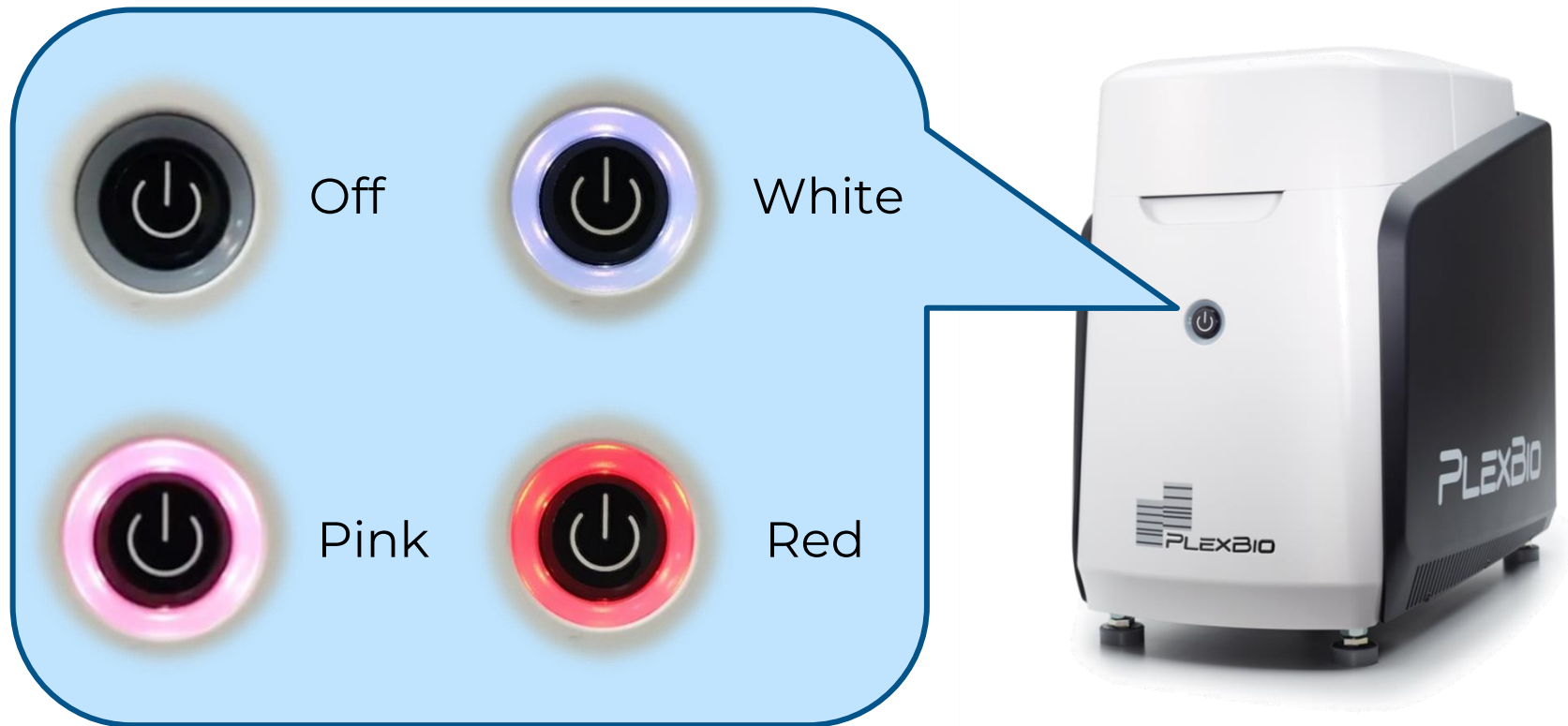


## Troubleshooting



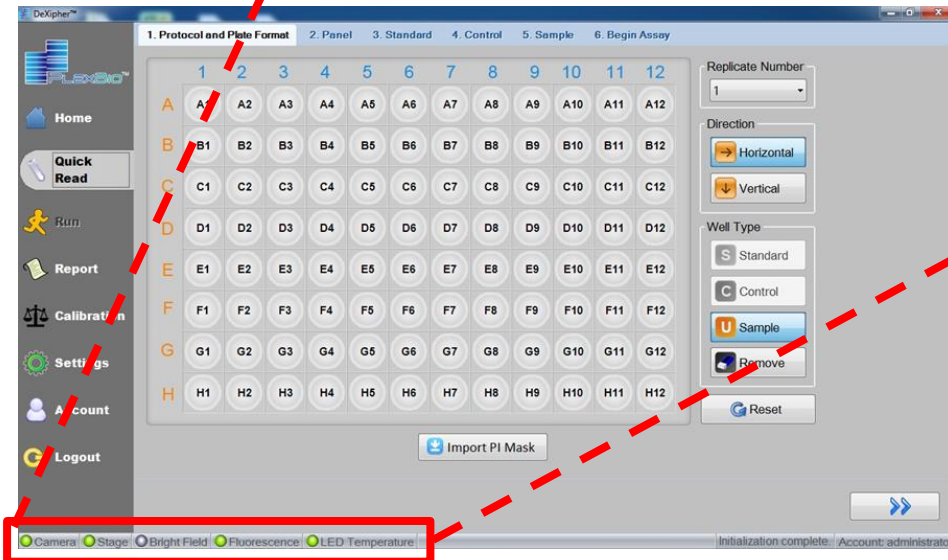
*Compatible with Software version 1.1.8.1429 and newer*





## Different Colors of Indicator on PlexBio 100 Analyzer









## System Status Bar



- Green: Ready / Normal / On
- Red: Warming up / Error
- Grey: Off / Standby









Indicator on PlexBio 100 Analyzer	DeXipher Status bar
No Light 	All red 
Condition	To do
<ul style="list-style-type: none"> <li>Power is off</li> </ul>	<ul style="list-style-type: none"> <li>Check if power supply is connected properly</li> <li>Press the bottom to turn instrument on</li> </ul>
Indicator on PlexBio 100 Analyzer	DeXipher Status bar
No Light 	All green (except Bright Field) 
Condition	To do
<ul style="list-style-type: none"> <li>The light source of the indicator is not working</li> </ul>	<ul style="list-style-type: none"> <li>Contact PlexBio or local distributor for service</li> </ul>

Indicator on PlexBio 100 Analyzer	DeXipher Status bar
<p>Steady Pink </p>	<ol style="list-style-type: none"> <li>LED Temp turns green first   </li> <li>Fluorescence turns green next   </li> <li>All green (except Bright Field)   </li> </ol>
Condition	To do
<ul style="list-style-type: none"> <li>Warming up</li> </ul>	<ul style="list-style-type: none"> <li>Wait for ~15 min until completed</li> <li>Do not open the lid during warm-up</li> <li>Restart the instrument if open the lid accidentally</li> </ul>

Indicator on PlexBio 100 Analyzer	DeXipher Status bar
Steady Pink 	All red 
<b>Condition</b>	<b>To do</b>
<ul style="list-style-type: none"><li>The instrument is warming up, and USB cable is disconnected</li></ul>	<ul style="list-style-type: none"><li>Reconnect the USB cable. If warm-up step lasts more than 15 min, reboot the instrument.</li></ul>

Indicator on PlexBio 100 Analyzer	DeXipher Status bar
White 	Camera is red 
<b>Condition</b>	<b>To do</b>
<ul style="list-style-type: none"><li>Standby or analyzing, but Ethernet cable is disconnected</li></ul>	<ul style="list-style-type: none"><li>Reconnect Ethernet cable and reinitiate DeXipher software</li></ul>

Indicator on PlexBio 100 Analyzer	DeXipher Status bar
Flashing Pink and White 	All green (except Bright Field) 
Condition	To do
<ul style="list-style-type: none"> <li>Analyzing</li> </ul>	<ul style="list-style-type: none"> <li>Wait for the result</li> <li>Do not open the lid</li> </ul>
Indicator on PlexBio 100 Analyzer	DeXipher Status bar
Flashing Pink 	All green (except Bright Field) 
Condition	To do
<ul style="list-style-type: none"> <li>Lid open</li> <li>Lid sensor does not work properly</li> </ul>	<ul style="list-style-type: none"> <li>Close the lid</li> <li>Contact PlexBio or local distributor for service if the problem persists after lid is closed</li> </ul>

Indicator on PlexBio 100 Analyzer	DeXipher Status bar
Flashing Red 	All red or at least one turns red 
Condition	To do
<ul style="list-style-type: none"><li>• Cable and computer disconnected</li><li>• Analyzer defect</li></ul>	<ul style="list-style-type: none"><li>• Reconnect all cables and Reboot</li><li>• Power off and contact PlexBio or local distributor for service if the problem persists after reboot</li></ul>



## Error Message “Failed to initiate stage”

The PlexBio 100 Analyzer requires an initial warm-up interval of 10-15 minutes. Once PlexBio 100 Analyzer has warmed up and the DeXipher software is started, it will take about 1 minute to establish a connection between the software and the PlexBio 100 Analyzer. Opening the PlexBio 100 Analyzer lid during any of these steps interferes with the processes, which is not allowed. The status lights on the left bottom corner of DeXipher should turn green (except the bright field status light) once warm up completed.

## To Do

1. Switch off the Analyzer and Computer
2. Make sure all cables are correctly connected and lid is closed before rebooting the system.
3. If the problem persists, please contact PlexBio or local distributor.



# Thank You

## **PlexBio**

6F-1, No. 351, Yangguang St.  
Neihu District, Taipei City 11491, Taiwan  
+866-2-2627-5878 | [PlexBio.com](http://PlexBio.com)  
[service@plexbio.com](mailto:service@plexbio.com)