

Curing No Signal with BeamMap/Beam'R PCI

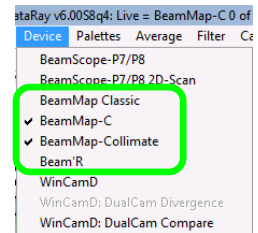
Problem The screen says running but you see no signal Running

Software Ver. 6.00S8q4 recommended - has best starting: <http://www.dataray.com/files/iDataRay600S8q4.exe>

Firmware *Must* be Rev. 3. [Marked on label on front of card.]

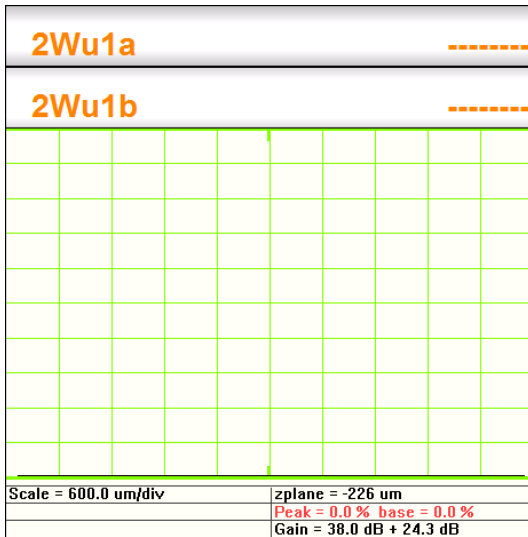
Solution #1 – Select the correct Device

Check this first. If you have, for example, a BeamMap-C connected, but, for example, Beam'R is selected, you will see **Running**, but no signal. In the **Device** pull-down menu, verify that you have selected the correct device.



Solution #2 – Repower the PCI card

If the correct **Device** is selected, and it says **Running**, but the *profiles are flatlined with zero signal and orange numbers like the example immediately below*, the problem is caused by voltage biases on the PCI card that have 'powered up' in the wrong order.

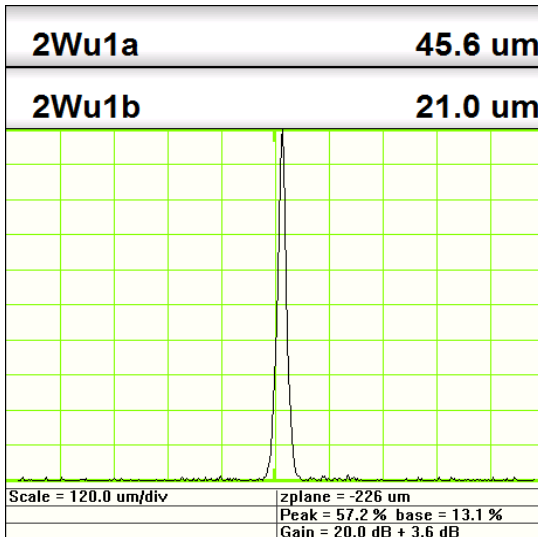


The *only* cure is to **completely power down** the PC (if the card is in a PCI slot) or the Magma CB1H if the card is in that laptop interface. [We no longer have replacement PCI cards, nor can a PCI card which occasionally does this be 'fixed' by hardware or firmware changes.]

Desktop PC: Close the DataRay software, power down the PC, *unplug the PC power cable* and count to 10. Then plug it back in, restart the PC, restart the DataRay software & press **Go**.

Most of the time, it will work properly after one or two restarts to give the correct operation profile shown below.

The good news is that because desktops keep the 5V line powered up (which is why you had to completely power it down), even after a nominal 'shutdown', as long as you never actually unplug or turn off the power, the card will normally remain in its correct operating state, once it gets there.



Laptop with Magma CB1H & PCMCIA card: Close the DataRay software. [No need to power down the laptop.] Simply unplug the PCMCIA card, switch off the Magma, unplug the Magma power supply and count to 10. Repower the Magma, switch it on, plug in the PCMCIA card, count to 5, restart the DataRay software and press **Go**.

IMPORTANT: To avoid overheating when the software is off, in the **Setup** pull-down menu, verify that **Turn off motor at exit** is selected.

Continuing Problems? Send a bcf file (if you can save one, this is the preferred format) or a screen image (second choice) to support@dataray.com.