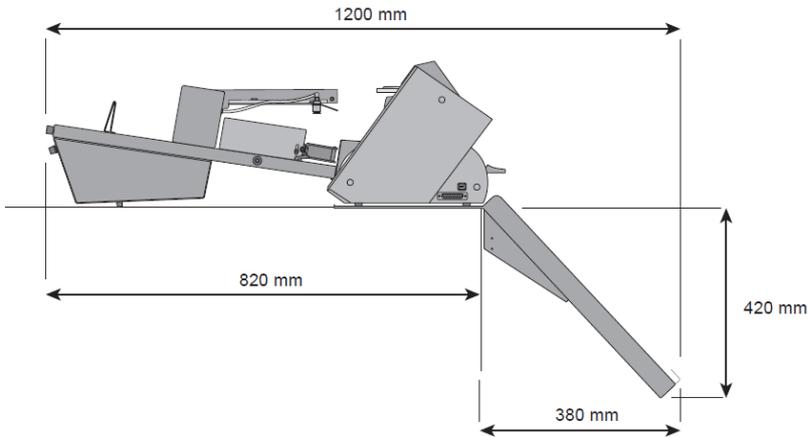


## F-Mark FAQ

### 1. About using F-Mark

Question (Symptom)	Answer (Verification item)
<p>What is necessary items in advance for installation of F-Mark.</p>	<ul style="list-style-type: none"> <li>• Please prepare the working table of the following size as installation space of F-Mark. Minimum size for the working table: 800 mm in width, 820 mm in length, 420 mm in height. The Exit tray hangs 420 mm from the top of working table.</li> </ul>  <ul style="list-style-type: none"> <li>• Please prepare the 4 electrical outlets to supply power for F-Mark, AC power adapter of USB Hub, CE6000Plus, and operation computer.</li> </ul>
<p>Restriction on using F-Mark.</p>	<ul style="list-style-type: none"> <li>• An F-Mark unit can be connected with only one CE6000 / CE6000Plus unit at once.</li> <li>• F-Mark is not compatible with the plug-in software and the graphic design software which are accessories of CE6000 and CE6000Plus.</li> <li>• The "Simple Mode" of CE6000Plus and CE6000 cannot be used with F-Mark.</li> <li>• Use F-Mark with "ROLL-2 CURRENT POSITION" of CE6000Plus and CE6000.</li> <li>• Disable the "Sleep Mode" and "Screen saver" in the computer when operating F-Mark.</li> <li>• When using F-Mark, the holder for pen cannot be used in CE6000Plus and CE6000.</li> <li>• i Mark software cannot load files whose names contain 2-byte characters. Please use file names with alphabets or numbers.</li> </ul>

Question (Symptom)	Answer (Verification item)
Which version of Illustrator file can be loaded into the i Mark software?	<ul style="list-style-type: none"> <li>• i Mark software can only load Illustrator version 8 files.</li> <li>• Illustrator version 8 is supported for F-Mark in order to prevent possible errors caused by saving options in the newer versions of Illustrator.</li> </ul>
Media restrictions to be used with F-Mark.	<ul style="list-style-type: none"> <li>• Curled media cannot be used with F-Mark.</li> <li>• Thick media may not be used with F-Mark because it interferers with Media Separation Flap.</li> <li>• Perforated media may not be used with F-Mark because it is possibility of double feedings.</li> <li>• The maximum number of media that can be loaded to the supply tray of F-Mark is 200 sheets or 35 mm in height.</li> <li>• For thick media 200 sheets may not be loaded in the the F-Mark.</li> </ul>
Cutting area	<ul style="list-style-type: none"> <li>• The cutting area / the minimum margins of F-Mark are as follows.  Minimum distance from Front edge of media to cutting line.  Adhesive cut: 20 mm (Recommended value: 30 mm)  Die cutting: 25 mm (Recommended value: 35 mm)   Minimum distance from the rear end of media to cutting line.  5 mm (Recommended value: 15 mm)   Minimum distance from top edge of media to cutting line.  5 mm (Recommended value: 15 mm)</li> <li>* We recommend using recommended values for stable media feeding and stable cutting.</li> <li>* When minimum distance selected, the media may not be fed correctly depending on the media type and cutting shape.</li> </ul>
About the "Cut Test" in the i Mark software.	<ul style="list-style-type: none"> <li>• When changing the media size, media type, or cut design, perform the 'Cut Test' in the i Mark software.</li> <li>• Especially, perform the 'Cut Test' in the following cases.</li> <li>• When installing F-Mark.</li> <li>• When changing parameters or inputting parameter values in i Mark software.</li> </ul> <p>The changed parameter values in i Mark software are effect after "Cut Test" was performed.</p>

## 2. About setup of F-Mark

Question (Symptom)	Answer (Verification item)
<p>Firmware version of CE6000Plus and CE6000 for F-Mark.</p>	<ul style="list-style-type: none"> <li>• Please use the following supported firmware versions for CE6000Plus / CE6000. CE6000Plus: Version 1.10 or later CE6000: Version 2.50 or later</li> <li>• If the firmware version of CE6000Plus or CE6000 which to be connected to the F-Mark is not followed to above firmware version, F-Mark will not operate correctly. Please update it to proper version.</li> </ul>
<p>Notes on loading media into the F-Mark.</p>	<ul style="list-style-type: none"> <li>• Adjust the width of "Side Media Guide" depending on the media size to be used. (Make sure that Side Media Guide lightly touches to side of media.)</li> <li>• Loading the media into the "Media Supply tray", and adjust the position of "Rear Media Guide". (When adjusting the position of Rear Media Guide, make sure the tip of media lightly pressed to the front of inside Media Supply Tray.)</li> <li>• Push the tip of media into the Media Supply Tray.</li> <li>• When using Blowers, adjust the blower speed and width of Side Media Guide so that the media slightly rises.</li> <li>• If cannot be pickup media, please adjust the vacuum force by Vacuum Adjusting Knob.</li> <li>• When turning the Vacuum Adjusting Knob clockwise, the vacuum force increasing.</li> </ul> <div data-bbox="794 1272 1262 1675" data-label="Image"> <p>The image shows a close-up of a person's hands loading a media tray in a printer. The person is using their right hand to hold a piece of media (likely a CD or DVD) and is inserting it into the tray. A red arrow points to the media being inserted. The printer is black and has a control panel on the left side.</p> </div>

Question (Symptom)	Answer (Verification item)
i Mark software does not correctly recognize CE6000 / CE6000Plus.	Refer to the "Initial setting on CE6000Plus for F-Mark" in "Setup User's manual of F-Mark" to perform the initialize setting of CE6000Plus for F-Mark.
i Mark software cannot read the crop mark correctly.	<ul style="list-style-type: none"> <li>• Check the focus of camera.</li> <li>• If camera is out of focus, refer to "How to adjust the focus of camera" in "Setup User's manual of F-Mark" to adjust the focus of camera.</li> </ul>
When F-Mark's calibration necessary?	<ul style="list-style-type: none"> <li>• If you remove the F-Mark from the cutting plotter or change the computer to be connected, please calibrate the F-Mark with the 'calibration' button before performing the cutting operation.</li> <li>• Since the calibrated value is saved in the PC, please execute it when changing the connected PC.</li> <li>• Also, if there is a problem such as frequent occurrence of cutting position shift, please calibrate again.</li> <li>• Under strong lighting such as spotlight, calibration may not be performed correctly.</li> </ul>
Installation environment of F-Mark.	If F-Mark is installed under strong lighting such as spotlight, it may operate improperly.

### 3. Troubleshooting

Question (Symptom)	Answer (Verification item)
When F-Mark feeds media into CE6000 / CE6000Plus, the media hits the tool carriage.	<ul style="list-style-type: none"> <li>• The firmware of CE6000Plus (CE6000) is old.</li> <li>• Please update CE6000Plus (CE6000). CE6000Plus: Version 1.10 or later CE6000: Version 2.50 or later</li> </ul>
F-Mark drops media when setting media.	Turn the media adsorption adjustment screw clockwise to increase the suction power if the media cannot be picked up by suction or if it drops after being picked up.
F-Mark transports media into CE6000 / CE6000Plus but the media does not reach to the push rollers, and the media loading fails.	<ul style="list-style-type: none"> <li>• Adjust the insertion value in the Insertion setting in i Mark software.</li> <li>• From 0 to 10 is for thin media.</li> <li>• For media with standard thickness such as tack seal, please operate with the value of about 30 first, and then adjust the value, looking at the insertion state.</li> </ul>
Camera is not detected.	<ul style="list-style-type: none"> <li>• The F-Mark camera may not be detected if there is any other camera (built-in, USB external) attached to the PC.</li> <li>• Other USB devices and software that controls them can not be used at the same time.</li> <li>• If these devices and software are used, please disconnect the USB cable and close the software.</li> </ul>
Where are the crop marks placed?	<p>Is the crop mark printed in the correct position shown below?</p> <ul style="list-style-type: none"> <li>• 1st mark The smallest distance from the front edge of the media to the crop mark 40 mm. The smallest distance from the bottom of the media to the crop mark 6 mm.</li> <li>• 2nd mark Minimum distance to the crop mark from the back end of the media 20 mm (recommended value 30 mm). The smallest distance from the bottom of the media to the crop mark 6 mm.</li> </ul> <p>Please set at least 5 mm between the crop mark and the printed image. If the gap between the crop mark and the printed image is small, an error of 'Marker not found' will be displayed.</p>

Question (Symptom)	Answer (Verification item)
<p>The media read operation is performed, but it stops halfway.</p>	<p>Crop marks may not be read correctly. Please do the following items.</p> <ol style="list-style-type: none"> <li>1. Make sure that each crop mark appears in the center of the camera in the camera preview during the mark reading.</li> <li>2. Measure the position of the crop mark from the leading edge of the media and enter the correct numerical value in First Marker of i Mark software.</li> </ol>
<p>Cutting speed set on the CE6000Plus / CE6000 unit is not applied.</p>	<ul style="list-style-type: none"> <li>• When connecting F-Mark and CE6000Plus / CE6000, the speed set on the CE6000Plus / CE6000 unit is invalid.</li> <li>• The cut speed can be changed in "Die Cutting" mode and "Special Color" mode in the i Mark software.</li> <li>• In normal mode (half cut), cut speed can not be changed.</li> </ul>
<p>No camera preview image is displayed in i Mark, or the image becomes black.</p>	<ul style="list-style-type: none"> <li>• Make sure the USB cable for the camera is properly connected.</li> <li>• Make sure the lens cap is removed.</li> <li>• Refer to the "Initial setting on CE6000Plus for F-Mark" in "Setup User's manual of F-Mark" to perform the initialize setting of CE6000Plus for F-Mark.</li> </ul>
<p>F-Mark or camera is not recognized in the i Mark software, connection between F-Mark and computer is unstable, or camera preview image in i Mark software stops (screen freezes).</p>	<ul style="list-style-type: none"> <li>• Make sure that the all USB cables connected to the USB Hub correctly.</li> <li>• Make sure to use the AC power adapter for USB Hub.</li> <li>• Do not use other USB cables besides the accessories of F-Mark.</li> <li>• Disable the "Sleep mode" and "Screen saver" on the computer and restart the i Mark software.</li> </ul>
<p>After moving the F-Mark to another room or changing the lighting condition, camera reading fails.</p> <p>When the illumination condition changes, it seems like the camera focus becomes blurred, and contour cutting does not perform accurately.</p>	<p>If the camera is out of focus, it can be affected by lighting. Please adjust the focus.</p>
<p>Changes made in i Mark software's parameter setting does not be effective.</p>	<ul style="list-style-type: none"> <li>• Please execute "Cut Test" after changing parameters.</li> <li>• The parameter becomes valid after "Cut Test".</li> </ul>