F-Mark1 (CE6000) & 2(CE7000) Troubleshooting Tips

Issue	solution
Mark/s not scanned	- Check first marker value, by measuring and comparing to file design - check focus, adjust focus by turning lens: CW to zoom in, CCW zoom out - Check that mark is centered in the camera shot, if necessary, adjust feeder position left or right while camera is ON and using print as reference - Make sure there is no black color/print around registration mark
Media comes off rollers when perf cutting/die cut	Graphics not on RECOMMENDED spacing from leading edge of media, if media being used is 13pt and up may need even more spacing from leading edge than the recommended
X delta value out of range while black calibration	- Check lighting over the F-Mark system, fluorescent lights can affect calibration - Square must be very close to the center if not in the center of the camera shot. If not check that the cutting blade is in back side tool holder position (see respective set up manual) - On F-Mark2 check the camera tilt, align per set up manual instructions
Media is coming off push rollers while scanning marks or cutting	- Check first marker value - Check print scale, measure print compares to design
Time out Errors/Delays before or after scanning of marks/stoppages when cutting multiple sheets	- Disable Sleep Mode and Screen Saver of PC - Check for recommended PC specs* when using Imark Plus Software

	- Do not run other apps in the background while operating F-Mark, as memory is needed to run F-Mark
Sheet feeding issues/multiple sheets fed at a time/sheet is dropped while arm is moving	- Make sure to use set media guides on tray - Fan sheets before loading onto tray - Adjust suction power accordingly - Push down on leading edge of sheets before sending job - Make sure media is not curled, check media is not curled/bowed due to print drying process - Eliminate static around F-Mark to avoid sheets getting stuck together - Clean suction cups of F-Mark feeder
File opening issues/Software issues while opening files	- Make sure file is properly saved, see software manual for proper saving instructions - Make sure registration marks (markers) are designed to the correct size and color, see software manual for template instructions - Remove all guide lines before saving file - If working with Magenta color, make sure to be in CMYK color space/ or swatch

- Kiss and Die Cut in the same pass is NOT possible on F-Mark1 (CE6000)
- If die cutting is done frequently, check blade for wear of debris, replace if necessary
- To isolate between file, PC, or F-Mark please use a known working file, or the calibration file included with F-Mark *multiple_labels test contour 32*45.ai* before contacting support. (i.e., if test file opens, cuts correctly check file)

* If using IMark Plus software, recommended PC specs:

OS: Windows 8.1or new (Windows 10 64bit preferred)
Processor: 2GHz or up
RAM: 4G (8G or higher Preferred)
Applicable cutting plotter: CE7000-40 (CE6000-40)