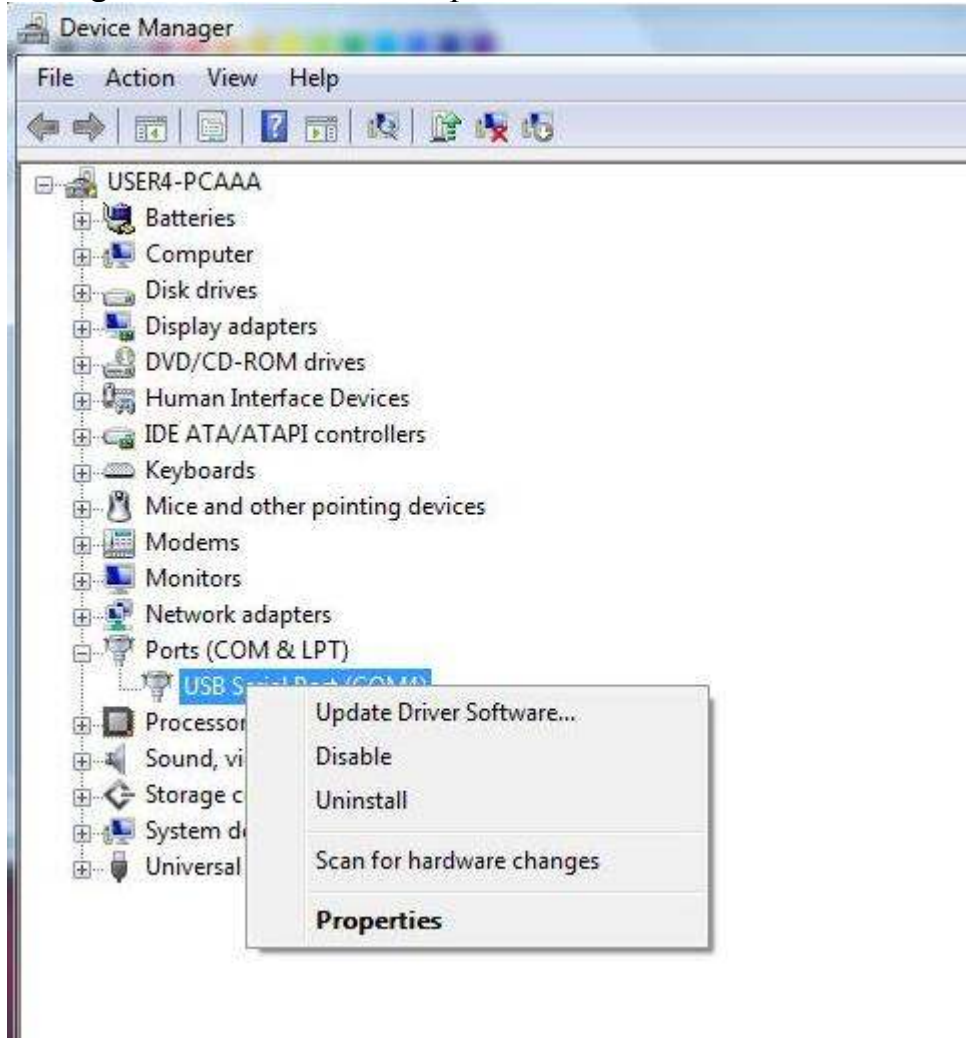# WRITE PORT ERROR

1. Restart Your Computer
2. Verify your cables aren't damaged. You can check this by using your cutter USB cable with another device (like a printer) and see if that device works. Be very careful when removing the cable from the cutter. It is fragile!
3. Go to Control Panel: Device Manager
   a. For XP: Control Panel: System: Hardware: Device Manager
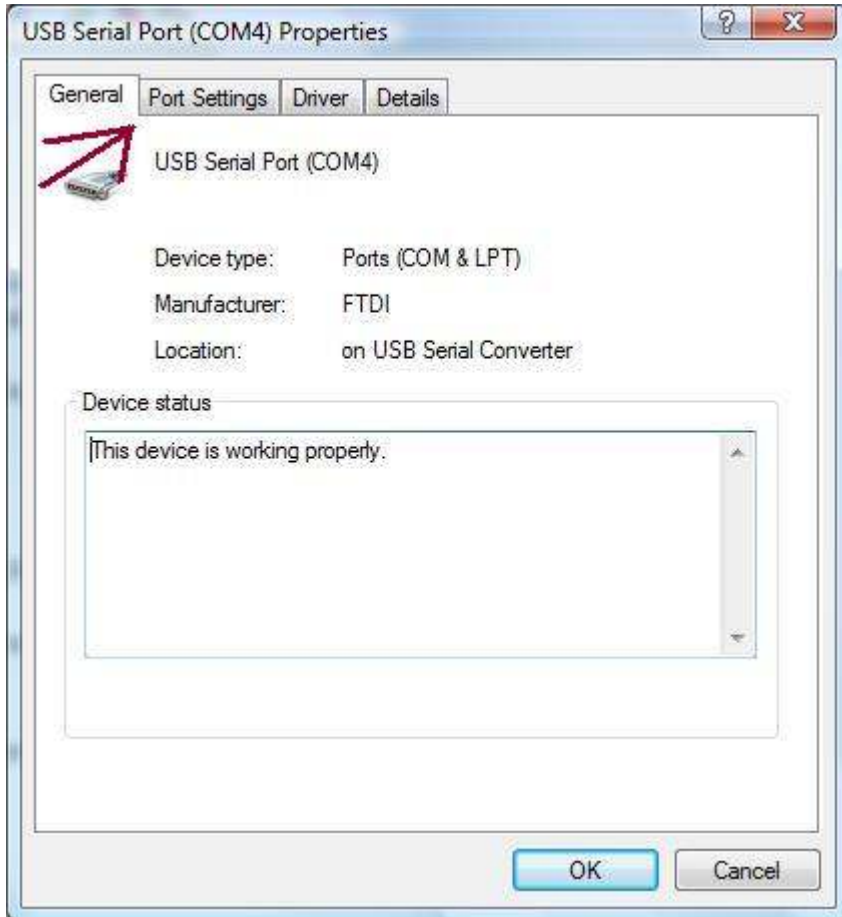4. Click on your USB connection under the Ports section.
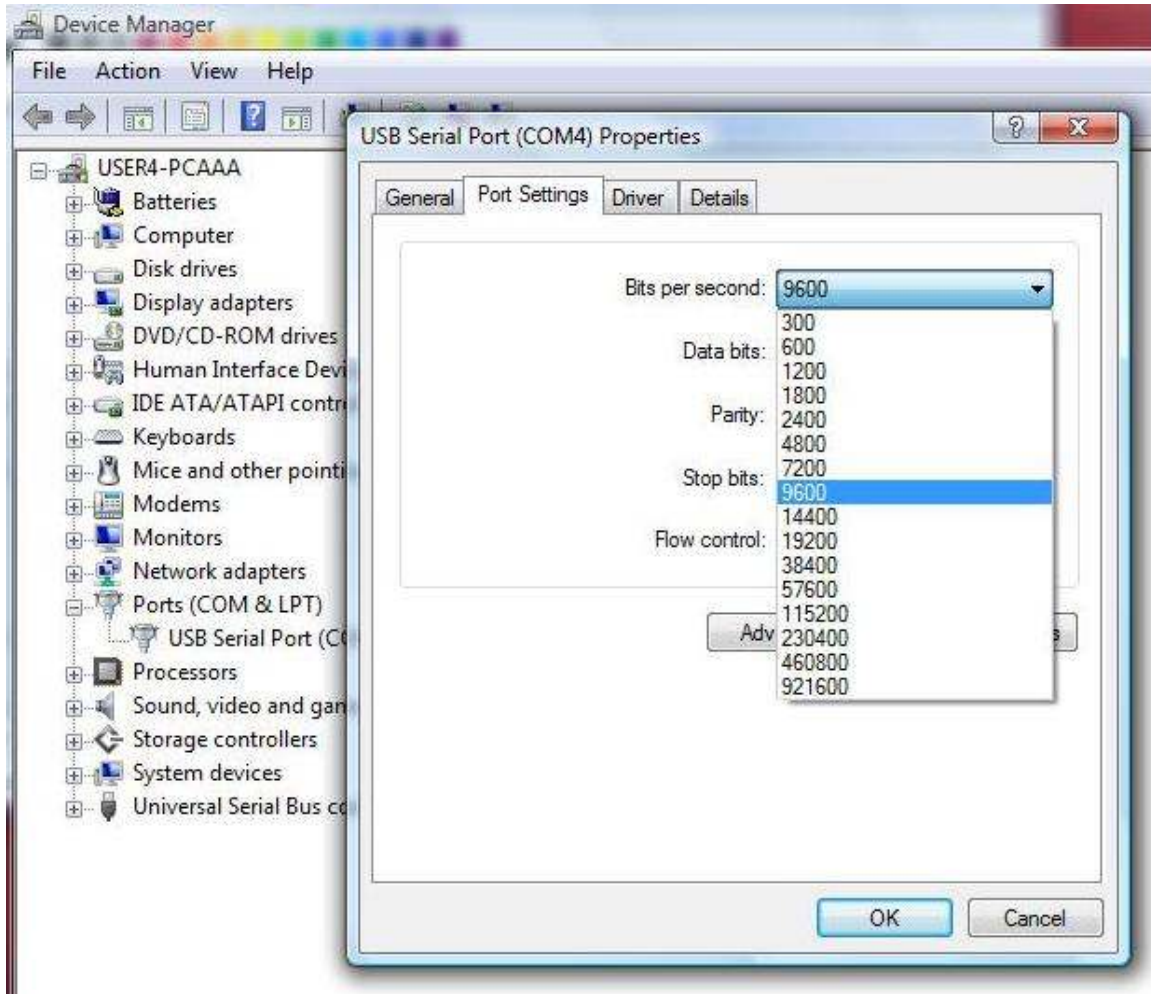
WRITE PORT ERROR

5. Right-Click and select Properties
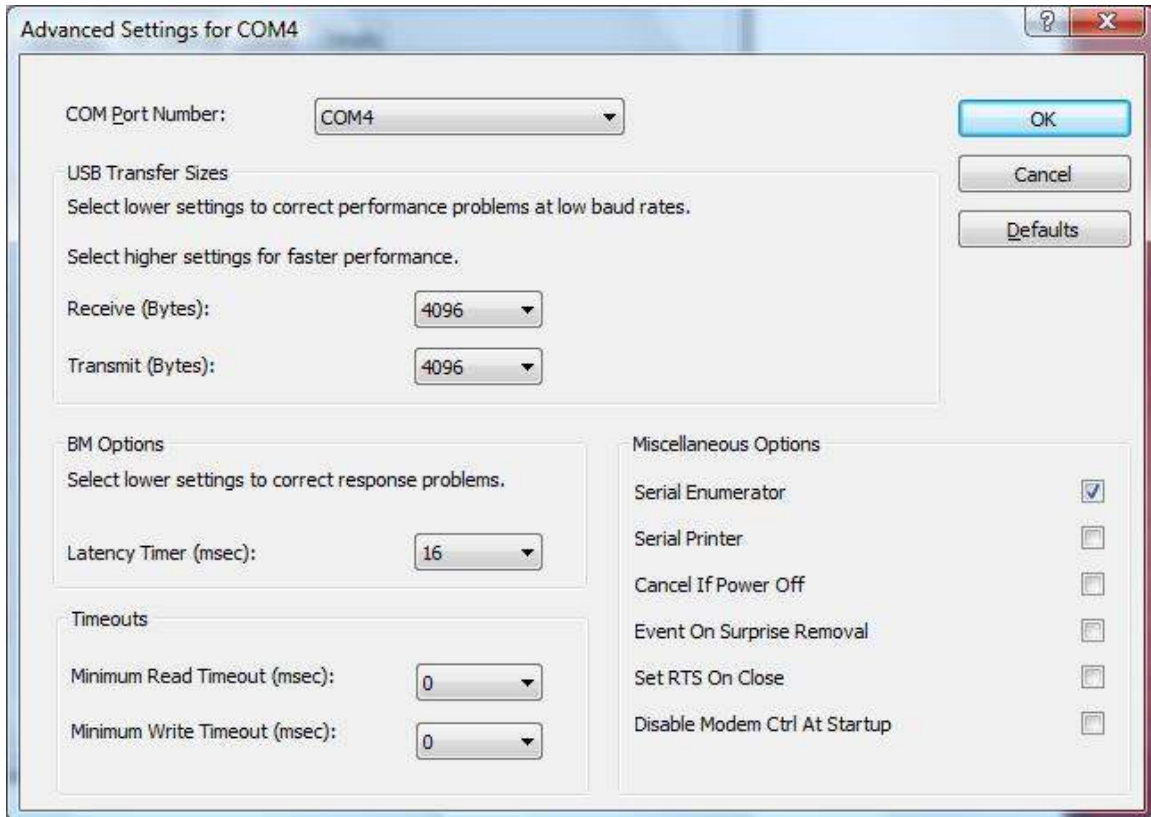
6. Go to the Port Settings Tab.

WRITE PORT ERROR

7. Verify your baud rate is set to 19200, 9600, or 4800. Whichever rate you choose, this same rate needs to be set in Flexi and on the cutter itself. Adjust the Flow Control to "None" from that same screen.

8. If the COM number needs to be changed, you can click on the Advanced Settings button.

9. This system will have to be played around with a little bit. If everything is set to 9600, and it's still giving the error, try changing them to 19200 and see if that works.
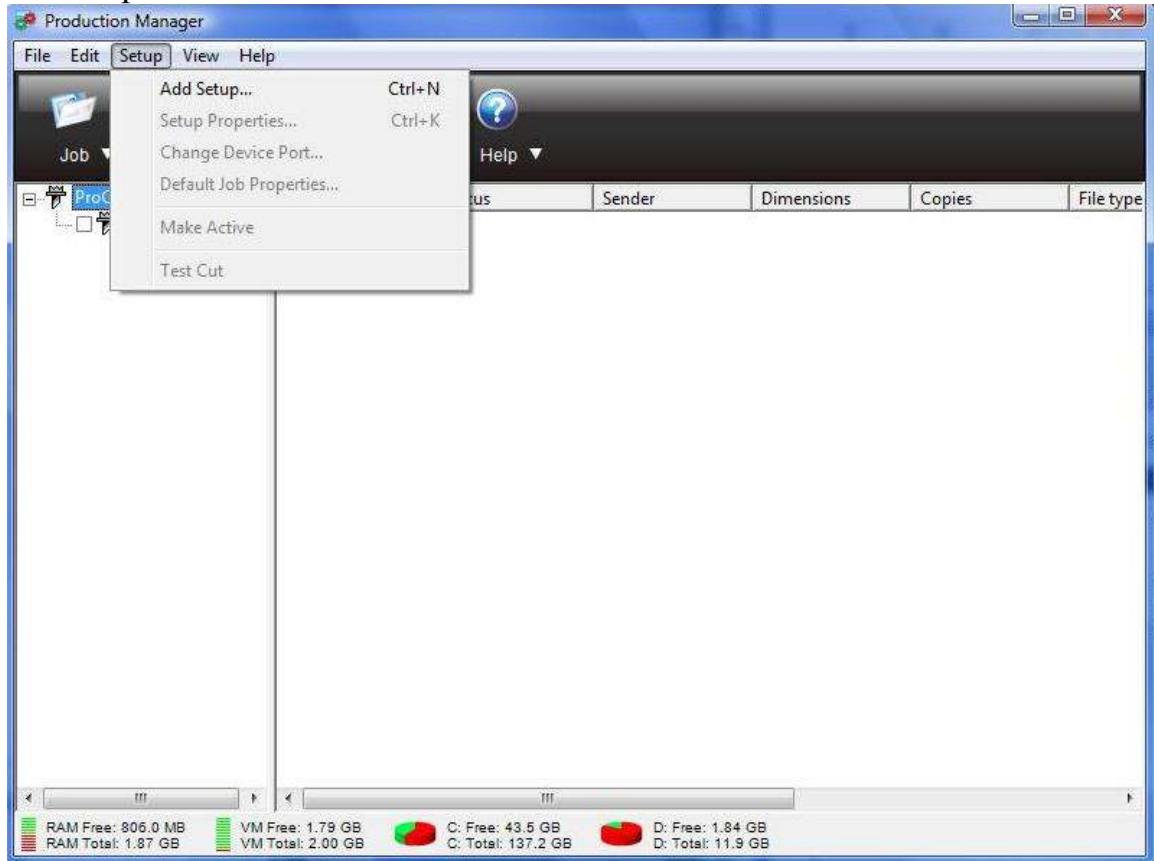
For a video tutorial, go to:
http://saintl.biz/files/HelpYourself/movies/Flexi/Flexi8.5/Cannot%20Open%20Port%20and%20Write%20Port%20Error%20FAQ.swf

WRITE PORT ERROR

FLEXI

1. To add a new setup, from Production Manager, go to Setup: Add Setup.

2. Select the brand and Cutter Type. The cutter should be plugged in and turned on during this process.

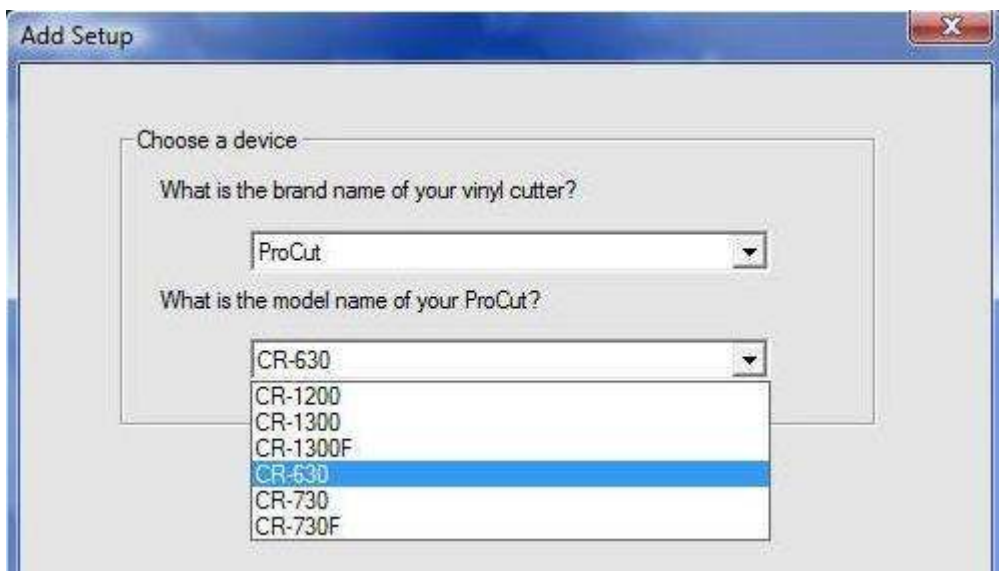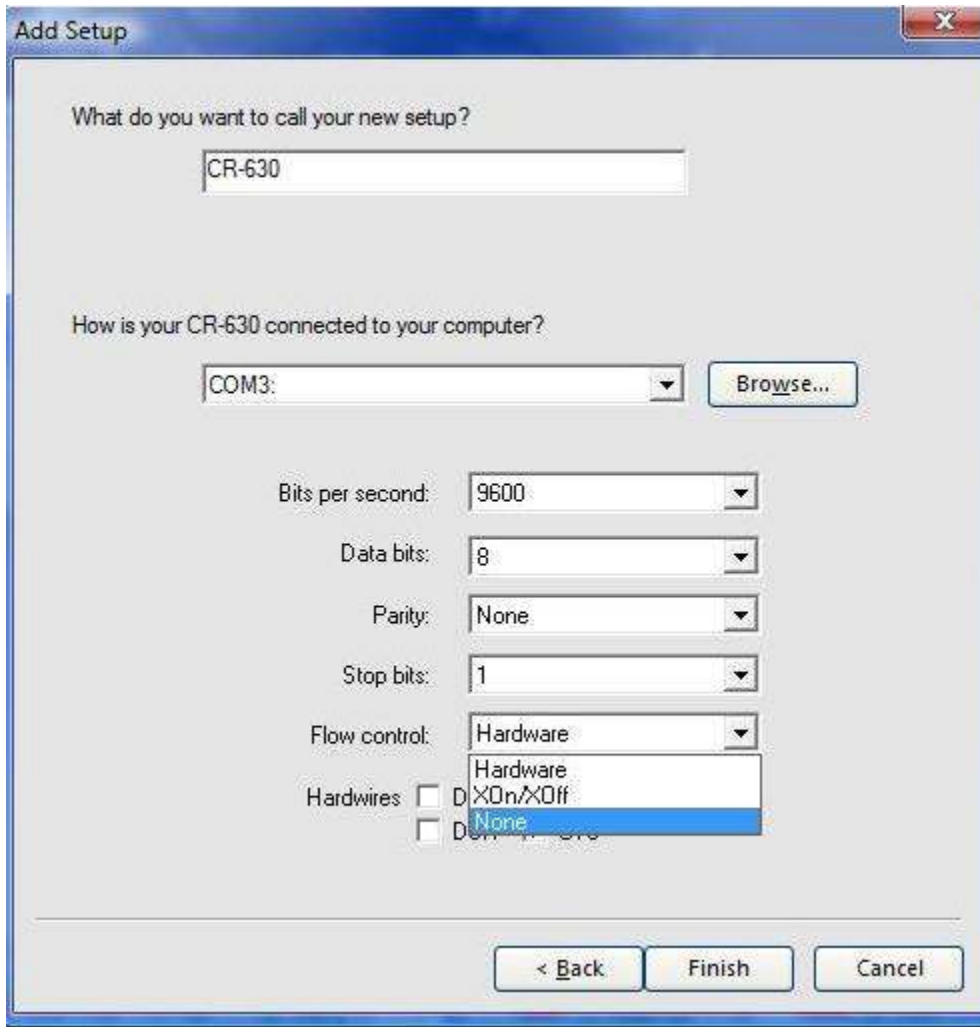3. On the next page, select which COM port your cutter is connected to. This information is on the device manager if you don't know.
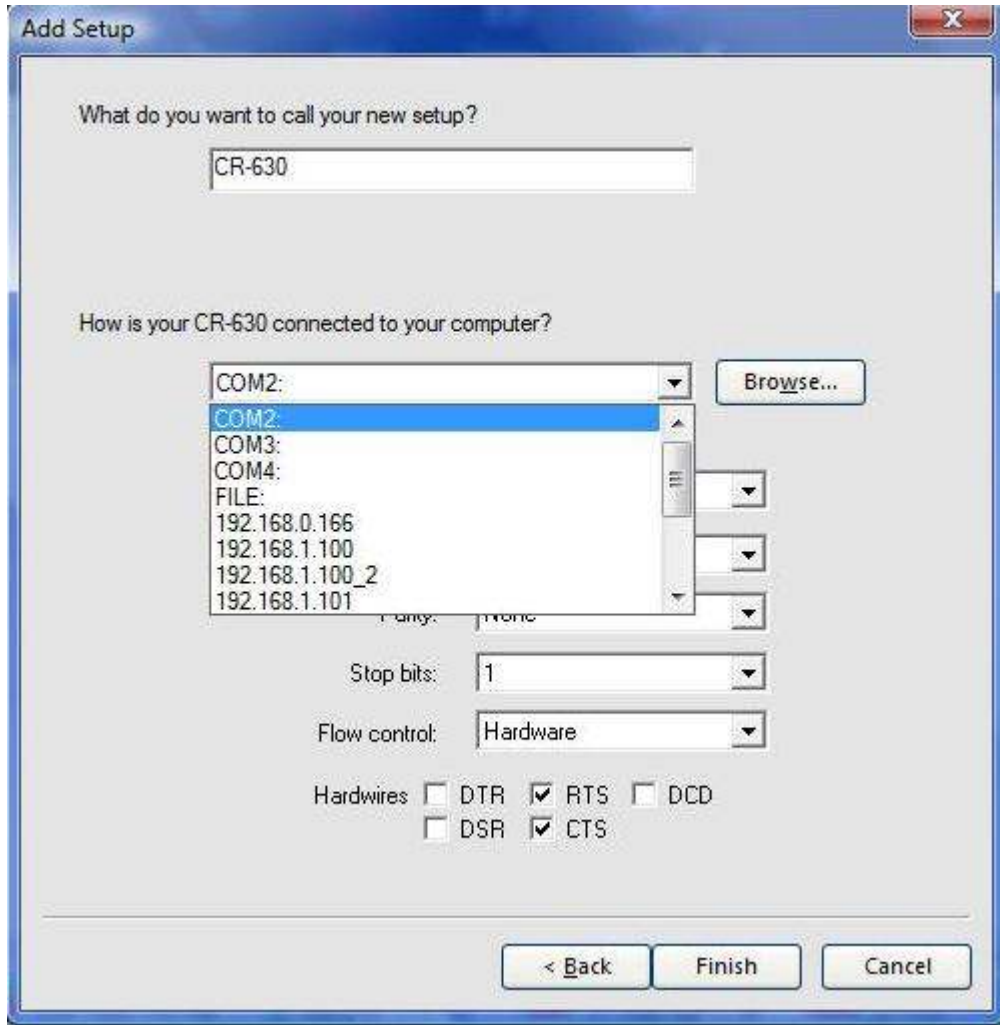
3. Verify the Flow Control matches the setting in Device Manager. It should be set to "None"

4. Click Finish and you're done!

WRITE PORT ERROR

If a setting ever needs to be changed after the initial setup of the cutter in Flexi, you can go to the cutter in Production Manager, right click and select "Change Port".