

## Common Setup Problems and Solutions

PlasmaCAM's technical support receives many, repeating calls about the following issues. Before you call with a problem, please check this list to see if it is directly addressed:

- Do not power the machine, computer or plasma cutter from a GFI receptacle. They often malfunction and are too sensitive to properly power machinery.
- Laptop computers are not recommended for use with the machine because they often have parallel port compatibility problems that are difficult or impossible to resolve.
- Do not install a multifunction printer (prints, copies, scans, faxes) on your PC. Its software and drivers interfere with the PlasmaCAM machine, preventing it from connecting. If a multifunction printer was installed at any time, all its software must be uninstalled—even if the printer itself is no longer attached.
- If you can't find a three-button mouse, buy a mouse with a wheel that can be configured as a center button when pressed. Click the mouse item in the Windows Control Panel of the PC to configure the middle mouse button as the middle button.
- Make sure you properly configure your computer and parallel port before using the machine. This is covered in pages 4-3 and 4-4 "Setting up the Personal Computer" in the manual. Contact your computer dealer if you need help with this.
- If your PC cannot establish a connection to the machine as described in the manual, try a different parallel cable. Do not bundle other cables with the parallel cable; power or torch cables running next to it will introduce noise into it.
- Make sure the electrician who wires your plasma cutter tests, records and verifies the required readings—as outlined in the instruction video—before you connect it to the PlasmaCAM machine. The readings are: trigger voltage (AC or DC), trigger current (AC or DC), arc voltage at the connector (DC), and continuity between the work clamp and the arc voltage black wire (should be 0 ohms). PlasmaCAM will not accept responsibility for any damage done to your machine by an improperly wired plasma cutter.
- Make sure you follow all the steps in the manual for configuring the height control before using it. In particular, make sure you properly measure and set the "arc voltage shift" in the settings. Setup and use of the Digital Height Control and torch parameters is covered in pages 5-6, 5-7 and 5-8 "Setting the Torch Location" and "Setting the Z Axis" and pages 6-53 and 6-54 "Arc Voltage Calibration".
- Please read and learn what is covered in the manual before calling. Most of the calls we receive are for issues clearly covered in the manual.
- PlasmaCAM does not provide training or service for software or hardware other than the PlasmaCAM system. Check your local library, bookstore, schools, or computer retailers for books or classes to learn how to use Microsoft Windows or any hardware, such as scanners.