



Applies to:

- The ‘BeamMap series’ - BeamMap, BeamMap-C, BeamMap Collimate, Beam’R
- When the EEPROM values in the head may have been corrupted. [Plugging or unplugging a BeamMap series head while the software is on can lead to a corrupted EEPROM.]

Method

If you have a *.bcf, *.bmf, or *.brf file saved *when the head was last working* properly, with the head connected, open the file in the software. From the pull-down menu, choose **Hardware, Program head (read) eeprom**, to open the screen (example is Beam’R) shown below.

Press **Save to eeprom** to reprogram the head. Press **OK** once the hourglass disappears, and then click **OK** again. Close and then restart the software. Has this cured the **No heads found** problem?

If the problem persists, send the previously saved file (if available) and the head Serial # found on the back of the head (required) to **support@dataray.com**. We will send you the Calibration file for your head. The filename will be **NNNNN *.txt**, where **NNNNN** is the Serial # and * is the purchasing organization’s initials and on later models the head style. E.g. **70125 ABC 4XY250-IGA.txt**

Once you receive a *.txt calibration file for your head from DataRay, move the file to **c:\Program Files\DataRay**.

From the pull-down menu, choose **Hardware, Program head (read) eeprom**, to open the screen (Beam’R example) shown below.

Press **Read from file** to open the *.txt calibration file from **c:\Program Files\DataRay**. Press **Save to eeprom** to reprogram the head. Press **OK** once the hourglass disappears, and then click **OK** again at the **Prompt** box. Close and then restart the software.

BeamMap/Beam'R eeprom data. There are NO default values!

BeamMap Slit radius mm: 14.500 m Gain Method#: 5 Potentiometer CW/CCW: 3501 683 Creation Date: 7-11-2000 @ 16:22:7
 BeamMapC
 Beam'R BC planes: 3 4

Index: 0 PCI Firmware up to date? YES

	IN: -X -Y -Z			OUT: +X +Y +Z			SIZE
1	561.13µm	-500.00µm	0.00µm	-499.58µm	500.00µm	0.00µm	2.50µm
2	-515.39µm	-500.00µm	0.00µm	463.75µm	500.00µm	0.00µm	25.00µm
3	538.81µm	-500.00µm	0.00µm	-480.25µm	500.00µm	0.00µm	25.00µm
4	-539.96µm	-500.00µm	0.00µm	484.45µm	500.00µm	0.00µm	2.50µm
5							
6							
7							
8							

Prompt

Data changed, save changes?

Has this cured the problem? If the problem persists, download the RMA form from the website, fill it in, and return the head, the PCI card and the cable for servicing.