Frequently Asked Questions / Troubleshooter

- **The connection between the machine and the computer is lost.**
- **I can’t enter my Symmetry registration code, why is that?**
  - During the installation of the engraving software you must use Administrator rights. Only then can the installation of the engraving software be performed correctly.
- **I can’t enter my Cyborg pendent registration code, why is that?**
  - During the installation of the control you need to use Administrator rights. Only then can the installation of the Cyborg pendent be performed correctly.
- **Symmetry keeps asking for a registration code, why is that?**
  - Check that the virus scanner / firewall does not incorrectly mark the Symmetry engraving software as “potentially dangerous”.
    A virus scanner or firewall such as those of the brands Norton, McAfee, BitDefender, Kaspersky, … may possibly regard the engraving software as “unsafe software” and incorrectly block or remove some installed components.
    Make sure that a virus scanner / firewall cannot affect the proper functioning of the engraving software in any way, but that the software is marked as “safe”.
  - Check that the network administrator has not made any security changes at the network level that would cause the software to no longer function properly.
  - In some highly secured networks, the LAN connection of the engraver cannot be considered public, because then virus scanners or security systems such as firewalls can wrongly disrupt the connection. (Windows Defender, Norton, McAfee, BitDefender, Kaspersky, …) You can request the type of network with a powershell command: “get > netconnectionprofile”. Then this profile must be changed to “private”. (Set > NetConnectionProfile > InterfaceAlias > Ethernet > NetworkCategory “Private”)
- **The Cyborg Pendent keeps asking for a registration code, why is that?**
  - As described above, a virus scanner or firewall can affect the proper functioning of the Cyborg pendent.
    Make sure that a virus scanner / firewall does not consider the Cyborg pendent and associated Ethernet communication as “potentially dangerous”, but that the software is marked as “safe”.
  - Check that the network administrator has not made any security changes at the network level that would cause the software to no longer work properly.
- **The Cyborg pendent only shows one tab in the preferences. How do I call up the other two** ?
- **The zero point doesn’t seem to be in the right place, why is that?**
  - Check that the advanced settings of the Cyborg pendent are identical to the settings specified in the supplied images. (Images can be found on the supplied USB key.)
    Check each tab separately and make sure that all values match 100%.
- **The Cyborg X-300 won’t home, what’s going on?**
  - In the Cyborg pendent settings, check the “homing speed”. It should not be set to “0”. If the value for X, Y and Z axes is set to “0”, enter the following values:
    - X-axis: **-10.000**
    - Y-axis: **5.000**
    - Z-axis: **-6.000**
  - Click on “Save”.

- **Ik heb nog een oudere Symmetry versie, kan ik een update krijgen?**
  - Dat kan zeker, de laatste Symmetry versie kan je hier terugvinden: https://www.cyborg-engravers.com/downloads/
    Stuur een mail met je gegevens om je paswoord aan te vragen.

- **Ik heb nog een oudere Cyborg pendent versie, kan ik een update krijgen?**
  - Dat kan zeker, de laatste Cyborg pendent versie kan je hier terugvinden: https://www.cyborg-engravers.com/downloads/.
    Stuur een mail met je gegevens om je paswoord aan te vragen.
    Let op, vanaf versie 2.5.0 is het noodzakelijk dat je sturing uitgerust is met firmware versie 1.04. Is dat niet het geval dan zal pendent software 2.5.0 of recenter niet werken.
    Je actuele firmware versie kun je terugvinden in het **cnclog.txt** bestand. Dat bestand vind je op de volgende plaats: **C:\Cyborgpendent\logging\xxxxxxxx-xxxxxx-CNCLOG.txt** .
    Op de 8-ste regel lees je b.v. **Connect:CMotionController.cpp(2630):CPU Version is = CNC300-V1.02**. Als je V1.02 leest moet de firmware een update krijgen naar V1.04.
    Om de firmware te upgraden contacteer je ons per telefoon (+32/3 4542089) of email (info@ketele.com).

- **De machine graveert niet goed vooraan de tafel, sommige letters ontbreken of worden over elkaar gegraveerd, hoe komt dat?**
  - Zorg ervoor dat de afzuigslang, die de spanen afvoert naar de stofzuiger, altijd vrij is en niet klem komt te zitten tussen muur en bureau of tafel en muur. Bij gekneld raken of blokkade zal de kunststof afzuigslang zoveel kracht op de slanghouder & brug uitoefenen dat een mechanische obstructie optreedt en de spindel niet meer vooraan de graveertafel geraakt.

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