Fender® FUSE™ "No Amp Connected" Troubleshooting Guide (Win)

Please follow the steps below in order to troubleshoot the No Amplifier Connected issue you are experiencing with Fender FUSE. Be sure to launch and check Fender FUSE between each step to confirm if the behavior is corrected. If you still see the same behavior, continue to the next step.

If you are still seeing the same behavior when you have completed steps 1-5, move to step 6, and send the log files that you gathered to us at the following email address: tsl@fender.com . From there we will review the logs and contact you with additional information.

Important Note: For Dell PC users, a conflict was reported by a Dell PC/Fender FUSE user in which a bundled Dell application package called "Dell Stage" effects the USB/HID functionality. In this case, Fender FUSE will not connect to supported devices. To correct this, turn off the Dell Stage applications and (if open) the specific bundled widget called "Accu Weather". Once these widgets are turned off, Fender FUSE should connect to your supported device.

1. Try a connecting your amp with a second USB cable. The cable type is USB A to mini B (Mustang™ Floor uses a USB A to B). If this step is not useful, continue with step two.

2. Load this updated version of Fender FUSE (if you have not already)
Download_Fender_FUSE_Version_2.7.1

3. Remove the amplifiers Plug and Play (HID) Drivers
Delete_HID_Drivers_Windows

4. Repair your .Net Frameworks
Repair_Net_Frameworks_Windows

5. Set up a fresh Admin level User Account on your PC
Create_New_User_Account_Windows

6. If the previous steps have not corrected the issue you are seeing, please gather and email the requested log files as described in the PDF linked below to tsl@fender.com . Please be sure to include *a detailed description of the issue* you are experiencing, along with any relevant error messages and screen shots. We will review the information and reply with related support information.

Gather Startup Apps Screenshot
 Startup Apps Screenshot steps

Gather Fender FUSE and Event Viewer Log Files:
Gather_Log_Files_Windows