

RSH Z-Head Troubleshooting Guide

Step	Task
1	<ul style="list-style-type: none"> - Write down all IP addresses for hardware - Write down all IP addresses for network locations on the computer - Confirm that all network configurations are compatible
2	<ul style="list-style-type: none"> - Record the Data System Software & Version Information - Record the firmware version of the TriPlus RSH - Using the Firmware Compatibility Matrix, confirm that the firmware version for the hardware is compatible with the data system software
3	<ul style="list-style-type: none"> - From the GC HMI, record the handshake settings - From the TriPlus RSH terminal, record the signal settings - Confirm that all handshake settings have been properly configured
4	Power off the TriPlus RSH
5	<p>With the system off:</p> <ul style="list-style-type: none"> - Unplug and inspect all cables at each connection point for all hardware and computer connections, including LAN connections and PAL connections - Inspect the terminals for physical damage - Re-plug in all cables and ensure that all cables are properly seated in their terminals
6	<ul style="list-style-type: none"> - Check each module on the X-rail for even, level seating - Ensure that modules attached near the edge of the rail are not outside the operating tolerance of the Z-Head - For trayholders, remember to place larger sized vial racks toward the front, to avoid collision upon injection
7	Power on the TriPlus RSH
8	If the firmware needs to be upgraded or downgraded to be compatible with the data system software, perform the operation now
9	<p>Reset the configuration</p> <p>Note: Updates to the firmware will result in loss of information regarding configuration - including instrument signals. Resetting the configuration will restore those signals.</p>
10	<p>Upon resetting the configuration:</p> <ul style="list-style-type: none"> - Set the acceleration of the motor to 25% - Set the arm movement style to "Safe" - When configuring trayholders, set cap type to magnetic - Always check teaching once the initial teaching stage has been completed