

## Pfaff Connection Conflicts – Advanced

**NOTE:** If you are still experiencing non-communication between your computer and Pfaff creative machine, and have completed *Pfaff Connection Conflicts - Basic*, continue with each successive step below until you are able to transfer a design to your machine.

### **REGISTRY EDITOR:**

The following steps involve you working within your Operating System. If you are not comfortable with this, please find someone who is. **It is very important that these steps be followed explicitly!!!!** To date, these settings have caused no known damage to any computers on which these changes have been made. However, Pfaff cannot be held responsible for any damage you may do to your computer due to not explicitly following these instructions. Settings can be returned to their original if this does not correct the non-communication issue. *If these options are not available on your computer, please call Pfaff for further assistance.*

1. Run the Registry Editor to turn off Power Management:
  - a. Click on **START** and select **RUN**.
  - b. Type in **regedit**.
  - c. Click on the **+** sign in front of each of the following:
    - **+HKEY\_LOCAL\_MACHINE**
    - **+System**
    - **+CurrentControlSet**
    - **+Services**
    - **+VXD**
  - d. Open **VCOMM** by single clicking on it.
  - e. Double click on the icon in front of **Enable Power Management**.
    - You should have a series of numbers reading: **0000 01 00 00 00** with a flashing cursor in front of the **01**
  - f. Press the **DELETE** key on your keyboard **ONE TIME ONLY!**
  - g. Type the number “**0**” **ONE TIME ONLY!** Your series of numbers should now read **0000 00 00 00 00**. **If they do not, cancel this operation and start again at step #10.**
  - h. If your series of numbers read as above, click **OK** and close the **Registry Editor**.
  - i. Click on **START, SHUT DOWN** and **RESTART**.
  - j. Click **OK**.
  - k. Attempt to send a design to your machine.
  - l. If this does not correct the non-communication, **follow step #10** to change the Enable Power Management settings back to **0000 01 00 00 00**.
  - m. Attempt to transfer a design to your machine.
  
2. A ComPort sends information to your Serial Port. Your computer can have several virtual ComPorts for each physical Serial Port. We have found that removing the existing virtual ComPorts and restarting the computer, can force the computer to find the ComPort the machine is connected to. To remove/add new ComPorts:
  - a. Right click on **MY COMPUTER** and select **PROPERTIES**.
  - b. Select the **DEVICE MANAGER** tab (you may need to select the **HARDWARE** tab first, depending on your operating system). In the Device Manager, click on the **+** in front of Modem. Double click on your modem. Click on the **Modem** tab. Check to see what ComPort your Modem and Fax are assigned to and write down the ComPorts assigned to these devices (if applicable). Click **OK**.
  - c. In the Device Manager, scroll down to **Ports**, Click on the **+** sign in front of Ports. You may have several ComPort listings, i.e. Com1, Com2, Com3, Com4. Highlight and remove all ComPorts **EXCEPT** for the ComPort your modem/fax is assigned to. Restart your computer and a new ComPort will be created.

- d. Configure PC-Designer or creative Customizing to this new port.
  - e. Attempt to transfer a design to your machine.
3. To create a new ComPort:
- a. Click on **START, SETTINGS** and **CONTROL PANEL**.
  - b. Double click on **ADD NEW HARDWARE**. The **Hardware Wizard** will open.
  - c. "To begin installing..." click **NEXT**
  - d. "Windows will now search..." click **NEXT**
  - e. "Is this device... listed below?" select the dot next to "**NO, the device isn't listed**"
  - f. "Windows can now search..." select the dot next to "**NO, I want to select...**" click **NEXT**
  - g. "Select the type of hardware you want to install" scroll down the list and **highlight Ports (COM & LPT)** click **NEXT**
  - h. "Select the Manufacturer and Model..." **Highlight (Standard port types) and Communications Port**. Click **NEXT**
  - i. "Windows can install your hardware using the following setting" Accept whatever settings they state. Click **NEXT**
  - j. Continue through the prompts until the Wizard is finished.
  - k. Restart your computer.
4. Open the Device Manager to find the new Port number you installed. Configure your *PC-Designer* or *creative Customizing* software to the new ComPort. You may need to change the Baud Rate, Buffer and Flow Control for this ComPort (see DEVICE MANAGER, steps 7-9 above).