Why is my Mach 3 software disconnecting from my Dragon CAM software?

Does your Machine Control Jog Controls screen show an error like the following and you cannot connect to your Mach 3 software?
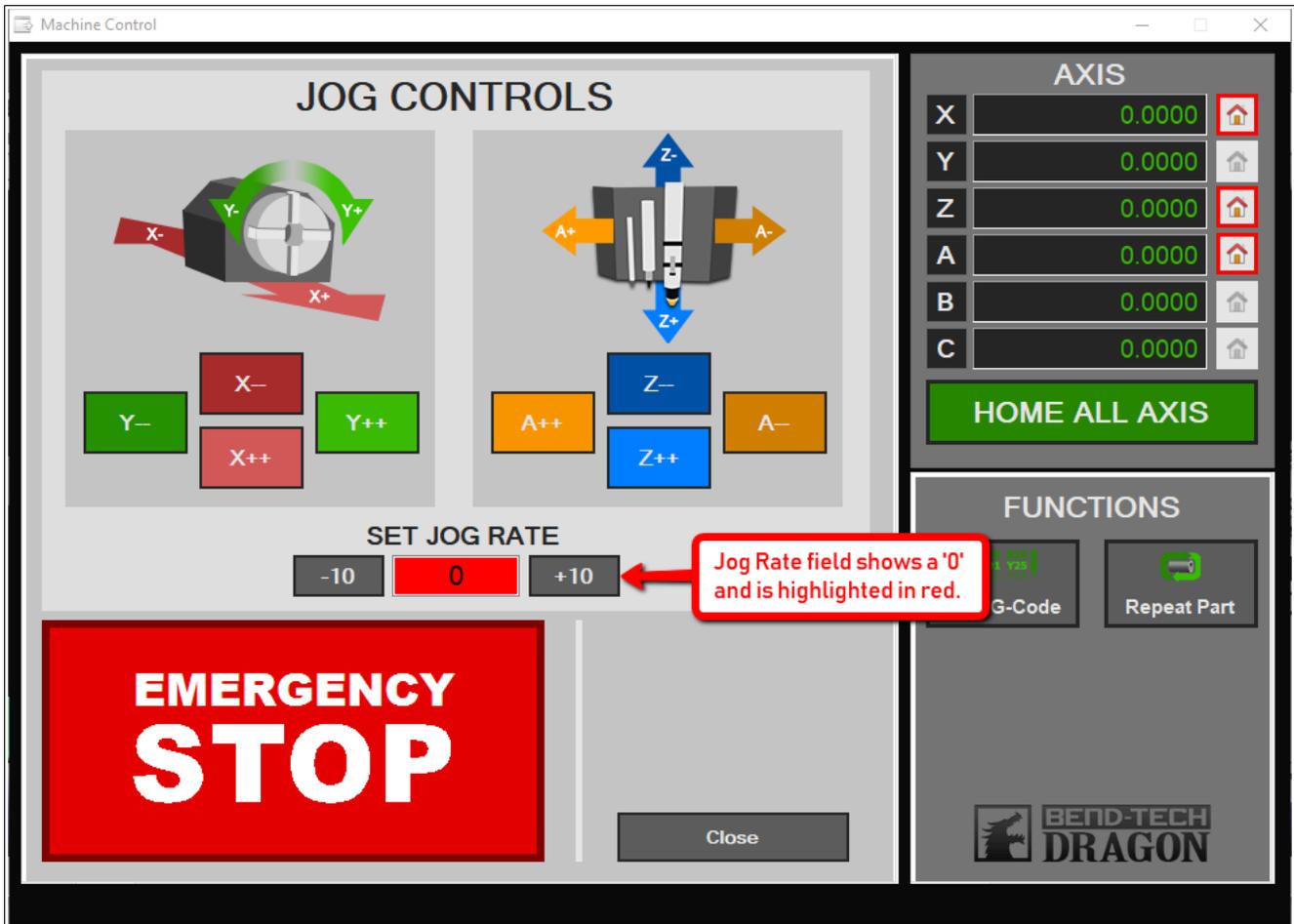
If so, then your antivirus and/or firewall on your computer IS enabled and has broken the connection between the two software products.

To fix, follow the instructions provided here...

1. **CLOSE all Bend-Tech and Mach 3 windows (this includes the Bend-Tech Launcher window).**

2. **(For Windows 10) Click on the upward facing arrow in the lower right hand corner of your screen and select the shield icon as shown below.**

   If this SHIELD icon has a GREEN CHECK MARK on it, then your computer is currently being protected by either an antivirus that has been pre-loaded on this computer, or it is protected by Windows Defender.

3. **Right click on this shield icon and click OPEN to show your antivirus status and protection software name (if different than Windows Defender).**

   ## Your device is being protected.

   Last health scan: 1/16/2018

Virus & threat protection	Device performance & health	Firewall & network protection	App & browser control	Family options
No actions needed.	No action needed.	No action needed.	No action needed.	Manage how your family uses their devices.
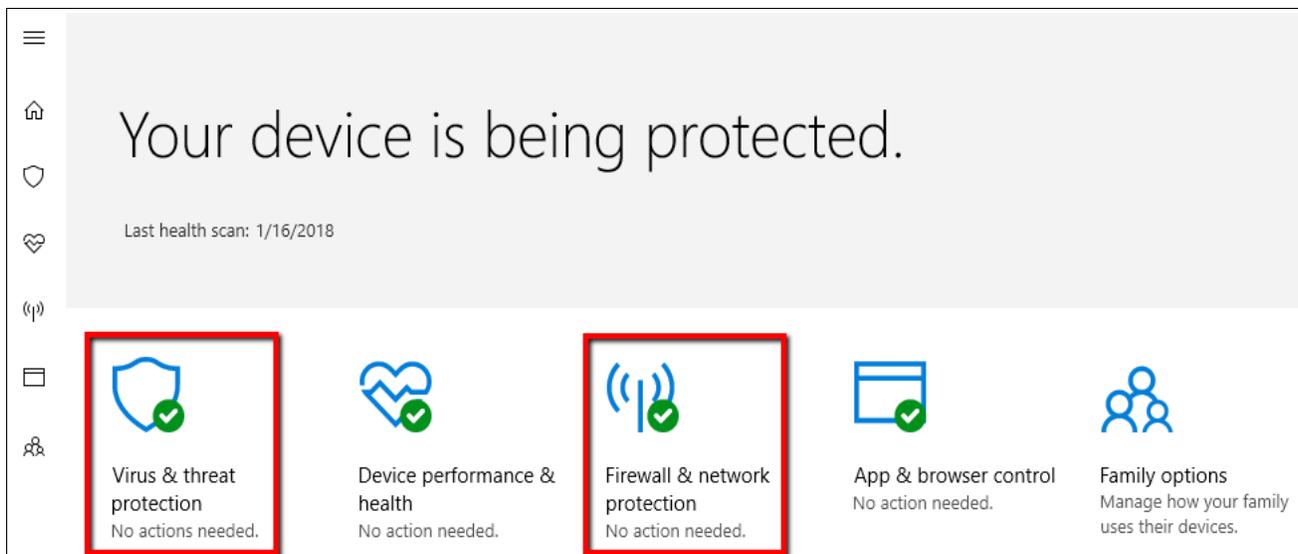
4. **First, click on 'Virus & Threat Protection' and flip the switch to OFF in order to DISABLE Real Time Protection if enabled.**

   On   Off

5. **In the case that your computer is being protected by a third party antivirus software, we highly urge you to uninstall it, or to gain assistance from an IT professional to allow Bend-Tech and Mach 3 processes through your existing software's firewall and protection services in place. Failure to do so will result in a lack of ability to preform actions with your Dragon machine.**

Virus & threat protection

View threat history, scan for viruses and other threats, specify protection settings, and get protection updates.

An Antivirus

This Antivirus is installed as an antivirus provider.

✅ No actions needed.   ⬅️ **This indicates that you will need to uninstall a pre-loaded antivirus.**
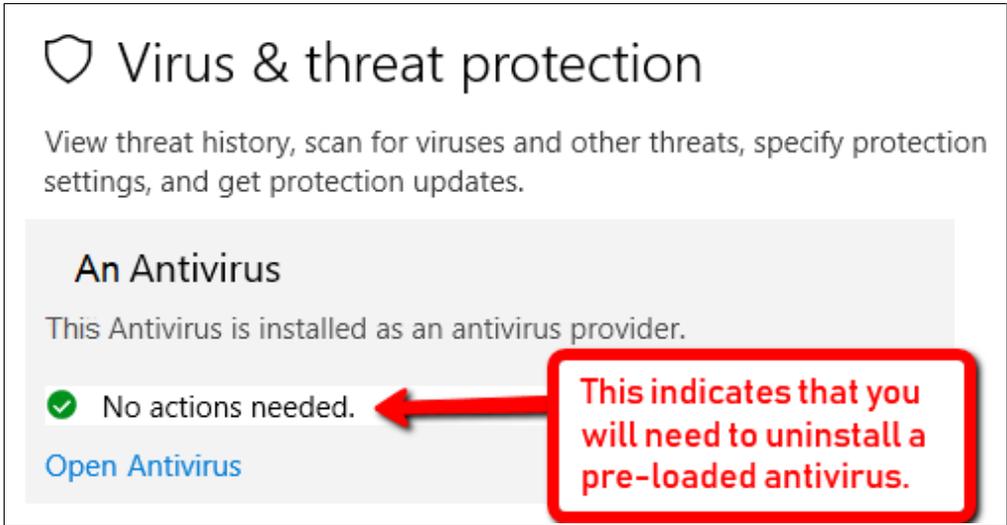
Open Antivirus

6. **In the event that you uninstall your antivirus/firewall software, Windows Defender still has permissions to enable itself in its attempt to protect your computer. When it enables Real Time Protection and Firewall activity, you will need to disable them first by following steps 1-4, then proceeding in turning off the firewall. To do this, click on 'Firewall & Network Protection'. Some computers have three networks, but these are the only two that need to be disabled.**

Firewall & network protection

View network connections, specify Windows Firewall settings, and troubleshoot network and Internet problems.

Private (discoverable) network

Firewall is on.   ⬅️ **Turn off**
Network is connected.

Public (non-discoverable) network

Firewall is on.   ⬅️ **Turn off**
Network is not connected.
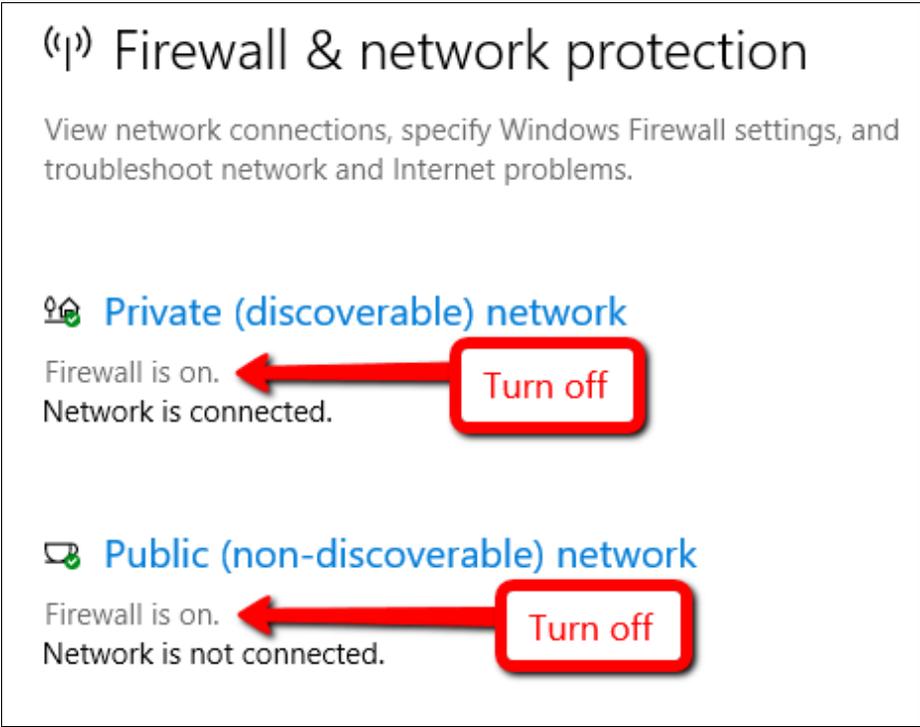
7. **After turning everything off, check your shield icon once more by clicking the upward facing arrow in the lower right hand corner of your computer screen. This shield should now have a RED X.**

8. **If your shield icon still has a GREEN check mark, go back and re-read and repeat steps 1-7. If you have a RED X now, proceed to the following steps.**

9. **Using the image provided below, navigate to C:/2020ssi/Bend-Tech 7x/mach on your computer and click on the file named 'Mach3 Link.Reg'.**

10. **Click 'Yes' to allow the application to make changes to your computer and click 'Yes' and 'OK' on any additional pop-up windows. There should be 3 in all.**
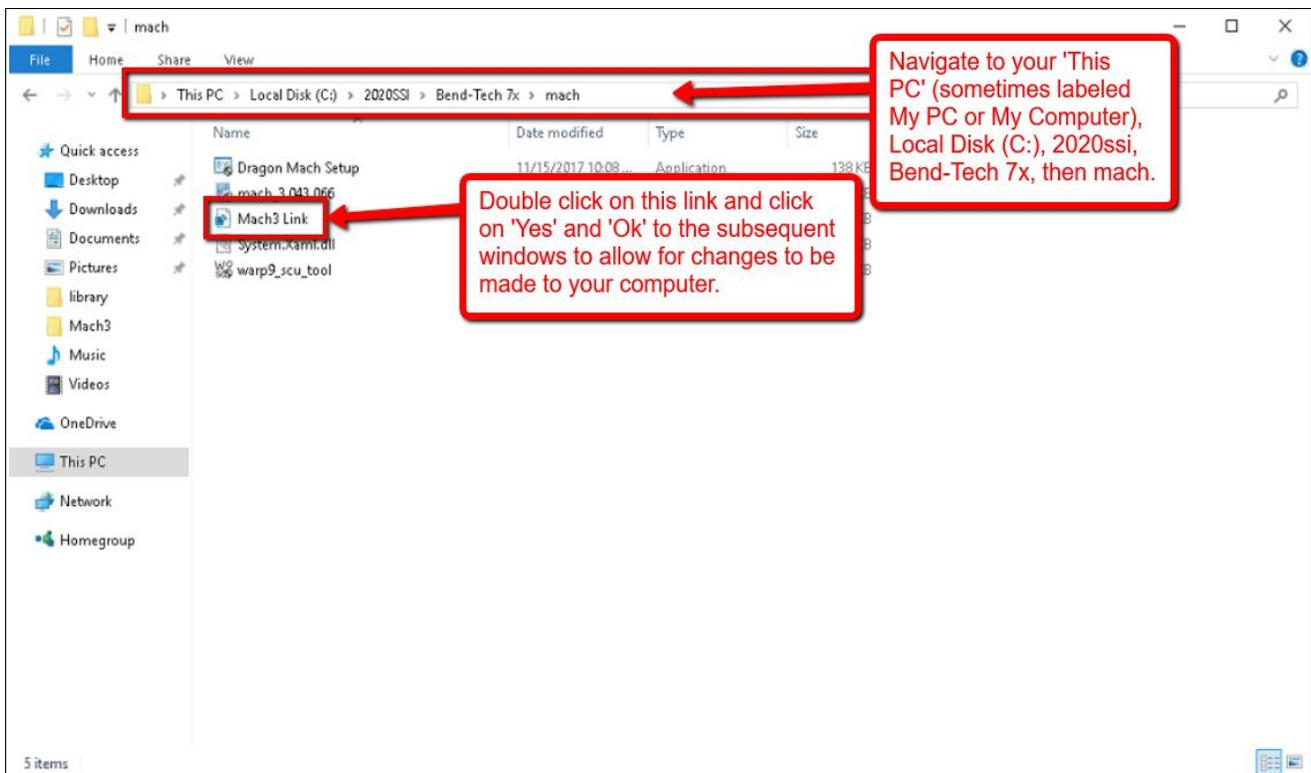
11. **After all of this, you are free to open your Bend-Tech software and continue to opening the Machine Control screen as before. Mach 3 should open and connection should be re-established both between the 2 software programs and in turn to the machine.**

Thank you for reading this helpful guide.

If you have questions or concerns please contact a Bend-Tech representative using

the information provided below.

Bend-Tech Dragon Support Team
Bend-Tech LLC.
1-651-257-8715
support@bendtechdragon.com
support@bend-tech.com
http://www.bendtechdragon.com