

- Try a different USB port on your computer.
  - Verify that SignMaster is the selected software on the control panel under **Set>Sys Information**.
  - Try a different USB cable.
- 

*I had to cancel a cut. Now my Skycut is no longer responding when I click on **Cut Now**.*

- There is a reset button on the right side of the Skycut V. Use a pen or pencil to press and hold for one second. You should hear a beep.
- 

## **A2 Operating Issues**

*The control panel isn't responding very well.*

- Press control panel icons with your finger and not your fingernail. You can also use a black rubber stylus.
  - Make sure the control panel is clean.
- 

*My mat is rotating when the Skycut starts to cut!*

- Two pinch wheels need to be gripping the mat. Move the mat either left or right so that it is under two outer pinch wheels and the pinch wheels are aligned under white arrows. Refer to Section 1.09.
  - Make sure you are not trying to force the blade to cut too deeply and/or too quickly through a thick/dense material like chipboard or craft plastic. Slow the speed, decrease the **Force**, and add more passes.
- 

*My vinyl isn't feeding evenly while cutting. It starts bunching up on the inside of the end cap.*

- Even if you feel the vinyl is aligned properly at the start of the cut, a slight "out of alignment" error will become more pronounced with a long cut. When you first drop the pinch wheels, use the arrow keys to feed the vinyl for the length of the cut to make sure it is feeding straight. If not, then about half-way through the length of the vinyl needed, lift the pinch wheels and realign the vinyl. Continue testing the alignment until you can verify that the vinyl is sufficiently aligned for the entirety of your project.
- 

*The pinch rollers are not tight enough to hold the vinyl I'm cutting. The vinyl is slipping and rotating when I start the cut.*

- The pinch wheels need to be over grit shafts (the dark gray rough areas along the revolving shaft. The white rectangles will help you align the pinch wheels in correct locations. Also, use outside locations versus having, say, one pinch on the far right of the vinyl and a second pinch wheel only in the middle.
-

*I hear a terrible stuttering sound when trying to cut chipboard (or other thick dense material).*

- That can be a symptom of forcing the blade to cut too deeply and/or too quickly through the chipboard. Slow the speed, decrease the **Force**, and add more passes.
- 

*I'm trying to do a PNC application and the camera can't read the marks.*

- Make sure you have calibrated the Skycut's camera. The procedure is covered in [Section 3.03](#).
  - On the control panel, go to **Set>Camera** and press **Set**. Make sure the **Auto PNC** option is marked.
  - If using the cutting mat, make sure the printout is aligned fairly straight on the cutting mat and the mat is fairly straight in the cutter.
  - Make sure the blade holder is over the lower right registration mark when starting the cut.
  - Are the registration marks printed dark with no streaking or missing ink?
  - Did you make any changes in the **Contour Cutting Wizard** after printing and before trying to cut?
- 

*The Skycut stopped during a cut.*

- If the Skycut stops with the head over on the left side of the cutter, you have most likely exceeded the cutting range. Several things to consider:
    - ◊ Check the width (**W**) of your project (or the height **H** if in **Landscape** mode). It cannot exceed 24".
    - ◊ Check how far you are moving the head to the left when setting the origin. If your project is 23" and you moved the head more than 1" to the left, you will send the cut out of range and the cutter will stop.
  - If the Skycut stops and the head is not located near the left side:
    - ◊ Make sure it's not a communication issue.
    - ◊ You may have exceeded a buffer limit. Try reducing the number of nodes. Select the shapes and go to **Curves>Node Editing>Reduce Nodes (Object)**.
- 

### **A3 Cutting/Drawing Issues**

- *I'm getting some stray cuts added, as if the cutter is going a bit crazy.*
  - Extra stray cuts can occur anywhere, including sharp V-shaped cuts jutting outside the borders of the project. These are referred to as random cuts and are difficult to diagnose. But based on experiences reported by owners of professional vinyl cutters, here are some possible causes to check:
    - ◊ Bad or defective USB cable
    - ◊ Cutter is plugged into a power strip that isn't rated highly
    - ◊ Static electricity (many vinyl pros recommend grounding cutters to prevent random cutting due to static)
    - ◊ Unknown cause – sometimes a quirk in the file might cause something strange to happen such as a stray cut or a sudden stoppage. Try altering the file in some way, such as reducing nodes.
-

*My shapes are drawing (cutting) off the material. What am I doing wrong?*

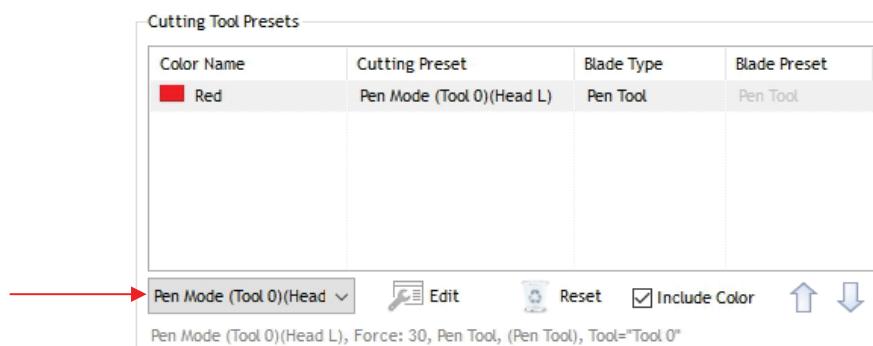
- When setting the origin, make sure you are using the tip of the blade as the reference point and set the tip inside the corner of the material (not too close to an outside edge).
  - Verify that the preview window in SignMaster matches where you expect the shapes to cut as you view the material loaded into the Skycut itself.
- 

*When drawing with the test pen), I have extra lines being drawn.*

- Make sure you raise the pen in the blade holder seat on the Skycut before tightening the screw. The blade holder seat needs to be able to drop the tool down when it reaches the spot to start the shape. Otherwise, the tool tip will be dragging across the material from the origin to where the shape will begin and then back to the origin at the end of the “cut”.
- 

*I'm drawing with a pen and there are bubbles at the corners.*

- For perfect corners when using a pen, go to the **Send to be Cut** window and select **Pen Mode** so that **Blade Offset** is set to 0. You do not need an offset for pens (or other tools like embossers and engravers).



*My cut started out fine but by the end of the cut, it's not cutting through the material.*

- Make sure the blade holder housing doesn't have any bits of material inside of it.
  - Make sure the screw on the blade holder seat is hand-tight so that the blade holder isn't slipping upwards during the cut.
  - Make sure the cutting mat is clean and sticky and the material is pressed down completely, so that the material remains stabilized during the cut.
  - Make sure the blade isn't cutting too deep into the mat. This can sometimes cause the material to be pulled up and away from the mat as the blade releases from the plastic it is cutting.
  - Try increasing the Force by ~ 5 – 10.
- 

*My cut is clean in some places but not in others. Why am I not getting consistent cutting?*

- Make sure your material is pressed firmly onto a clean and sticky mat (assuming you are cutting a material such as paper or cardstock).

- Your material may require two passes if it's not homogenous or if it is heavily textured. Sometimes intricate shapes also cut better with two passes.
  - Also, if the material has been exposed to humidity, then it will become difficult to cut in one pass. You can dry both paper and cardstock using a blow dryer or in a very low-temperature oven.
  - If you are cutting vinyl without a cutting mat, check the cutting strip to make sure it is still in good condition.
- 

*I have the outside edges of my chipboard completely taped but I'm not getting clean cuts, even after lots of passes.*

- Taping the edges prevents shifting of the chipboard but it's not enough for stabilizing. You need to thoroughly press the entire surface of the chipboard onto a clean and sticky mat. Using a brayer is recommended.
- 

*I am getting a lot of tearing in my cuts.*

- A number of things can cause tearing so work through this check list:
    - ◊ Too much blade is exposed. If you see cut lines in your mat or the backing sheet, shorten the blade exposure. You should only be cutting through the material itself.
    - ◊ The blade is chipped. Try a different blade.
    - ◊ The paper is not adhered well to the mat. Make sure the mat is clean, sticky, and the paper is pressed smoothly and evenly on the surface.
    - ◊ You may be using too much **Force**. Try reducing it and doing test cuts.
    - ◊ You may have too many nodes in the shape. Select the shapes and go to **Curves>Node Editing>Reduce Nodes (Object)**.
    - ◊ The material itself may be subject to tearing, especially on intricate cuts. Also, if the cardstock has been exposed to humidity, then the moisture in the material can make it difficult to cut cleanly. You can dry paper and cardstock using a blow dryer or in a very low-temperature oven.
- 

*I'm cutting very small lettering and the letters are a bit distorted.*

- Verify that you are using the correct **Blade Offset**.
  - Try slowing down the cut. Small lettering needs slower speed.
- 

*My cut shapes are not the same dimensions as what they are set to in SignMaster.*

- Perform the calibration procedure shown in Section 2.08.
- 

*My shapes are not completely cutting out. They are still attached to the waste part of the material.*

- Make sure you have set an appropriate **Overcut** setting.
  - Make sure the mat is not skewing during the cut. This can happen if even one of the pinch wheels is no longer centered under a white arrow. It can also happen if the speed and/or pressure is set too high.
-

*My cardstock is not cutting all the way through. I have the blade all the way out and using the maximum force.*

- Please refer to Section 1.07.5. It's important to only have as much blade exposed as is necessary to penetrate the cardstock.
  - Do not use more force than is needed. If the cardstock is cutting through about 90% of the cut, then increase **Passes**. Some cardstocks do better with a second pass at a lower force.
- 

*I calibrated the camera for print and cut but every cut is off by the same amount.*

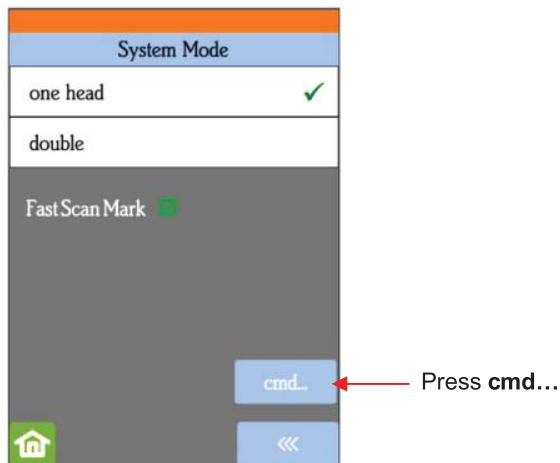
- The calibration can be tweaked using the procedure presented in Section 3.06.1
- 

*I calibrated the camera for print and cut and the cuts start off accurate but, by the end of the cut, there is a lot of error.*

- This is called “drift” and can sometimes be corrected by slowing the speed and making sure the cuts aren't so deep that the blade is causing some drag to occur.
  - An alternative solution is to add intermediate registration marks. Refer to Section 3.08.1.
-

## Appendix B Activating Commands

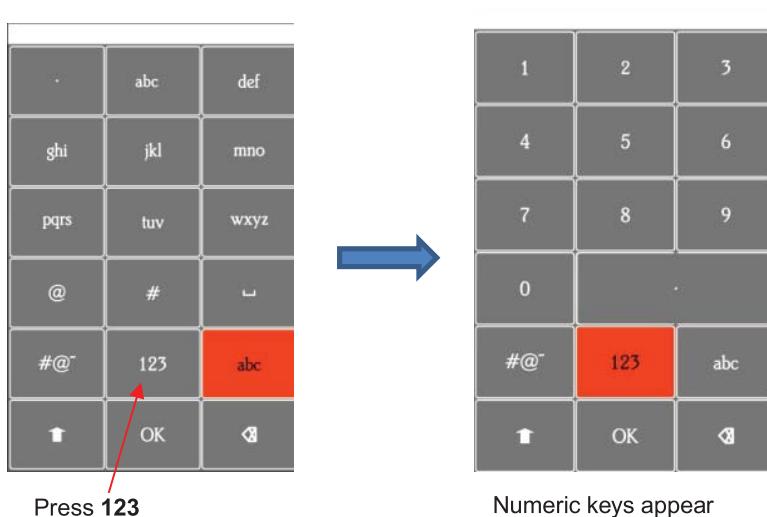
- This section shows you how to activate commands in order to add certain functions to the control panel.
- Go to **Set>Advance settings>System Mode** and press the **cmd...** button:



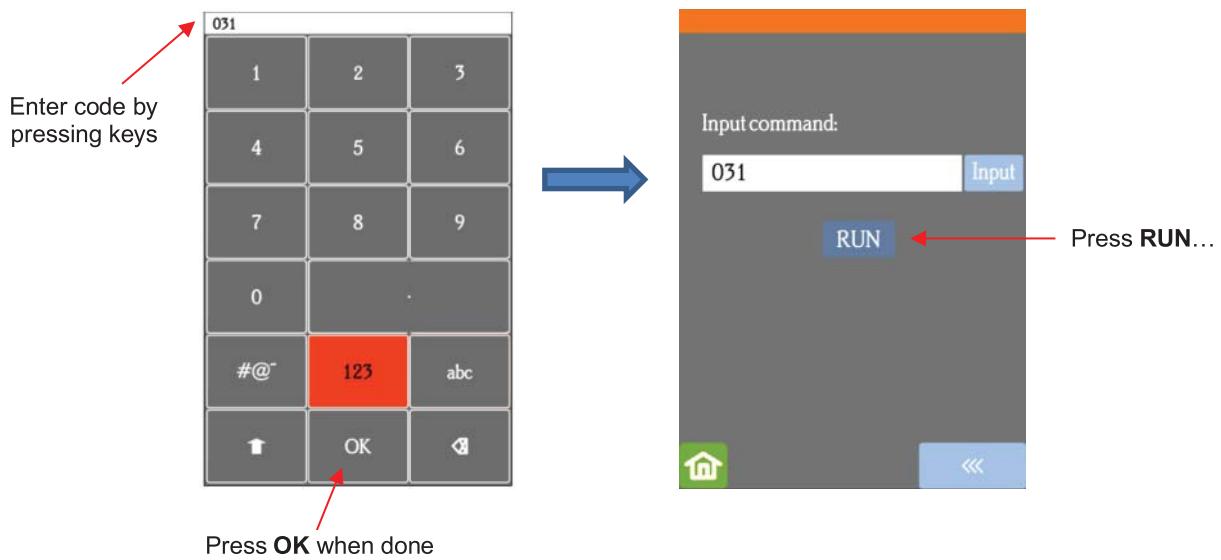
- The following screen opens. Press **Input**:



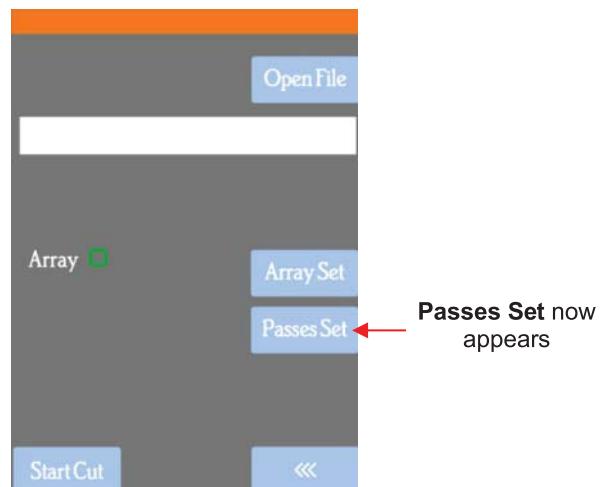
- The **Input** code is entered in the same way as you entered your **Network** password but since it's a 3-digit code, you'll begin by pressing the **123** button:



- Enter the required **Input** code according to the following:
  - ◊ 021: Activate **Mark Set**
  - ◊ 020: Deactivate **Mark Set**
  - ◊ 031: Activate **Passes Set**
  - ◊ 030: Deactivate **Passes Set**
- After entering the **Input** code you need, click on **OK** and the **Input** screen will return. The word **RUN** will now be highlighted and you can press it. The Skycut will beep once.



- Return to the main screen and press **USB**, the activated button will now appear:



### FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and  
(2) this device must accept any interference received, including interference that may cause undesired operation.

### RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.