

# Troubleshooting

## MX3 Account

I can't log in to the MX3 Portal.

**If you are the head of a team/organization or an Individual user:**

Before using the MX3 Portal you must register for an account. To [register for an account](#), you must have an MX3 LAB.

**If you are part of a team/organization:**

Make sure you have used the correct subdomain (e.g. example.mx3diagnostics.com) for your organization.

You must have an account set up by an administrator, coach or trainer before logging into the MX3 Portal.

For instructions on how to set up an account with the portal see the [Portal Guide](#) or the support tab of the MX3 Portal.

**Reset Password,**

To reset your password for the MX3 Portal click "Forgot Password?" on the portal sign in page.

If you are still unable to log in to your account, please contact [MX3 Support](#) for assistance.

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I can't log in to the MX3 App.

**If you are the head of a team/organization or an Individual user,**

Before using the MX3 App you must register for an account. To register for an account, you must have an MX3 LAB.

Please note that administrative accounts cannot log in to the MX3 App, only the MX3 Portal. If you are an administrator and require access to the App, please make an additional Coach or Trainer Account.

**If you are part of a team/organization:**

You must have an account set up by an administrator, coach or trainer before logging into the MX3 App.

For instructions on how to set up an account with the MX3 App or MX3 Portal see the [Portal Guide](#) or the support tab of the MX3 Portal.

**Reset Password,**

To reset your password for the MX3 App click "Forgot Password?" on the App sign in page.

If you are still unable to log in to your account, please contact [MX3 Support](#) for assistance.

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I selected the wrong type of account during registration.

At this time, it is not possible to change account type after registration, but you may register for a new account at any time.

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I need to change my organization's Primary Administrator.

Please contact [MX3 Support](#) for assistance.

# Troubleshooting

## MX3 LAB

My MX3 LAB is not turning on.

You may not be able to turn on the MX3 LAB if the battery has been fully depleted.

Try charging the MX3 LAB using a compatible USB-C charger for 30 minutes.

If you are still unable to turn on your MX3 LAB, please contact [MX3 Support](#) for assistance.

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My MX3 LAB is unresponsive

Hold down the power button to power off and restart the LAB.

If this issue persists, make sure you have updated to the latest LAB firmware using the MX3 App.

If you are still unable to turn on your MX3 LAB, please contact [MX3 Support](#) for assistance.

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My MX3 LAB won't connect to the MX3 App

Make sure Bluetooth is enabled on your device and you are using the most up-to-date version of the MX3 App.

Ensure the correct MX3 LAB is paired to the App.

If you are still unable to connect to your MX3 LAB with the MX3 App, please contact [MX3 Support](#) for assistance.

## MX3 Dispenser

I'm having trouble loading the MX3 Dispenser.

For instructions on how to load the MX3 Dispenser see the [MX3 Hydration Testing System User Manual](#).

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My MX3 LAB can not pull the test strip from the MX3 Dispenser.

The MX3 Dispenser is designed to hold up to 45 test strips. This allows you to add in a new packet of 40 test strips when a few are remaining from the previous pack.

If you insert more than 45 test strips you may be unable to pull out the test strips with the MX3 LAB. You may need to manually pull test strips out of the MX3 Dispenser until less than 45 remain.

# Troubleshooting

## Error Messages

### Error: Device Disconnected

This error occurs when the Bluetooth connection between the MX3 App and MX3 LAB is disrupted during a measurement.

Make sure that Bluetooth is enabled.

If this error repeats, restart the MX3 LAB and MX3 App.

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### Error: Charging – Do not use – Eject Test Strip

This error occurs when inserting a test strip into the LAB while it is charging.

For your safety, it is not possible to take a measurement while the LAB is charging.

To take a measurement unplug the USB-C charging cable.

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### Error: Test strip not recognized

This error occurs when the MX3 LAB does not recognize the inserted test strip.

If you are using a genuine MX3 test strip, try removing the test strip and re-inserting it into the LAB.

If you see this message in LOCAL mode, you may need to pair your LAB with the App before taking another measurement.

If this error persists with multiple test strips, please contact [MX3 Support](#) for assistance.

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### Error: Bad/Used test strip

This error occurs when the LAB detects a faulty or used test strip.

This most commonly occurs when you have failed to eject the test strip after taking a measurement and have attempted to take another measurement.

This may also happen when test strips have been exposed to water or very high humidity for extended periods of time.

In all cases, discard the test strip and repeat the measurement using a new test strip.

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### Error: Test Strip Removed too early

This error occurs when the test strip is ejected before the measurement has finished.

Make sure that the test strip is not ejected until the LAB beeps a second time and the result is displayed on the MX3 LAB (and MX3 App, in APP mode).

# Troubleshooting

## Error: Bad Reading

This error occurs when the MX3 LAB detects that the measurement is faulty.

This is typically due to collection of bubbles in the test strip or excessive saliva covering the test strip.

If you are seeing many bad readings, please review the sample collection guide in the [MX3 Hydration Testing System User Manual](#) or contact MX3 Support for assistance.

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## SOSM Measurements

Salivary osmolarity (SOSM) reflects the concentration of electrolytes and other solutes in saliva. SOSM has been identified as a non-invasive measure for monitoring of hydration status. Multiple studies have shown that increases in SOSM during exercise are a more accurate measure of active dehydration compared to urine testing.

### What does a SOSM result mean?

In basic terms, SOSM values increase as dehydration increases, and they decrease as hydration status improves (so higher number = more dehydrated). Most athletes will exhibit a gradual increase in SOSM as they exercise. The MX3 Hydration Testing System classifies hydration status into four possible categories: hydrated, mildly dehydrated, moderately dehydrated and severely dehydrated, based on the SOSM reading and the user's optimal hydration zone.

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### What is an Optimal Hydration Zone?

The optimal hydration zone (OHZ) is a personalized SOSM target range that reflects an athlete's fully hydrated state. The OHZ is determined by conducting a series of baseline measurements in a fully hydrated state achieved with a multi-day hydration protocol involving consistent fluid intake. The OHZ is used by the MX3 App to determine an athlete's specific SOSM hydration status thresholds and provide a target range for rehydrating after exercise.

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### How should I use MX3 Hydration Measurements?

For information on how to interpret measurements see the [MX3 Hydration Testing System User Manual](#).

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### Will food or drink mess with an SOSM measurement?

Yes, eating or drinking immediately before taking a measurement can impact a SOSM score. We recommend an athlete wait at least 5 minutes after eating or drinking before taking a measurement. If there is substantial food debris within an athlete's mouth, we recommend rinsing with water and then waiting 5 minutes.

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### Is my measurement data saved?

Measurements taken on the LAB while paired with the MX3 App are automatically saved for later analysis in the MX3 App and portal. If you take an SOSM measurement with the LAB but are not connected via Bluetooth to a mobile device, then the hydration score will not be stored.

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### Can I export my SOSM measurement data to use in another program?

Yes. The measurement data (list of hydration scores) can be exported from the MX3 Portal for external analysis or for logging on another athlete management platform.

# FAQs

## Why do I see different SOSM values when I take multiple readings?

Each saliva sample is a complex combination of saliva from different salivary glands. It is normal to see a small amount of variation from reading to reading, even when these are taken only a few seconds apart. This variability does not prevent assessment of hydration status as true dehydration effects are usually represented by much larger increases in SOSM.

It is important to have a consistent methodology when making SOSM measurements. More information can be found in the sample collection guide in the [MX3 Hydration Testing System User Manual](#).

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## How accurate is SOSM as a measure of hydration?

For a detailed technical summary see the [MX3 technical validation document](#).

## The MX3 LAB

The MX3 LAB is a powerful handheld device capable of laboratory-grade analysis. Simply insert a test strip, take a small saliva sample and get your actionable results in seconds.

## Do I need to calibrate the MX3 LAB?

No! The MX3 LAB is automatically calibrated by the MX3 Hydration Test Strip and the MX3 App. No calibration strips or solutions are needed.

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## Do I need a phone to use the MX3 LAB?

No! We recommend you use the MX3 LAB paired with the MX3 App, as it allows you track and analyze past measurements. However, the MX3 LAB may also be used independently, with results displayed directly on the MX3 LAB. However, once the test strip has been removed there is no way of viewing past results, so the result should be recorded prior to discarding the test strip.

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## How do I charge the MX3 LAB?

The MX3 Lab can be charged with any standard USB-C charging cable. The MX3 LAB will typically charge fully in less than 3 hours when connected to a computer USB port or USB power adapter.

## The MX3 Hydration Test Strip

## Do MX3 Hydration Test Strips have a use-by-date?

MX3 Hydration Test Strips should be stored in cool and dry conditions, used within 24 months of manufacturing and 30 days after opening. After this date, test strips may still function, but may have reduced accuracy, precision and flow time.

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## Are MX3 Hydration Test Strips safe?

Yes. MX3 test strips are treated with high-dose gamma irradiation following packaging to ensure sterility. Independent laboratory testing has shown that MX3 test strips are non-toxic following cellular toxicity testing.

## The MX3 Dispenser

The MX3 Dispenser stores up to 45 sterilized test strips. It provides a clean, easy to use, solution minimizing potential contamination from manual handling.

### How do I use the MX3 Dispenser?

For instructions on how to load the MX3 dispenser see the [MX3 Hydration Testing System User Manual](#).

To dispense a test strip, simply press and hold the orange button. Direct the test strip into the test strip port of the MX3 LAB. The test strip port will catch the test strip and pull it from the dispenser.

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### Is the MX3 Dispenser watertight?

No. The MX3 Dispenser is designed to minimize manual handling of sensors in the field but is not watertight. You should keep the loaded dispenser in a dry, protected container (such as the MX3 Carry Case, sold separately).

## The MX3 Portal

The MX3 Portal is a centralized database of all hydration measurements collected by an organization. The portal can be used to set up accounts, add new teams and athletes, view measurement activity and generate reports.

### How do I register for the MX3 Portal?

**If you are the head of a team/organization or an Individual user:**

Before using the MX3 Portal you must register for an account at [www.portal.mx3diagnostics.com](http://www.portal.mx3diagnostics.com).

To register for an account, you must have an MX3 LAB.

**If you are part of a team/organization:**

Contact your organization's administrator(s) to have them set up your account. If you are an athlete, your coach or trainer can also set up your account.

For instructions on how to set up an account with the portal see the [Portal Guide](#) or the support tab of the MX3 Portal.

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### How do I use the MX3 Portal?

For instructions on how to use the MX3 portal see the [Portal Guide](#) or the support tab of the MX3 Portal.

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### What is the difference between Administrator, Coach, Trainer and Athlete accounts?

Administrators accounts can use the MX3 Portal to set up teams and manage MX3 Hydration Measurement data. Administrators cannot use the MX3 App to take measurements.

Coach and Trainer accounts can use the MX3 Portal to manage athletes and MX3 Hydration Measurement data. Coach and Trainer accounts can also log in to the MX3 App to take MX3 Hydration Measurements.

## FAQs

Athletes can use the MX3 Portal to manage their own account and view their MX3 Hydration Measurement data. Athlete accounts can also log in to the MX3 App to take MX3 Hydration Measurements, but only from themselves.

### The MX3 App

The MX3 App, available on iOS and Android, tracks and analyzes hydration measurements. The App displays customized information for coaches, trainers and athletes.

#### How do I download the MX3 App?

The MX3 App is available for download in the Apple App Store and Google Play Store. Before using the MX3 App you must register for an account at [www.portal.mx3diagnostics.com](http://www.portal.mx3diagnostics.com) or have an account set up by your Organization's administrators.

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