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# MiTek®

# SERVICE BULLETIN

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Document ID:  
**SB267**

Title:  
**Install Moxa UPort to Replace *Teguar*®  
Splitter**

Affected machinery: *Cyber*® A/T Component Saw

Distribution: All customers with affected machinery

Applies to: *Cyber* A/T machines with a printer- Frames 743 and up, or older frames if replacing the PC

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**CAUTION:**

MiTek recommends printing this document in high resolution using color ink. Many of the graphics may be unclear and may create an unsafe condition if this recommendation is not followed.

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Part # and Rev.	SB267 rev. A
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Revised By	M. Farmer
Orig. Release Date	25 April 2024
Created By	M. Farmer
Approved By	R. Tucker

## Purpose and Scope

This service bulletin instructs how to replace the serial port splitter on a Teguar touch screen computer with a Moxa UPort used in the equipment referenced on the title page.

## Overview

### Parts Included

The parts included in this kit are shown in [Table 1](#). Please make sure all parts and supplies are present before starting the procedure.

Table 1: Parts in SB267

Quantity	Description	Part #
1	USB Drive with Moxa Drivers	92355
1	Moxa UPort 1250	005-06180
6	Cable Ties 7.25"	508704
1	Service bulletin document	SB267

If you have any questions, call MiTek Automation Support at 1-800-523-3380.



### Supplies Needed

- Small Phillips head screwdriver
- Small slotted screwdriver

## Procedure

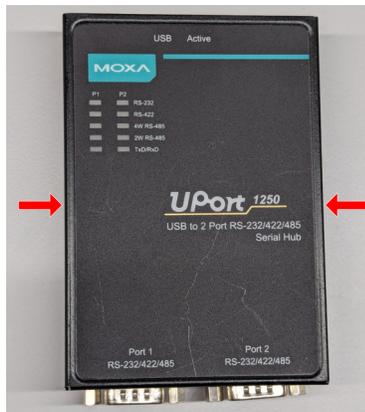
	<b>⚠ WARNING</b>
	<p><b>ELECTROCUTION HAZARD.</b></p> <p>All electrical work must be performed by a qualified electrician.</p> <p>If it is absolutely necessary to troubleshoot an energized machine, follow NFPA 70E for proper procedures and personal protective equipment.</p> <p>Pneumatic and hydraulic components may move unexpectedly if not de-energized. Physically restrain any components capable of movement when working on or near those components.</p>

### Upon receiving this kit



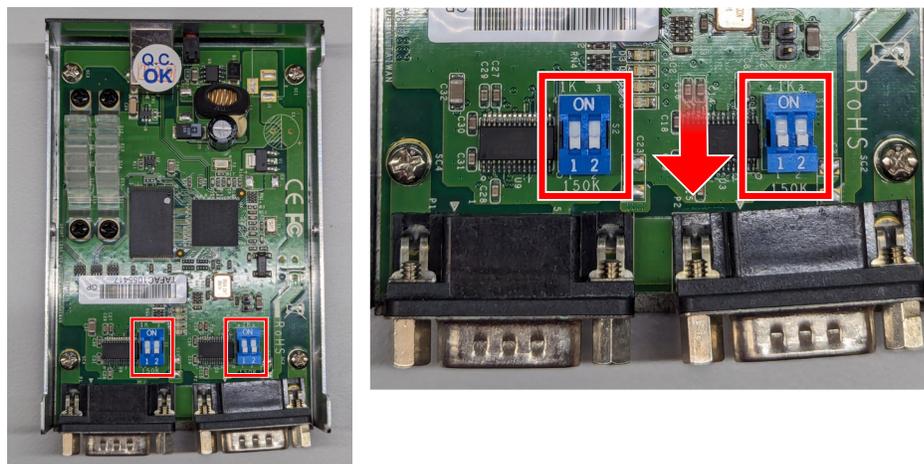
1. Open the supplied Moxa UPort by using a small Phillips head screwdriver to unscrew the two screws on the sides of the box, shown in [Figure 1](#).

Figure 1: Moxa UPort Screw Locations



2. Locate the DIP switches and slide them away from the ON position.

Figure 2: DIP Switches



3. Replace the cover on the Moxa UPort.

## Removing the *Teguar* Splitter

1. Close the *Cimplicity*® program on the touch screen.
2. Open the PC enclosure and locate the splitter shown in [Figure 3](#).

Figure 3: *Teguar* Splitter

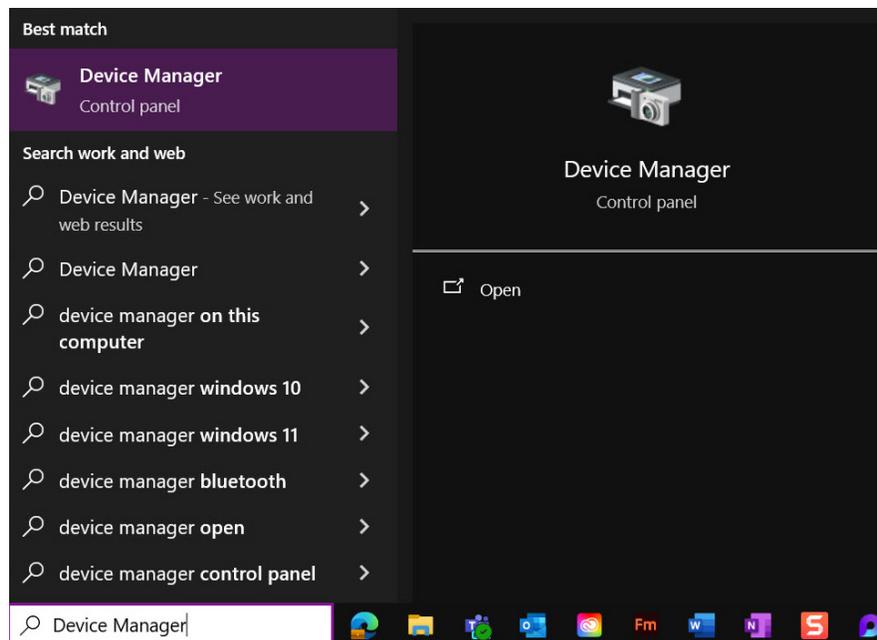


3. Using a small flat head screwdriver, unscrew and unplug the splitter from the back of the touch screen computer, then unscrew and unplug all connections to the splitter.
  - The splitter is yours to keep.
4. Plug in the supplied USB Drive with Moxa Drivers to any USB port located on the back of the touch screen computer.
5. Go to the touch screen.

## Re-Assigning the Ports

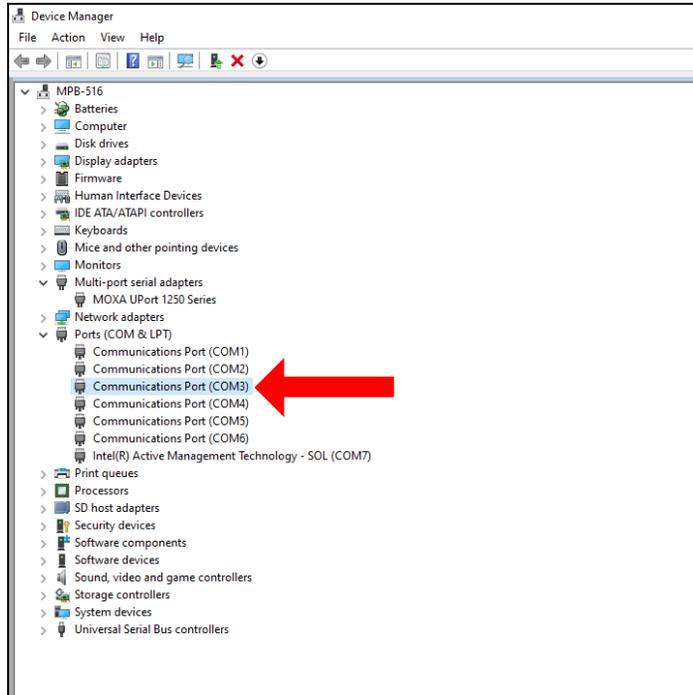
1. Navigate to the device manager by typing “Device Manager” into the search bar.

Figure 4: Search for Device Manager on *Windows 10*



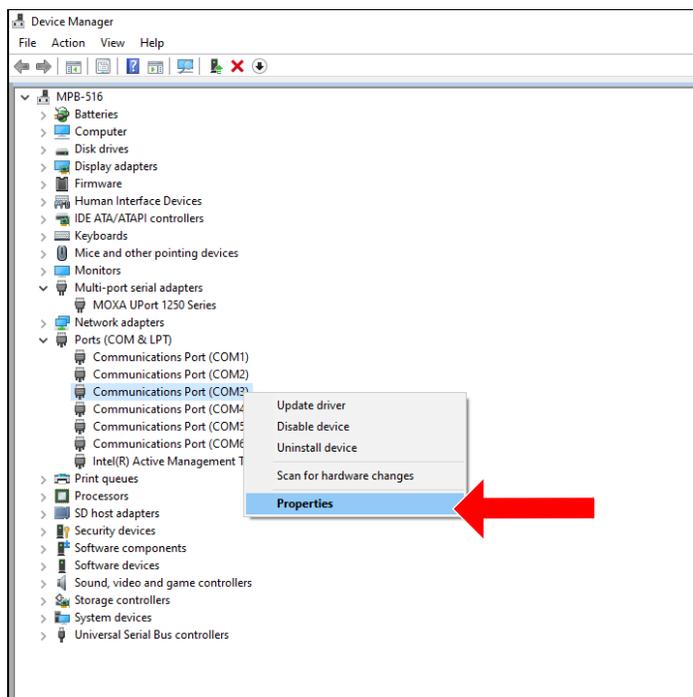
2. Open the **Ports (COM & LPT)** drop-down and look for COM3. If COM3 is not assigned to any communications port, go to [Installing the Moxa on page 9](#). If COM3 is assigned to anything, continue to [Step 3](#).
3. Right-click on **Communications Port (COM3)**.

Figure 5: COM3 in the Ports Drop-Down Menu in Device Manager



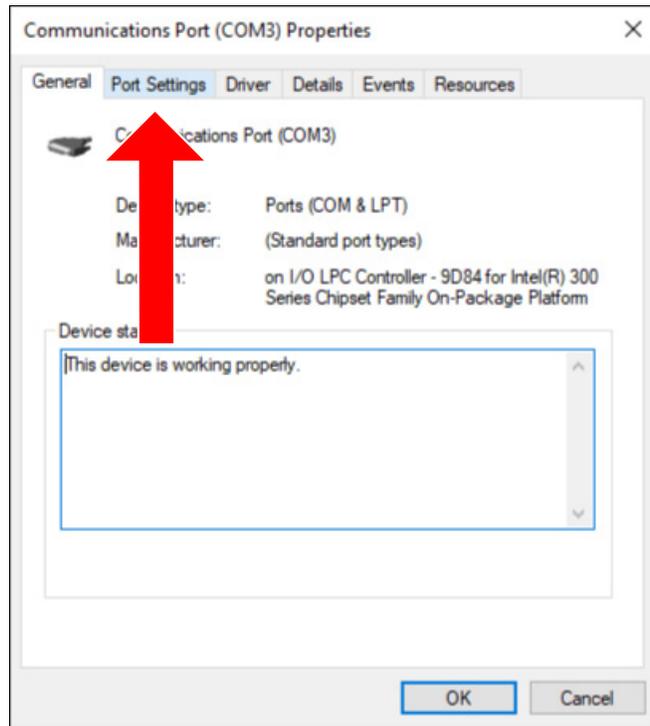
4. Select **Properties**.

Figure 6: Select Properties



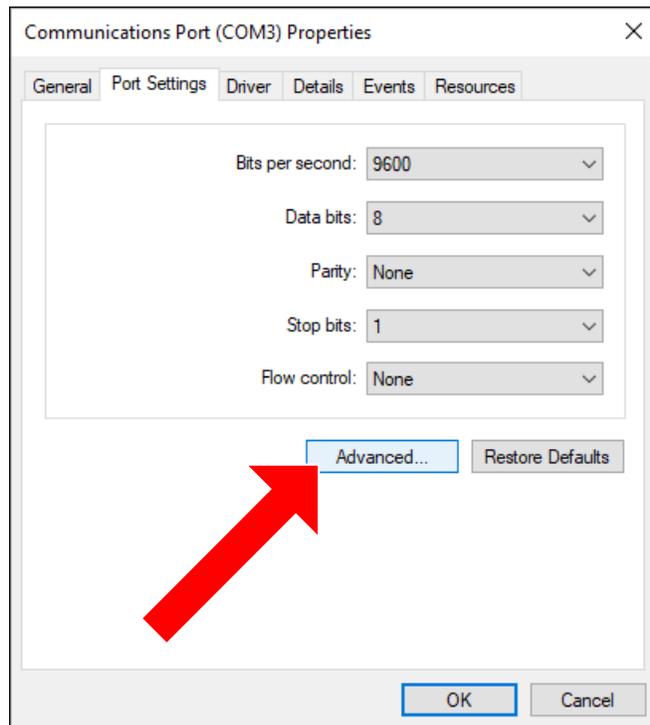
5. In the Communications Port (COM3) Properties window, select **Port Settings**.

Figure 7: Select Port Settings



6. Select **Advanced**.

Figure 8: Select Advanced



- Click the drop-down menu for **COM Port Number** and select the next unused COM port. This will most likely be COM8.

Figure 9: Go to COM Port Number Drop-Down Menu

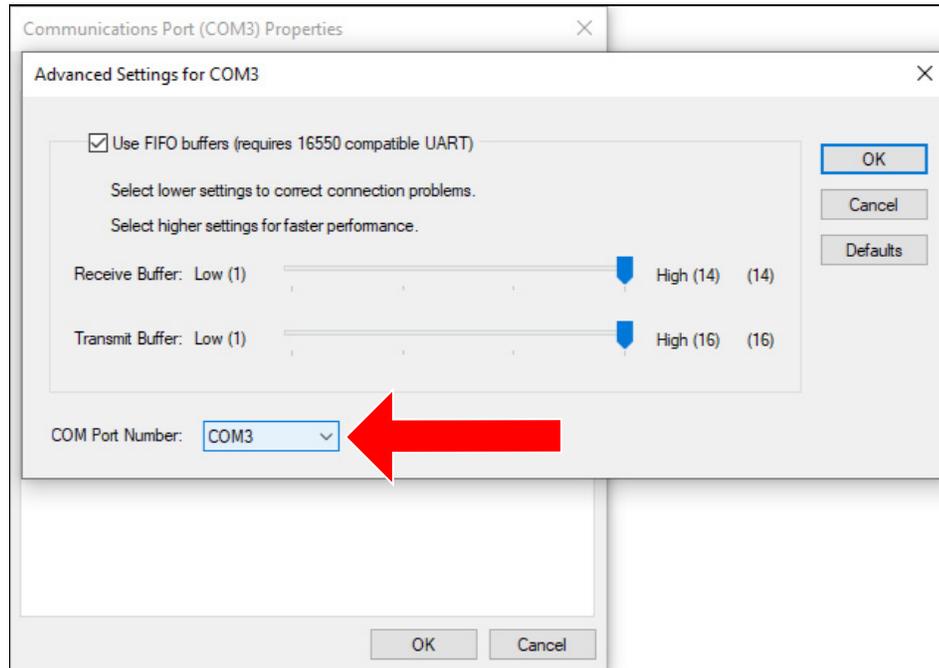
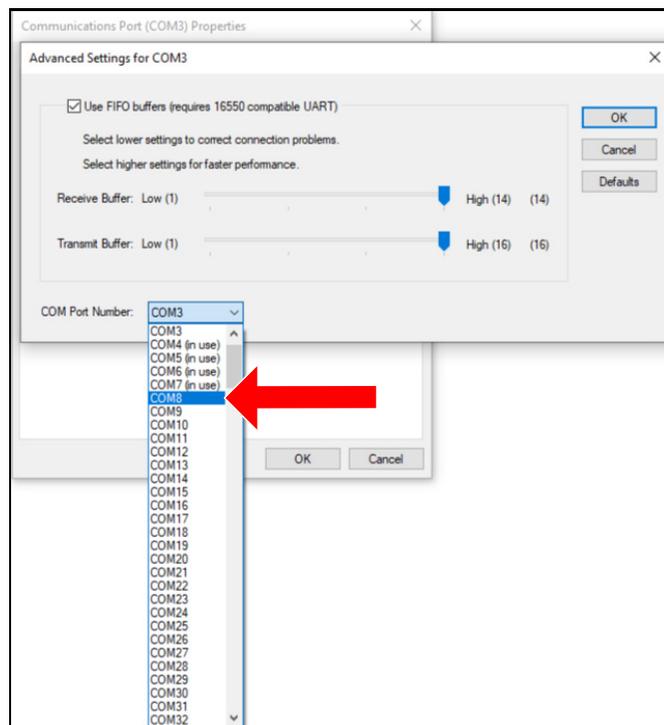


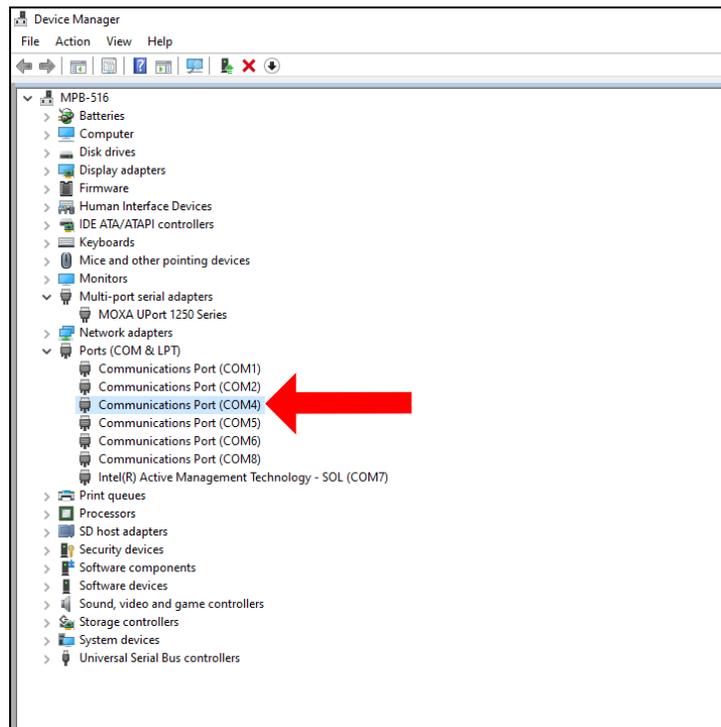
Figure 10: COM Port Number Drop-Down Menu



- Click **OK** on the Advanced Settings for COM3 window and on the Communications Port (COM3) Properties window.

- Repeat [Step 2](#) through [Step 8](#) to reassign COM4 to the next unused port.

Figure 11: COM4 in the Ports Drop-Down Menu in Device Manager

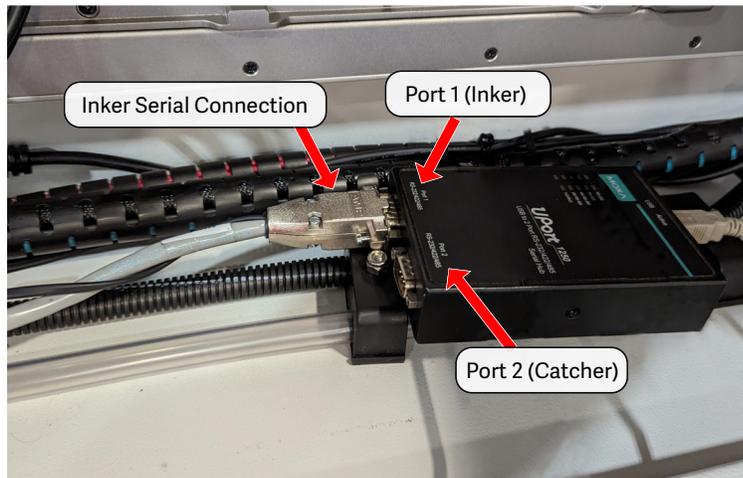


- Do not exit the Device Manager.

## Installing the Moxa

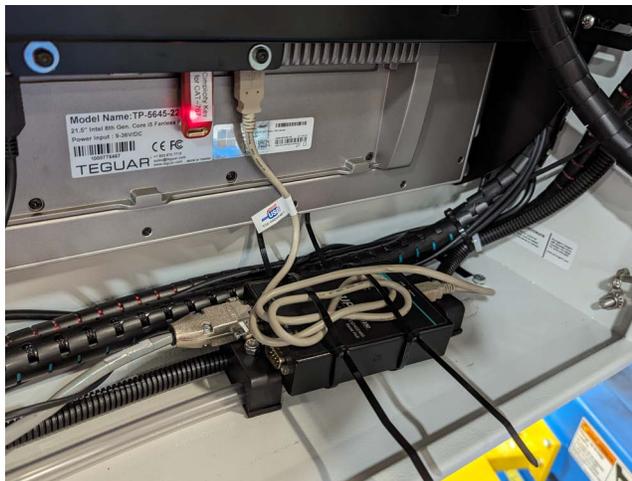
1. In the file manager of your touch screen computer, navigate to the USB drive.
2. Double click on the Moxa driver file located on the USB drive.
3. Complete the installation using the *Windows Install Wizard*.
  - No settings will need to be changed during the install.
4. When the *Install Wizard* has finished, return to the PC enclosure.
5. Plug the serial connection for the inker into the Moxa UPort Port 1. If applicable, plug the serial connection for the catcher into Moxa UPort Port 2.

Figure 12: Inker Serial Connection Plugged into Moxa



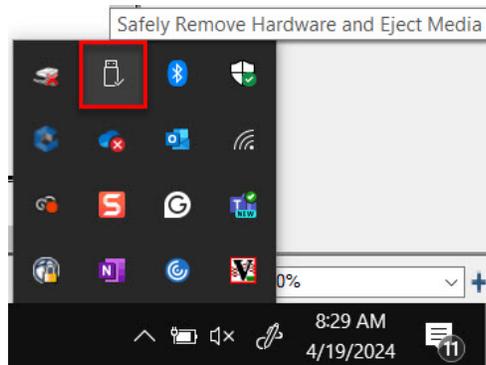
6. Plug the Moxa UPort into any USB port on the back of the touch screen computer.
7. Connect two of the provided cable ties together to create one long cable tie. Secure the Moxa UPort using two long cable ties, as shown below in [Figure 13](#).

Figure 13: Moxa UPort in Place



8. Navigate to the Device Manager on the touch screen. Ensure that Moxa Port 1 is assigned to COM3 and Moxa Port 2 is assigned to COM4.
9. If the Moxa ports are not assigned to COM3 and COM4, follow the instructions on [page 4](#) to open the COM3 and COM4 ports. Then, using those instructions, assign Moxa Port 1 to COM3 and Moxa Port 2 to COM4.
10. Once the ports are correctly assigned, close the Device Manager. Safely eject the USB Drive, then shut down the touch screen computer.

Figure 14: Safely Eject USB Drive

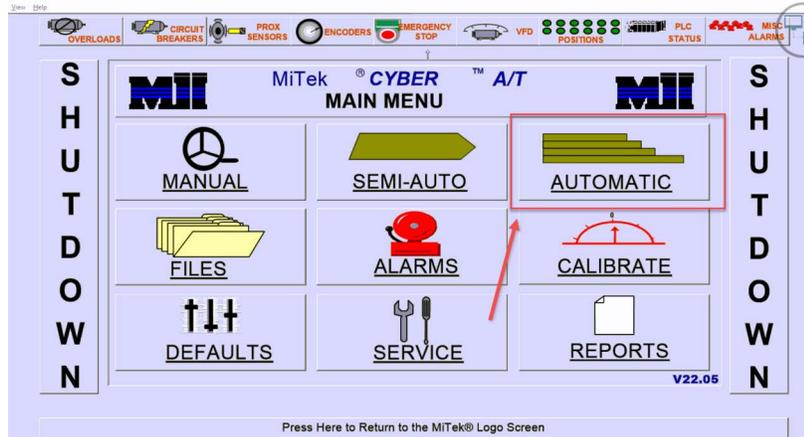


11. Unplug the USB drive from the back of the touch screen computer.
  - The USB drive is yours to keep.
12. Restart the entire machine and any auxiliary components.

## Adjusting the *Cimplicity*® Software

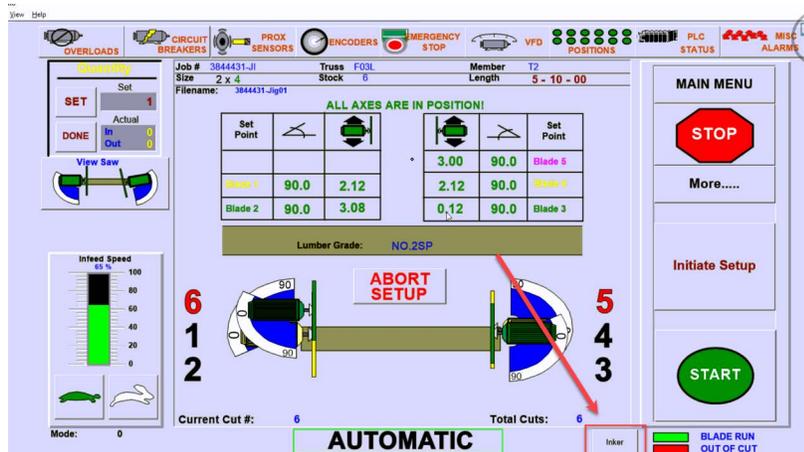
1. Open the *Cimplicity*® program.
2. Click the **Automatic** button on the screen.

Figure 15: Automatic Button



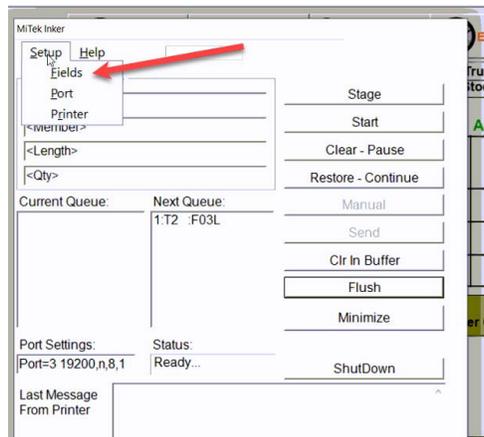
3. Click the **Inker** button.

Figure 16: Inker Button



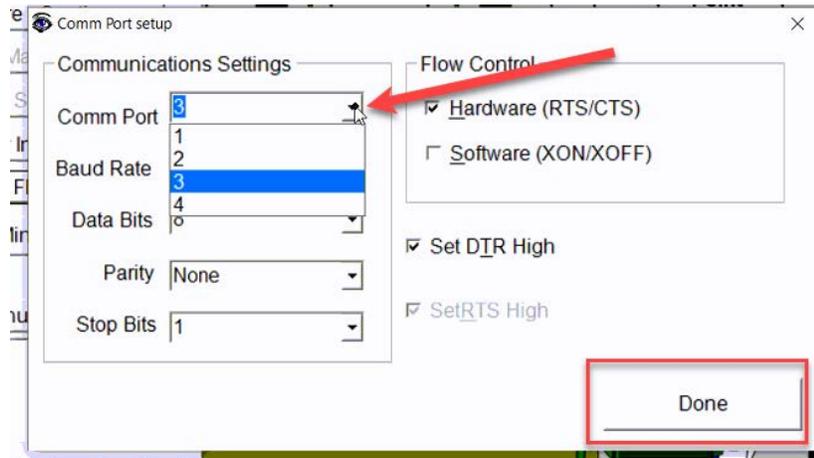
4. Click **Setup** and select **Port**.

Figure 17: Inker Setup



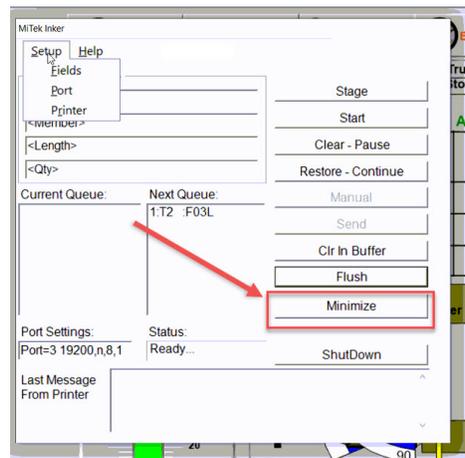
- Click the drop down menu for **Comm Port** and select **3**. Then click **Done**.

Figure 18: Comm Port Drop Down Menu



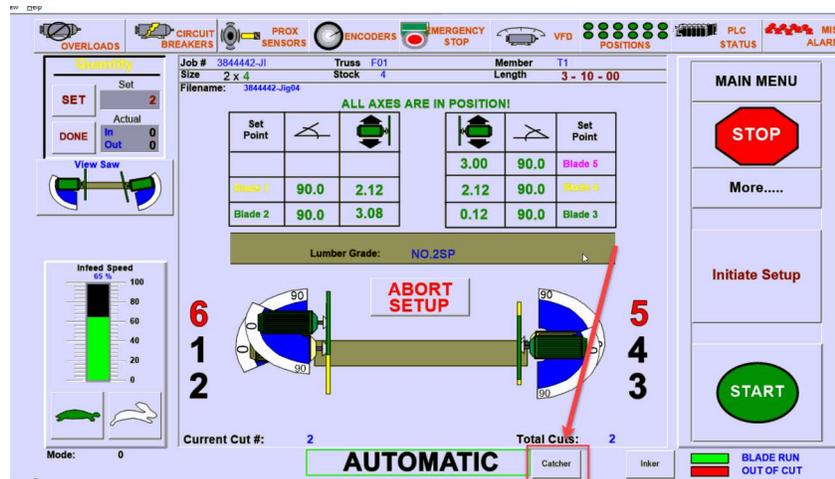
- Click **Minimize**.

Figure 19: Minimize Button Location



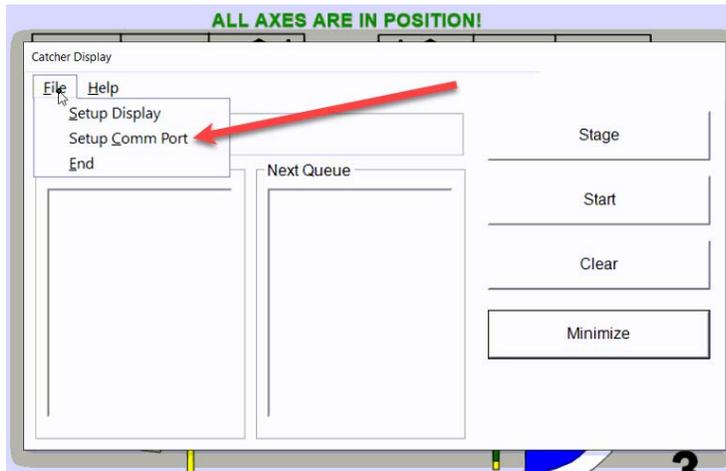
- If applicable, click the **Catcher** button.

Figure 20: Catcher Button Location



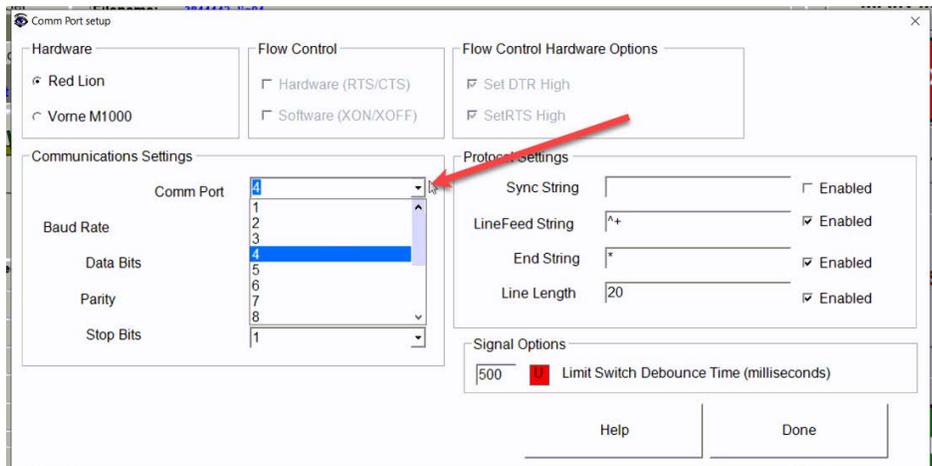
- Click **File** and select **Setup Comm Port**.

Figure 21: Catcher Display



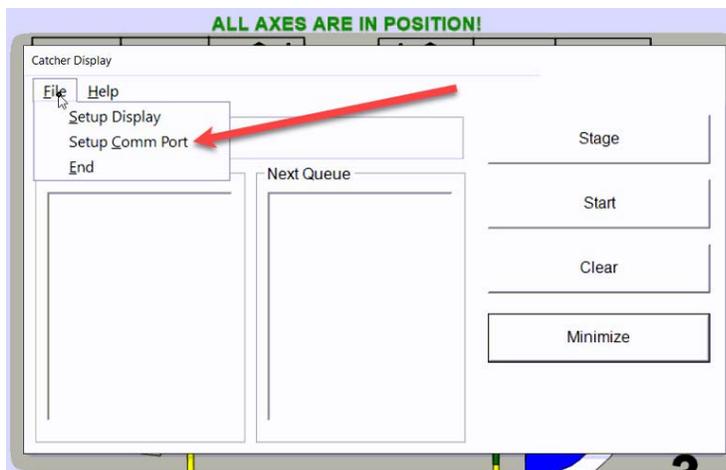
- Click the drop down menu for **Comm Port** and select **3**. Then click **Done**.

Figure 22: Comm Port Drop Down Menu



- Click **Minimize**.

Figure 23: Minimize Button Location



**END OF SERVICE BULLETIN**