

Troubleshooting

No Power to Magnify²

- Switch off Control Box and disconnect power
- Check all connectors on the back of the Control Box are correctly located (check color codes)
- Reconnect power cord and switch on Control Box.

One (or more) Magnify² axis doesn't move.

- Check connector cables (see 'No Power', above)
- Check that each axis is not at the extreme end of its travel
- Check the limit switches - there are six switches, each should have a small red light. Two are on the gantry, two on the Z axis and two on the left hand (from the front) side of the Magnify²
- Check that the Motor Rapid Stop button is NOT pressed (rotate clockwise to release)
- In GIGAmacro Capture, check 'Settings' and Stop serial connection, then Start the serial connection.

Noise when Magnify² is moving.

- Check that nothing is obstructing each rail
- Check connector cables (see 'No Power', above)
- In GIGAmacro Capture, check 'Settings' and Stop serial connection, then Start the serial connection.

DSLR Remote shows "Not Connected"

- Check USB plugged into camera, to the connector on the gantry, and to the computer
- Check that external power is plugged into the camera
- Check that the camera is switched on
- Check camera LCD screen for errors
- Confirm in DSLR Remote Pro that Camera>Auto Reconnect is checked in the menu
- In DSLR Remote Pro Camera menu, click Connect Camera.

No Power to Control Box

- Switch off Control Box and disconnect power.
- Check all power cables, confirm that there is power at the outlet (plug in another device that is known to work).
- Reconnect the power cable.

Camera connected, won't take a photo

- Check that Shutter Release cable is connected

- Check that camera is in Manual mode
- Check that focus is set to manual on lens (if appropriate)
- Click the 'Release' button in DSLR Remote Pro
- Check Capture presets (folder location for captured photos, etc.)
- Check camera LCD screen for error messages
- Check that you have sufficient disk space where your project is saved. If you are saving to a network drive check that it is connected and accessible.

Camera Flash not firing.

- Check that the flash control unit is correctly on the hot shoe, with locking ring finger tight
- Check that external power is connected to camera and to flash.
- Check that camera and flash switched on
- Check the USB cable (from camera to PC) and remote trigger cables are connected.

After all these checks, If none of the above solves your problem, please call GIGAMacro support at +1 415 841 3322, and / or email support@gigamacro.com. Support is based in the US Pacific timezone (GMT -8 hours) and is available 9am - 5pm.

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