



TS-1012	Unable to Initialize or Connect to Software (VX2/VXL)	Document Owner: Service Department	Effective Date: AUG-23-2022	Page 1 of 2
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## Purpose

This document provides guidance for checking connections and network settings if the VX2/VXL is not initializing or not connecting to the software.

## Intended Use

If the VX2/VXL is not initializing or not connecting to the software.

## Required Material and Equipment

N/A

## Intended Audience

Superuser

## Prerequisites

N/A

## Procedure

1. Ensure the unit is plugged in, and powered ON.
2. Ensure the E-stop is not engaged.

**Note:** The blue LED light in the instrument should be ON if the E-stop is not activated. To release the E-stop, turn the red button on the E-stop clockwise and pull up at the same time.

3. Ensure the communication cable is attached to both the instrument and the computer.
  - a. **Software versions < v. 2.2:** connect an RS232 (serial) cable at the instrument to USB adapter at the computer.
    - i. Check Device Manager for active ports (if using an RS232 type connection).
  - b. **Software versions 2.2 or >:** connect an Ethernet cable to the instrument to the supplied Ethernet router, then an Ethernet cable from the router to the PC.
4. Use Network Connections to check the network settings and cable/port configuration on the router. See [SCID111 VX Series Networking Summary](#) for more information.

*If you need additional assistance, please call our service department at*



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314-298-9800 or email [service@scinomix.com](mailto:service@scinomix.com).

## Definitions

N/A

## Revision History

<b>Version:</b>	<b>Change:</b>	<b>Effective Date:</b>	<b>Approved by:</b>
A	NEW	APR-14-2020	B. Petti
B	Content review Added Intended Use section	AUG-23-2022	Service