# 4.2   What to do if...

## The SX-15/12/8 doesn't operate.

### Is the STANDBY key on (with the STANDBY LED lit up)?

The power is off. Press the STANDBY key.

### Is the cable connected?

Switch off the power to the computer and the SX-15/12/8, and use a parallel cable (IEEE 1284-compliant) to connect the two devices.
For information on how to make the connections, see "1.3 Connecting the Cables."

### Is the correct type of cable used?

The type of parallel cable (IEEE 1284-compliant) may vary according to the computer model.  Make the connection with the correct type of cable for the computer.
Be sure the computer and the SX-15/12/8 are both switched off before attempting to attach or disconnect the printer cable (IEEE 1284-compliant).

### Is the STANDBY LED not flashing?

A communication error or command error has occurred.
Switch off the power and check the cable connections and port settings for the drivers.

### Are the settings for the driver correct?

If the port setting is different from the port connected to the SX-15/12/8, make the setting for the connect port.

### Is the printer port for Windows set to [ECP Printer Port]?

If the computer and the SX-15/12/8 are connected by a parallel cable and there is no operation, check the printer port for Windows. If it is set to [ECP Printer Port], change it to [Printer Port]. For information on how to change the setting, contact the manufacturer of your computer.

### The SX-15/12/8 stops while cutting is in progress (and no error message appears on the computer screen).

Is the computer in energy-saving mode?
If the computer is in energy-saving mode, follow the steps below to turn off power management in Windows.
For information on how to change the setting, contact the manufacturer of your computer.

### Pressing the STANDBY key does not switch off the power.

Unplug the AC adapter from the unit.

## The Dr. STIKA PLUS  doesn't function.

### Does the computer you're using provide the correct operating environment for the included software?

Check "1.3 Operating Environment for Software" and make sure you're using a computer that meets the operating-environment requirements.

### Was the software installed using the setup program?

Be sure to use the setup program when installing the Dr. STIKA PLUS.
The setup program puts the files for each software package in the necessary locations to enable the software to be used under Windows.

### The system hangs (when you're using Windows NT 4.0 with Service Pack 3).

The system may hang when you type in text. This symptom is corrected by Windows NT 4.0 Service Pack 4 and later.
For more information, contact Microsoft.

No squares or triangles (■ and ▲ ) are displayed around objects.

Depending on the model of computer, squares and triangles (■ and ▲ ) for manipulating objects may not be displayed. The following two workarounds are available. They affect the entire operating environment of the computer. For information on how to change the settings, also see the help screens for Windows. You can view help for Windows by right-clicking with the mouse in the corresponding dialog box.

1. In Windows, open [Control Panels].
   Double-click [Display] to display [Settings].
   Set [Color] to [256] then click [OK].

2. In Windows, open [Control Panels].
   Double-click [System] to display [Performance].
   Click the [Graphics] button.
   Move the [Hardware acceleration] bar to the left until the square and triangle symbols (■ and ▲ ) around the objects appear.

# Material cannot be cut properly.

Has the blade tip been adjusted?

Check whether the amount of blade extension has been adjusted. For information on how to adjust the amount of blade extension, see "3.1 Adjusting and Replacing the Blade."

If the amount of blade extension is too short for the material
   Cut lines may be discontinuous or unattractive, or the cutting results may be misaligned.
   Adjust the length of blade extension to be the same as the thickness of the material.

If the amount of blade extension is too long for the material
   The material may peel off during cutting.
   Shorten the amount of blade extension and change the driver setting to make the cutting speed slower.

Is the blade holder secured in place?

If the blade holder is not secured in place, it may be impossible to cut material.
Install securely so that the screws do not loosen while cutting is in progress.

Is the blade broken?

Cut lines may be discontinuous or unattractive, or the cutting results may be misaligned.
Replace with a new blade.

Is the size of the loaded material set correctly?

Material smaller than the set cutting range has been loaded. Load material that matches the cutting range.

Is the cutting speed correct?

The cutting speed is too fast. Change the driver setting to obtain a slower cutting speed. Please refer to the relevant help screens for the driver to set the cutting speed.

Is the driver for the model you're using installed?

Make sure the driver for the model you're using is installed.
If a driver for an incorrect model is installed, install the correct driver for the model you're using.

When cutting material measuring 500 mm (19-5/8 in.) or more, the material becomes displaced.

When material measuring 500 mm (19-5/8 in.) or more is loaded, then depending on its type, it may become misaligned.
If this happens, then either replace the material with a different type, or reload the material.

# Cut lines are partially dotted (discontinuous).

The cause may be any of the follow.

Is the tip of the blade broken?

Replace with a new fresh, then use.

Is there any buildup of dust or material adhesive on the tip of the blade?

If there is buildup of dust or material adhesive, remove the blade and clean the tip.

Are there material scraps inside the blade holder?

Detach the tip of the blade holder and clean out any material inside the blade holder. See "4.4 Cleaning the Blade Holder" for the procedure.

Is the blade protector damaged?

>If material is cut correctly even though the blade and blade holder are installed correctly, it means that the blade protector is damaged. Replace with a new blade protector. For information on how to replace it, see "4.1 Replacing the Blade Protector."

Is the blade holder broken or worn?

>Replace with a new blade holder.

# A message appears on the computer screen.

Is the message "Write error," "Out of paper," or "Timeout error" displayed on the computer screen?

>Communication between the SX-15/12/8 and the computer is not correct. Switch off the power to the SX-15/12/8 and the computer, then make sure the cable connections are correct. If you are using a cable switching device, remove the switching device

Is the [Add Printer Wizard] window displayed?

>Make sure the SX-15/12/8's driver is installed.
>If you connect the SX-15/12/8 to the computer and switch on the power to the SX while the SX driver is not installed on the computer, then when you start Windows, the message [Add Printer Wizard] appears.
>Follow the steps below to install the driver.
>
>1. Click [Cancel].
>2. Install the driver for the model you're using from the Roland Software Package CD-ROM.
>   For information on how to install from the CD-ROM, see "1.4 Installing and Setting Up the Included Software."