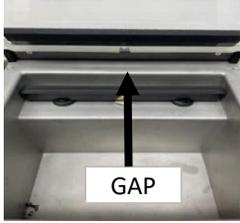


MX2 FAQ'S

<u>Issue</u>	<u>Possible Cause</u>	<u>Possible Solution</u>
<i>WIFI</i>		
Continuous Scanning	No connection available.	Use cell phone as hot spot.
	Software/Firmware	Go to "Updating" section on page 3

<i>Pump</i>		
Low vacuum	Lid not closed completely	Press lid down firmly to engage chamber.
	Air leak at lid gasket	If gap appears, reseal or replace gasket. Refer to part replacement list
		
Pump does not start	Bound or frozen	Contact local service agent.
Pump starts but struggles	Low power	Plug directly into a wall outlet if on extension cord.
	Contaminated oil	See solution below.

<u>Issue</u>	<u>Possible Effect</u>	<u>Possible Solution</u>
Contaminated oil	Low vacuum	} Replace oil. Refer to part replacement list
	Pump starts but struggles	
	Machine excessively hot	
	Not sealing	

Power	Pump starts but struggles	Plug directly into a wall outlet. (No Extension)
	Display randomly goes to "Shutdown Machine"	Noice on AC neutral line. Contact local service agent.

MX2 FAQ'S

<u>Issue</u>	<u>Possible Cause</u>	<u>Possible Solution</u>
<i>Sealing</i>		
Inconsistent bag seal	Vacuum level too low	Increase vacuum level above 350 mbar.
Bag sticking to seal bar	Seal wire exposed	Replace teflon tape. Refer to part replacement list
No seal	Bag composition	Change bag. Refer to supply list.
	Low seal time	Increase seal time
	Seal wire detached	Replace seal bar. Refer to part replacement list
	Safety breaker tripped	Reset safety breaker
	Safety breaker trips repeatedly.	Contact local service agent.



Display

Frozen Orange Display or Oil Cleansing Prompt	Oil cleansing delay tapped numerous times.	Go to "Unlocking" section on page 2 and "Updating" section on page 3 below.
Frozen White Display	Display PCB Malfunctioned	Contact local service agent.
Blank or Black Display	SD Card Corrupted	Contact local service agent.

MX Series Unlocking Frozen Orange or Oil Cleansing Prompt Display.

- a Press ON/OFF Switch (under the display).
- b Touch the words "Shutdown Machine?"
- c Enter 6 4 6 4 7 2 2 5
- d Touch "Date and Time".
- e Touch the year and touch " - " to change to 1 year behind and touch check mark to confirm.
- f Machine will shut off itself.
- g Toggle rear power switch OFF and back ON.
- h Press front ON/OFF Switch (under the display) for HOME page.
- i Connect to WIFI and perform software and firmware update.

see section "MX Series: Saving Data, WIFI Access and Software/Firmware Updating" on page 3.

MX Series: Saving Data, WIFI Access and Software/Firmware Updating

Warning: Updating may cause memory loss, save data to a USB.

USB Setup

- a. Select a USB with 16GB or less.
- b. Format the USB to FAT32 & rename to "MYPROGRAMS".

Exporting/Saving Data to USB Drive

- a. The USB port is under the left side of the display.
- b. Touch "GEAR" icon, than touch the "GREEN LOCK" icon.
- c. Touch DOWN arrow twice, than touch "Export" to save data to USB.
- d. Touch each category to save, than touch the CHECK MARK to execute.
- e. Touch UP arrow to confirm, than touch LEFT arrow 4 times to return Home.

WIFI Access

HAVE WIFI PASSWORD READY BEFORE PROCEEDING.

MACHINE MAY HAVE TO MOVE LOCATION FOR STRONGER WIFI SIGNAL OR USE CELL PHONE AS HOT SPOT.

- a. Touch "GEAR" icon.
- b. Touch "BLUE WIFI" icon.
- c. Touch WIFI access point, enter password and touch CHECK MARK.
- d. Touch top LEFT arrow to go back to "GEAR" icon screen.

Software Update - Current available version 1.5.3

- a. In "GEAR" icon screen touch UP arrow to locate "BLUE UPDATE" icon.
- b. Touch "BLUE UPDATE" icon, machine will scan for update.
- c. To update touch "GREEN UPDATE" arrow.
- d. Allow 1 to 10 minute for update and reset to Home page.

TIME IS DEPENDENT ON UPDATE SIZE AND WIFI QUALITY.

NOTE : UPDATE ABORTED means WiFi signal is not strong enough.
Move machine closer to WiFi access point (router).
Repeat steps above.

NOTE: If no update found, BACK arrow to HOME proceed to step e.

- e. Toggle main power switch OFF, wait 30 seconds & toggle back ON.
- f. IMPORTANT: Proceed to Firmware Update.

Firmware Update - Current available version 4.17

- a. Switch on machine to HOME page
- b. Touch "GEAR" icon, than touch the "GREEN LOCK" icon.
- c. Scroll down until "Firmware Update".
- d. Touch "Firmware update" and wait for firmware number to appear.
(Note the firmware update number.)
- e. Touch "GREEN UPDATE" icon.
- f. Allow 1 minute for update and reset to Home page.
- g. Toggle main power switch OFF, wait 30 seconds & toggle back ON.
- h. Repeat step a through d to confirm update 4.17.