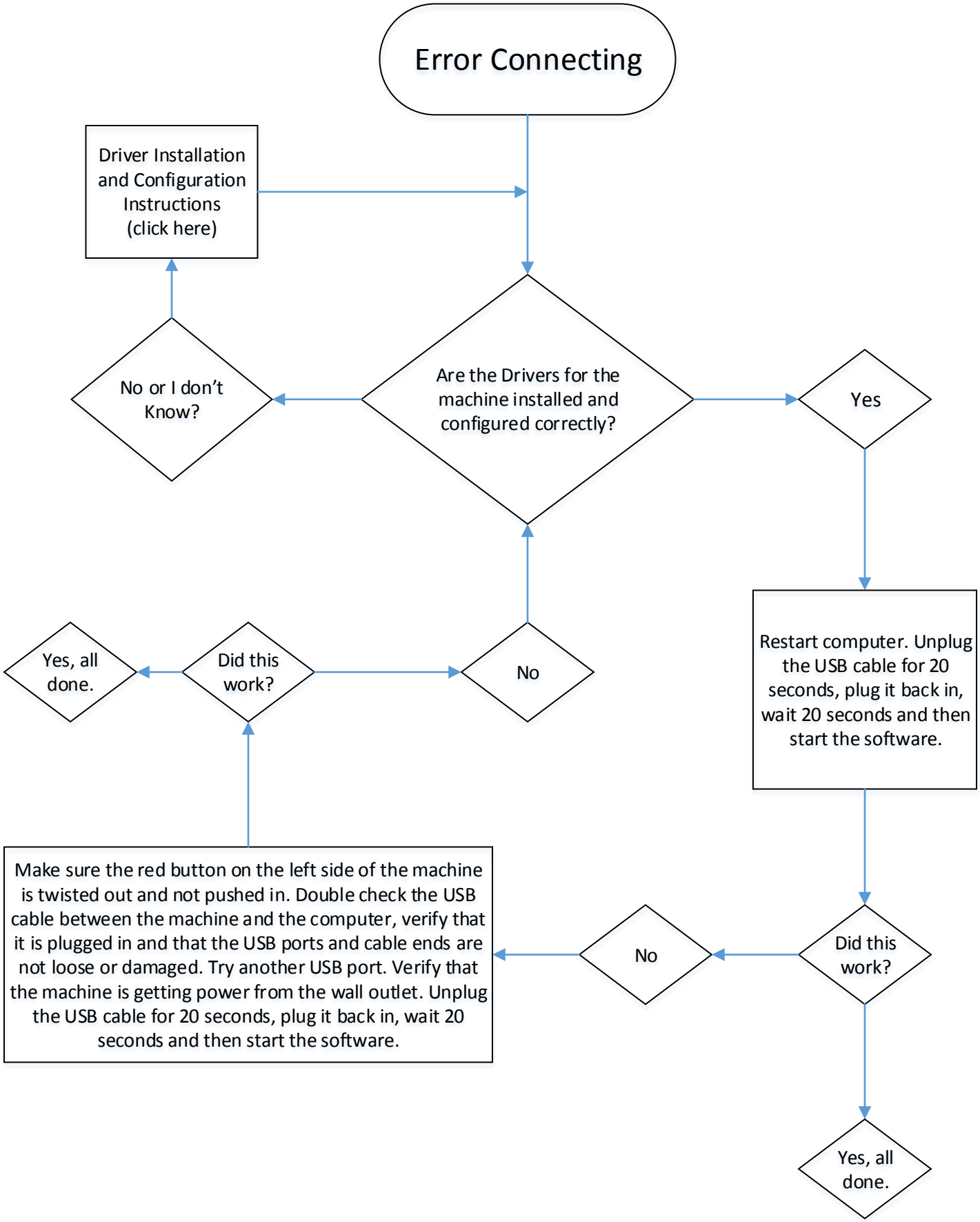
Error Connecting
Driver Installation and Configuration Instructions (click here)
No or I don't Know?
Are the Drivers for the machine installed and configured correctly?
Yes
Restart computer. Unplug the USB cable for 20 seconds, plug it back in, wait 20 seconds and then start the software.
Yes, all done.
Did this work?
No
Make sure the red button on the left side of the machine is twisted out and not pushed in. Double check the USB cable between the machine and the computer, verify that it is plugged in and that the USB ports and cable ends are not loose or damaged. Try another USB port. Verify that the machine is getting power from the wall outlet. Unplug the USB cable for 20 seconds, plug it back in, wait 20 seconds and then start the software.
No
Did this work?
Yes, all done.