

Cutter not Being Recognized by Computer

1-1 Driver



- ◆ Verify the driver is installed.
- ◆ Review the proper driver installation guide for your cutter at:
 - <http://www.cutterpros.com/downloads/>
 - 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.

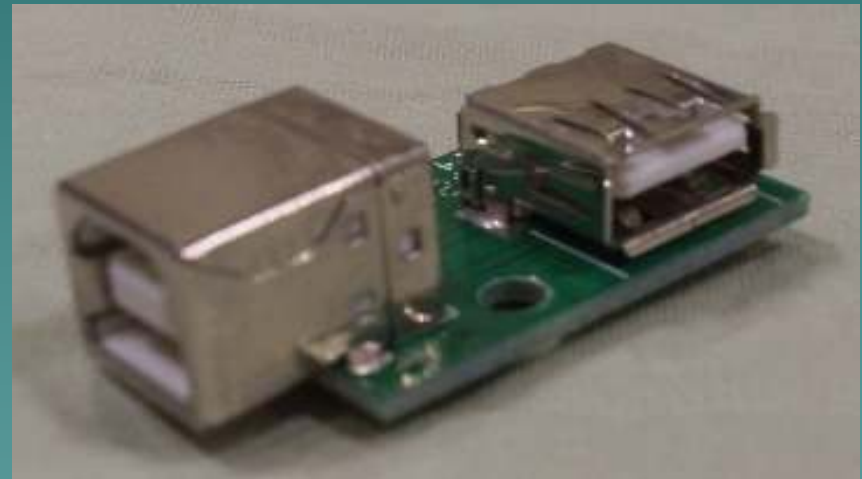


2-3 Connection

- ◆ 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.

<http://www.cutterpros.com/downloads> for further information.

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

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