Cutter not Being Recognized by Computer
1-1 Driver

- Verify the driver is installed.

- Review the proper driver installation guide for your cutter at:
  - Under the “Drivers & Downloads” Section
2-1 Connection

- Check the USB cable and make sure it is plugged in to the computer and the cutter.
2-2 Connection

- Verify the connection on both ends is tight.

- If the cable is moving around a lot in the plug, it may not be getting a good connection.
2-3 Connection

- If the computer is still not recognizing the cutter, move the USB cable to another port on the computer.

- The cable should be plugged directly into a computer USB port, not an expanded USB box.
2-4 Connection

- If...
  - the cutter is not showing up in the Device Manager
  - the cutter is on
  - No other problems exist with the cutter

- Then...
  - The USB Port will need to be replaced.
The End

Please review our tutorials for more information on particular features.

To speak with a technician, submit a ticket at
http://www.cutterpros.com/support/ or call 888-828-8776 x227

CutterPros.com/Hahn Ventures LLC is NOT liable for any software/attachments/instructions/download links/content contained in this presentation. Use the contents of this presentation AT YOUR OWN RISK. CutterPros.com/Hahn Ventures LLC is NOT responsible for any damages incurred to your computer hardware/software or any possible viruses/Trojans/malware or any other type of damaging programs that may be contained in the links and/or attachments. It is your responsibility to verify the contents before using any of the information contained in this presentation. By using the contents in this email you agree to hold CutterPros.com/Hahn Ventures LLC harmless of all liability and damages. You agree that you are totally responsible for what you put on your computer, software you install on your computer and files you download to your computer.