

HELPING USERS HELP THEMSELVES

INTRODUCTION

This introduction will help GAMMA-SCOUT® users to help themselves in case of problems with the device or to get an idea of what might be wrong.

For example, a blank display **might** indicate a drained battery – but not necessarily. Similarly, a constant reading of 0.00 $\mu\text{Sv/h}$ could be caused by a defect in the counting tube alone or also in other components.

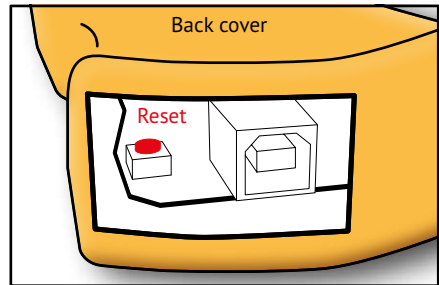
If the customer orders a specific repair, other potential defects will **not** be corrected. This means that the full function of the device may not be restored. The following points can help you to narrow down the source of a problem.

MEASURES TO BE CARRIED OUT BY THE USER

1. If the device is not working correctly, the first step should be a reset (possible only with USB devices – see User Manual, p. 33):

Remove the cover of the USB connection and press the reset button (no data will be lost). The device should now start in clock setting mode. After setting the date and time, wait and see whether the device now displays a plausible dose level. Check the various operating modes. Remember to check the model-specific features (e.g. ticker function and alarm). Don't forget to check the function of the UP and DOWN buttons.

2. If the device is still not working properly after a reset, this may be caused by a low or dead



battery. To check the battery in a USB device: Use the USB cable to connect the device to a 5-volt USB power source (USB mains power supply or charger, PC, laptop, TV, power bank, etc.). Wait 10 seconds. Now continue as described in point 1 above (reset, set date/time, etc.). If the device is now working normally, there is a good chance that a re-charge is needed or that the battery needs to be replaced.

If the device is **not** showing a plausible dose level after this step, the cause of the malfunction is at a deeper level. Simply changing the battery or counter tube will not be sufficient. In these cases, we need a general repair order or a request for an estimate to troubleshoot the malfunction and fully eliminate it.

Please note: If the power cell is very low but not completely drained, the display may appear sluggish or frozen. This effect should disappear after a few minutes of charging.

3. When contacting us about a technical issue, it is **essential** to provide the serial number of your device. We cannot answer questions without the serial number. The following

details are also helpful (to avoid possible follow-up questions and speed up the processing of your enquiry):

a) supply voltage (press battery button to display)

b) firmware version (press enter button when supply voltage is displayed and read off the indicated FW version.)

c) use toolbox to extract device data. Save as a .dat file (**not** .xls, .csv, .txt) and attach in an email.

If this does not work initially, connect a USB power supply to the device and try again (see point 2 above).

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