

BD Troubleshooting Guide

**Please contact the CIC Facility if you still have trouble or do not feel comfortable with something*

Problem	Cause	Solution	
Instrument won't connect	Instrument turned on after computer	Restart the computer	
	Security module not connected	Reconnect the module and restart the computer	
System won't cycle from "Not Ready" to "Standby"	Laser has not warmed up	Wait a few minutes (it takes around 5 minutes)	
	No sheath fluid	Fill the sheath tank	
	Waste tank full	Empty the waste tank	
	Laser is not lasing	Please speak with the CIC staff	
System won't cycle from "Standby" to "Ready" when switched to RUN	Sample tube is cracked and releasing pressure	Replace the tube with a 12x75 polystyrene tube (Falcon catalog #: 352008)	
	Sample tube is not sealing on the SIP		
	Sheath tank is not pressurized		Flip the pressure valve up
			Make sure the cap on the sheath tank is secure
			Reconnect the tubing and ensure they are in the correct position
			Check to make sure the sensor wires are connected properly
	Release air from the in-line filter		
There are no events showing on the instrument (red parameter gauges)	Cells are not going through the SIP or are not being seen by the instrument	Turn the instrument to RUN	
		Vortex your sample	
		Filter your sample	
		Check another sample to be sure you have cells	
		Check your settings (such as threshold and voltage) to ensure your population is being seen by the instrument	
Sample is not going through the SIP	SIP is clogged	Put a fresh tube of water on and turn instrument to DRAIN for 10 seconds, then to FILL for 30 seconds, repeat 3x and try running the sample again	
Events are registering on the instrument (red gauges) but not on my template	Template is not set up properly	Click "Acquire" on the acquisition control	
		Change plots from "Acquisition" to "Analysis"	
		Make sure your gate is not excluding your population	