test. For safety reasons, switch off the automatic update function. To do so, go to Settings> Update and Security> Windows Update> Advanced Options> Suspend Updates.

[3] Can 96-well plates be considered in the zenCELL owl?

Basically, a 96-well plate can be inserted, but only 24 positions can be observed. The 24 cameras of the zenCELL owl are firmly positioned and correspond to the pitch of 24-well plates.

[4] Can T-Flasks be viewed in zenCELL owl?

Yes, T-flasks can also be observed with a suitable adapter for the respective manufacturer. The observation points are determined by the 24 permanently positioned cameras of the zenCELL owl and do not show the entire surface of the cell culture bottle.

[5] Why does zenCELL owl not work?

A: Check the USB port. The zenCELL owl can only be used on USB 3.0 ports or higher.

B: Use only the supplied USB-C cable.

[6] Why is the font displayed so small?

Check your resolution settings in Settings> System> Display> Scaling And Arrangement.

[7] Why does the camera display / the Well View indicate noise?

A: Check if the system settings of your computer meet the minimum requirements.

B: Use only the supplied components, such as USB-C cable.

C: The zenCELL owl can only be used on USB 3.0 ports or higher.

D: Make sure that the zenCELL owl is placed in the incubator at least 2 hours before startup. This serves to compensate for the temperature difference to ensure a stable flow.

[8] Why are the recorded pictures noisy?

A: Check if the system settings of your computer meet the minimum requirements.

B: Use only the supplied components, such as USB-C cable.

C: The zenCELL owl can only be used on USB 3.0 ports or higher.

D: Make sure that the zenCELL owl is placed in the incubator at least 2 hours before startup. This serves to compensate for the temperature difference to ensure a stable flow.

[9] How often can pictures be taken?

The recording interval is a minimum of 5 minutes and a maximum of 24 hours.

[10] Why does the image capture crash?

A: Check if the system settings of your computer meet the minimum requirements.

B: Use only the supplied components, such as USB-C cable. C: The zenCELL owl is not compatible with the USB 2 port.

[11] Why are the pictures taken out of focus?

A: Only use the appropriate adapter for the zenCELL owl for your cell culture vessels. This ensures the correct distance to the camera units.

B: Make sure that the zenCELL owl is placed in the incubator at least 2 hours before startup. This serves to compensate for the temperature difference to ensure a stable flow.

C: Make sure that there is no condensation on the inside of the lid of the cell culture vessel (see FAQ no. 12).

[12] What can I do to prevent condensation on the inside of the lid?

A: Place the zenCELL owl in the incubator for 2 hours before start-up to ensure temperature compensation.

B: Moisten the lid of the cell culture vessel with PBS or cell culture medium.

[13] How do I start recording images for long-term monitoring of my cell culture plate?

First select the desired device under Settings> Device Manager. Set up a new project with a correct project path under Settings> Project Settings or with the project wizard under File> New Project. Then you can start the image acquisition for long-term monitoring by pressing the "Run" button. Alternatively, you can also load an existing project under File> Load Project.

[14] For which cell lines are the algorithms optimized?

The algorithms of the zenCELL owl software are optimized for mouse fibroblasts of the cell line L929.

[15] Is the zenCELL owl incubator suitable?

Yes, the zenCELL owl is designed for temperatures from 20 ° C up to 45 ° C and a relative humidity of 20% to 95%. Make sure that the zenCELL owl is placed in the incubator at least 2 hours before startup. This serves to compensate for the temperature difference to ensure a stable flow. The zenCELL owl remains switched off.

[16] The zenCELL owl lights up red. What does that mean?

There is a problem with the firmware. Please contact the support (E-Mail: support@labtastic.shop, Life Chat: www.labtastic.shop/support).

[17] What happens to a running project when the disk / memory is full?

There are no warnings for this case. The project will continue and only the images and data will be lost. Please make sure that you have enough free space available.

[18] Why is my PC slower than usual when using the zenCELL owl?

A: Make sure your notebook is plugged in and configured to "High Performance". To do this, in the "Windows Mobility Center" under "Battery status" set to "maximum performance".

B: Check if the system settings of your computer meet the minimum requirements. The expansion of main memory contributes significantly to the improvement of performance.

C: Closing unneeded programs and browsers improves performance.

[19] Why is the zenCELL owl program reacting slowly?

A: Make sure your notebook is plugged in and configured to "High Performance". To do this, in the "Windows Mobility Center" under "Battery status" set to "maximum performance".

B: Check if the system settings of your computer meet the minimum requirements. The expansion of main memory contributes significantly to the improvement of performance.

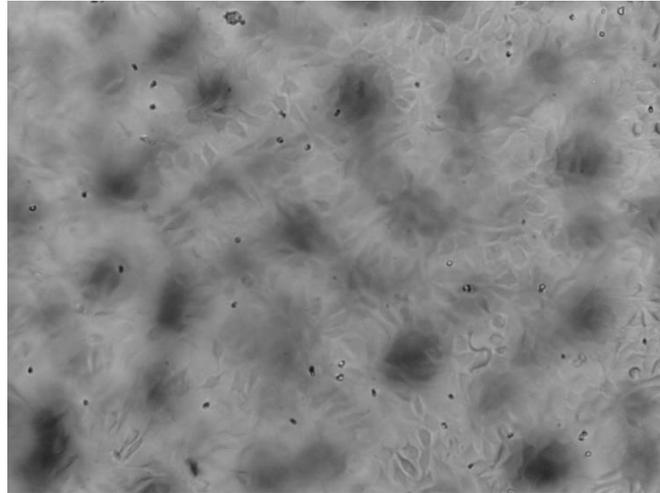
C: Closing unneeded programs and browsers improves performance.

[20] Why are images or measurements missing in my project folder?

Check if the system settings of your computer meet the minimum requirements. If this is not the case, too little computing power can lead to overlapping of the recording intervals and thus to the loss of data.

[21] Why are shadows on my cell image?

Make sure that there is no condensation on the inside of the lid of your cell culture vessel (see FAQ no. 12). The following picture shows how condensation can tarnish your pictures.

**[22] Why are measurements missing on the degree of coverage in the "coverage.csv" file?**

The measurement file "coverage.csv" may not be open while a project is running. This makes the file read-only and can not be written by the zenCELL software.

[23] Why can not I create the project / project folder?

Make sure that the path contains no special characters, spaces or umlauts.

[24] What is the visible range of each camera?

The visible range is 1.2mm x 0.9mm m.

[25] On which mode of operation (microscope setup) is the zenCELL owl based?

The zenCELL owl is based on inverted transmitted light microscopy.

[26] What is the zenCELL owl?

The zenCELL owl is a 24-channel microscope, which is used for fast and automated transmitted-light microscopy of cell cultures. Due to its compact design and high stability, it is ideally suited for life cell analysis in the incubator.