



TS-1012	VX Series Will Not Connect to Software	Document Owner: Service Department	Effective Date: APR-14-2020	Page 1 of 2
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## Purpose

This document provides guidance for issues with the VX2/VXL not initializing or not connecting to the software.

## Required Material and Equipment

N/A

## Intended Audience

End users of the Sci-Print VX2/VXL

## 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 unit and computer.
  - a. Software versions < v. 2.2 use 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. Versions 2.2 or > use an Ethernet cable at 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 [SCID111VX Series Networking Summary](#) for more information.

*If you need additional assistance, please call our service department at 314-298-9800 or email [service@scinomix.com](mailto:service@scinomix.com).*



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## 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