Instruction Sheet: How to Reseat the USB Cable in Device Manager

Purpose: This document helps you reseat the USB cable of a device (e.g., a cutting machine) to resolve potential connection issues.

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Step-by-Step Guide:

Step 1   Disconnect the USB Cable
- Find the USB cable that connects the device (e.g., the cutting machine) to your computer.
- Carefully pull the USB cable out of both the computer's USB port and the device's USB port.
- Make sure to pull on the connector (the ends of the cable) rather than the cable itself.

Step 2   Inspect the Cable and Ports
- Check the cable for any visible damage, such as frays, bends, or loose connections.
- Inspect the USB ports on both the computer and the device to ensure they are clean and free of dust or dirt.
- If necessary, use a clean cloth or air blower to gently clean the ports.

Step 3   Reconnect the Cable
- Reconnect the USB cable first to the device (e.g., the cutting machine) and ensure the cable is securely connected.
- Then, plug the cable back into the computer's USB port.
- Make sure the cable is correctly and securely plugged in without any loose connection.

Step 4   Check the Connection
- Go to Device Manager on your computer and check if the device is now properly recognized.
- Press the Windows key, right-click on the Windows logo (bottom left), and select Device Manager.
- Look for your device under the Universal Serial Bus controllers section (at the bottom) or in the list of connected devices. The device should now appear as loaded or connected.

Step 5   Restart the Device and Software
- ZTurn off and then turn on the cutting machine or connected device.
- Restart the software you use to control the device to see if it now works correctly.

Why Reseat the USB Cable?
- Sometimes, a loose connection, a minor cable movement, or a temporary glitch can prevent a device from being properly recognized by the computer.
- Reseating the cable ensures that the connection between your device and computer is restored.
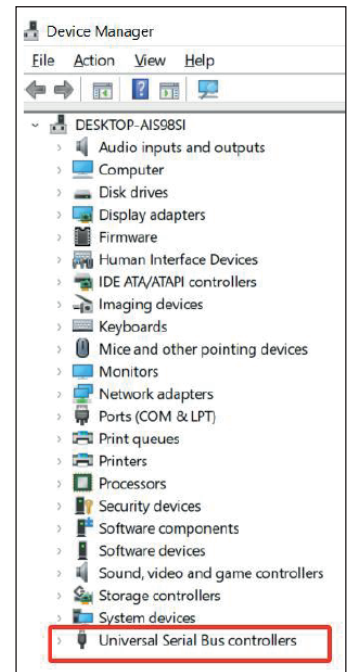
Need Help? If you continue to experience issues after reseating the cable, try the following:

- Test the cable on a different USB port or another computer to check if the problem lies with the cable or port.
- Update or reinstall the device drivers via Device Manager.

Note: Plotters older than 10 years are not supported. Additionally, the plotter must be connected to your PC using a modern USB cable, and not via a network.
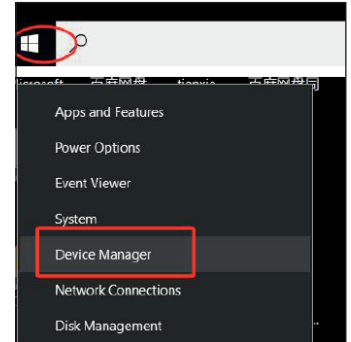
Device Manager

Universal Serial Bus controllers