

Chapter 30

TROUBLESHOOTING

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CHAPTER 30

TROUBLESHOOTING

Frequency Modulation for Device Diagnostics:

Access this through the Frequency Modulation Program (chapter 11)

C type of Device

C Patient Present Yes or No

C OK - OK - OK

Follow the prompts

Program Freeze or Lock-up

You may find that on occasion the program will freeze or lock-up while you are working. This will occur if you attempt to force the program to do another function while it is already engaged. Be mindful of the Quantum's program processes, making sure that it has completely finished one function before attempting another function and this will not occur so frequently. Another helpful **Hint** is to use the **Close** button on each screen that you are using as opposed to the Windows close button. To rectify this situation you must use a basic computer function:

C Ctrl+Alt+Del (Control+Alt+Delete) all keys simultaneously.

The first two keys are on the bottom left of your keyboard. The **Delete** key is the most upper right area of your keyboard.

Windows Panel (Task Manager) appears

C End Task

C Don't send error report

C Close (on the next screen or screens until you are back to your desk top)

C Clasp Icon

C Yes (to bring up previous client)

You will need to reenter the password, however you do not need to re-calibrate. It is not recommended to retest and this can seem frustrating as some of the previous information has now changed. This is due to the laws of Quantum physics so do not be discouraged. You can proceed with therapies.

REINDEX

It becomes necessary to ReIndex when **ReIndex** appears across the middle of the Test Info Box (see **Figure 6**, pg 13).

C START (on your computer desk top)

C All Programs (Menu appears)

C Clasp32

C ReIndex

C Generate

C OK

C Close