

# TG-1000 Controller Troubleshoot

This page has simple steps a user can try to fix issues with a TG-1000.

## Controller does not BOOT/Start and 5V LED is OFF

In case the controller isn't starting up, and the 5V and status LED on each card is OFF. Like for the controller shown below.



A controller that doesn't boot/start, 5V LED and status LEDs on daughter cards are OFF

The issue can be caused by the following,

### Step 1: A bad peripheral

A device the TG-1000 daughter card is connected to could have failed and is pulling down the power. This could be a device like the XY stage, a piezo, a CRISP etc. Test by disconnecting all cables connected to the TG-1000 (except the AC power). If this did not fix the issue, proceed to Step 2.

### Step 2: A bad daughter card

The issue could be caused by a bad daughter card. It could have failed and is pulling down the 5V or the 24V line. Test by removing one daughter card at a time. When the bad card is removed, 5V should be restored and the system should function again. The first card "Tig/COM" is essential for system function, so do not remove that. Start with the XY stage card, remove it from system, see if it works. If not, next remove the ZF card, and so on.

Use a flat screwdriver to unscrew the two screws shown in the picture below to remove the card. Do this with the system turned off to avoid risk of shock.



Use a flat screwdriver to unscrew the two screws holding the card in place

Even after removing all the cards, the 5V is still not ON, this means we have a bad 5V power supply. Proceed to Step 3.

### Step 3: 5V power supply

If Step 1 and 2 did not resolve the issue. The 5V LED is still OFF, it could be a bad 5V power supply. This power supply can be replaced in the field by the user. Instructions on how to do this are here [Replacing the 5Volt power supply on TG-8 and TG-16 controllers](#). Request ASI to send a replacement power supply.

### Step 4: Bad Fuse

If the 24V LED is OFF, check the fuse.

[tiger, tech note](#)

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Last update: **2021/09/23 17:15**

