LASERPRO 16 WITH AUTOLOADER
TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
NO READY LIGHT	Digitizer not turned on	• Turn on LaserPro 16 digitizer • Verify that all connections are correct • Make sure there is electricity from wall outlet to power supply
	Rear door not closed properly	• Open and close digitizer's rear door, make sure latches are locked in place
ERROR MESSAGE: Scanner Not Connected	USB driver not loaded correctly	• Load USB driver as stated on page 8 of LaserPro 16 User Manual
	USB not connected	• Check and make sure all connections are correct
	USB port not reading correctly	• Unplug USB cable from computer and plug back in on a different USB port.
	Multiple instances of Radlink Image Acquire software open	• Shut down Radlink Image Acquire software • Restart computer • Restart Image Acquire
FILM DOES NOT DROP	Computer and digitizer needs to be rebooted	• Shut down Radlink Image Acquire software • Turn off LaserPro 16 digitizer • Restart computer • Turn on LaserPro 16 digitizer • Restart Image Acquire
	Rear door not closed properly	• Open and close digitizer's rear door, make sure latches are locked in place
	Auto Loader not seated correctly	• Remove Auto Loader and replace properly
AUTOLOADER FEEDING MULTIPLE FILMS	Auto Loader release plate is not in home position	• Carefully remove films • Turn off digitizer • Close Image Acquire software • Turn on digitizer, wait for ready light • Open Image Acquire Software • Press Scan button without any films in Auto Loader, wait for digitizer to reset
	Auto Loader not seated correctly	• Carefully remove films • Reseat Auto Loader on digitizer
DIGITIZER DOES NOT STOP SCANNING FILM	Computer and Digitizer needs to be restarted	• Shut down Radlink Image Acquire software • Turn off LaserPro 16 digitizer • Restart computer • Turn on LaserPro 16 digitizer • Restart Image Acquire

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PROBLEM	CAUSE	SOLUTION
SCANNER HANGS OR NO IMAGE DISPLAYS IN IMAGE ACQUIRE	Computer and Digitizer needs to be restarted	• Shut down Radlink Image Acquire software • Turn off LaserPro 16 digitizer • Restart computer • Turn on LaserPro 16 digitizer • Restart Image Acquire
	Max Rows set too high	• Change Settings – Scanner – Max Rows to a lower setting
SCANNER DOESN'T SCAN ENTIRE FILM	Max Rows set too low	• Change Settings – Scanner – Max Rows to a higher setting
	Film not inserted properly	• Carefully remove film and feed it into digitizer or Auto Loader properly
AUTO LOADER JAMS	Films not seated correctly	• Make sure films are seated correctly
	Films labels too thick	• Load the films with the labels on top
SPOTS AND/OR STREAKS ON IMAGE	Detector assembly and lens assembly are dirty	• Clean Detector assembly and Lens assembly as instructed in LaserPro 16 Cleaning Procedure
STRETCHED IMAGE OR A RUNAWAY SCAN	Computer and Digitizer needs to be restarted	• Shut down Radlink Image Acquire software • Turn off LaserPro 16 digitizer • Restart computer • Turn on LaserPro 16 digitizer • Restart Image Acquire software
	Rear Door not closed properly	• Open and close digitizer's rear door, make sure latches are locked in place
	Detector assembly and lens assembly are dirty	• Clean detector lens assembly as instructed in LaserPro 16 Cleaning Procedure
IMAGE SKEWED AND/OR SPLIT IMAGE	Computer and Digitizer needs to be restarted	• Shut down Radlink Image Acquire software • Turn off LaserPro 16 digitizer • Restart computer • Turn on LaserPro 16 digitizer • Restart Image Acquire
	Rear door not closed properly	• Open and close digitizer's rear door, make sure latches are locked in place
	Auto Loader not seated correctly	• Remove Auto-Loader and replace properly