TECHNICAL BULLETIN — Basic Troubleshooting:
Accumove 3 Not Connecting

Summary: This guide contains basic steps to troubleshoot why the Accumove 3 is not connecting and to understand the Accumove connection. The Accumove is connected by a Cross-Over Ethernet cable to the computer. This connection uses a static IP of 192.168.1.6.
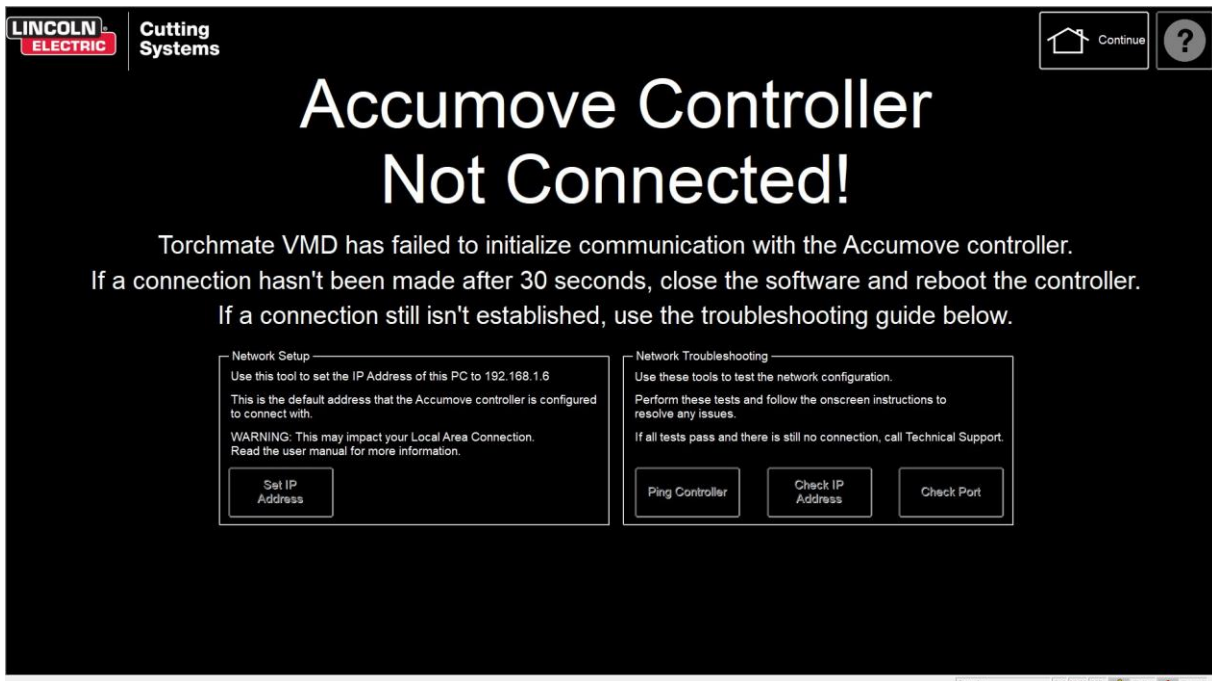
Step 1:   Turn off the Accumove and shut down the computer.

Step 2:   Wait at least one minute before turning the Accumove back on and verify that the red light is solid on the Accumove on-off switch.

Step 3:   Turn the computer on.

If the message Please Switch Drives On or Please Datum Machine appears, the Accumove is connected.

However, if after a minute of the VMD software being open, the Accumove Not Connected screen is still present, proceed to the next step.

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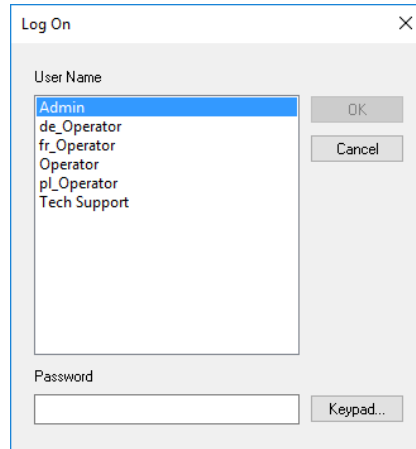TORCHMATE TECHNICAL SUPPORT: 866-571-1066
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Step 4:

Press <u>continue</u>, then press <u>log on</u>.

Choose Admin (password = 1234).

This will allow the software to close by pressing the X in the top right corner of the screen. This will bring you to the Desktop screen.
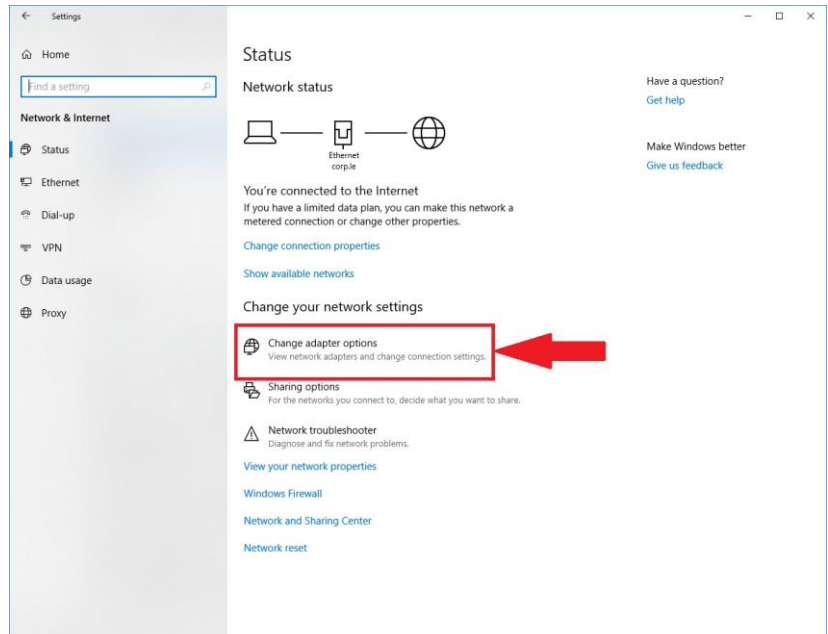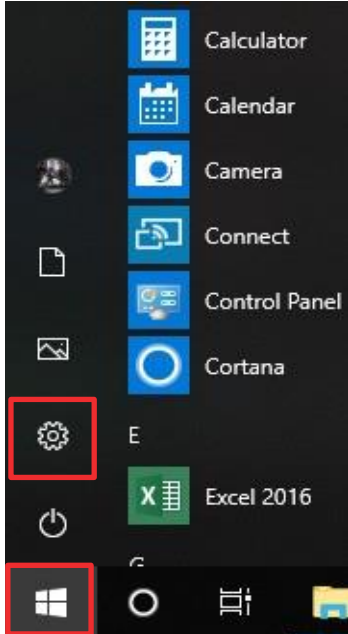

Step 5:

Press the <u>Windows symbol</u> located in the bottom left of your screen.

Press the <u>gear</u> above the power symbol. The Windows Setting Page will open.

Click <u>Network & Internet</u>. Press the <u>change adapter option</u> to open the Network Connections panel.
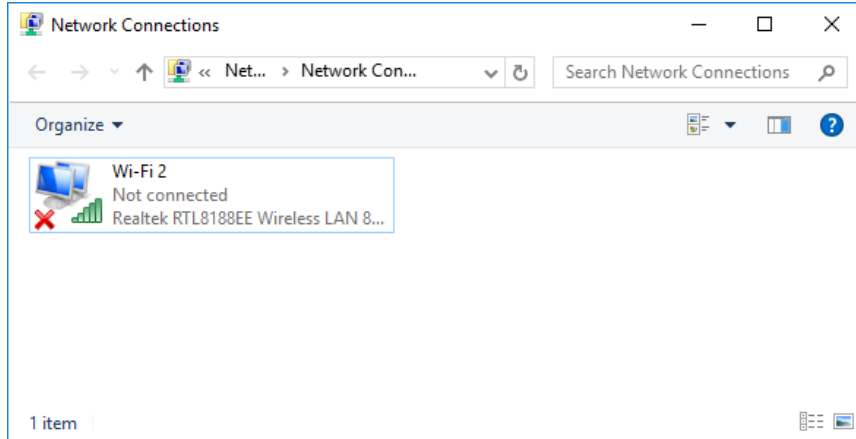
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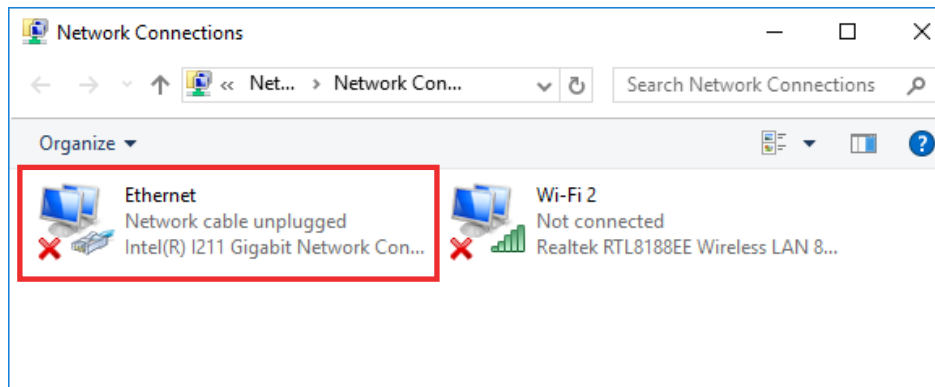
Step 6:

In the network connections panel, if there is <u>no Ethernet connection</u>, restart the computer and repeat the previous steps.

Step 7:

If the Ethernet reads <u>unidentified network</u>, proceed to the next step.

If the Ethernet reads <u>network cable unplugged</u>, shut the Accumove and Computer down. Unplug the power cable from the back of the Accumove, leave the system for 24 hours, then repeat the process.

If <u>no change</u>, please contact tech support.
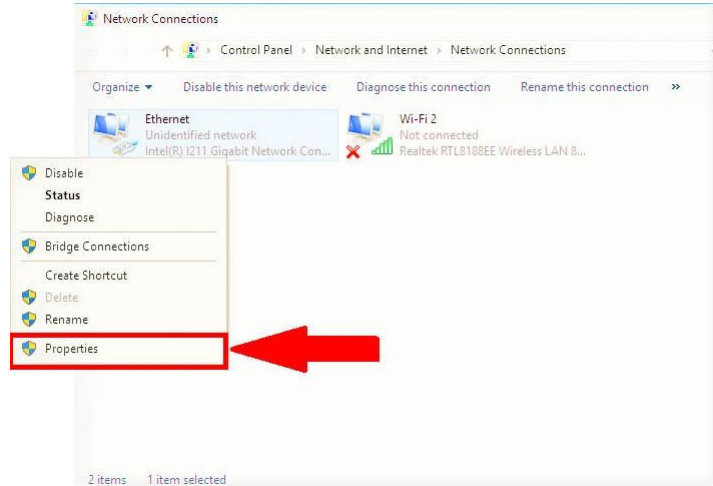

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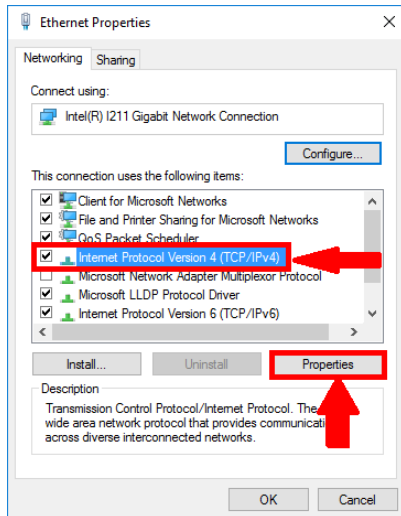**LINCOLN ELECTRIC** | **Cutting Systems**

Step 8:

Double click on the Ethernet connection to open the Ethernet status.
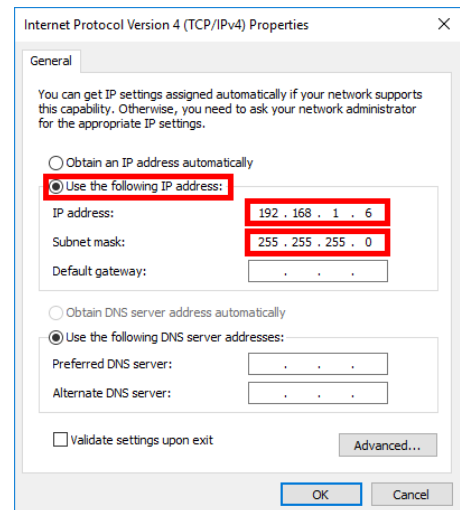
Click on Properties.

Step 9:

Click on Internet Protocol Version 4, then click properties.

Step 10:

The IP needs to be 192.168.1.6 with a Subnet mask of 255.255.255.0.

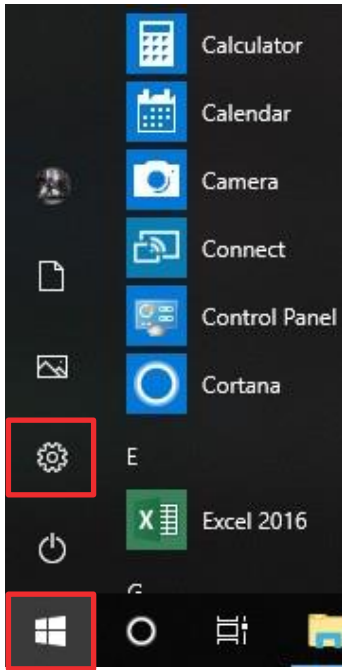Press OK and go back to the windows desktop screen.

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Step 11: Press the Windows Symbol located in the bottom left of your screen.

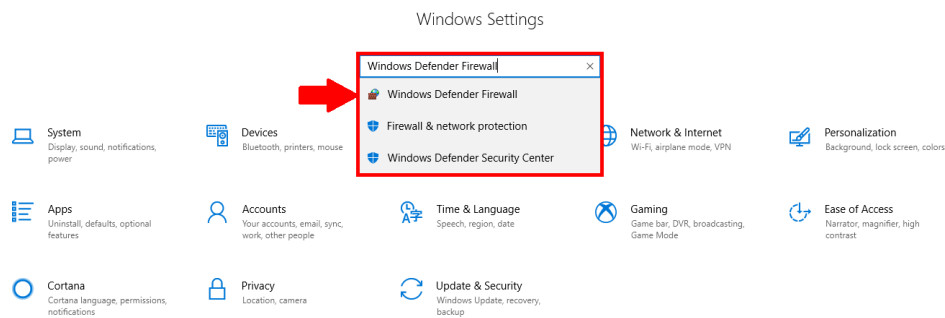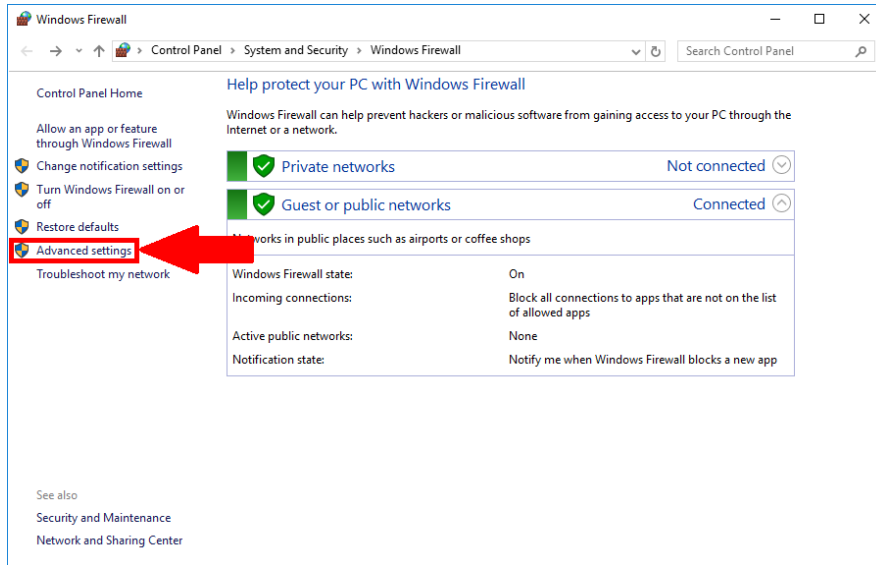Press the gear above the power symbol. The Windows Setting Page will open.

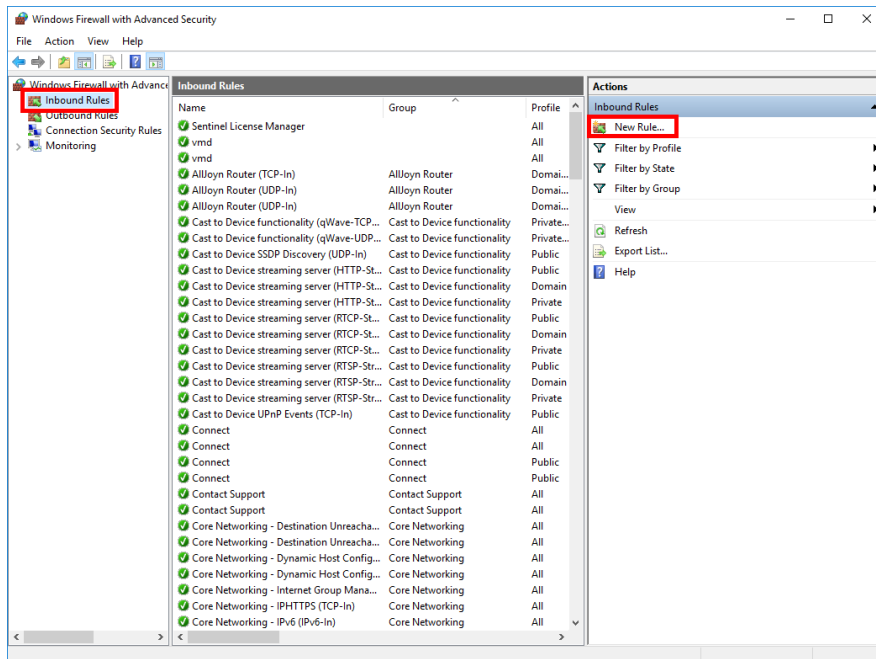**Step 12:** In the Search Bar, type Windows Defender Firewall.

Select the first option.

If the Windows Firewall states it is being controlled by a Server based or third party Security Software, contact the manufacturer of the software on how to create rules or disable the firewall.

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Step 13: Click on Advanced Settings.

Step 14: Click on Inbound Rules.

Then, select New Rule on the right-hand side of the screen.

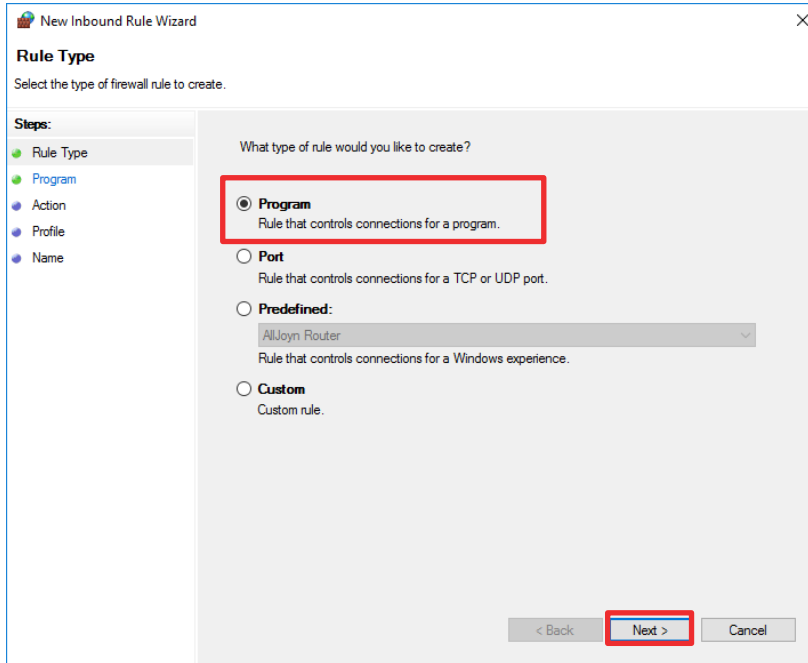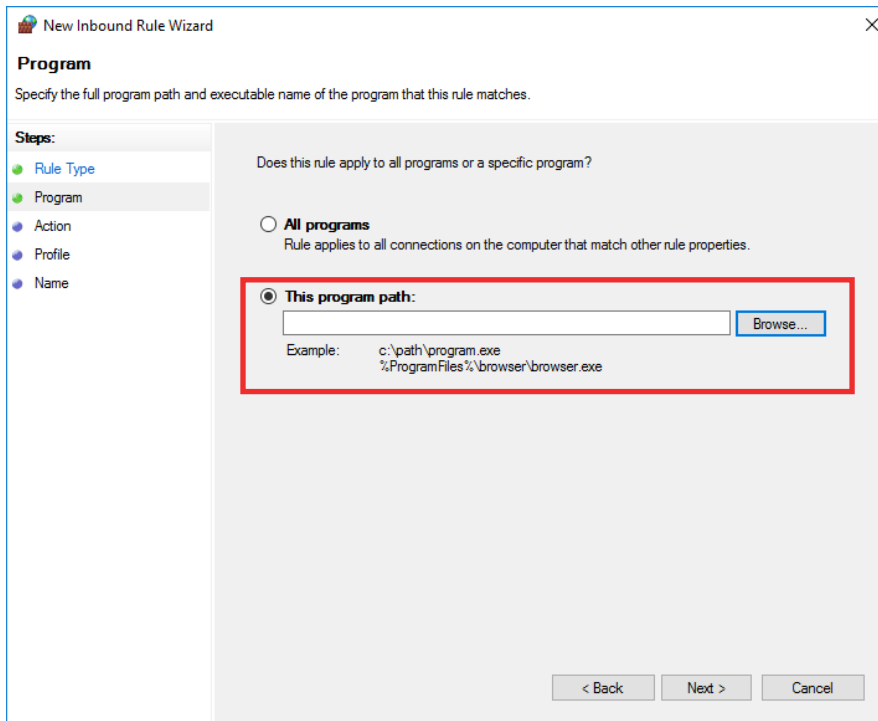LINCOLN ELECTRIC | Cutting Systems

Step 15: The New Inbound Rule Wizard will come up.

Select <u>Program</u> and then click <u>Next</u>.

Step 16: On the program window, select the option <u>This program path</u>.

Then click the <u>Browse</u> button.

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Step 17:

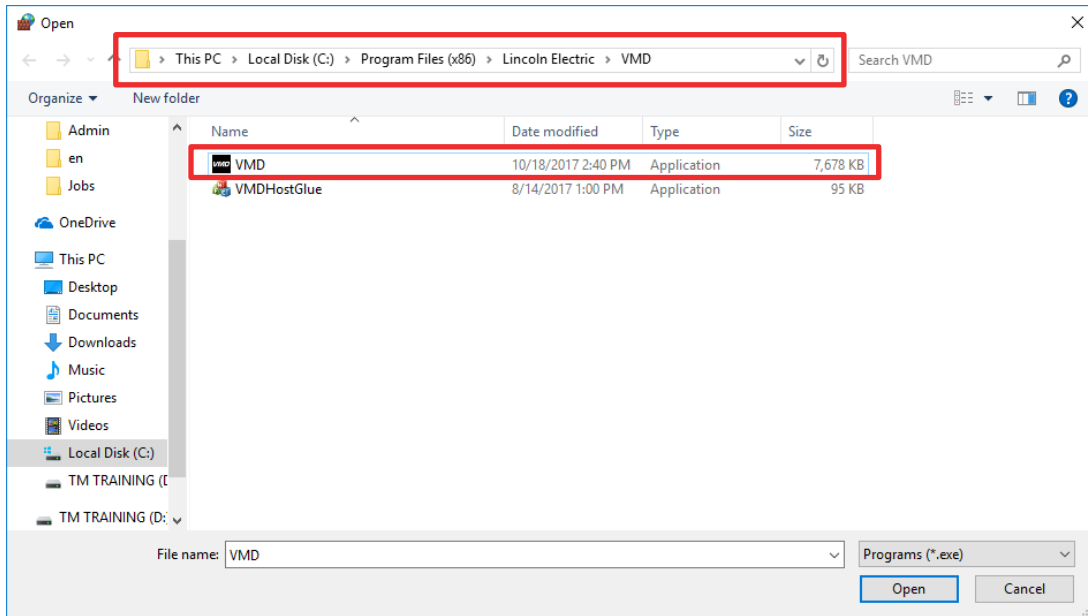Browse to C:\Program Files (x86)\Lincoln Electric\VMD.
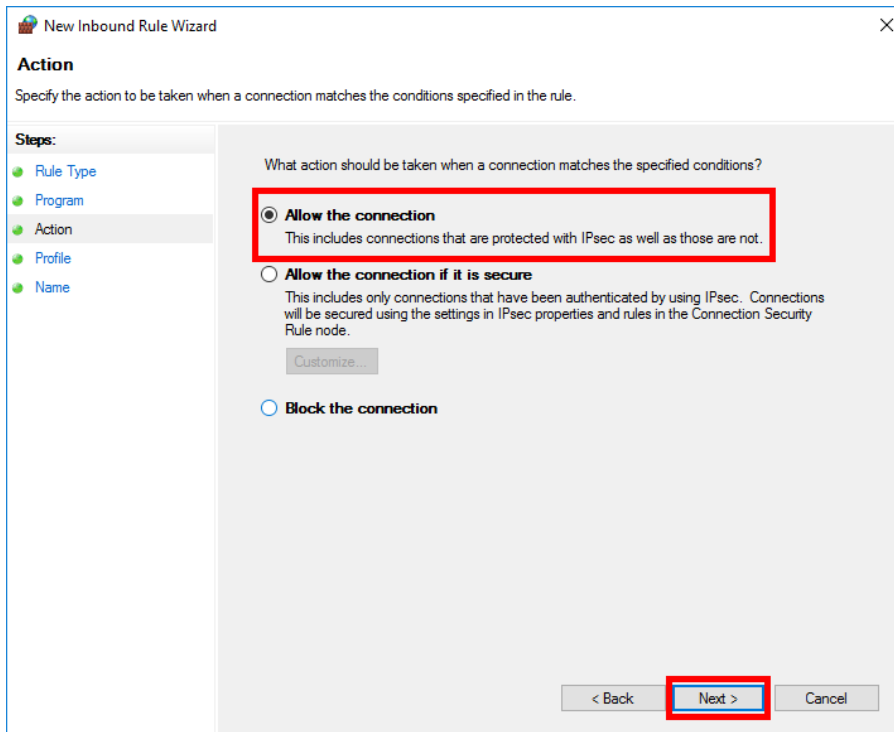
Select VMD, and press Open.

This will bring you back to the previous screen.

Press Next.

Step 18:

On the Action Window, make sure the Allow the connection option has been selected.

Press Next.

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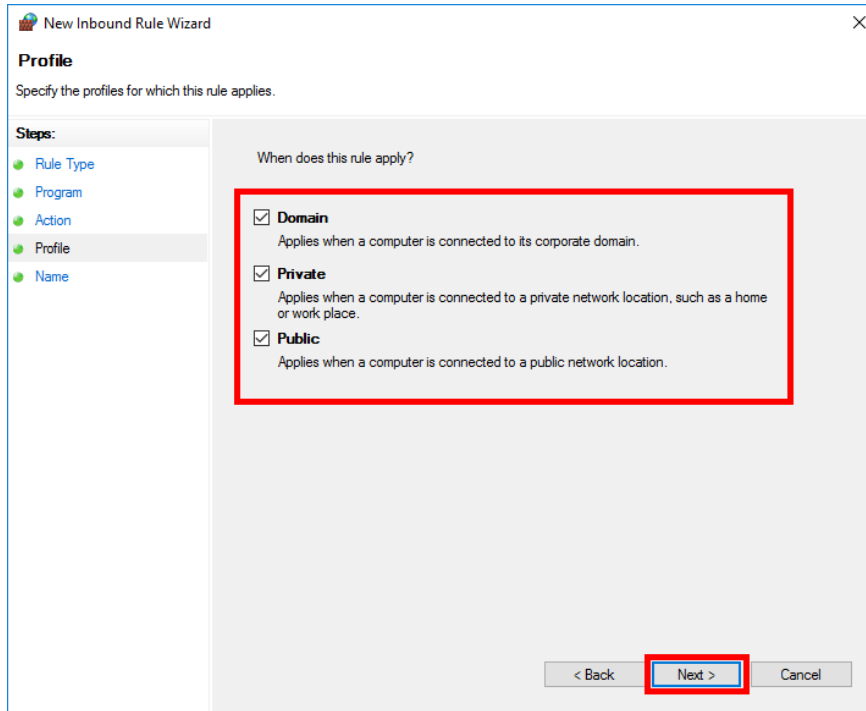
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Step 19: On the profile window, make sure that <u>Domain</u>, <u>Private</u>, and <u>Public</u> have all been checked.
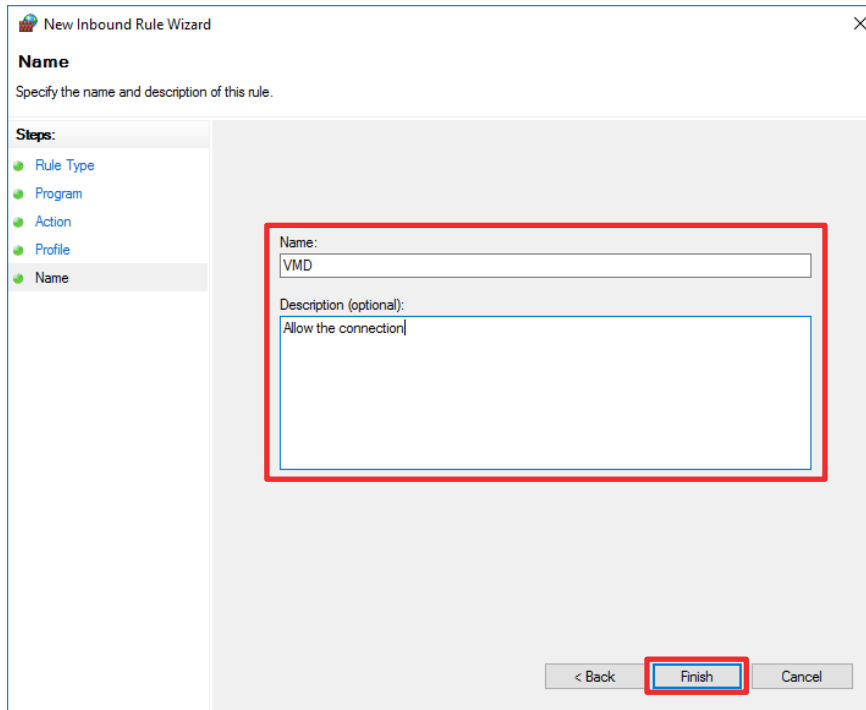
Then click <u>Next</u>.

Step 20: Name the Rule "VMD".

In the Description box, type "Allow the Connection."

Click <u>Finish</u>.

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Step 21: This will bring you back to the Windows Defender Firewall with Advanced Security.

Click <u>Outbound Rules</u>, then click <u>New Rule</u>.

Repeat Steps <u>17-22</u> to create a new Outbound Rule.

Step 22: After creating a new Outbound Rule, close the Windows Defender Firewall window.

Re-open the VMD software and check to see if the Accumove is connected.

If the message <u>Plese Switch Drives On</u> or <u>Please Datum the Machine</u> appears, the Accumove is connected.

If the <u>Accumove Not Connected</u> screen still appears, proceed to **Step 23**.

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Step 23:   It's possible a fuse within the Accumove 3 was blown. Please ground yourself to
prevent further damage to the components inside the accumove. Open up the
Accumove 3 box by unscrewing/removing the shroud. You will find a little green
board located inside with 2 glass fuses. WARNING: Always be careful when using
tools around Capacitors, they can still hold a charge even when powered off.

Carefully pop the fuses out and check them. F1 is for the Drive cards (if the drive
cards do not power on check this fuse). F2 is for the MVC (If you can't connect, check
this fuse). You can test the fuses by checking Continuity or Ohms with a Multi-Meter.

Replacing Fuses:

F1: Time Delay 6.3A 250V IEC 5x20MM

F2: Time Delay 3.15A 250V 5x20MM

Note: Slow Blow, and Time Lag fuses are the same as Time Delay.

Replace the damaged fuse, then test to see if the accumove is connecting**.** If the
Accumove Not Connected screen still appears, please contact tech support:

Phone: (866) 571-1066

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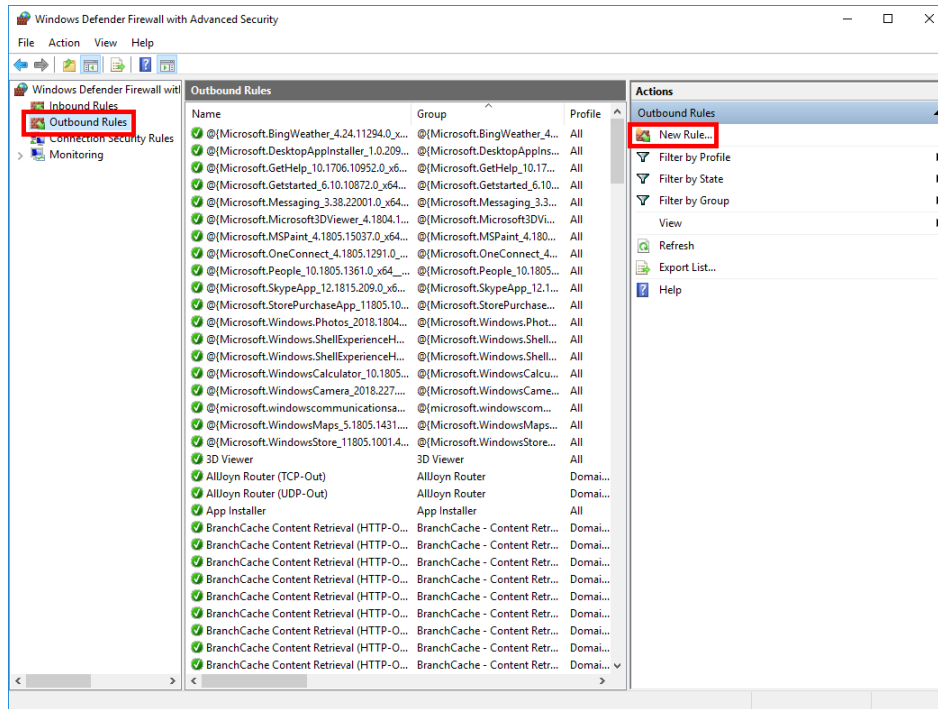© Lincoln Global Inc. All Rights Reserved.

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