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. Is your pendent software running?
3. Has the pendent software been registered?
4. If these conditions are fullfilled 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.
5. Is your cutter knob still in good shape? A worn out cutter knob could cause the cutter to vibrate.
6. If your engraving depth is not equally deep everywhere, you need to check if the floating function is working correctly.
7. If the floating function works fine, please check the status of the nosecone.
8. If the engravings show different depts, or if you see shadows near the engraved characters, you may be engraving without vacuum cleaner. A vacuum cleaner is a must!

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