Before you think your Laseraxe got problem, you need check the below area to see:
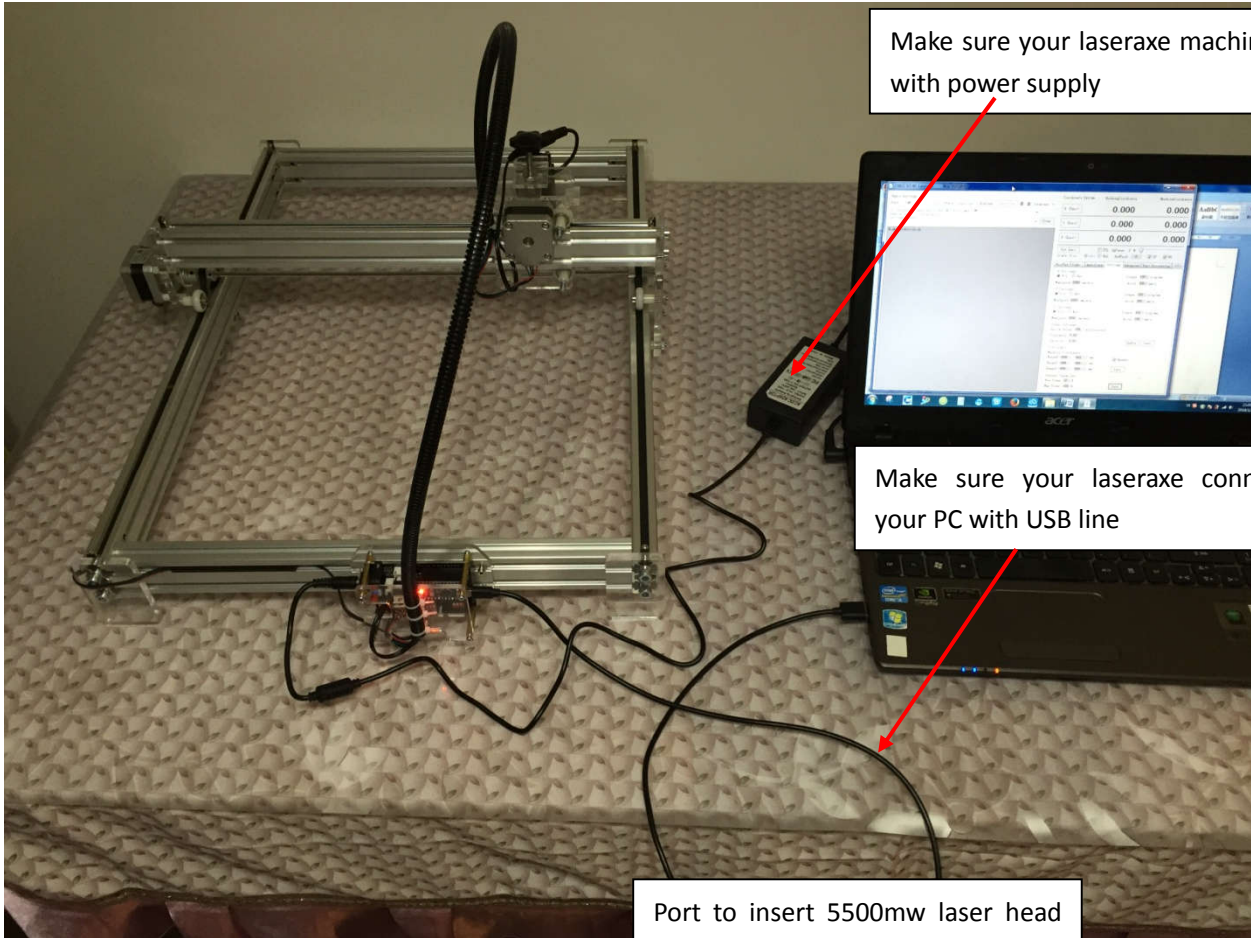
Make sure your laseraxe machine connected with power supply

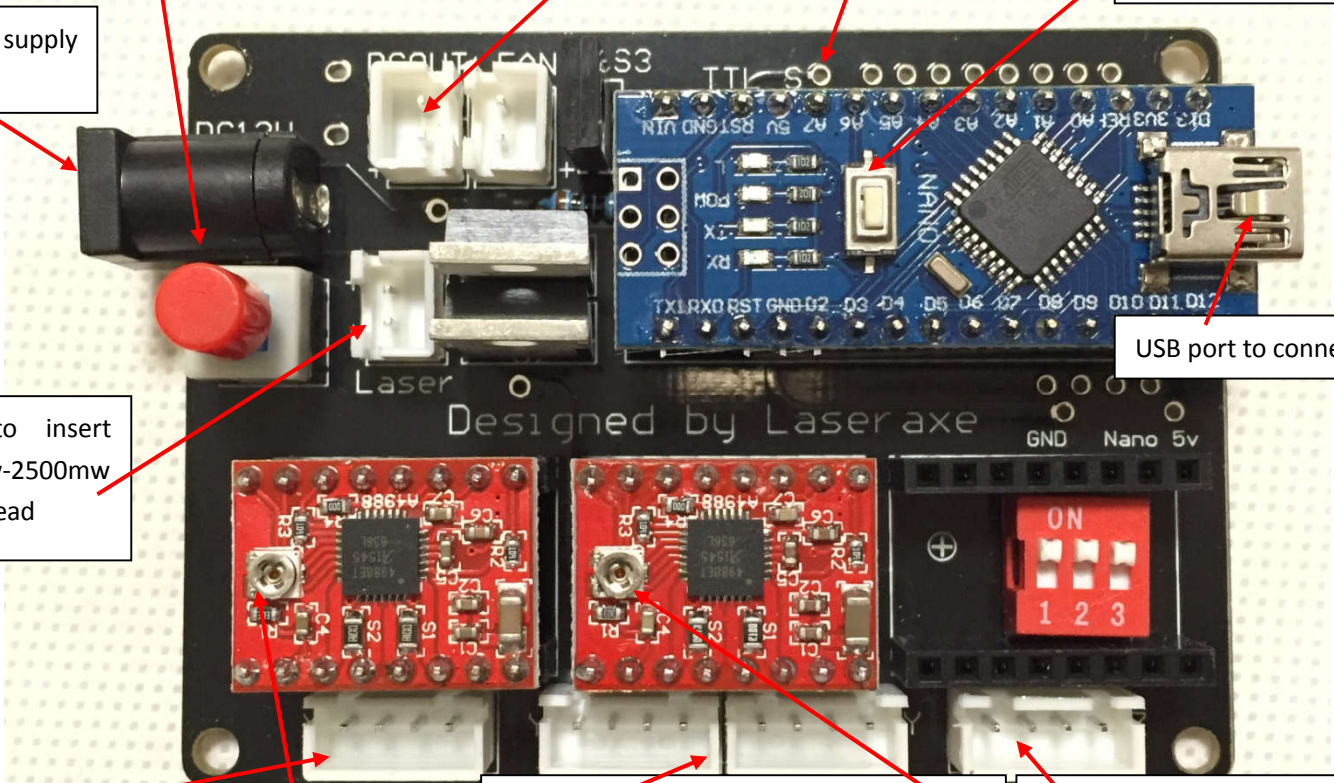Make sure your laseraxe connected with your PC with USB line

Port to insert 5500mw laser head and welding TTL line to control power.

Reset button, no need to touch it

Make sure your have pressed down the red button(power button)

Power supply port

Port to insert 100mw-2500mw laser head

USB port to connect PC

X axis rotate this small screw clockwise to increase current, otherwise reduce current，you can set direction in CNCC soft setting area.

Double Y axis rotate this small screw clockwise to increase current, otherwise reduce current. This 2 port give opposite direction. You can set direction in CNCC soft setting area.

Z axis. No driver insert here, you can buy A4988 yourself or you can buy from us directly. Same as X and Y axis
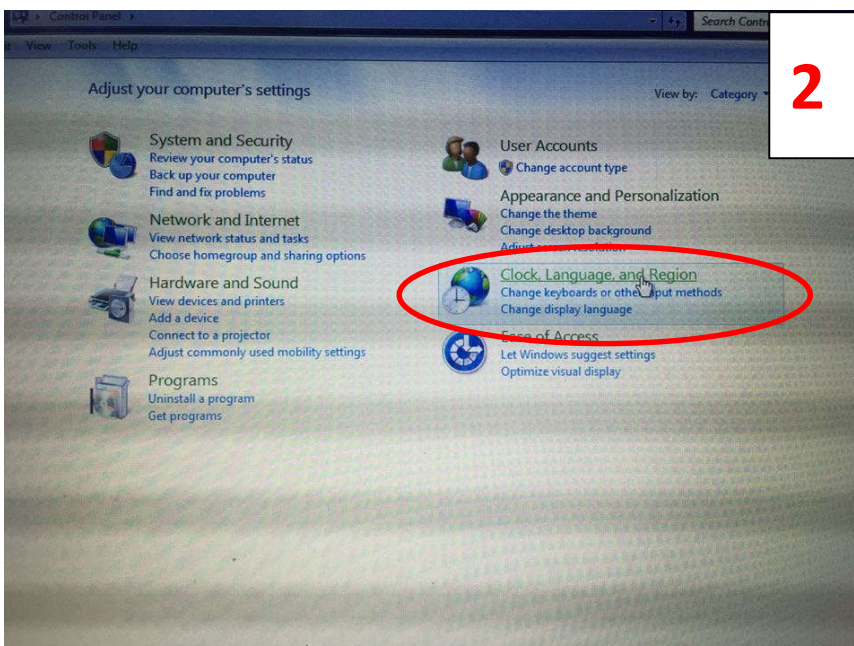
1. Your Laseraxe cant connect with pc?

1, To check if you have installed driver on your pc.

2, To install Microsoft.net-.NetFx4.0x86x64 on your pc.
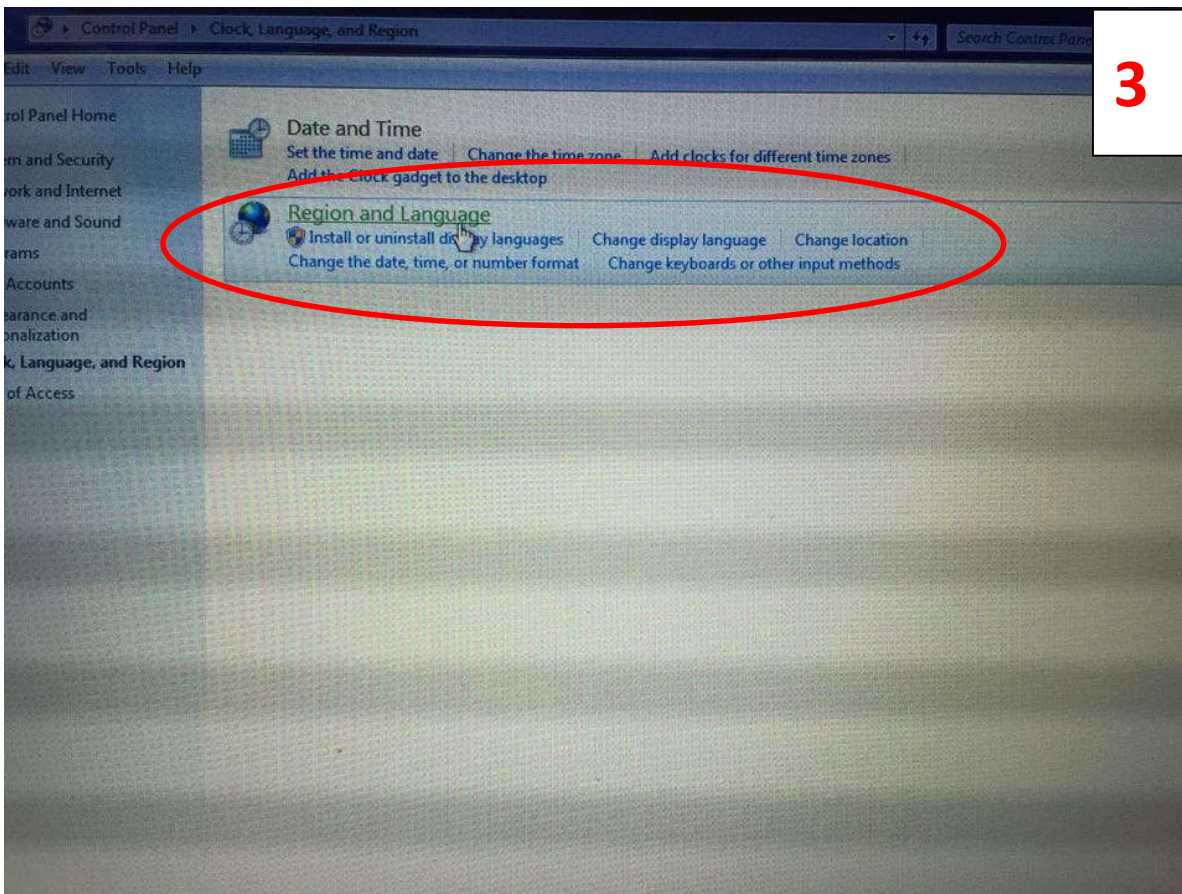
3, To modify your pc like below:

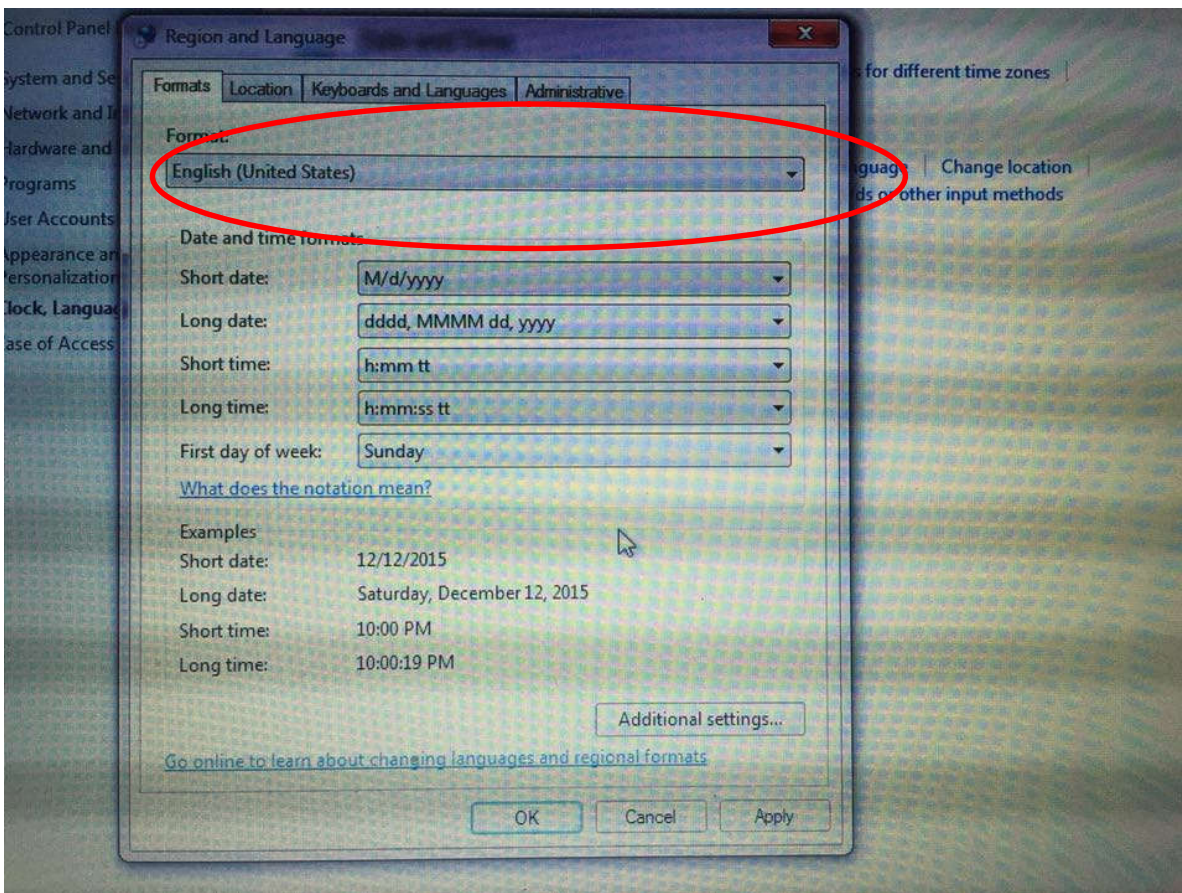   1. Open control panel on your PC
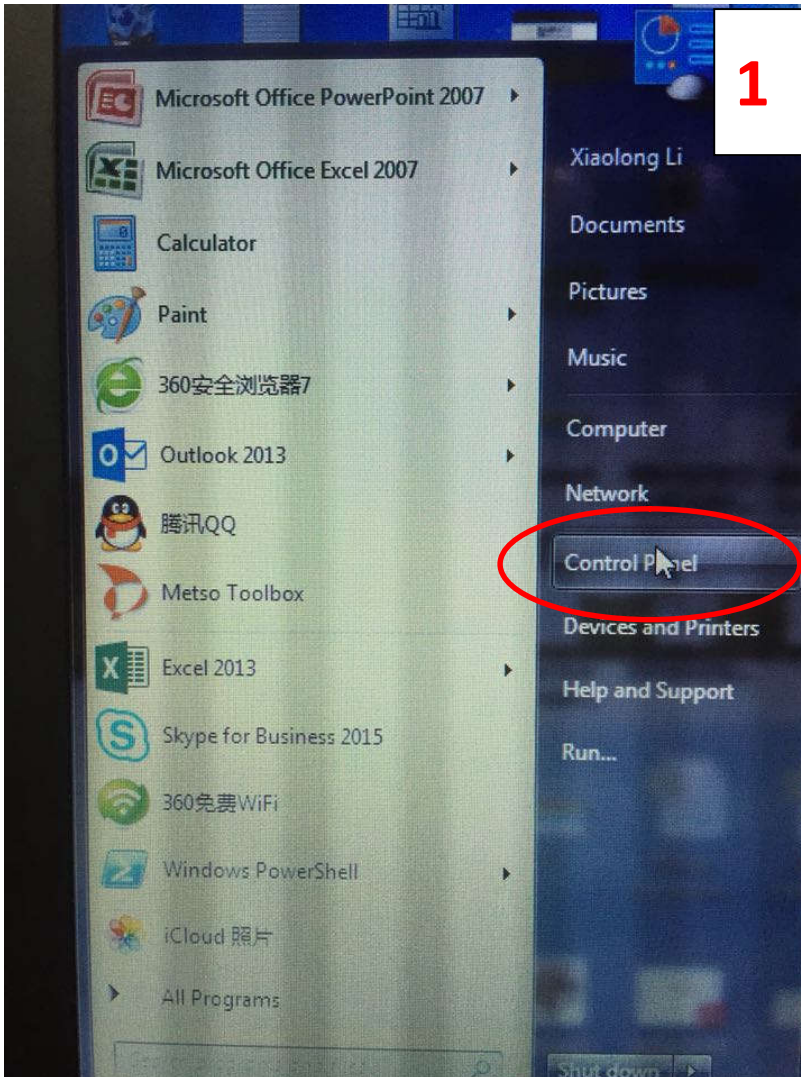
   2. Open clock language and region

3. Open Region and Language

4. Change the format like below: English(United States) and OK to save

2. if all above 3 item you did and still can't connect with pc.

1. Change another USB port on your pc.
2. Change another USB line to connect your pc again.
3. Connect US via *support@laseraxe-customize.com*

3. No lights from Laser head.

1. Insert the power supply directly into your laser head to see if it's working, like below:
   If the lights on from laser head, means the laser head is good. If not, that's means the laser head broken(Remember this should be tested after you make sure the power supply is good)
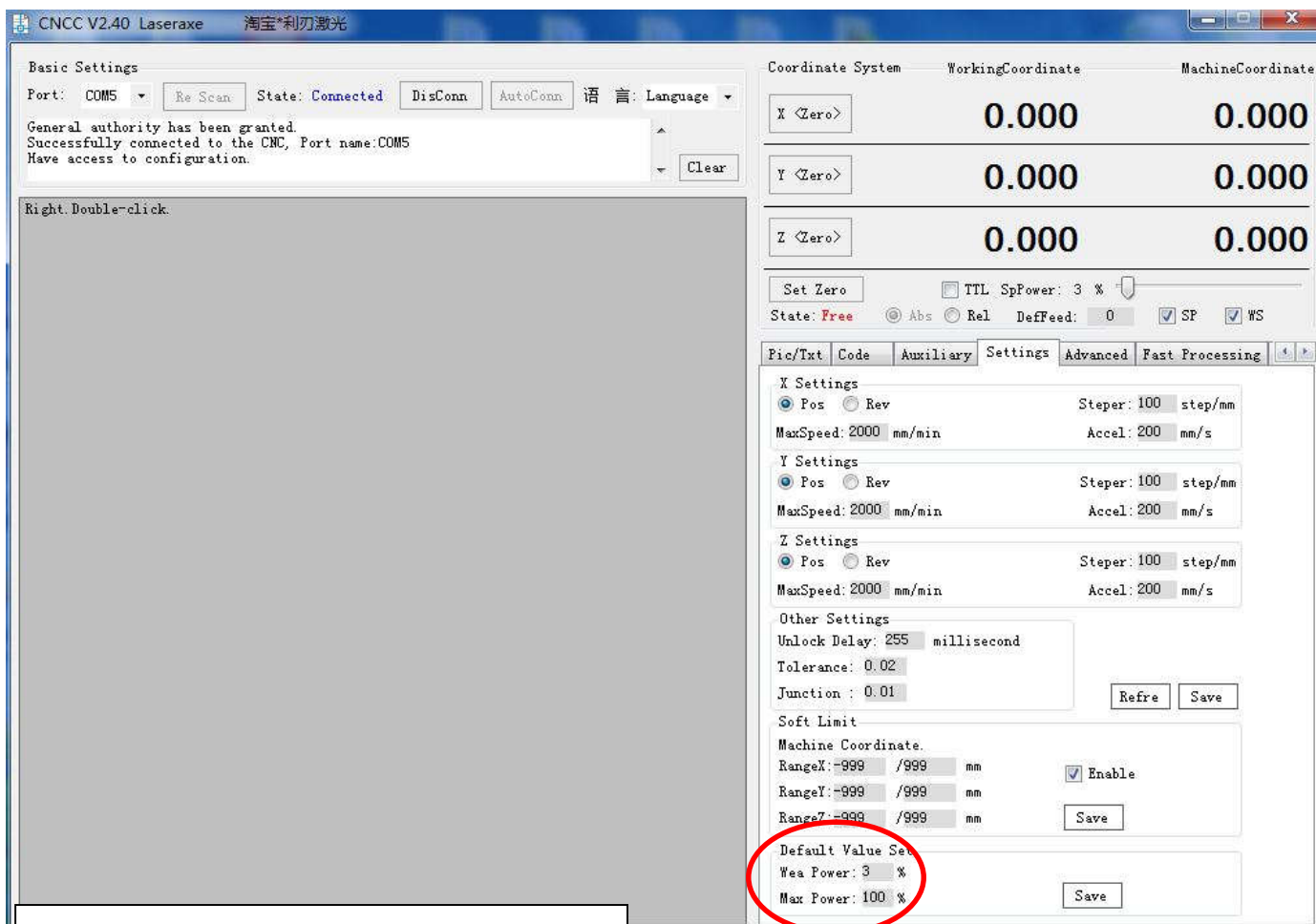

Remember wear safety glasses to check this

2. When you click WS(weak spindle) means weak lights come from laser head for preview before engraving, also you can move the laser head to the start points you want. See below:

SP means strong spindle, means strong lights come from laser head.
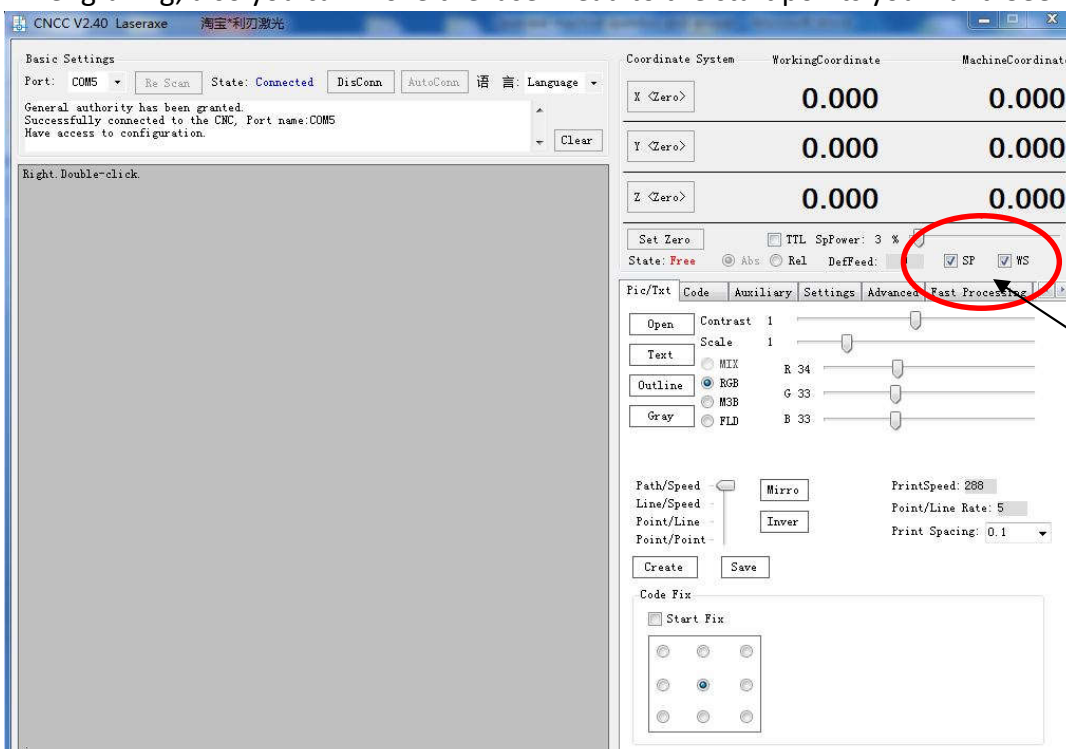
If you click WS and found no light come from laser head, modify settings like below:

Click setting area, at the bottom area. Set the weak power to 10%. The max power usually set 100%