User Guide
020-103457-02

# Christie CounterAct

CHKISTIE®

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# Content

# Introduction

This manual is intended for operators of Christie CounterAct.

## Model names

Christie CounterAct consists of the following models:

- Christie CounterAct CA20-AC
- Christie CounterAct CA20-AU
- Christie CounterAct CA20-D

## Product documentation

For installation, setup, and user information, see the product documentation available on the Christie website. Read all instructions before using this product.

1. Access the documentation from the Christie website:

    - Go to this URL: *https://bit.ly/3nuRiMG* or *https://www.christiedigital.com/products/uvc-disinfection/counteract/*.

    - Scan the QR code using a QR code reader app on a smartphone or tablet.

      

2. On the product page, select the model and switch to the **Downloads** tab.

## Related documentation

Additional information on this product is available in the following documents.

> With the exception of lamp replacements, this product is not serviceable in the field and must be sent back to Christie if servicing is required.

- *CounterAct Product Safety Guide (P/N: 020-103455-XX)*
- *CounterAct Installation and Setup Guide (P/N: 020-103456-XX)*

# Important safeguards

To prevent personal injury and to protect the device from damage, read and follow these safety precautions.

## Safety and warning guidelines

Read all safety and warning guidelines before installing or operating the device.

This product must be operated in an environment that meets the operating range specification. Use only the attachments and/or accessories recommended by Christie. Use of others may result in the risk of fire, shock, excessive UV exposure, or personal injury.

CounterAct is a regulated pesticide device. The United States Environmental Protection Agency (EPA) regulates pesticide devices under the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA). EPA Establishment Numbers are noted on the label.

Any references to disinfection and disinfecting are referring generally to the reduction of pathogenic bioburden and are not intended to refer to any specific definition of the term as may be used for other purposes by the U.S. Food and Drug Administration or the U.S. Environmental Protection Agency.

The CounterAct device can produce small amounts of ozone during regular operation. When designing the system, local regulations must be reviewed to ensure system compliance given the volume of the space, characteristics of ventilation, access, and other factors.

The device may be used when humans are present but it is not intended to be used on humans, to treat human disease, or otherwise be used as a medical device. Do not use the device for other than the intended use.

⚠️ **Warning!** If not avoided, the following could result in death or serious injury.

- The pathogen-reducing efficacy of Christie CounterAct products with patented Care222 technology and their use in occupied spaces is dependent on proper installation and operational specifications, in accordance with American Conference of Governmental Industrial Hygienists (ACGIH) guidelines.

- UV-C HAZARD! UV-C emitted from this product. Avoid eye and skin exposure to the unshielded product. Follow all installation and operation instructions.

- Christie CounterAct products with patented Care222 technology are not for use as or for medical devices.

- UV EXPOSURE! Use care to avoid exposure when using a fixture for demonstration, fault investigation, configuration, or other types of activities where the fixture is not installed in a ceiling meeting the minimum height requirements of 6.7 m (22 feet) in single lamp mode and 8.5 m (28 feet) in dual lamp mode.

**Caution!** If not avoided, the following could result in minor or moderate injury.

- UV RADIATION HAZARD! This equipment is designed for use with germicidal lamps or UV sources and must be installed in compliance with competent technical directions and manufacturer's site planning recommendations to prevent the user's eyes and bare skin from exposure to harmful UV or optical radiation. Recommendations include the relative location of each UV-generating device, the minimum distances between the devices and other objects or surfaces, and protection from line-of-sight exposure to UV radiation in occupied spaces located above the equipment mounting area (for example, upper floor balconies, open staircases, and so on).

- UV-C OR OPTICAL RADIATION HAZARD! The installer must conduct an assessment of irradiance or illuminance levels in the surrounding occupied space prior to occupancy to ensure people will not be exposed to excessive UV or optical radiation during operation of the device.

- UV-C OR OPTICAL RADIATION HAZARD! Follow the manufacturer's recommendations for selecting appropriate ceiling and wall finishes as UV and optical radiation can be reflected by surrounding surfaces such as ceilings and walls and reflective properties of surfaces can vary widely.

- Mount the product in locations and at heights not readily subjected to tampering by unauthorized personnel.

- Do not install this product in a dwelling.

**Notice.** If not avoided, the following could result in property damage.

- This telecommunication equipment complies with international standards or technical requirements—NBTC.

# เครื่องโทรคมนาคมและอุปกรณ์นี้มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดทางเทคนิคของ - กสทช.

- This equipment is not entitled to protection against harmful interference and may not cause interference in properly authorized systems. For more information, see ANATEL's website *www.anatel.gov.br*.

## Patented Care222 UV lamp safety precautions

Read all safety and warning guidelines before handling the patented Care222 UV lamp.

**Warning!** If not avoided, the following could result in death or serious injury.

- PERSONAL INJURY HAZARD! Eye damage may result from directly viewing the light produced by the lamp in this product. Always turn off the lamp before performing maintenance or service.

**Caution!** If not avoided, the following could result in minor or moderate injury.

- HOT SURFACE HAZARD! Do not touch the lamp module during operation.
- HOT SURFACE HAZARD! Allow lamp sufficient time to cool before handling.
- SHOCK HAZARD! Always turn off power before performing lamp module maintenance.
- FIRE HAZARD! Keep all flammable items, such as paper or cloth, away from the lamp module.
- Use protective eye wear and gloves when handling the lamp module.
- Do not drop, hit, use force, or scratch the lamp module.
- Do not disassemble or modify the lamp module.
- Use only mercury-free, excimer lamps (UXFL70-222B4-UIA) sold by Christie (P/N: 174-006107-XX/003-121997-XX).

# Product labels

Learn about the labels that may be used on the product. Labels on your product may be yellow or black and white.

## General hazards

Hazard warnings also apply to accessories once they are installed in a Christie product that is connected to power.

| Fire and Shock Hazard |
|---|
| To prevent fire or shock hazards, do not expose this product to rain or moisture.<br>Do not alter the power plug, overload the power outlet, or use it with extension cords.<br>Do not remove the product enclosure.<br>Only Christie qualified technicians are authorized to service the product. |

| Electrical Hazard |
|---|
| Risk of electric shock.<br>Do not remove the product enclosure.<br>Only Christie qualified technicians are authorized to service the product. |

**Warning!** If not avoided, the following could result in death or serious injury.

Electric shock hazard. To avoid personal injury, disconnect all power sources before performing maintenance or service.

Electrocution hazard. To avoid personal injury, always disconnect all power sources before performing maintenance or service procedures.

Harmful ozone hazard. To avoid personal injury, follow installation and operating instructions.

UV-C hazard. To avoid eye or skin exposure to unshielded product, follow installation and operating instructions.

**Caution!** If not avoided, the following could result in minor or moderate injury.

Hot surface hazard. To avoid personal injury, allow the product to cool for the recommended cool down time before touching or handling for maintenance or service.

**Notice.** If not avoided, the following could result in property damage.

General hazard.

## Mandatory action

SHOCK HAZARD! Disconnect all power sources before performing maintenance or service procedures.

Consult the service manual.

## Electrical labels

Indicates the presence of an earth ground.

## Additional safety hazards
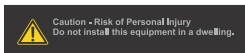
Caution - Risk of Personal Injury

Personal injury may result if the equipment is installed in a dwelling. Do not install the equipment in a dwelling.
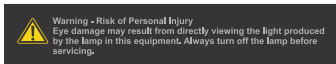
Warning - Risk of Personal Injury

Eye damage may result from directly viewing the light produced by the lamp in this equipment. Always turn off the lamp before performing service.

Warning - Risk of Shock

Shock hazard may result if a connection is made or broken while under load.
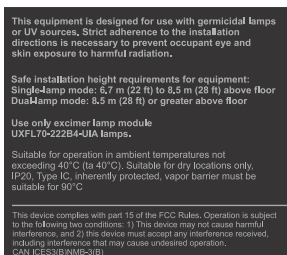
This equipment is designed for use with germicidal lamps or UV sources and must be installed in compliance with competent technical directions to prevent the user's eyes and bare skin from exposure to harmful UV or optical radiation.

Requirements for safe installation and operation of the product are the following:

- Single-lamp mode: 6.7 m (22 feet) to 8.5 m (28 feet) above the floor

- Dual-lamp mode: 8.5 m (28 feet) or greater above the floor

- Suitable for operation in ambient temperatures not exceeding 40°C (104°F)

- Suitable for dry locations IP20

- Use only mercury-free, excimer lamps (UXFL70-222B4-UIA) sold by Christie (P/N: 174-006107-XX/003-121997-XX).

LAMP (RISK GROUP 3) UV-C HAZARD! To avoid eye or skin exposure to the unshielded lamp, follow installation and operating instructions. Once the lamp is integrated into Christie CounterAct and installed according to the *CounterAct Installation and Setup Guide (P/N: 020-103456-XX)*, Christie CounterAct performs according to Risk Group Exempt levels.
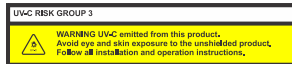
# Christie CounterAct overview

Christie CounterAct is a commercial UV disinfection fixture containing Ushio Inc.'s patented Care222® lamps that emit far-UVC 222nm light, shown to significantly reduce surface pathogens in occupied and unoccupied indoor spaces. Care222® is based on far-UVC germicidal technology that may also be used around people and it is the only product with a proprietary filter that prevents longer UVC wavelengths from being emitted.

The Christie CounterAct fixtures are installed in the ceiling throughout a space. The light spreads out in a fixed cone size. Therefore as the ceiling height increases or decreases the output power must be adjusted up or down respectively. The lamps cannot be dimmed and are only capable of being in the fully on or off state. Operating modes for Christie CounterAct comply with the UV Threshold Limit Values (TLV) outlined by the American Conference of Governmental Industrial Hygienists (ACGIH). The TLV is measured as a time-weighted average for a conventional eight-hour workday.

# Key features

Understand the important features of Christie CounterAct.

- Ushio Care222® B1 lamp module

- BLE Mesh communication technology

- Android control application

- Central power coupler for easy servicing

- Three-finger hold design for single-handed service

- Flexible power input options

- LED status indicator

# Tablet recommendations for CounterAct Configure

The Christie CounterAct application must be configured using at least one of the following tablets: Samsung Galaxy™ Tab A 8" or Galaxy™ Tab A 10.1".

# Technical support

Technical support for Christie Cinema products is available at:

- *Support.cinema@christiedigital.com*
- +1-877-334-4267
- Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*

Technical support for Christie Enterprise products is available at:

- North and South America: +1-800-221-8025 or *Support.Americas@christiedigital.com*
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or *Support.EMEA@christiedigital.com*
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- Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*

# Operating CounterAct Configure

Learn how to turn on and off Christie CounterAct and the meaning of the status indicators.

## Powering on the Christie CounterAct fixture

When the circuit breaker is powered on, the Christie CounterAct fixture is powered on.

1. Once the disinfecting module is installed in the receiver box, the fixture powers on if power is provided to the receiver box.

   If the LED of the installed fixture is flashing red, it is not paired with a controller or configured.

2. To power off Christie CounterAct, make sure the lamps are turned off and then disconnect power at the circuit breaker.

   Make sure to power off Christie CounterAct by turning off the breaker before performing any maintenance or moving within 1 m (3.3 feet) of the device.

   Not turning off the lamp before disconnecting power to the fixture may result in lamp failure.

## LED status indicators

Identify the LED state colors and meaning.

| LED | State | Description |
| --- | --- | --- |
| Blue | Solid | Disinfection is in progress. |
| | Flashing | Disinfection process is starting. |
| Green | Solid | The fixture is in Standby mode. |
| Red | Solid | Lost connection to the control system (wireless/bluetooth or other connection). |
| | Flashing | Configuration during installation is not complete. |
| Off | | The fixture is in Stealth mode or power is disconnected. |

## Logging into CounterAct Configure

Log into the CounterAct Configure application to manage the room and fixtures.

1. Open the CounterAct Configure application.
2. Select **Register**.

3. Enter the account: installer, user, administrator.

4. Enter the password.

5. Select **Login**.

# Logging off the CounterAct Configure application

Log off CounterAct Configure when work in the application is complete.

1. From the homepage, select **Setting** > **Account**.

2. Select **Log out**.

# Switching fixture modes

Christie CounterAct can be run in either Schedule or Manual on mode.

Note the following when the fixture is in Schedule mode:

- It follows any enabled schedules.
- Manually turning on the fixture, it turns off after five seconds.
- If no schedules are enabled, no schedules are run.

If the fixture is in Manual on mode and you have not re-enabled Schedule mode, none of the enabled schedules apply.

1. From the homepage, select the room where you want to enable the schedule.

2. From the top-right corner of the Room page, select **Activate Schedule**.

   A timer icon shows on each fixture within the room once Schedule mode is active.

3. To enable Manual mode, from the homepage select the room.

4. From the top-right corner of the Room page, select **Manual on**.

   The timer icon disappears from all the fixtures in the room.

5. To change the multiple maximum on time for Manual mode:

   a) From the homepage, select **Edit**.

   b) Select the required room.

   c) Select **Max UV on time for manual control**.

   d) Enter the new maximum duration for manual on time.

# Managing rooms

Rooms group and manage the Christie CounterAct fixtures installed in the space.

## Creating a room

A room manages the fixtures installed in a space.

1. From the homepage, select **Edit** ✎.

2. From the Room management page, select **Add (+)**.

3. In the Add room dialog, enter the name of the room.

4. Select **OK**.

## Configuring room properties

Learn how to configure the properties of a room.

**Access level:** Admin and Installer

1. From the homepage, select **Edit room** ✎.

2. From the Room management page, to the right of the room you want to configure, select the arrow (**>**).

3. In the Room edit page, configure the properties of the room as required.

   a) *Change the room name* (on page 15).

   b) *Set the lamp end-of-life indicators* (on page 16).

   c) To enable the Manual mode using a button, toggle on **Manual on/off using button** option.

   d) *Set the maximum UV time* (on page 16) when the lamps are turned on by manual control.

   e) To enable Stealth mode, toggle on **Stealth mode in Standby** option.

4. *Delete the room* (on page 16), if required.

### Changing the name of a room

Change the room name if the current name no longer reflects the space the room represents.

**Access level:** Admin and Installer

1. From the homepage, select **Edit room** ✎.

2. From the Room management page, to the right of the room you want to rename, select the arrow (**>**).

3. In the Room edit page, to the right of the room name, select the arrow (**>**).

4. In the Rename the room dialog, enter the new name of the room.

5. Select **OK**.

# Adding lamp end-of-life indicators

Specify the number of hours remaining before issuing end-of-life (EOL) warning and critical indicators for the lamps.

**Access level:** Installer

1. From the homepage, select **Edit room** ✏️.

2. From the Room management page, to the right of the room you want to change the indicators for, select the arrow (**>**).

3. From the Room edit page, select the arrow (**>**) to the right of EOL alarm time.

4. From the EOL time setting page, select the arrow (**>**) to the right of Lamp Hours Warnings.

5. In the Lamp hours warning dialog, specify the number of hours remaining before issuing a lamp end-of-life warning

6. Select **OK**.

7. From the EOL time setting page, select the arrow (**>**) to the right of Lamp Hours Critical.

8. In the Lamp Hours Critical dialog, specify the number of hours remaining before issuing a lamp end-of-life critical warning.

9. Select **OK**.

# Determining disinfecting time for Manual mode

Set the maximum time for disinfecting when the lamps are turned on by manual control.

**Access level:** Admin and Installer

1. From the homepage, select **Edit room** ✏️.

2. From the Room management page, to the right of the room you want to configure, select the arrow (**>**).

3. In the Room edit page, to the right of Max UV on time for manual control, select the arrow (**>**).

4. In the Max UV on time dialog, enter the number of seconds for disinfecting to occur when the lamps are turned on by selecting **Manual on** in the application.

5. Select **OK**.

# Deleting a room

Delete a room if it is not longer required.

**Access level:** Admin and Installer

1. If any fixtures in the room are connected, remove all the fixtures before deleting the room.

2. From the homepage, select **Room management** > **Edit room** ✎.

3. From the Room management page, on the right of the room you want to delete, select the arrow (**>**).

4. From the Room edit page, select **Delete**.

5. At the confirmation prompt, select **Yes**.

   All fixtures become unpaired when the room is deleted.

# Switching rooms

If viewing details about one room and you want to see details about another room, you can switch rooms.

1. From the top bar of the Fixture page, select the arrow (**>**) to the right of the room name.

2. From the Select a room dialog, scroll through the list of rooms to select a room.

3. Select **OK**.

# Managing fixtures

Add and manage the Christie CounterAct fixtures installed in a room.

## Adding fixtures to a room

Fixtures must be added to a room in CounterAct Configure.

**Access level:** Admin and Installer

The LEDs on the Christie CounterAct of any fixtures not added slowly flash red.

Christie recommends only powering on the fixtures in the room being configured to avoid confusion if the controller detects unpaired fixtures in adjacent rooms.

### Adding fixtures to a room before installation

To add fixtures prior to installation, use the receiver box and the optional IEC cable accessory to connect fixtures to power.

⚠️ **Warning!** If not avoided, the following could result in death or serious injury.

- UV EXPOSURE! Use care to avoid exposure when using a fixture for demonstration, fault investigation, configuration, or other types of activities where the fixture is not installed in a ceiling meeting the minimum height requirements of 6.7 m (22 feet) in single lamp mode and 8.5 m (28 feet) in dual lamp mode.

1. On the tablet, enable the Location Services functionality.
2. In CounterAct Configure, create a room.
3. Return to the homepage.
4. Before installing the fixture into the ceiling, connect it to power with the IEC cable.
5. Select the room you want to add the fixture to.
6. Select **Add fixture** (+).

   On the Add fixtures page, the fixture is listed.
7. If the fixture is not listed, select **Search**.
8. To add the fixture, tap the name of the fixture.

   The fixture is moved to the Added fixtures pane and you are taken to the fixture page where the fixture is initialized.

   Once a fixture is added, *you can rename it* (on page 19). Christie recommends selecting a new name to indicate the position information of the fixture in the room for ease of identification.

   📝 If the adding fixture process is interrupted, such as closing CounterAct Configure or a crash, Christie CounterAct resets the Bluetooth module after 180 seconds if the pairing process is not completed within the 180 seconds. Wait and do the pairing again.
9. To return to the Add fixture screen, select the back arrow.

10. Repeat steps 4 and 9 until all fixtures are added to the room before installing them in their target position.

**Adding fixtures to a room after installation**

To add fixtures after installation, the fixtures must be connected to power.

1. Connect the fixtures to power you want to add to a room.
2. On the tablet, enable the Location Services functionality.
3. In CounterAct Configure, create a room.
4. Return to the homepage.
5. Select the room you want to add the fixture to.
6. Select **Add fixture** (+).

    On the Add fixtures page, all the available fixtures are listed.
7. If the fixture is not listed, select **Search**.
8. To add the fixture, tap the name of the fixture.

    The fixture is moved to the Added fixtures pane as you are taken to the fixture page and the fixture is initialized.

    Once a fixture is added, *you can rename it* (on page 19). Christie recommends selecting a new name to indicate the position information of the fixture in the room for ease of identification.

    > If the adding fixture process is interrupted, such as closing CounterAct Configure or a crash, Christie CounterAct resets the Bluetooth module after 180 seconds if the pairing process is not completed within the 180 seconds. Wait and do the pairing again.
9. To add an additional fixture, select the back arrow.
10. Repeat steps 7 to 9 until all fixtures are added to the room.

# Renaming a fixture

Rename a Christie CounterAct fixture to better reflect its position or function to help with identification.

**Access level:** Admin and Installer

1. From the homepage, select **Fixture**.
2. From the Fixture main page, select the fixture you want to rename.
3. Select **Rename**.
4. In the Edit name dialog, enter the new name of the fixture.
5. Select **OK**.

# Identifying a fixture

Use the Identify fixture feature to find the Christie CounterAct fixture which is currently under control.

1. From the homepage, select **Fixture**.
2. Select the fixture you want to identify.

3. From the Fixture page, select **Identify fixture**.

   The fixture LED ring flashes green.

# Filtering the list of fixtures by status

Filter the fixtures in a room by status to narrow the list.

1. From the homepage, select a room.

2. Next to the Refresh icon, select **v**.

3. From the Select fixture status dialog, scroll through the list and select a status.

   - All
   - EOL
   - Online
   - On
   - Off
   - Overheated

4. Select **OK**.

# Removing a fixture from the room

If the fixture is no longer required in the room, you can remove it.

> Be cautious when deleting a fixture locally on CounterAct Configure when the fixture was offline. If the fixture is offline and you delete it from the application, you must press the Multi-function button on the fixture to reset the fixture to make its Bluetooth connectable again.

1. From the home screen select the room where the fixture you want to delete exists.

2. To open the Add Fixture screen, select **Add fixture** (+).

   The fixtures listed in the Added fixtures pane are configured in the room.

3. To remove the fixture from the room configuration, tap the fixture.

4. From the menu, select **Delete**.

5. To confirm you want to delete the fixture, select **Yes**.

   - If the fixture is online and connected to the Bluetooth mesh network, it is removed from the room and appears in the Available fixtures list. No further action is required.
   - If the fixture is powered off or not connected to the Bluetooth mesh network (possibly due to a hardware failure), a confirmation prompt appears. Proceed to step 6.

6. To continue removing the fixture from the room, select **Yes**.

   The fixture still thinks it is connected to the room but the tablet no longer recognizes it. Therefore, the fixture does not appear in the Available fixtures list when powered on. To resolve this, factory reset the fixture by cycling the power and pressing and holding the **Multi-function** button for at least 10 seconds. When the button is released, the fixture LED ring flashes red and the fixture appears in the Available fixtures list.

# Setting up a schedule

Schedules determine when disinfection of a space occurs. Schedules are run on a daily basis when enabled.

## Creating a schedule

Create a schedule to determine when during the day you want disinfection to occur.

1. From the homepage, select **Schedule**.
2. Select the plus sign (**+**)
3. To define a start time, from the Schedule page, select the arrow (**>**) to the right of the **Start time**.
4. In the Select time dialog, scroll through the times to select the new start time.
5. Select **OK**.
6. To define an end time, repeat steps 4 to 6.
7. Enable or disable Stealth mode when disinfecting.
8. Select the room to apply the schedule to.
9. Select **Save**.

## Editing a schedule

If the parameters of the schedule have changed, update the schedule.

1. From the homepage, select **Schedule**.
2. From the Schedule page, select the schedule you want to edit.
3. To edit the start time, select the arrow (**>**) to the right of the Start time.
4. In the Select time dialog, scroll through the times to select the new start time.
5. Select **OK**.
6. To edit the end time, repeat steps 3 to 5.
7. Change if the Stealth mode is enabled or disabled for the selected working mode in the schedule.
8. Select **Save**.

## Deleting a schedule

If a schedule is no longer required, you can delete it.

1. From the homepage, select **Schedule**.

2. From the Schedule page, select the schedule you want to delete.

3. Select **Delete**.

4. At the confirmation dialog, select **Yes**.

   The schedule is deleted.

You can also delete a schedule by selecting the schedule on the Schedule page and selecting and holding the schedule until the Delete icon appears. Select **Delete** and at the confirmation dialog, select **Yes**.

# Enabling a schedule

Enable a schedule to run at a specific time during the day. When enabled and the fixture is in Schedule mode, the schedule is run daily until disabled.

> If fixture is in Manual on mode and Schedule mode has not been re-enabled, none of the enabled schedules apply.

1. From the homepage, select **Schedule**.

   A list of defined schedules is displayed.

2. From the list of defined schedules, toggle on the schedule you want to enable.

3. To disable a schedule, toggle off the schedule.

   If disabled and the fixture is in Schedule mode, the schedule is not run.

# Configuring system settings

Learn how to configure the system settings.

## Setting the name of the facility

The name of the facility identifies the overall space where rooms and fixtures are located.

1. From the homepage select **Edit** next to Facility Name.

2. In the Edit name dialog, enter the name of the facility.

3. Select **OK**.

## Changing the time format

You can use the 12-hour or 24-hour format. The 24-hour format reduces ambiguity.

1. From the homepage, select **Settings**.

2. To enable the 24-hour format, toggle on the **12/24 hours** option.

3. To enable the 12-hour format, toggle off the **12/24 hours** option.

## Changing the password

The Christie CounterAct password limits access to the product to authorized users.

1. From the homepage, select **Settings** > **Account** > **Change Password**.

2. In the Change password dialog, enter the original password, the new password, and confirm the new password.

3. Select **OK**.

## Exporting network files

Exporting the network clones all the user data such as information about the fixtures added, all settings, and so on. Only the account name and passwords are not exported.

1. From the homepage, select **Settings**.

2. To export the network settings, select **Clone**.

3. Select **Export network**.

4.  In the Export Network dialog, enter a key to use for later importing the files.

5.  Select a folder to export the file to.

6.  Select **Start**.
    All user data (expect the account name and passwords) is exported to the exported file.

# Importing network files

Import a file that was exported containing all user data except the account name and passwords.

1.  From the homepage, select **Settings**.

2.  To import the network settings, select **Clone**.

3.  Select **Import network**.

4.  In the Import Network dialog, enter the key that was specified when exporting the file.

5.  Select the file to import.

6.  Select **Start**.
    All the user data (expect the account name and passwords) is imported.

# Diagnostic tools and upgrading Christie CounterAct

Follow these procedures to help with upgrading and diagnosing issues with Christie CounterAct.

## Viewing Christie CounterAct information

View the current version of Christie CounterAct, the user agreement, and privacy policy. The information is read-only.

1. To view the version of software, from the homepage, select **Settings** > **About**.

2. To view the user agreement, from the homepage, select **Settings** > **Account** > **User Agreement and Privacy Policy** > **User agreement**

3. To view the privacy policy, from the homepage, select **Settings** > **Account** > **User Agreement and Privacy Policy** > **Privacy policy**

## Viewing status information

The status bar provides information about the number of connected fixtures, disinfecting fixtures, warnings, and errors for Christie CounterAct.

The number of connected and disinfecting fixtures are displayed directly on the home page.

1. To view the list of warnings, from the homepage, select **Warning**.

   The warnings associated with Christie CounterAct are displayed.

2. To view the list of errors from the homepage, select **Error**.

   The errors associated with Christie CounterAct are displayed.

# Managing log files

The log files capture diagnostic information Christie personnel uses to help diagnose and correct any issues.

## Viewing log files for all fixtures

View the log files for all fixtures in the CounterAct Configure to help diagnose and correct any issues with Christie CounterAct.

1. From the homepage, select **Settings** > **Log for all**.

   The log entries are displayed.

2. To narrow the log results, use the following fields:

   - **Type**—Lists the type of log entries. From the dialog, scroll through the list of types, leave the type of log entry highlighted, and then select **OK**.

   - **Time range**—Determines a range of dates or times for the logs. To change the date range, select calendar. Scroll through the calendar to select a date and select **OK**.

3. Select **Search**.

   The narrowed list of log entries is displayed.

## Viewing log files for an individual fixture

View the log files for an individual fixture to help diagnose and correct any issues with the fixture.

1. From the homepage, select **Fixture**.

2. From the Fixture main page, select the fixture you want to view the log files for.

3. Select **Log**.

   The log entries are displayed.

4. To narrow the log results, use the following fields:

   - **Type**—Lists the type of log entries. From the dialog, select a type and then select **OK**.

   - **Time range**—Determines a range of dates or times for the logs. To change the date range, select calendar. Scroll through the calendar to select a date and select **OK**.

5. Select **Search**.

   The narrowed list of log entries is displayed.

## Downloading the log file

Save the Christie CounterAct log file to a default location on the computer.

**Access level:** Admin and Installer

1. Access the Log screen:

   - For all fixtures, select **Setting** > **Log for all**.

   - For an individual fixture, select **Fixture** > **Log**.

   The log entries are displayed.

2. From the Log screen, narrow the list of log files, if required.

3.  Select **Download**.

4.  In the Download the log dialog, modify the log file name if required.
    A default file name displaying the time of the download is displayed.

5.  Select **OK**.
    The log file is downloaded to the default location on the computer.

# Resetting the lamp life

When a lamp has been changed, reset the Christie CounterAct fixture life.

**Access level:** Installer

1.  From the homepage, select **Fixture**.

2.  From the Fixture main page, select the fixture.

3.  From the Fixture page, select **Reset life**.

4.  From the Reset the life dialog, select the lamp you want to reset.
    The fixture life is reset.

# Manually turning fixtures on or off

You can turn on or off individual fixtures or all fixtures in a room.

## Turning on or off individual fixtures

If required outside of the schedule, you can turn on or off individual fixtures.

**Access level:** Admin and Installer

When manually turning on or off an individual fixture, the running schedule is stopped and turned to manual mode. To reactivate the enabled schedule, select **Activate Schedule**.

1.  From the homepage select **Fixture**.

2.  From the Fixture main page, select the fixture.
    The On/Off button is displayed on the bottom-left of the page individual fixture page. If the fixture is on, the button is displayed as Off. If the fixture is off, the button is displayed as On.

3.  To turn the fixture on, select **On**.
    The LED status indicator glows when on.

4.  To turn the fixture off, select **Off**.

## Turning on or off all fixtures

If required outside of the schedule, you can turn on or off all fixtures in a room.

When manually turning on or off all fixtures, the running schedule is stopped and turned to manual mode. To reactivate the enabled schedule, select **Activate Schedule**.

1.  From the homepage, select the room you want to turn on or off all the fixtures.

2. To turn on all the fixtures, from the top-right corner of the Room management page, select **Manual on**.

   The LED status indicators for all the fixtures glow when on.

3. To turn off all the fixtures, from the top-right corner of the Room management page, select **Manual off**.

   The fixtures turn off and the LED status indicators do not glow.

# Restoring factory default settings

Restoring factory settings removes all custom fixture settings, such as removing all schedules, resetting the manual maximum on time to the factory default, resetting Stealth mode to disabled for the Standby and Manual on modes, and so on. After removing all custom fixture settings, it unpairs the fixture.

1. Power on the sterilizer fixture.

2. Within five minutes of the fixture receiving electrical power, press the **Multi-function** button on the fixture for greater than 10 seconds.

   All customized settings are set to the default factory settings.

# Upgrading CounterAct Configure

When a new version of the software is released, CounterAct Configure must be upgraded.

**Access level:** Admin and Installer

1. Download the installer from the Christie website:

   a) Go to *https://www.christiedigital.com/products/uvc-disinfection/counteract/*.

   b) Select **Downloads** > **Software Downloads**.

2. Load the installer file (.apk) on the tablet.

3. Run the installer on the tablet.

4. Follow the on-screen instructions.

   You may be prompted to allow permissions for the installation.

# Troubleshooting Christie CounterAct

This section provides information and procedures for resolving common issues with Christie CounterAct. If an issue cannot be resolved or you cannot find the issue in this section, contact Christie Technical Support.

## The room is offline

The room is offline and cannot be reached.

### Details

The fixtures in the room are offline.

### Resolution

1.  Restart CounterAct Configure.
2.  If the room does not come back online, place the tablet near the disinfection lamp fixture in the room.
3.  Click **Refresh**.
4.  Restart the disinfection fixture by *toggling power to the fixture* (on page 27).
5.  If the room still does not come back online, contact Christie Technical Support.

## Fixture quickly turns off after manually turning it on

The fixture was manually turned on but quickly turned off again.

### Resolution

Increase the maximum time for disinfecting when the lamps are turned on by manual control. For more details, see *Determining disinfecting time for Manual mode* (on page 16).

# Fixtures not following schedule

Fixtures are not turning on or off based on the schedule for the room.

### Details

When manually turning on or off an individual fixture, the running schedule is stopped and turned to manual mode.

### Resolution

To reactivate the enabled schedule, select **Resume schedule**. For more details, see *Adding fixtures to a room* (on page 18).

# Cannot see the fixture to add it to a room

The fixture is not displayed in the list of available fixtures to add to a room.

### Resolution

Christie recommends doing a factory reset for the fixture. For more details, see *Restoring factory default settings* (on page 28).