

Troubleshooting on the DMI4000 in room DU12

If the network does not start (2 small back computer symbols in the bottom right corner of the screen) **the computer and software will not work correctly:**

1. Restart the computer, no need to shut down anything else.
2. Once the computer has restarted login and work as usual.

If the LASAF software refuses to start then:

1. Check that the main control box is switched on (the box nearest the wall).

If the LASAF software refuses to start with the message “Turret not locked” then:

1. Turn off the main control box (the box nearest the wall).
2. Reach under the stage and rotate the lens turret so that a low magnification lens is pointing upwards, either the 10x (yellow band) or 20x (green band) will do. Be sure that the lens is clicked into position.
3. Turn on the control box and restart the LASX software.

If the LASAF software refuses to allow any changes (add or delete) to the channels, then:

1. Leave the LED lamp in its present state (either on or off).
2. Shut down the software, computer and main control box (LHS of the microscope).
3. Once the computer has shut down, pull out the power cord at the back.
4. Press the start button on top.
5. Reconnect the power cord and restart the computer.
6. Turn on the microscope main control box.
7. Restart the LASAF software.
8. When asked, check that the DefaultDynamicConfiguration is due to load. If another configuration is showing eg AF6000, select “configuration” (just below) and choose DefaultDynamicConfiguration.

If problems persist contact **Colin Gray on 0114 2159580** and log an incident on the microscope booking system.