

## MODULE 4: TROUBLESHOOTING

**Objective:** This module is designed to ensure students know the troubleshooting protocol when problems occur in the microscopy lab. After this module, students should know what to do in the event of having issues viewing their sample under the microscope or on the computer screen.

**If you are having issues viewing your sample under the microscope, proceed with the following steps:**

- 1) Check all components are powered on.
- 2) Check your light path:
  - Do you see light at the sample plane?
  - Check your laser power and check the lamp intensity (eyepiece).
  - Is the light directed towards the correct camera, scanner, or eyepiece?
- 3) If problems persist, mount a test slide to allow you to determine whether the problem is your sample or the microscope.
- 4) Restart software (to reestablish connection between computer and hardware).
- 5) Restart system. Full power down and power up cycle.
- 6) Call a microscopy specialist.

**Tip: always have a test slide!**

- Bring a slide with a good fluorescent signal.
- If problems occur, image this sample.
- This will allow you to recognize whether the problem is your sample, or the microscope.