# Trouble Shooting Tips - ILT1700

**If your ILT1700 is not reading properly, before sending the unit in for evaluation, please try the following common problem solutions at your facility.**

1. Ensure your system is set to the correct cal factor.  Press the **Factor Shift** button so the lower light is illuminated.  The display will now read the current cal factor.  Check this against your calibration certificate.  If it is not correct, press the factor shift button scrolling through the other stored factors to see if it is stored in a different channel.  If you do not see the correct factor in any of the channels, press factor select until you are on a blank channel or a channel that can be overwritten. Press the **MSD, LDS** and **EXP** buttons to change the display to read exactly like your cal certificate.  Press the **Data Display** button to return to measurement mode.

2. Ensure use of correct filters/optics.  Each calibration is done with specific filters and optics on the detector.  These are all labeled with individual serial numbers that are on the calibration certificate.  Even if there are two UVA filters, please verify the correct serial number is used based on your cal certificate.

3. Zero.  To perform a "dark zero", with the detector plugged into the ILT1700 and the unit turned on, cover the detector and press **Zero**.  This will purge all light from the meter and will automatically deduct any small light level the unit sees from future readings.  Dark zero is the most common.
**Ambient Zero** is done by pressing zero with the cap removed from your detector, and the source to be measured off.  This will automatically deduct the ambient room light from future readings.  Especially useful in low light situations when you have a computer screen or other light source that can not be turned off.  Make sure the light source you want to measure is not turned on during the ambient zero.

4. **Auto Range:**  When Auto Range is turned off in DC mode it does not allow the exponent to shift which can cause the unit to give a HI reading.

5. **100%**: This button is used to measure percent change that is commonly used for transmission or reference measurements.  Exponent display is disabled when this button is pressed.

6. Was the ILT1700 turned off while in the 4 or 8 reading rate mode?   Press the Factor Shift button so the lower light is illuminated, Push Set 100% button to select reading rate - this should be flashing a 2.  If not, press the Factor select button until the flashing number shows 2, then press the set 100% button to exit the reading rate select mode.  Press the Data/Factor button to return to the data display mode, turn the unit off and back on to check your readings.

7. System not responsive: Reset computer
**On a newer ILT1700 (USB version)**
Turn off ILT1700
Hold MSD button while turning power on
Release MSD button
The LCD display will blink for a few seconds telling you it is re-initializing
Re-enter cal factor from your optical certificate
**On older units**
Turn off ILT1700
Shunt PIN 11 to PIN1 on accessory input connector for a few seconds (a paper clip works well)
Turn on the unit, the LCD display will blink for a few seconds telling you it is re-initializing
Re-enter your cal factor

8. Won't turn on: Check power setting on rear panel.  Note if the unit was in 110-120V mode but connected to 220V - you may have blown a fuse.