

CUTTER NOT RESPONDING

You will need to check three places to verify your settings are correct in all three places the settings are the same except for the Flow Control.

These are the top 3 reasons why the cutter will give you cutting with no action, 0%, and write port error:

1) Device Manager

Go to: Start /Control Panel/switch to Classic View /Device Manager/

- Scroll until you get to Ports (COM/LPT) > Click the "+"
- USB Serial Port (COMX) > Right Click > Properties
- Port Settings
- Flow Control = Hardware

2) Production Manager

Open Flexi > Create your Image

- File > Cut/Plot
- Production Manager will then open.
- You will now see, depending on model, ProCut CR-630 @ COM X
- Right Click > Change Port
- Verify Port is Correct
- Flow Control = None

3) The Cutter

- Press the 'Online' button.
- The LCD will display: X: 0.00, Y: 0.00 (This is used to align the cutter)
- You can move your carriage around using this option, for testing; ensure the carriage is all the way to the right WITHOUT touching the red buttons. (Red button is a kill switch preventing your cutter from self-damage).
- Then press the 'Origin' button and this will align the cutter.
- Depending on the model, you may have to hit the mode button 4-7 times. Find the 'BAUD' option and verify it is set to 9600. If it is on 19200, use the +/- keys to adjust it.
- Press the 'Mode' button until you reach the X: 0.00, Y: 0.00 then press the 'Online' button.
- Your cutter should now be online. Go back to Flexi > Cut/Plot > Send!

Further Troubleshooting

- If you are using a USB Hub, remove it from the PC
- Disable any security software running including Anti-Virus, Firewall, or anti-spyware.
- Remove any other USB devices from the PC.
- When in doubt, **reboot your PC!**