Image size not Changing

Signcut Productivity Pro
1-1 Image Size

- Import image in Signcut
1-2 Image Size

- Type in the correct image height or width.

- If adjusting the height, the width will automatically adjust to match and vice-versa.
1-3 Image Size

- Click the CutOut Button when ready to send to the cutter.

- A simple way to tell if the image size has been set is take a look at the amount of copies available.

- In this example, 5 copies can be cut in one row of vinyl.
  - (See the Signcut Getting Started Guide for more information on this feature)

- This image size height was adjusted to 1 inch. The amount of copies available should be much more than 5.

- Signcut is not seeing the 1 inch that was put in the image height box. It is still running off the original number in the system.
Another way to tell if Signcut has accepted the correct image size is to go to the Preview Screen by clicking ‘Preview’ in the CutOut dialog box.

The Job Width and Length are based on the image size. If these numbers are within 1 inch of the proper image size, Signcut is reading the correct information.

If the numbers are more than 1 inch different from the input numbers, Signcut is working off a different image size than the one input.
2-1 Correcting the Problem

- When changing a number in any of the boxes on Signcut, be sure to hit “Enter” on your keyboard.

- If Enter is not hit, Signcut does not recognize the new information and will continue working with the last information in the system.

- An easy way to tell if the number is accepted, is there should be 4 decimal numbers added to any numbers input into the program.

- Below, the number 1 was input, and when Enter was hit, the number 1.0000 is what is showing up in the box.
The number of copies in the copies box should now reflect the correct number.
3-1 Signcut not Accepting

- If the problem persists even after ensuring Enter was hit. Signcut may not be able to take in new information.

- This is easily repairable.

- To repair, click the Settings menu on the top of the screen, and select “Reset Settings”.

![Signcut troubleshooting screenshot](Image)
3-2 Signcut not Accepting

- Click “Yes” when this screen pops up.
3-3 Signcut not Accepting

- The measurement type will revert back to mm when the system is reset.
- Wired view will automatically be activated as well.
- To adjust back to a normal solid view, click the Rainbow button on the right side of the screen.
3-4 Signcut not Accepting

- Type in the new image size and click “Enter”.

- Click the Preview button on the CutOut screen to confirm the size is set.

- When finished, click CutOut and see what happens!

- Signcut should now be setting image sizes correctly.
The End

Please review our tutorials for more information on particular features.

To speak with a technician, submit a ticket at
http://www.cutterpros.com/support/ or call 888-828-8776 x227

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