

## MX3 Account

I can't log in to the MX3 App or MX3 Portal.

**If you are the administrator of a new team/organization or an individual user:**

Before using the MX3 Portal you must [register for an account](#). You can also register for an account using the MX3 App.

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

You must have an account set up by the administrator or an authorized manager before being able to log into the MX3 App or MX3 Portal. For instructions on how to set up user accounts with the MX3 Portal see the [Portal Guide](#).

**If you have forgotten your password:**

To reset your password for the MX3 Portal click "Forgot your password?" on the MX3 Portal or MX3 App sign-in pages.

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

---

I would like to upgrade my individual account to a team account.

To upgrade to a team/organization account, log in to the MX3 Portal, click on your name in the top right and then click "upgrade to organization account" on the left.

---

I would like to change my team/organization's administrator.

You can add a new administrator using the MX3 Portal. Click the organization settings icon in the top right corner and select the Administrators page on the left sidebar. You can then add any other login user as an administrator. The new administrator can then remove the existing administrator if so desired.

If your current administrator is not available to make this change, please contact [MX3 Support](#) for assistance.

## 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.

---

My MX3 LAB is unresponsive.

Hold down the power button to power off the LAB (wait for the status LED to extinguish) and turn it back on. Note that if the LAB is unresponsive, the screen may not clear when being powered off.

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.

---

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, and that the LAB is in App mode.

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](#).

---

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.

---

## 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.

---

### 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.

---

### Error: Test strip not recognized

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

Try removing the test strip and re-inserting it into the LAB. Ensure you are using the latest version of the App and LAB firmware.

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

---

### Error: Test strip not recognized - sync with App to update settings

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

If you see this message in LOCAL mode and have just started using a new pack of test strips, you need to pair your MX3 LAB with the MX3 App to update to the latest test strip calibration data.

If you have previously used this pack of test strips, try removing the test strip and re-inserting it into the LAB.

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

---

### 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.

---

## 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 has been displayed.

---

## 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, excessive saliva covering the test strip exit pore or due to contamination with recent food or drink

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

---

## 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 users will exhibit a gradual increase in SOSM as they work or 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, if determined, the user's optimal hydration zone.

---

### What is an Optimal Hydration Zone?

The optimal hydration zone (OHZ) is a personalized SOSM target range that reflects a user'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 a user's specific SOSM hydration status thresholds and provide a target range for rehydrating after work or exercise.

---

### How should I use MX3 Hydration Measurements?

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

---

### Will food or drink alter an SOSM measurement?

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

---

### 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 MX3 Portal. If you take an SOSM measurement with the LAB in LOCAL mode, then the hydration score will not be stored and will need to be manually recorded.

---

### 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 App or the MX3 Portal for external analysis or for logging in another user management platform.

---

### 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](#).

---

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

For a detailed technical summary, please contact [MX3 Support](#) for our 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 Test Strip and the MX3 App. No calibration strips or solutions are needed. However, if you primarily use the MX3 Lab in LOCAL mode you may be required to occasionally sync with the MX3 App to update to the latest calibration data.

---

### 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 to track and analyze past measurements and personalize measurement results. 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.

---

### How do I charge the MX3 LAB?

The MX3 Lab can be charged with most standard USB-C charging cables. 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.

---

### 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 Sweat Test Kit

### Do I need an MX3 LAB to use the MX3 Sweat Test Kit?

Yes, you will need an MX3 LAB to perform sweat measurements. If you already have an MX3 LAB, purchased as part of the MX3 Hydration Testing System, it will be able to perform MX3 Sweat Tests. You may need to update to the latest firmware through the MX3 App. You may also purchase a separate MX3 LAB for use with MX3 Sweat Test Kits.

---

### Can I perform an MX3 Sweat Test without the MX3 App?

No. At this time MX3 Sweat Tests must be performed while paired with the MX3 App. If you are unable to use the MX3 App at the time of sample collection, the sweat sample may be stored in the provided tube for up to 24 hours before measurement.

---

### Can I order replacement components if I made an error during sample collection?

At this time individual Sweat Test Kit components cannot be purchased from MX3.

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

## 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.

---

### 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 App and MX3 Portal

The MX3 Portal is a centralized database of all measurements collected by a team or organization. The portal can be used to set up your team or organization, manage user accounts, view measurement activity and generate reports.

The MX3 App, available on iOS and Android, tracks and analyzes measurements. The MX3 App displays customized information for individual users, group managers and administrators.

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

#### **If you are the administrator of a new team/organization or an individual user:**

You can register for an account at [portal.mx3.app/register](https://portal.mx3.app/register). You can also register for an account using the MX3 App.

By default, when registering through the MX3 Portal, your account is an individual account. To upgrade to a team/organization account, log in to the portal, click on your name in the top right and then click “upgrade to organization account” on the left.

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

You must have an account set up by the administrator or an authorized manager before being able to log into the MX3 App or MX3 Portal. For instructions on how to set up user accounts with the MX3 Portal see the [Portal Guide](#).

---

### Where can I download the MX3 App?

The MX3 App is available for download from the [Apple App Store](#) and [Google Play Store](#).

---

### What is the difference between Administrator, Manager and User accounts?

Administrators accounts can use the MX3 Portal to set up groups and managers. Administrators can also view all users and measurement data for an organization. Administrators can also use the MX3 App to take measurements.

Manager accounts can use the MX3 Portal to manage users and measurement data for users in groups that they manage. Managers can also log in to the MX3 App to take measurements for users that they manage.

User accounts can use the MX3 Portal to manage their own account and view their MX3 measurement data. User accounts can also log in to the MX3 App to take measurements, but only for themselves.

---