

Frequently Asked Questions

Topic: CAMM-1 GX-24

MN061909

FAQ - GX-24

- Q. JPEG file cannot be imported correctly
- A. Please check that the JPEG file is not saved in CMYK mode. JPEG file saved in CMYK mode cannot be imported correctly with CutStudio. JPEG file should be saved in RGB mode when importing into CutStudio.
- Q. Outline cannot be extracted correctly from an imported JPEG file
- A. Please check that the JPEG file is not saved in CMYK mode. JPEG file saved in CMYK mode cannot be imported correctly. Outline cannot be extracted from that JPEG file.
- JPEG file should be saved in RGB mode when importing into CutStudio.
- Q. The object designed by the drawing software is not imported properly
- A. Check there is no effect applied on the object. The original vector object itself never changes even if some effect is applied on it. Make the object without any effect.
- Q. What is the maximum length between the front crop mark and the rear crop mark
- A. The maximum length in cutting is 24998mm (in GX-series). However, the maximum interval of the crop mark is 1500mm. This is just to prevent the media from striking the floor when the machine feeds the media back and forth. Even if you send a job of more than 1500mm, the GX cuts it after reading crop marks. And, on the detection route where the crop mark sensor travels, nothing should be printed. Otherwise, the printed object may be detected as crop mark.
- Q. Is CorelDRAW X3 supported on Roland CutStudio Plug-in?
- A. CorelDRAW X3 is supported on CutStudio CorelDRAW Plug-in from Version 1.10.
- Q. I have lost my Roland CutStudio CD, can I get a replacement?
- A. For users that received the Roland CutStudio software with their SV, GX, or GX-Pro vinyl cutter, one replacement disk will be provided at no

cost when a valid serial number is provided. Subsequent disks can be purchased for \$69.99 each.

For customers who purchased the Roland CutStudio software for their older Roland vinyl cutter, lost disks can only be replaced by purchasing a new disk for \$69.99.

- Q. When adding the crop marks for GX machines on CutStudio, there is a length limitation. Is there such a limitation when adding the crop marks on VersaWorks?
- A. No, there is no limitation when adding the crop marks on VersaWorks.
- Q. When I send my job through CutStudio it is cutting an extra line that is not in my original job.
- A. Update CutStudio to the most current version
- Q. I want to do print and cut on my GX-24. The print and cut option is grayed out. I am not able to select my printer.
- A. By not selecting the GX-24 as your cutter under cutting setup in CutStudio, you will not have the option to do print and cut. Once the correct cutter is selected the option for print and cut will show up.
- Q. I keep receiving motor errors when I send a job to cut. It would move a few inches and I will get the motor error.
- A. Give the material some slack. If using a large roll of vinyl, it's too heavy for the motor
- Q. My GX-24 was cutting fine, and then in the middle of a job it just stopped. I attempted to resend the job but nothing will send.
- A. Unplug the GX-24 from the USB connector and restart both the machine and the computer.

- Q. Just received a new GX-24 and the blade does not cut anything. I have the blade all the way out.
- A. You will not be able to cut anything if you have your blade all the way out. Your blade should be about credit card thickness. You also need to adjust the force. The force is adjusted in the menu of the machine.
- Q. Can you mirror images in CutStudio?
- A. Yes. Select the image you want to mirror then to Object and select the Mirror.
- Q. How do you tile in CutStudio?
- A. Select the Tiling dialog box; enter the number of pieces, to be tiled. The light-blue numerals and arrows in the explanatory figure indicate the output sequence.
- Q. I have a GX-24 and using CutStudio. Everything I send a file to cut, it would only cut half of the image using 15 inch vinyl.
- A. When using CutStudio you have to set the size of material in the driver. It automatically defaults to 22 inches. If you are using 15 in vinyl on the gx-24 and it will say 22 on the software. It is only going to cut up to 15 inch. You have to go "cutting setup" and click on "get from machine" this will match up the size of your material with the size in the software.
- Q. My material is skewing to one side. What could be causing this?
- A. Replace the pinch roller wheels
- Q. In CutStudio and I am not able to import an EPS file. The software keeps saying bad format. What do I do?
- A. You can either add plug-in for Adobe Illustrator to your Illustrator software or if the plug-in is already installed, click on the plug-in button in Illustrator to export the file as an AI 8 or below file. Then you will be able to import the file into CutStudio.
- Q. The curved polyline outside of the artboard will become wavy if outputting the data to the CutStudio from any version of Adobe Illustrator
- A. Put the object within the enclosure of artboard. This problem will be modified in next version of CutStudio AI-Plug In for Windows. New

version will be released in September 2005