

TECHNICAL BULLETIN – Basic Troubleshooting: Accumove Not Connecting

Summary: This guide contains basic steps to troubleshoot why the Accumove is not connecting and to understand the Accumove connection. The Accumove is connected by an Ethernet cable to the computer. This connection uses a static IP of 192.168.1.6.

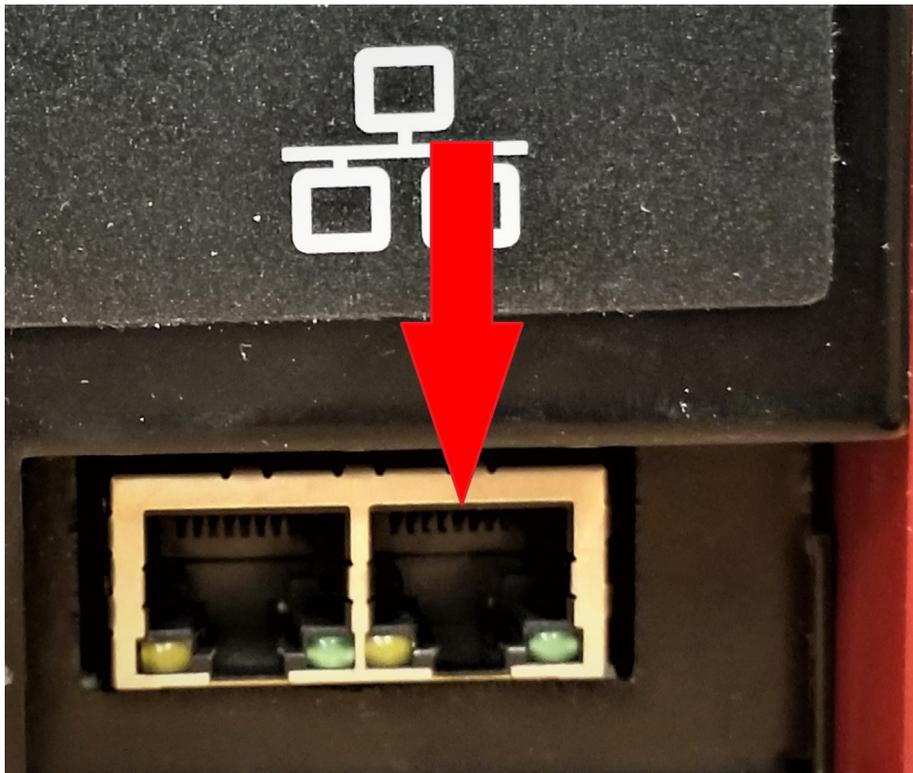
Step 1:

Turn off the Accumove and shut down the computer.

If using a 4400 or 4800 table, this will be located on the back of the computer monitor.

Step 2:

Verify that the Ethernet cable is connected to the outer most port on the Accumove (red arrow).



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TORCHMATE TECHNICAL SUPPORT: 866-571-1066
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**Cutting
Systems**

Step 3:

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.

If there is no red light on the Accumove on-off switch, turn off the Accumove and check the power connection.

Please make sure that the E-stop is pulled out.

Step 4:

If the red light on the Accumove on-off switch is blinking, turn off the Accumove and contact tech support:

Phone: (866) 571-1066

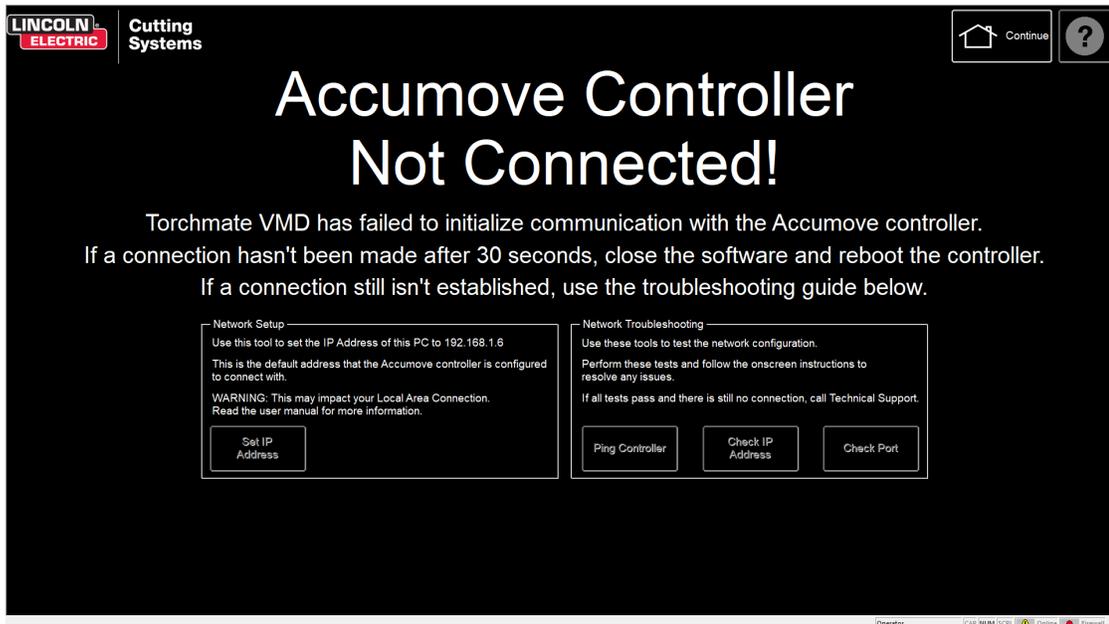
Email: Support@Torchmate.com

Step 5:

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.

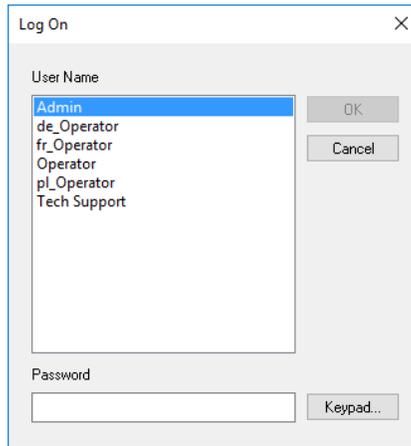


Step 6:

Press continue, then press log on.

Choose Admin (password = 1234).

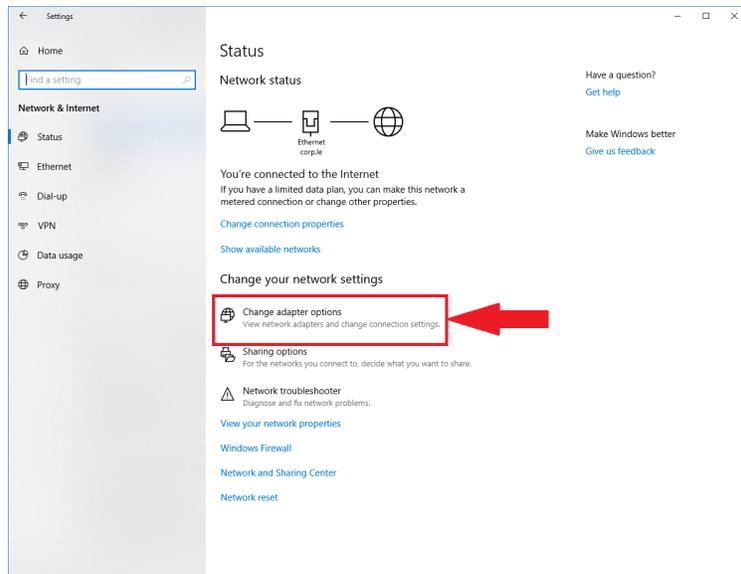
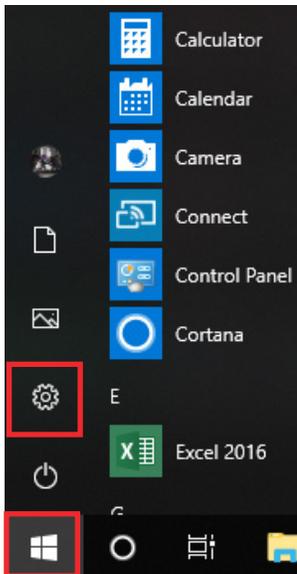
This will allow the software to close by pressing the X in the top right corner of the screen. This will bring you to the Desktop screen.

**Step 7:**

Press the Windows symbol located in the bottom left of your screen.

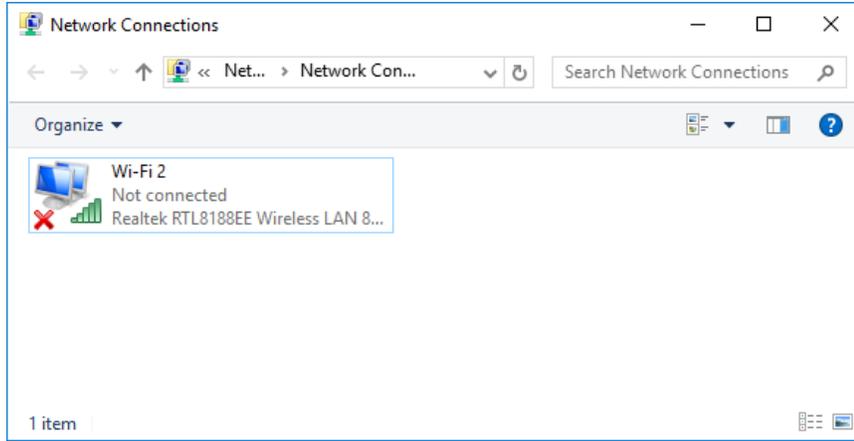
Press the gear above the power symbol. The Windows Setting Page will open.

Click Network & Internet. Press the change adapter option to open the Network Connections panel.



Step 8:

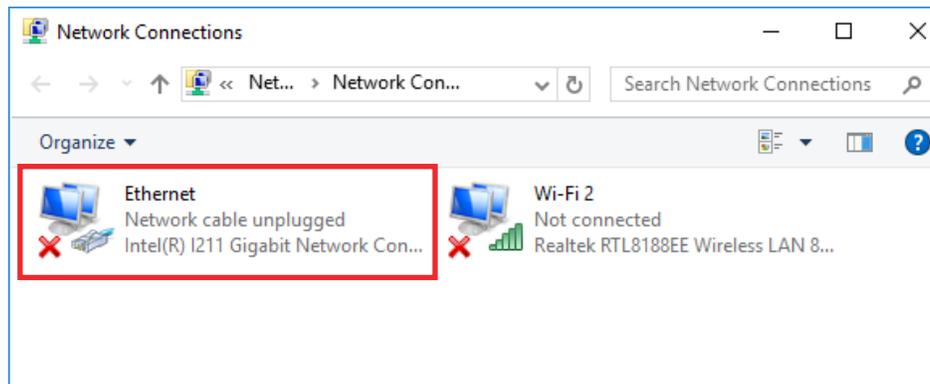
In the network connections panel, if there is no Ethernet connection, restart the computer and repeat the previous steps.

**Step 9:**

If the Ethernet reads unidentified network, proceed to the next step.

If the Ethernet reads network cable unplugged, 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.

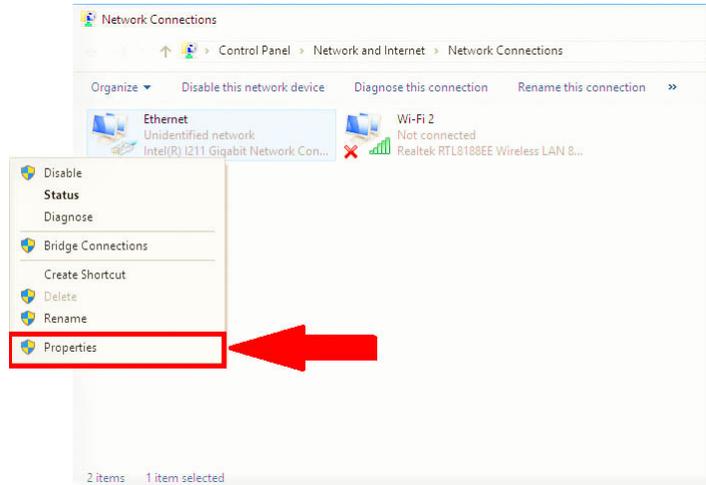
If no change, please contact tech support.



Step 10:

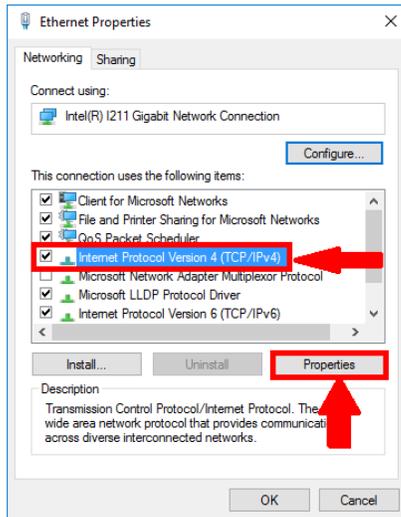
Double click on the Ethernet connection to open the Ethernet status.

Click on Properties.



Step 11:

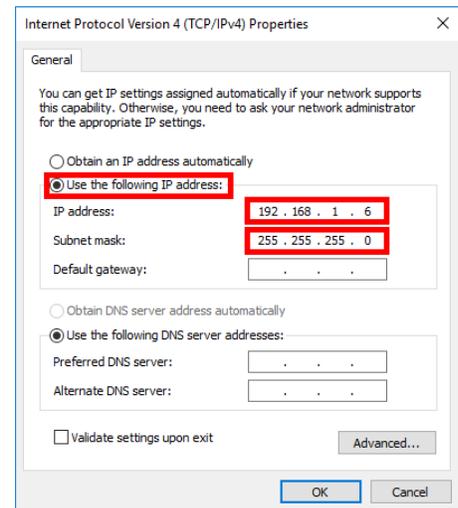
Click on Internet Protocol Version 4, then click properties.



Step 12:

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

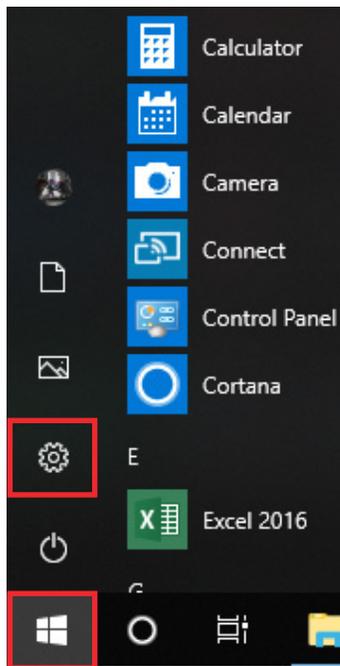
Press OK and go back to the windows desktop screen.



Step 13:

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 14:

In the Search Bar, type Windows Defender Firewall.

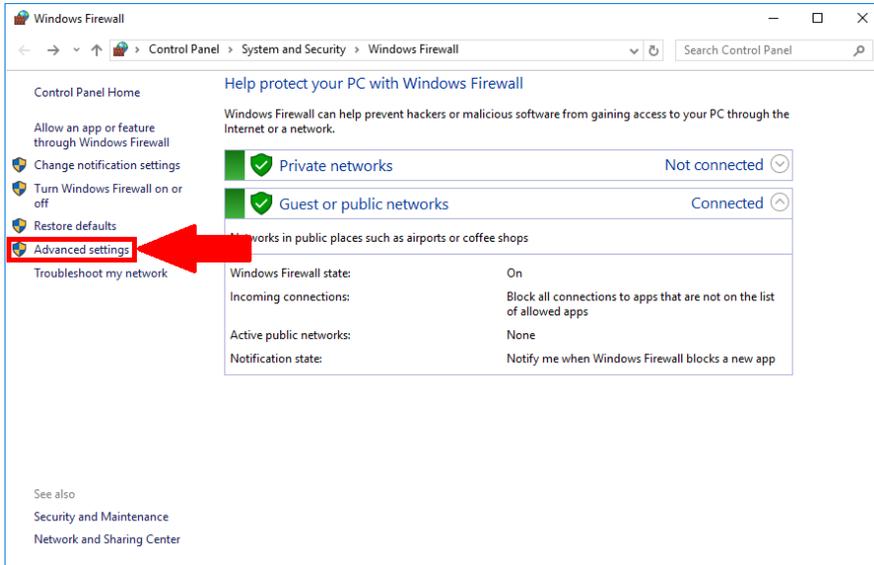
Select the first option.

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.



Step 15:

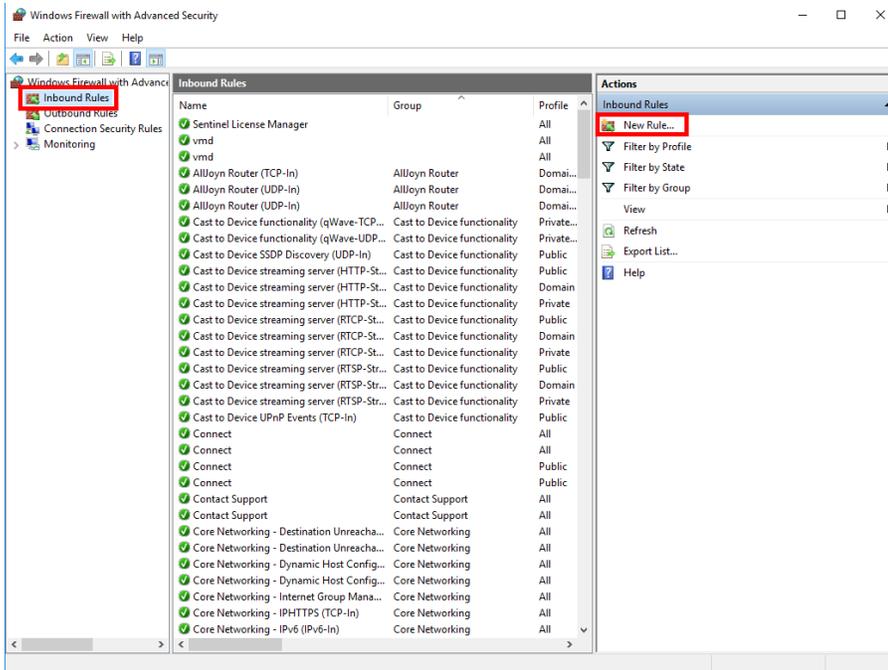
Click on Advanced Settings.



Step 16:

Click on Inbound Rules.

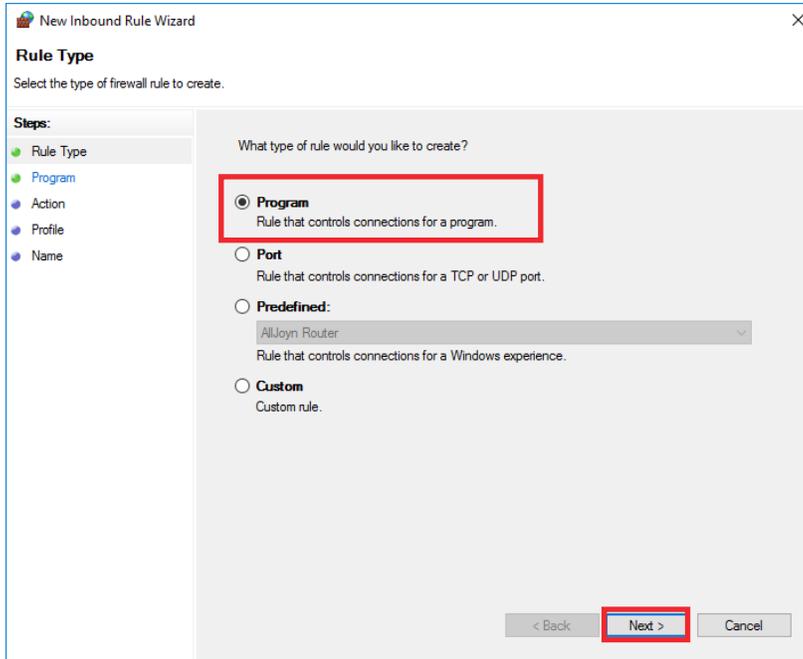
Then, select New Rule on the right-hand side of the screen.



Step 17:

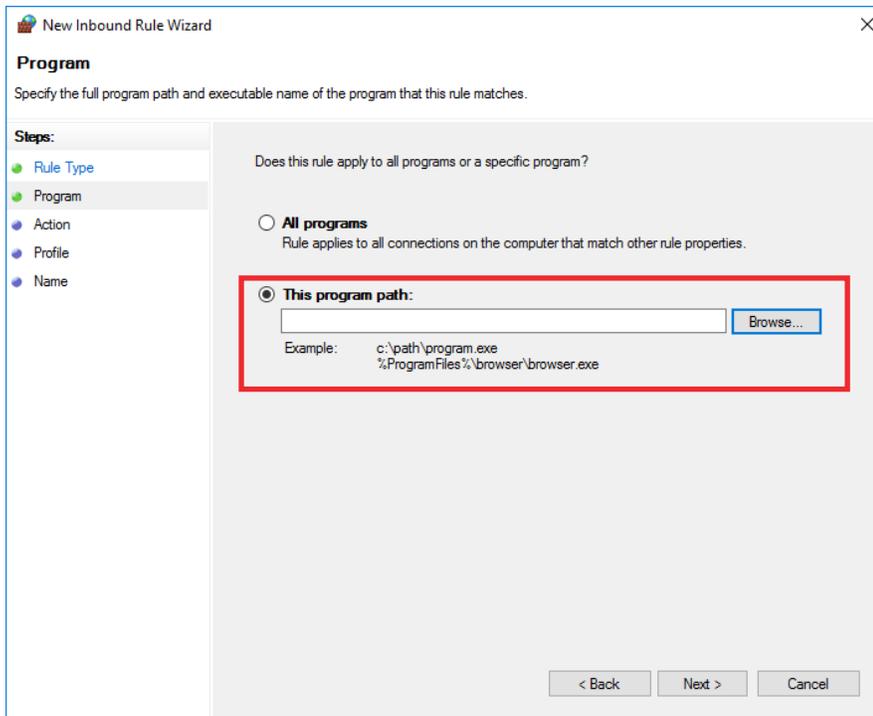
The New Inbound Rule Wizard will come up.

Select Program and then click Next.

**Step 18:**

On the program window, select the option This program path.

Then click the Browse button.



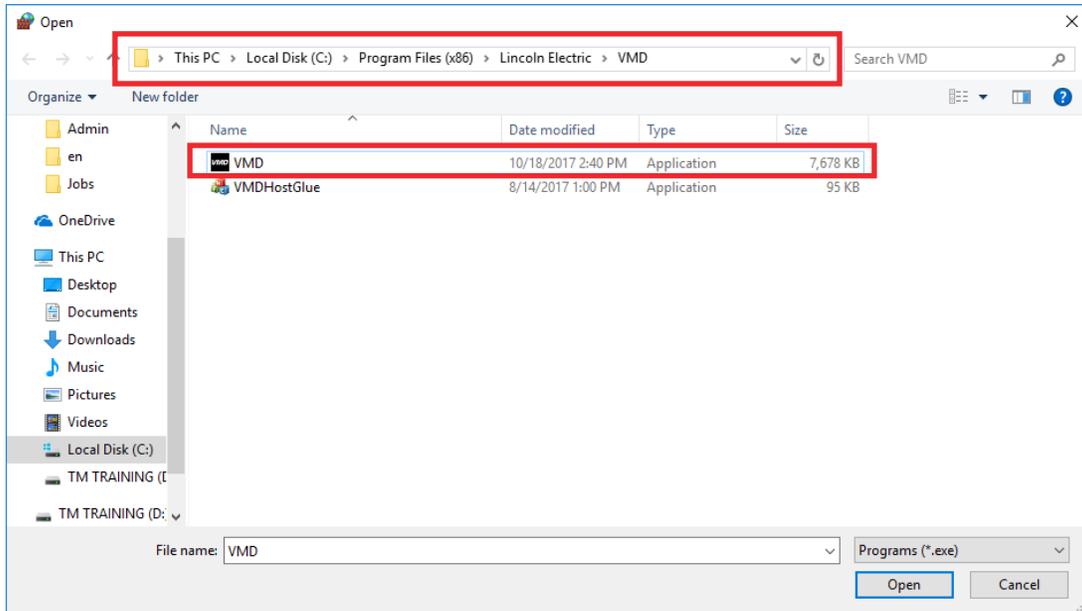
Step 19:

Browse to C:\Program Files (x86)\Lincoln Electric\VMD.

Select VMD, and press Open.

This will bring you back to the previous screen.

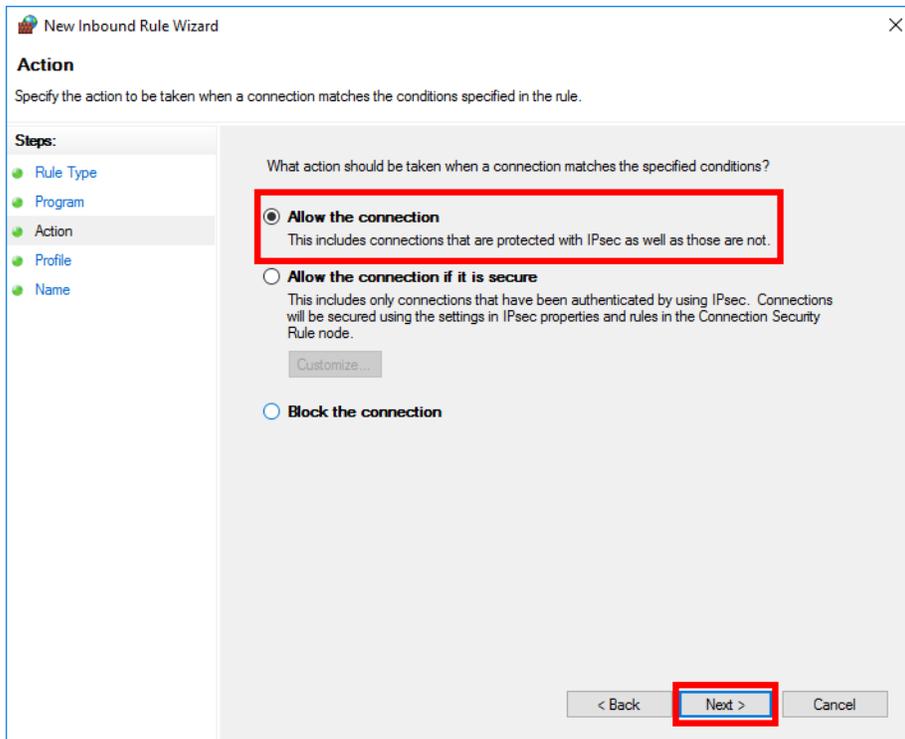
Press Next.



Step 20:

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

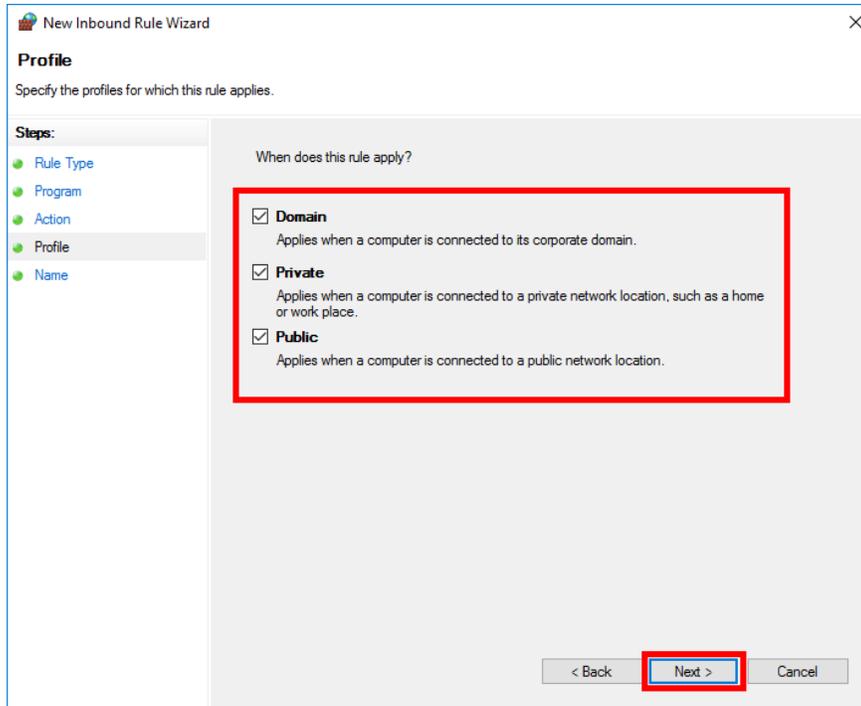
Press Next.



Step 21:

On the profile window, make sure that Domain, Private, and Public have all been checked.

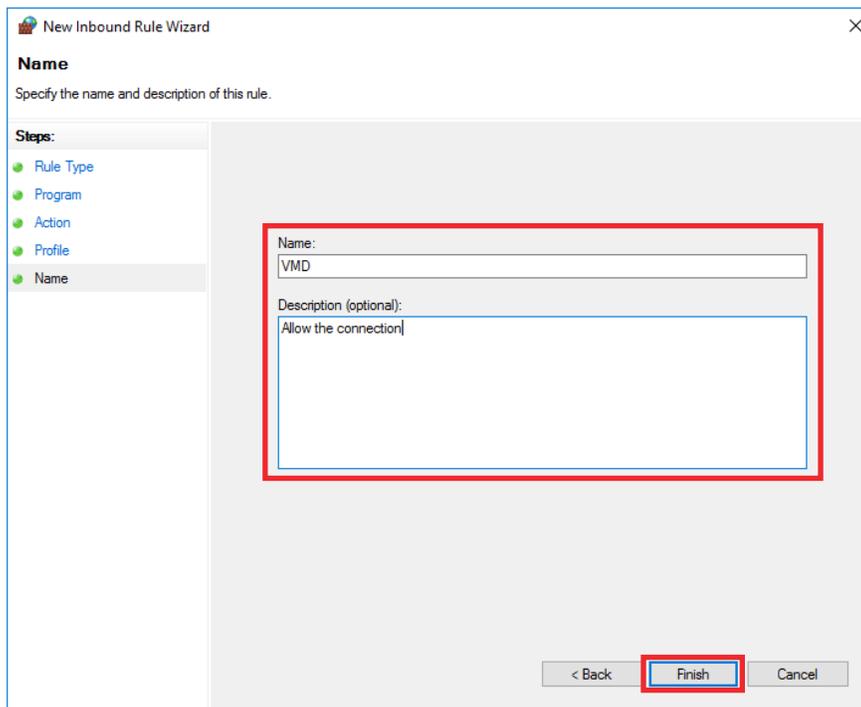
Then click Next.

**Step 22:**

Name the Rule "VMD".

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

Click Finish.

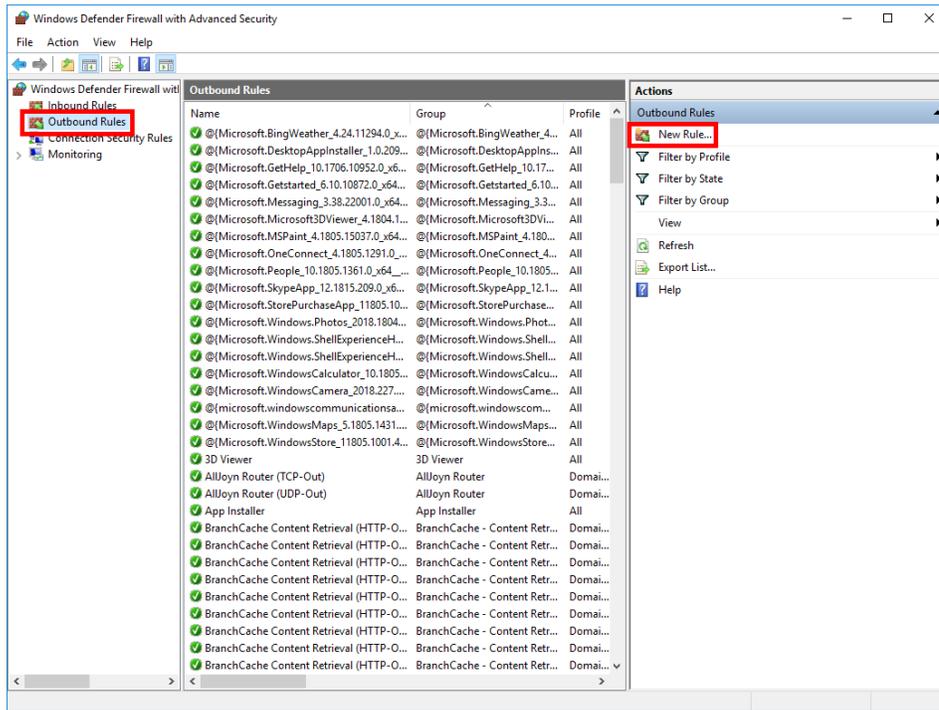


Step 23:

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

Click Outbound Rules, then click New Rule.

Repeat Steps 17-22 to create a new Outbound Rule.

**Step 24:**

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

If the Accumove Not Connected screen still appears, please contact tech support:

- Phone: (866) 571-1066
- Email: Support@Torchmate.com