Internal memory deletion procedure — Prime

Introduction

In order to resolve a full internal memory, the first step to take is to create more space on the unit. This can be done by deleting all temperature log and temperature log data files. In addition to deleting temperature log data it is prudent to also delete any settings files in case these have been corrupted during a memory full state.

The utility *ClearSettingsAndTemperatureLogs* will delete all temperature logs and settings files from a Prime unit. It is located here http://dev.bibby-scientific.com/downloads/support/prime/. If you want to save any files, please copy these off first.

Procedure

To use the utility it must be copied to a USB memory stick and placed in a folder called **Startup**. Turn the Prime unit on, count to 20 and then insert the stick in the front of the unit. Even if the software is in an error state displaying an error code or a grey error box, providing the utility is in the correct Startup folder, Windows CE will see the utility and run it on top of the Prime software.

You will see:

- Utility to clear settings and delete temperature logs and log data
- This process will begin in 10 seconds. Immediately turn the unit off to stop this process.
- Using Nandflash\ as target directory.
- Checking and clearing settings files:
- Checking for the settings file: found and deleted.
- Checking for the estimations file: found and deleted.
- Checking for the last accessed list file: file not found.
- Checking for the running program manager recovery file: found and deleted.
- Checking for the unit id list file: found and deleted.
- Checking and clearing temperature log files:
- Found 2 temperature log file(s).
- Deleting 2 Step Template.temperaturelog.
- Deleting 2 Step Template.temperaturelogdata.

Once this is complete, turn the thermal cycler off, remove the USB memory stick containing this program and turn the unit back on. If settings have been cleared be sure to check that all settings are re-set as required.

Once this utility has completed, you should upgrade the software on the unit to 1.209 **or greater** to avoid the software bug detailed above. Assuming no other problems are present on the unit, the software should return to the orange home screen. The software can be downloaded here http://www.techne.com/Software.asp.