



# Hard- und Software Burkhard Lewetz

Technical software development

## How does it work...

## ... with *WinPC-NC* ?

### Report a problem or search for more information

X	Light
X	USB
X	NET
X	Professional

We put a lot of effort into development and extensive testing and always try to deliver only error-free software. Unfortunately, it is still not possible to prevent minor bugs and irregularities from sometimes occurring.

If you stumble across such problems or even if unexpected behavior occurs on your machine, please contact our support team by email and send them the necessary information, which we describe below.

Of course, you can also contact us if the machine does not do what you expect and you have probably made the wrong settings or are not sure how to set the parameters for the desired application.

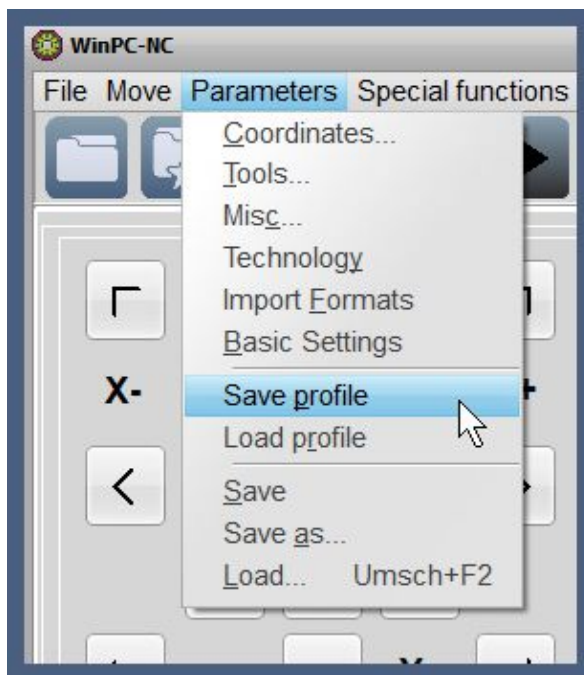
However, you can also inform yourself in advance in the manual and in our extensive help texts, which we provide either with the software or on our homepage.



## If you want to report a problem...

In order to be able to help you as effectively as possible, we need some information from you about the software used and the exact application. Please create the following files for us and send us an email with the following data:

1. the software used and the exact version with revision status, e.g. V4.10/34
2. the 7-digit serial number of the software, which is displayed under *Help-About WinPC-NC*
3. a detailed error description, e.g. what is loaded, which function you are calling, what the machine seems to be doing wrong, what results you expected
4. please create a profile with your settings under *Parameter menu- Save profile*, the profile file has a selectable name and the extension \*.WMS or \*.WPMS



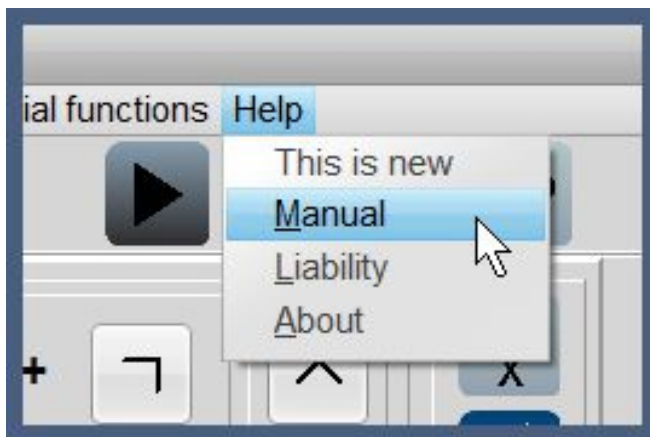
5. pack the used NC file or another sample file with which we can test the behavior and with its parameters (\*.WPI \*.WPW \*.OPT) as a ZIP archive
6. send us an email with all this data to [support@Lewetz.de](mailto:support@Lewetz.de) and add the profile and the sample file as an attachment



## If you want to search for more informations

### Manual

The current manual has well over 200 pages and all setting options and functions are described in detail and mostly with pictures. There are also special chapters for setting up a machine for the first time or for using the integrated CAM functions.



The manual is included in the installation and is stored as a PDF document in the **WinPC-NC** installation directory.

You can call up and display the manual at any time in **WinPC-NC** via the *Help-Manual* menu item.

### Help with F1 function key

In all functions or setting dialogs or parameter windows, a context-sensitive help can be displayed by pressing the *F1* function key, which only describes the settings and actions available here.

### HowTo ? informations

On our homepage under *Help-How does it work?* you will find lots of further brief information on general or specific questions or problems and lots of tips and tricks for use. There are also descriptions of DIY projects or self-made aids and additional products.



The screenshot shows the website of Burkhard Lewetz, an engineering bureau for technical software development. The header includes the company logo, name, and a search bar. A navigation menu lists various sections: Home, Products, News, Credentials, Service, FAQ, Price list, Shop, and Social Media. The main content area is titled 'How to with WinPC-NC?' and explains that it provides instructions and examples for new users. Below this, a section titled 'First Steps' lists various topics for installation and configuration, such as 'First Installation of WinPC-NC', 'Applying presets of an earlier version or installation', 'Update to the latest version', 'Creating a protocol file to assist support requests', 'User administration and password protection', 'What is new in version 4.1', 'InPosition signals', 'Scanning of non-planar surfaces and projection of milling or engraving data on it', 'Z zero point adjustment', 'Define special protected areas and have them monitored', 'Setting up the automatic tool changer (ATC)', and 'Save the job permanently at the WinPC-NC Professional controller and run it without a Windows PC for series production'. At the bottom of this section, there is a link to 'Use and configuration of new equipment'.

**Burkhard Lewetz**  
Ingenieurbüro für technische Software-Entwicklungen

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### How to with *WinPC-NC*?

In this area we offer different "**How to with *WinPC-NC*?**" instructions and examples to provide new users a simply and quick start into ***WinPC-NC***. They are divided in different sub categories and lead you step by step through the according topic.

#### First Steps

- [First Installation of WinPC-NC](#)
- [Applying presets of an earlier version or installation](#)
- [Update to the latest version](#)
- [Creating a protocol file to assist support requests](#)
- [User administration and password protection](#)
- [What is new in version 4.1](#)
- [InPosition signals](#)
- [Scanning of non-planar surfaces and projection of milling or engraving data on it](#)
- [Z zero point adjustment](#)
- [Define special protected areas and have them monitored](#)
- [Setting up the automatic tool changer \(ATC\)](#)
- [Save the job permanently at the WinPC-NC Professional controller and run it without a Windows PC for series production](#)

**Use and configuration of new equipment**

## Our channels in SocialMedia

We present a lot of information or even examples of applications or manufactured parts from our users in articles and short videos in our social media channels. We invite you to register there so that you don't miss any more news.

General social media page:

[www.Lewetz.net/red/socialmedia](http://www.Lewetz.net/red/socialmedia)

Youtube:

[www.Lewetz.net/red/youtube](http://www.Lewetz.net/red/youtube)

Instagram:



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[www.Lewetz.net/red/instagram](http://www.Lewetz.net/red/instagram)

Facebook:

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HowTo:

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