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# TROUBLESHOOTING TIPS

## X, Y OR Z AXIS MOVING IN THE WRONG DIRECTION

The following outlines the procedure to correct the X, Y or Z axis moving in the wrong direction.

1. Move your cursor over the word “by” in Powered by Gorilla CNC. Once the hand appears click and the menu bar should appear at the top of the screen.
2. Select “Config” from the menu bar.
3. From the Config drop down menu select “Ports and Pins”.
4. Select the tab “Motor Outputs”.
5. Look for the axis that is moving incorrectly. Under the column “Dir LowActiv” you will see either a green check or a red X. Using your mouse, click on the X or check and change it will change to the opposite. Click “Apply” and “OK”.
6. Again select “Config” from the menu bar and select “Save Settings”.
7. Move your cursor over the word “by” in Built by General and and this will allow you to hide the menu bar.
8. Using the jogging keys make sure the axis is moving in the proper direction.
9. If you have another axis that is moving in the wrong direction then repeat the steps above.

If this does not correct the problem then log onto the General CNC website and on the technical support page fill in a service request ticket and detail the problem. We will contact you very soon to resolve the issue.



[www.generalcnc.ca](http://www.generalcnc.ca)