The ShopBot must have a dedicated computer that the user has full admin rights to. It must be a standalone machine.

Software freezing, disconnects, missing comm return, position loss, chattering, unexpected output and strange noises. These are all behaviors support has seen when the PC has not been setup correctly. Computer often will seem like they work for a while (even years) then all of a sudden they don't. It is for this reason we recommend a clean install of windows as the ideal machine for the ShopBot. No other programs. In addition to this also make sure the computer is setup according to the windows notes document. The PC setup can be daunting to many users, and you may need an IT professional to help you, but to succeed with the ShopBot and have it work as smoothly as possible, the control computer must be set up accordingly.

For the PC setup a clean install is needed, below is how:

First, you need a windows 7, 8.1 or 10 license.

Next – create a windows install media:

https://support.microsoft.com/en-us/help/15088/windows-create-installation-media

Next– clean install windows:

guide for Windows 7 - https://www.lifewire.com/how-to-clean-install-windows-7-2624917

guide for Windows 8 - https://www.lifewire.com/how-to-clean-install-windows-8-or-8-1-2626254

Windows 10 - https://www.microsoft.com/en-us/software-download/windows10startfresh

1.)	Make sure we are not using a port that is 3.0. This is usually a blue colored port or labeled with an SS icon or will just say 3.0 or USB 3.0. We do not want to use this. It is not going to be compatible with the controller. They communicate at 2 different speeds. For Windows 10 PC's - USB 3.0 should work without issue

2.)	Make sure the usb cable is not over 10ft or extended in any way.

3.)	Make sure the usb port is connected directly in the computer and not a hub.

4.)	Check the computer settings to ensure it is not interfering with communication of the shopbot (see windows notes document)