General Recommendation

For any issue, as first step,

Reboot the instrument.

Please see below for full power cycle sequence:
1. please begin by turning off the instrument and then the computer.
2. Next, unplug the two USB cables from the back of the computer and wait for approximately 10 minutes before reconnecting the USB cables to (if possible) different ports than were used before.
3. We recommend keeping at least 1 port empty (unused) between the two USB cables.
4. Then turn on the computer and wait for it to completely boot up, desktop screen to come up> then turn on the instrument.
5. Finally, wait for at least 10 seconds after the Fragment Analyzer is turned on before starting the software.

*** In general, we recommend turning off the system by the end of each day, over the weekend or atleast routinely reboot.

Collecting Troubleshooting Information

If the errors persist
1. please take/share the picture of the messages that come up
2. please bypass the errors and collect the event and error reports from the FA instrument controller Software.
3. To collect those, Open the FA Software (login as Administrator)> Admin > Select Event Report, then Error Report > Collect > Email for further evaluation.
4. For data troubleshooting, send in zipped **raw** data folder. To collect zipped data files, open data file in Prosize> Help> Zip opened data file