No connection between machine and computer

general rules:

1) Your pc has to have a dedicated ethernet port to hook up the engraver
2) You have to use the supplied CAT 6A ethernet cable. If you need a longer one, it still has to be a CAT 6A ethernet cable
3) The ethernet port in your pc has to be configured with the following fixed IP-address: 172.22.2.101, netmask 255.255.255.0

Check the following:

1. Has your PC been switched on and has the X-300 engraver been switched on?
2. Check if the ethernet settings of your pc are still ok (see IP-address hereabove).
3. Is your virtual pendent software running?
4. Has the pendent software been registered?
5. If these conditions are fulfilled you need to check the connection by pinging to the machine. From the cmd window on your pc type “ping 172.22.2.100”. If the results are not OK then you might have a defective ethernet port in your pc, or a defective ethernet cable.

Continue to trouble shooting, there is no connection between pc and machine.
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