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# QE65000 Addendum

To Our Valued QE65000 Customers:

Issues for the QE65000 include the following:

- Due to the architecture of the detector used on the QE65000, it may be necessary to set the **Single Strobe Timing** setting in SpectraSuite to 1500 counts (.7500 msec) to see a full value spectrum in this mode. Any value less than this will result in an attenuated value spectrum.
- The TEC may fail to turn on if you plug in the USB cable before TEC power cable. Ensure that the TEC power is always applied (TEC is enabled via SpectraSuite software) prior to USB power. When you first enable the TEC, wait a second before reading the temperature. If the TEC temperature is not decreasing, disable the TEC in software, wait a second and again enable the TEC. This ensures that the TEC always turns on.
- The TEC temperature control can be lost after reading the temperature several hundred or several thousand times (and as a result the temperature will no longer be updated correctly). The TEC temperature is still controlled at the last setpoint under these conditions, but to fix the problem you must unplug both the USB and TEC power for 15 seconds before repowering the device.
- TEC Temperature continuous display update causes the scan to pause and can crash the system if the integration time is changed rapidly (e.g., scrolling with up/down arrows).
- Reading the TEC during an acquisition is not recommended. Doing so can cause timing delays, resulting in a change in baseline.

Please contact us for any issues or concerns. Our contact information is located on the front cover of your [\*QE65000 Scientific-grade Spectrometer Installation and Operation Manual\*](#) and on our website at: <http://www.oceanoptics.com/ContactUs.asp>.