Troubleshooting Big Blue:

Importing DXF files and scaling issues:

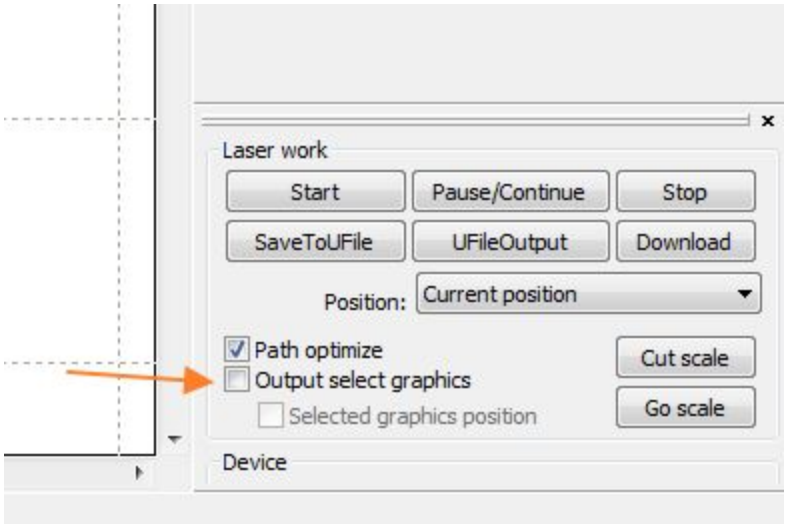
Check Main Menu **Configure>File Para Settings> Units.**
Change the units to match your file. Might be a difference between Inches, MM, Pixels…

Nothing happens when you start a job. No image in Preview

Deselect the checkbox “Output selected graphics” (lower right corner of the screen)

OR

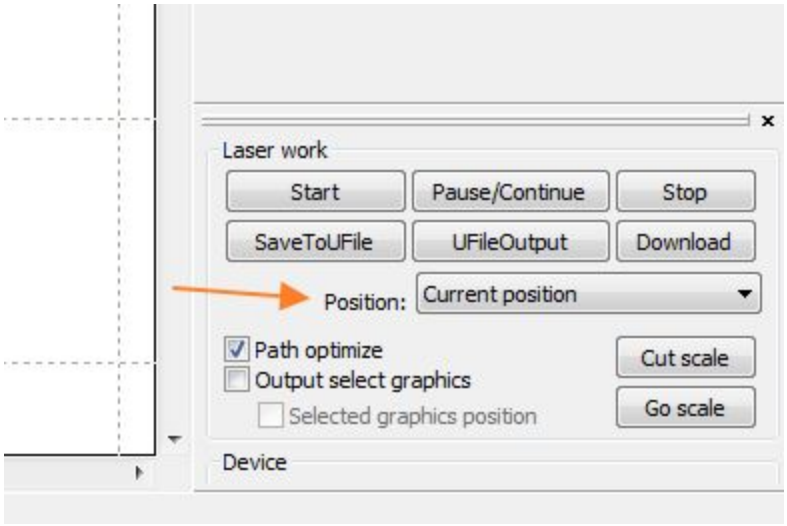
Select the graphics you wish to print if the checkbox is selected.



Starts in the wrong position. Not at Origin

Check that ***Position*** is set to *Anchor Point*

Or: Move to starting position using the control panel on the machine and press “origin” (also on the machine). Then cut using “current position” in RDworks.



Raster Job takes forever

Check the Interval Scan setting. The range is 0.1 to 0.06mm. 0.02 will take forever.

Uneven or wiggly Lines, esp at direction changes

Backlash from using very high speeds. As of 2016.07.24, this presents at about 400mm/s on vector cuts.

Not in English

This happens sometimes after the program crashes. To reset to English:
Main Menu>Click on 7th item

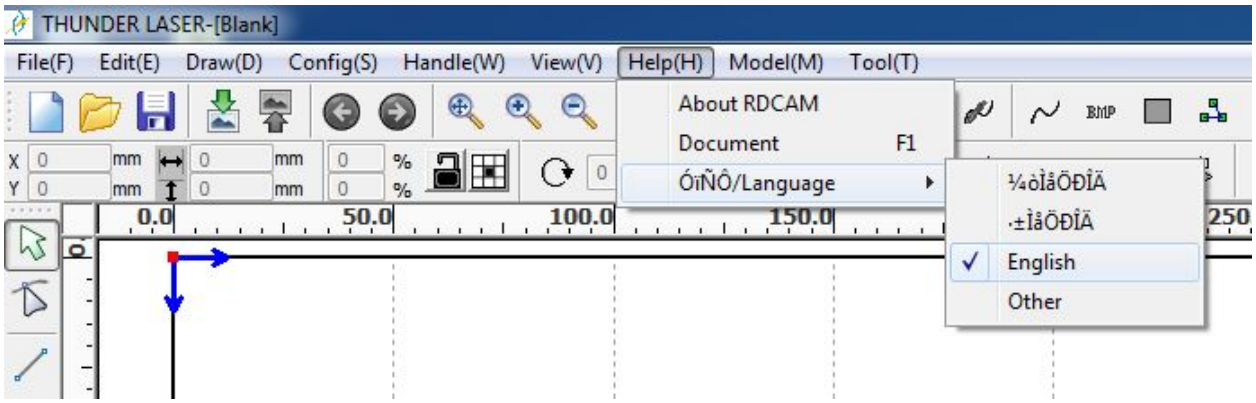
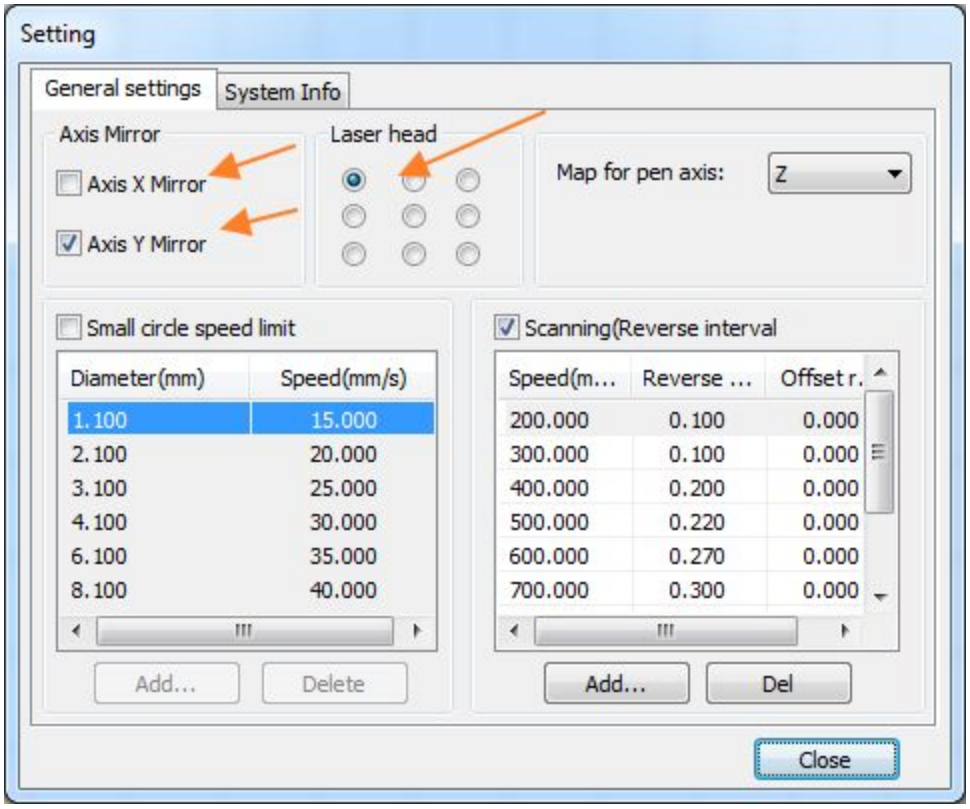


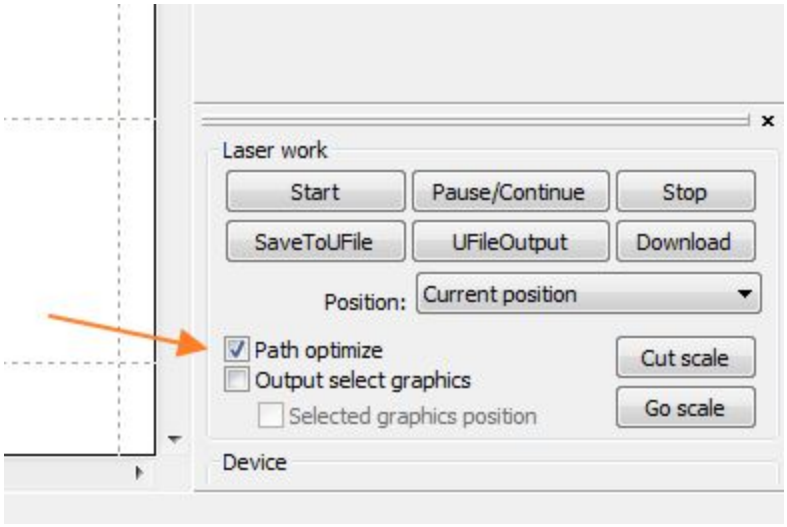
Image Mirrored and/or **Wrong X/Y home**

Main Menu>Config(S)>System Setting
Please make sure the settings are the same as in the picture below

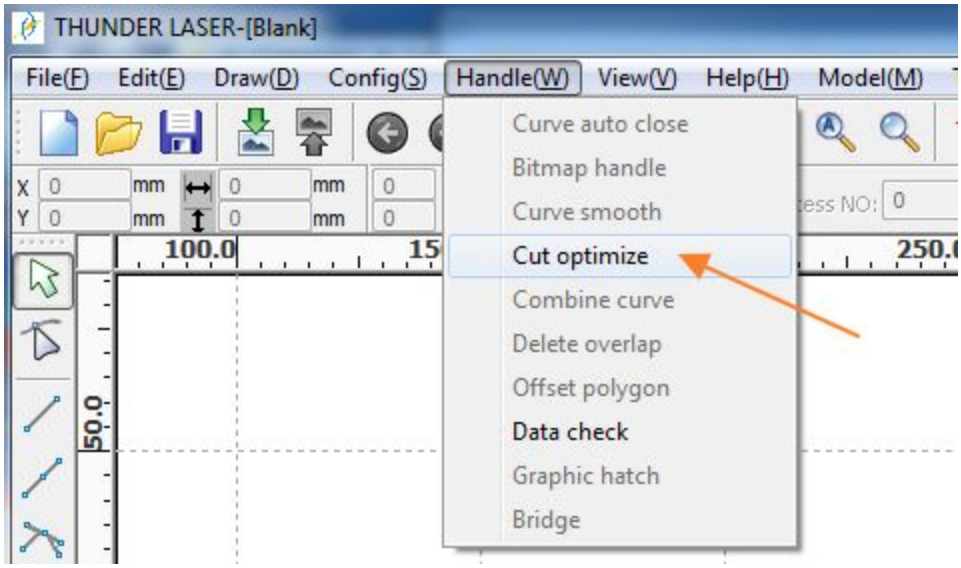
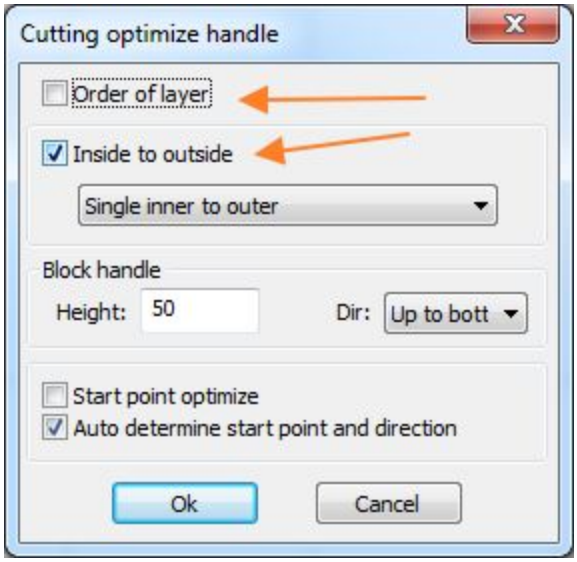


Cut is not in Color Layer Order OR How to optimize cut order

1. Select **Path Optimize** in lower right corner



1. **Main Menu>Cut Optimize**



3. Select your options.