Mastatest FAQ's

Lapbox / Cartridges / Connection

What is the Laptop number	The last 3 digits of the serial number (refer silver sticker on the rear of the Lapbox).
Can you start a test in the Lapbox when another sample is already underway?	Yes, each slot in the Lapbox can be used independently.
What happens if the power is disrupted during a test?	New Lapbox models have a memory built in, and will automatically restart once power resumes.
Do the Lapboxes have a warranty?	Yes, for 12 months from initial registration date.
Are the Lapboxes water / dust proof?	Not water proof, but they have good dust protection. Always leave lid on the lapbox to protect from dust.
How do I update to latest firmware version	Lapbox firmware can be updated via SD card. AgriHealth staff can help with this.
What is the best option for connection to the internet?	Ethernet cable into wireless router is most reliable. Alternatively WiFi. Otherwise hotspot can be used.
Where do I get a hotspot device	Mastaplex recommends to try extending existing WiFi if possible. WiFi extenders plug into 3-point sockets and are widely available from electronics stores, e.g. Harvey Norman, Noel Leeming, etc.
I couldn't get WiFi to go from off to on?	Select 'configure lapbox' then select 'Set Internet connection (Ethernet)' then select 'Set WiFi (off)'. Lapbox will reboot. Then 'Configure lapbox' and display will show "Set Internet Connection (WiFi). Scroll to Set up WiFi etc. If you are still having problems, contact AgriHealth and we will send someone to troubleshoot.
I couldn't get online registration to work After I filled out all the farmer / vet details and pressed submit I got an error page?	Most common error is two numbers entered in incorrect field: Lapbox ID (first number) is last 3 digits of serial number, or refer Lapbox display under Lapbox Information. The Serial number (second number) is at the rear of the Lapbox (white/silver sticker, usually starting 171…)
What test cartridges are available?	NZP2 which tests sensitivity to the antibiotics penicillin, cloxacillin, and the combination lincomycin + neomycin and NZP4 which tests sensitivity to the antibiotics penicillin, cloxacillin, and tylosin.
What is the shelf life of the test cartridges?	2 months at room temperature, 12 months refrigerated from the date of manufacturing. Always keep zip lock bags closed after taking a test out to protect from moisture and UV light.
How are Mastatest cartridges presented for purchase?	In bags of 10 cartridges.
Where are Lapboxes and test cartridges made?	Mastatest products are manufactured in Dunedin.
If the WiFi stops but power ok are the photo images stored and sent once WiFi is restored?	Yes, this should happen automatically.
A test was started but the lapbox is not displaying it	There can be up to one hour delay before first image is uploaded.

Results	
What is the % incidence of no growths?	Lower than conventional bacterial culture due to larger volume of milk sample, and often fresher milk. Around 10%.
Is Mastatest suitable for subclinical mastitis?	NZP2 and NZP4 cartridges are not designed / validated for subclinical mastitis milk testing, so only recommended for testing clinical mastitis milk samples.
What does "other Gram-positive sp." mean?	Common Gram positive bacteria include Streptococcus, Staphylococcus, Corynebacterium, Bacillus and Clostridium. If bacteria numbers are low then Mastatest cannot differentiate between them.
If mastitis sample very thick, what should I do?	Dilute approx 50/50 with sterile water, and prepare sample. If mastitic milk is too viscous, it won't run into all 24 wells.
Does Mastatest detect *Mycloplasma bovis*?	No. Duplicate or leftover samples can be submitted to a laboratory (eg SVS) for *M bovis* testing if concerned.

Reporting	
How should farmers save test results / keep track of the data collected	AgriHealth suggests entering results into farm software systems where details of mastitis cases are recorded.
Can results be sent to multiple emails	Yes, contact AgriHealth to set this up.
Can results be sent via text	No