Government of the Republic of Trinidad and Tobago
Ministry of Education

NIHERST

UWI
SEISMIC RESEARCH CENTRE
TRINIDAD & TOBAGO W.I.

SEISMOLOGY IN SCHOOLS

Troubleshooting Guide

SEP Seismometer & Jamaseis

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About this Troubleshooting Guide

This is a guide to troubleshooting Information Technology (IT) problems associated with a SEP Seismometer and its corresponding software program Jamaseis. This guide identifies some of the IT problems that may occur and possible solutions to resolving them. Also note that the Seismology in Schools Programme's seismometer system is used mainly for educational purposes in seismology.

Contacting the Seismology in Schools (SIS) Team:

For any other technical issues not included in this troubleshooting guide please use one of the following online platforms and a member of the SIS team will attend to your concern.

1) The Edmodo Forum for the Seismology in Schools Pilot Programme, which can be found at the following link: https://www.edmodo.com/home#/group?id=17438367
   New users will be required to create an Edmodo profile, which can be easily done using the instructions found in Annex 1.

2) The Seismology in Schools facebook page, which can be found at: https://www.facebook.com/Seismology-in-Schools-Trinidad-and-Tobago-272086322972644/?fref=ts

Primary Checklist

Prior to troubleshooting problem(s) encountered, ensure that the following primary checks are executed:

- ✓ Ensure that an updated version of Jamaseis is installed.
- ✓ Ensure that the red light on the digitizer (seismometer USB attachment) is on.
- ✓ The USB port being used is the same as that configured to the software (i.e. Com1, Com2 etc.)
- ✓ Ensure that all connection are inserted into the correct component. If not, please unplug and re-attach to the component.
- ✓ Restart your computer and run Jamaseis

Troubleshooting Issues and Solutions

Issue	Possible causes	Proposed Solution
No red light on the digitizer	1. Digitizer may not be inserted into the USB port properly. 2. The USB port on the computer may be malfunctioning 3. The contact lenses may be dirty 4. The USB cable may be faulty. 5. The computer may not be recognizing the digitizer as the drivers are not updated 6. Defect in the digitizer	Unplug and re-attach the USB cord from both ends. or Try using another USB port on the computer. or Unplug the digitizer and blow out the lead with compressed air. or Switch the USB cable for a new one. or Try updating the drivers to recognize the digitizer (contact NIHERST) or Contact the SIS team to change the digitizer completely.
Issue with local connection (local connection lost)	1. Update to the firewall server which blocks the port attached to the driver. 2. Antivirus may be blocking the driver. 3. The digitizer may be malfunctioning	Restart your computer and run Jamaseis or Check all connections between the digitizer and the computer. or Modify the firewall or Update the driver

	4. The digitizer may not be connected properly.	or Re-install the latest version of Jamaseis (Link provide in Online Resources) or Insert the cable into another USB port. or Temporarily disable your antivirus. or Run Source Configuration Wizard on Jamaseis.
Non-functional Jamaseis software	1. The updated version of Jamaseis is not installed. 2. The software has become incompatible with the operating system of the computer.	Ensure that the updated version of Jamaseis is installed (link provided in Online Resources) or Uninstall old version if update is needed or Check source through manage sources or If there is no connection/activity, unplug the port from the back of the CPU and re-plug.
The globe feature may not show	1. The updated version of Jamaseis is not installed 2. The internet may not be connected	Ensure that the updated version of Jamaseis in installed or Check internet connectivity

Online Resources

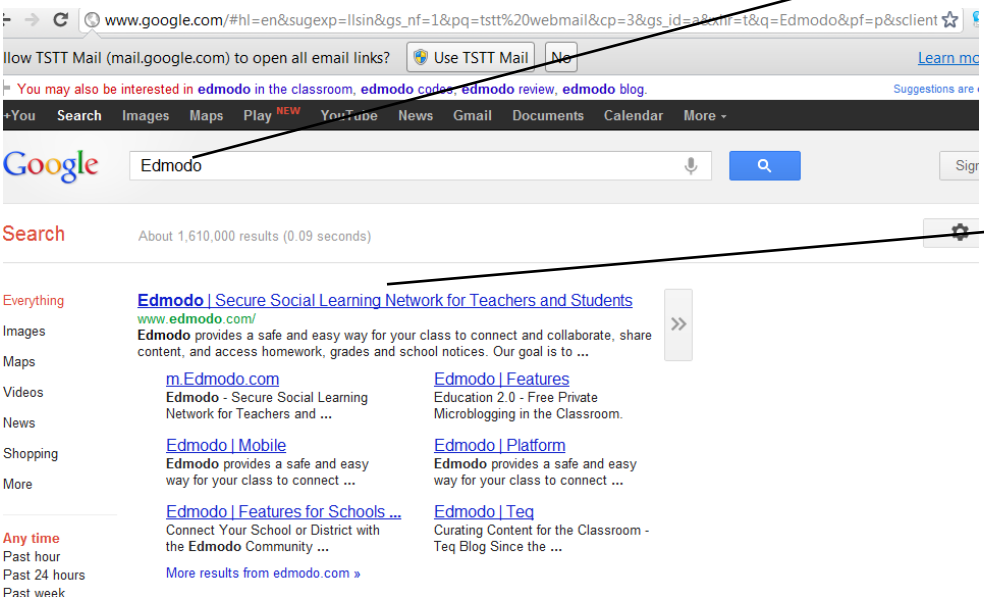
Jamaseis Software: http://www.iris.edu/hq/jamaseis/

IRIS's Seismology in Schools Homepage: https://www.iris.edu/hq/sis

Assembling the SEP Seismometer: https://www.youtube.com/watch?v=zogw8dl3fUQ

Annex 1: Instructions for Signing up to Edmodo.com

Step 1



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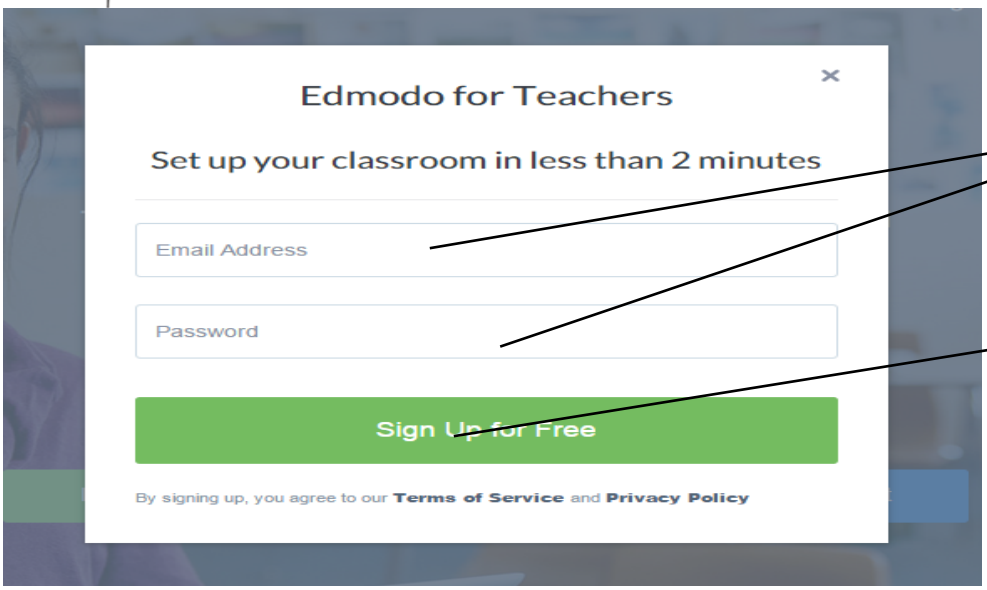
Step 2

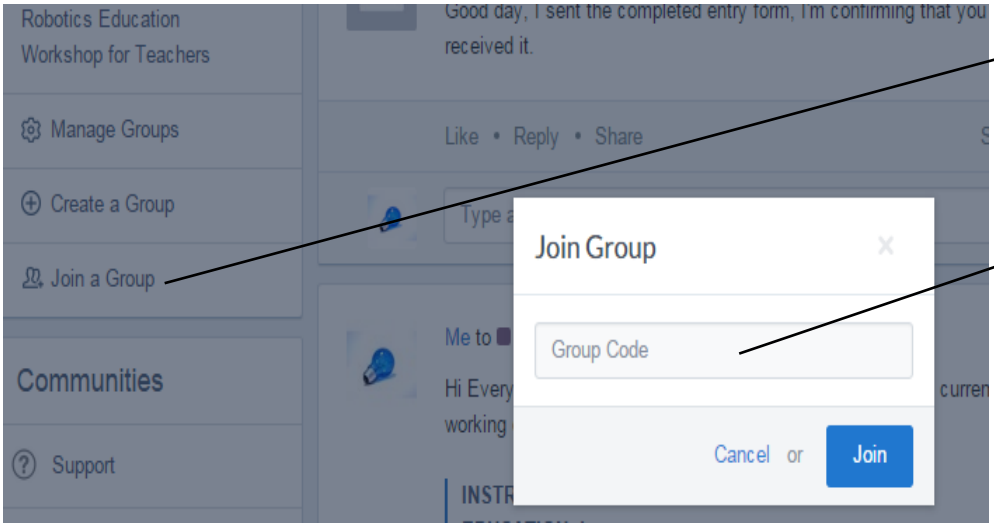
Step 3



Fill out information

Click

Step 4



Click

Use group code

ce5ags

and click Join

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