

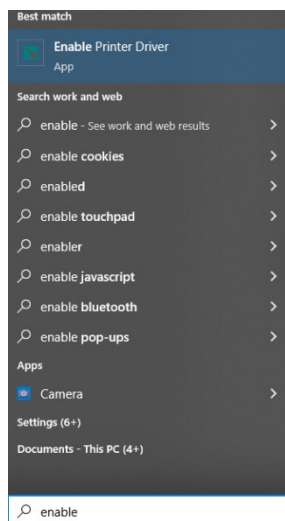
Illustrator – Troubleshooting Communication

Description: This document will provide steps to take when establishing a connection to send print/output jobs to an Allen Datagraph machine via design software. Pictures from Illustrator 2022.

Affected Product(s): 536, 800 Series

DirectCut Driver

1. Run the "Enable Printer Driver" application on your computer. For using a PC with Windows, Open the Start Menu, type "Enable printer Driver" and it will appear in the search box.



Alternatively, the application can be manually located in your installation folder:
...\\Allen Datagraph\\Cutter Driver\\InstallCutterDriver.exe

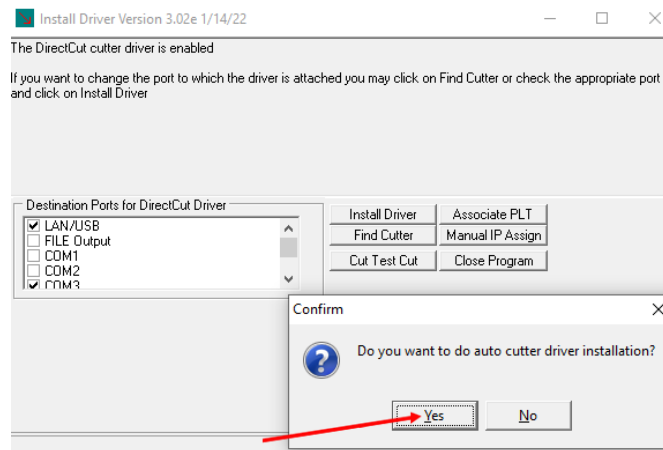
Drivers can be downloaded at <https://allendatagraph.com/support/software-support>

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2. After running "Enable Printer Driver" an "Install Driver" window will appear. The program will ask to automatically run the setup; make sure the device(s) being setup are connected. The cutter or other device should be powered ON and ready. Click "Yes" for auto installation.



3. If detected, the program will indicate that it connected to a piece of equipment. Click "Yes" here if there is more than one piece of equipment. While detecting equipment, the driver will advise which port (ie, COM3) on which the equipment is functioning.

4. Allow the install process to complete. This will ensure that the DirectCut driver is installed completely to the specified COMM port. The window will close when the process completed.

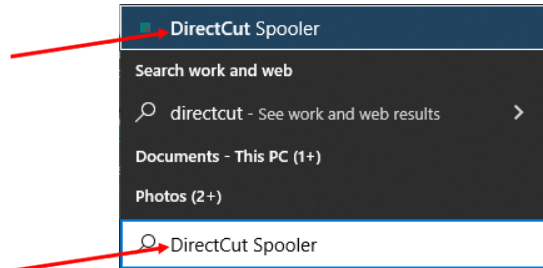
5. In the PC system tray (bottom right of the PC screen), click the Direct Cut  icon. If it is not visible, click the  up carrot in the bottom right of the screen in order to show any hidden icons.

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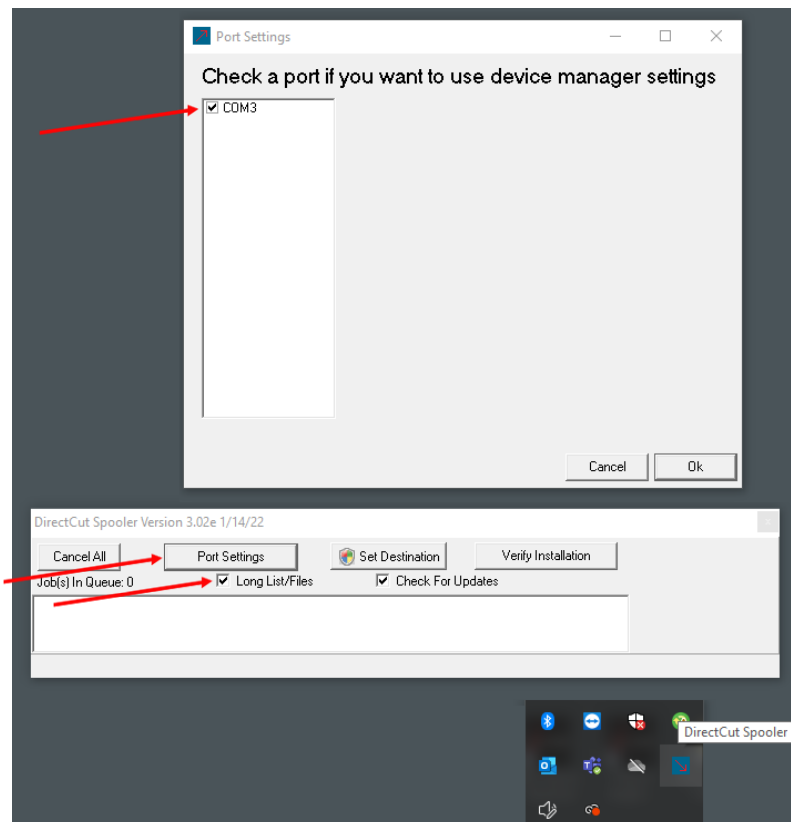
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- a. If the DirectCut icon is not visible, start the Spooler manually. In the Start Menu, type "directcut" and then select the "DirectCut Spooler."



6. With the DirectCut Spooler open, make sure the box next to "Long List/Files" is checked. Then click the "Port Settings" button and verify that there is a check box in the box that is next to the COM port for the device (found in Device Manager).



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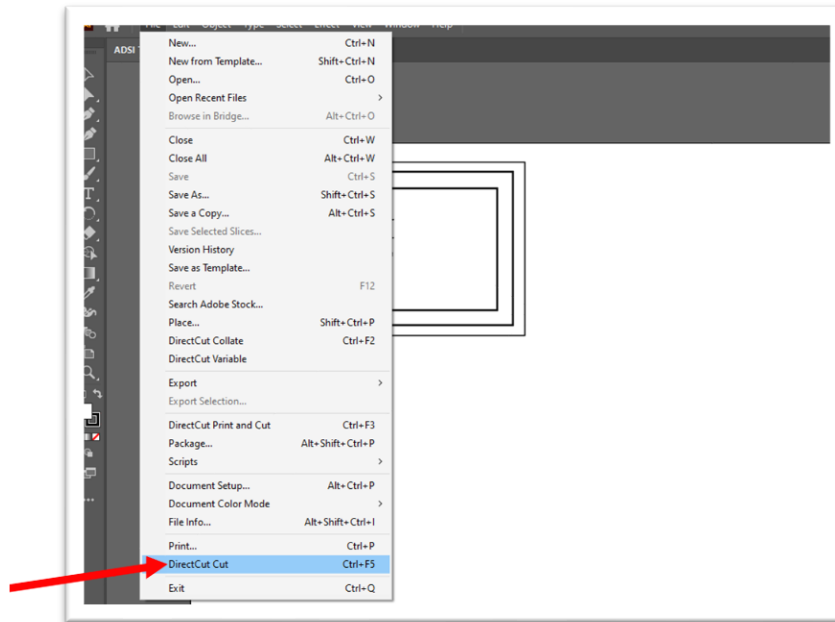
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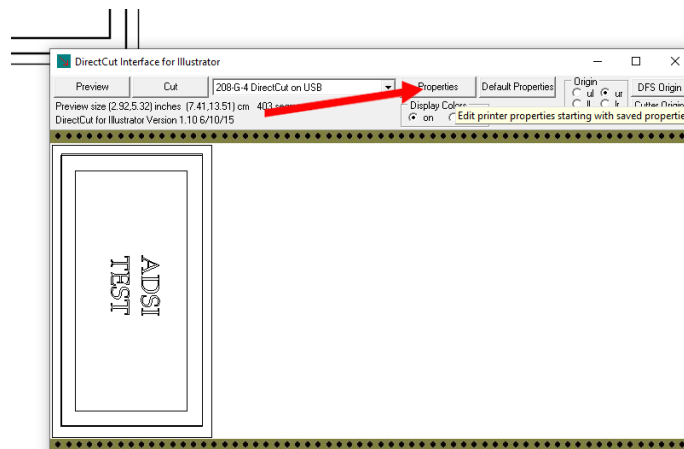
Illustrator Cut Process

Illustrator runs with a plugin that is installed with the DirectCut drivers. Once the design in Illustrator is ready for cut, the DirectCut driver has an option on the "File" toolbar menu for cutting with ADSI devices.

1. Click "File" in the toolbar, then click "DirectCut Cut"



2. From this window, the DirectCut Properties may be changed. If changes are made to the cut, click "Properties".

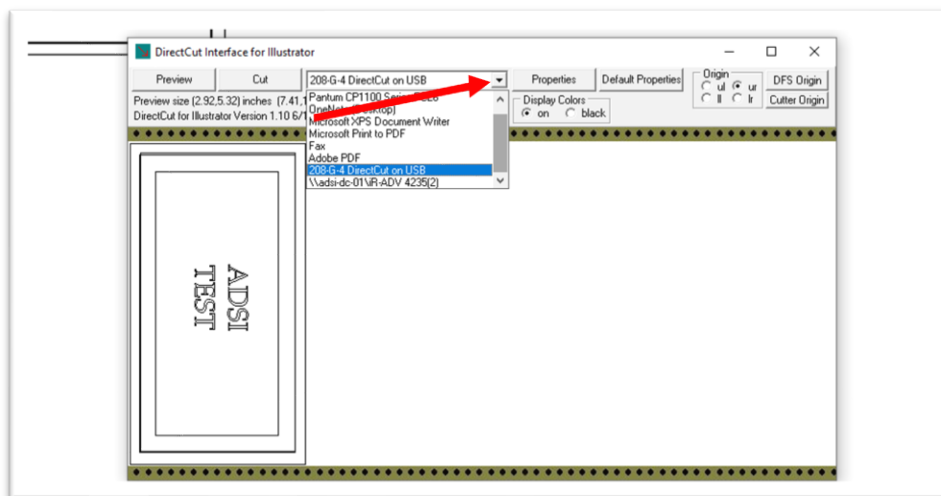


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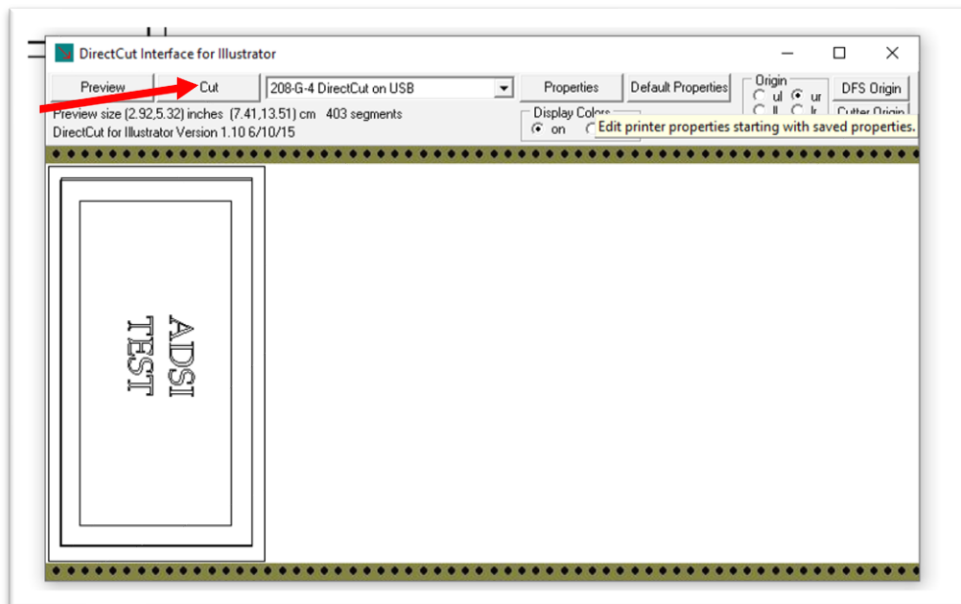
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3. Select the cutter/device to use for the cut job. The list in the Illustrator cut screen is based on the print devices installed on the PC. If there is no "DirectCut" device listed here, follow the directions in the first section of this document, **DirectCut Driver**.



4. Once the device is selected, click the "Cut" button. This sends the job to the cutter/device. The cutter/device should now begin to cut the job.



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