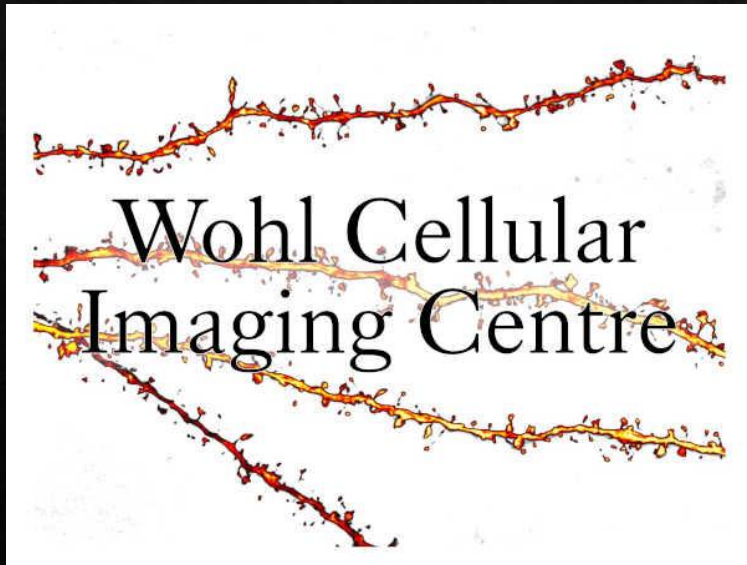


# Why can't I see my sample? Causes and Solutions

If unsure, please come and find us, we  
much rather you do so than damage a lens



This troubleshoot is for when you can't see anything down the eyepiece or on the screen due to **microscope configuration errors**. If you suspect you have weak signal from your sample, then please go to microscope specific user guides and optimise your camera settings.

# Can't see your sample down the eyepiece?

- Light on the sample but nothing down the eyepiece.
- Cause 1: In the software, are you on camera mode in the OC panel.
- Solution 1: Change to Eye mode.
- Cause 2: Not in focus.
- Solution 2: Lower lens all the way and start focus procedure again.

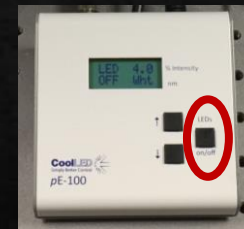
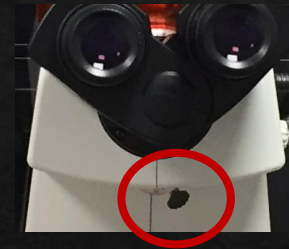
- Light on the sample, blurred light down the eyepiece.
- Cause 1: The toggle is on the left (in this position the Bertrand lens is used to check for lens damages and cleanliness).
- Solution 1: Push the toggle to the right to focus.
- Cause 2: Not in focus.
- Solution 2: Lower lens all the way and start focus procedure again.

- Flooded coloured light when looking down the eyepiece.
- Cause: The brightfield illumination might be on at the same time as one of the epi-fluorescence channels.
- Solution: Turn off brightfield illumination.

- Blurry focus – the eyepiece is not slotted into the microscope correctly.

- No brightfield on the Calcium imager – the illumination need to be turn up (box number 5)

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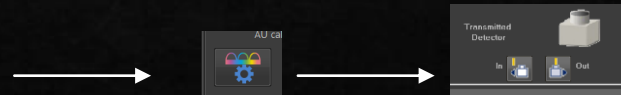
## Can't see your sample on the screen (after you are in focus down the eyepiece)?

- No image
- Cause: Still in “Eyes” mode / not in Live.
- Solution: Put into camera mode, click on live.

- Live camera mode with no image
- Cause: Safety measure cause laser power to remain off after changing from eyes to Camera mode. The laser bar should be at zero.
- Solution: For example, when laser power is zero for GFP, select another channel in the camera mode and then switch back to GFP, click on LIVE again, laser bar should be filled now.

- Live camera mode, no image and “Remove Interlock” button in red.
- Cause: You've saved “Eyes” configuration in “MyOCs”
- Solution: Go to Ti Pad, select myOCs, click on the left light pathway, then click on the grey analyser filter, finally UPDATE your changes by clicking on the small button beside “myOCs”.

- Live camera mode, no light on the A1R microscope.
- Cause: Transmitted detector is “in” in settings.
- Solution: Select “out” position for the detector.



- In brightfield if coloured light comes through the A1R microscope.
- Cause and Solution: Slot-able filters on the top of the microscope outside the incubator has been moved, move them back for brightfield.

If unsure, please come and find us, we much rather you do so than damage a lens

If you suspect you have weak signal from your sample, these solutions won't help you, please go to microscope specific user guides and optimise your camera settings or ask us for help.

