



## Output Troubleshooting

*It's the software! ... It's the hardware! ... It's the software! ... It's the hardware!*

**We all hate blame game, especially when a customer is frustrated.**

**Here are the first basic steps to help you diagnose where the problem may be:**

- With everything OFF, disconnect the cable connecting the device to the computer
  - *We don't want to cause more problems by shorting something out!*
- Turn the device ON, perform the device's own internal TEST  
(Test Cut for plotters and Test Print for printers)
  - *If the device can't do the test correctly...you have found the problem.*
  - *On a cutter check the positioning of the blade, Solenoid (blade up and down), X axis movement (carriage movement) and Y axis movement (material movement)*
  - *On a printer check the Ink levels, Print head firing, X axis movement (carriage movement) and Y axis movement (material movement)*
- Check both ends of the cable that was connecting the device to the computer.
  - *If the pins or wires are damaged...you probably found the problem.*
  - *Try a new cable (remember that parallel cables often wear out internally after about 2-3 years of regular use)*
- Reconnect both ends of the cable securely, checking for any interference.
  - *Some Security Keys can wear and cause interference*
  - *Electrical interference can come from cords, other devices, even heavy wiring in the walls.*
  - *Sometimes just disconnecting and reconnecting a cable can fix a problem.*
- Output a test file from an independent source to the device
  - *A simple DOS prompt or HyperTerminal test will test a cutter, the cable and the port.*
  - *A standard Print Driver test will test a printer, the cable and the port.*
- Output a test file from the primary software
  - *If the device does not perform correctly at this stage there are a few simple things to check:*
    - *Check all the port settings in the software,*
    - *Check all of the port settings in the device's sub-menu*
    - *Check all of the port settings in the computer's device manager.*
    - *Make sure that they match in all three places*