



'No heads found': BeamMap/Beam'R/BeamScope-P7/ColliMate

What do you do if you get the message:
No heads found.

- 1) Click **OK** on the first box and then **OK** on the next box.
- 2) Close the software.
- 3) Verify that you are using the most current version of the software, found at: www.dataray.com/support/swareupg.html. If not, download and install the latest version.
- 4) Verify that the cable is properly connected between the PCI card and the head.
- 5) Restart the software. From the menu choose **File, Load defaults.** Press **Go**.

If the message shown right reappears, repeat 1) and 2), then go to 6).

- 6) Verify that none of the cable pins is bent. Note that Pin # 9 - the fourth pin in the middle row, is always missing on these cables.
- 7) Install the card in a different PCI slot. Try the software. If still unsuccessful, go to 8).
- 8) Try the system in a different computer. If it works just fine in another PC then the problem is with the PC Operating System, BIOS, or some other conflict. We do (rarely) see this type of PC incompatibility. Some name-brand PCs that are nominally to the PC standard, manage not to be.

[Within the US, if you are willing to ship the system with your PC to and from the corporate office in Boulder Creek, CA at your expense, then we will attempt to resolve the conflict.]

- 9) If you do not have an additional head or PCI card, go to 12).
- 10) If you do have a second PCI card, head and/or cable, attempt to ascertain by substitution whether the problem is with the card, the head or the cable. Once you have determined where the problem lies, go to 11).
- 11) As necessary, contact your local distributor or DataRay support at (303)543-8235 or support@dataray.com.
- 12) If it is necessary to return a system, download the RMA form from www.dataray.com/pdf/RMAForm.pdf and return the unit to DataRay Inc. in accordance with the instructions on the RMA form. Always return the head, the card and the cable.

