# FlexiSign – 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 Flexi v.21/Production Manager v.21.

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.
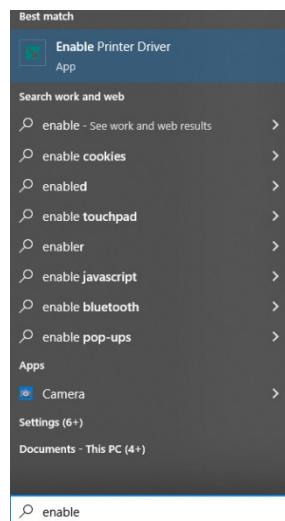
Alternatively, the application can be manually located in your installation folder: ...\Allen Datagraph\Cutter Driver\InstallCutterDriver.exe
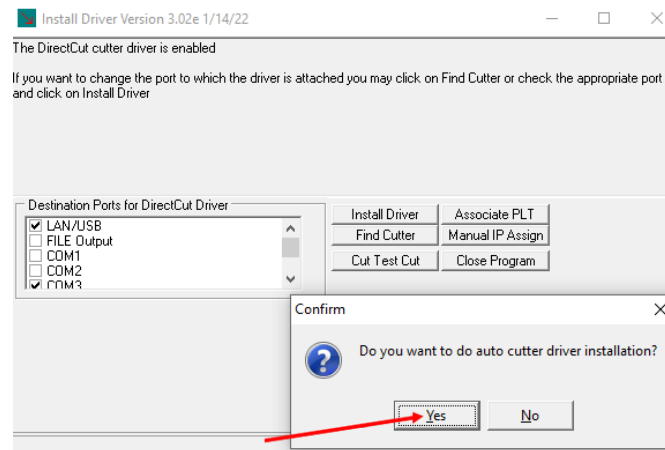
Drivers can be downloaded at https://allendatagraph.com/support/software-support

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.
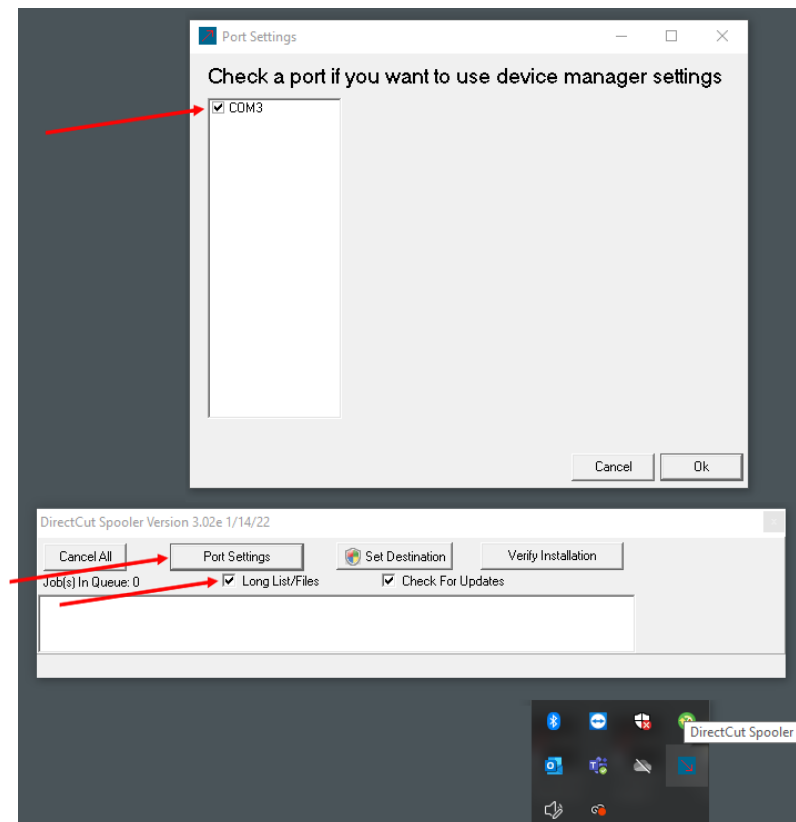
CLIENT ADVISORY BULLETIN

ALL PRODUCTS PROUDLY MADE IN AMERICA.

45A Northwestern Drive | Salem, NH 03079 | 603.216.6344 | allendatagraph.com

a. If the DirectCut icon is not visible, start the Spooler manually. In the Start Menu, type "directcut" and then select the "DirectCut Spooler."
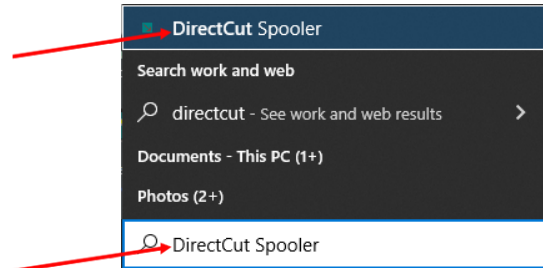
6. With the DirectCut Spooler open, make sure the box next to "Long List/Files" is checked. Then click the "Port Settings" button and verify that there is a check box in the box that is next to the COM port for the device (found in Device Manager).

CLIENT ADVISORY BULLETIN

ALL PRODUCTS PROUDLY MADE IN AMERICA.

45A Northwestern Drive | Salem, NH 03079 | 603.216.6344 | allendatagraph.com

7. When installing drivers with DirectCut, the installed device will have a baud rate/bits per second setting default of 460800 for USB connections. Follow the steps below in the "Baud Rate" section to set baud rate appropriately.

Baud Rate

The baud rate is the rate at which the communication occurs between a device and the computer. A mismatched baud rate could cause the cutter-to-design software communication to stop.

NOTE: Membrane Panels do not need Baud rate changes on the actual cutter, only need adjustments on connected PC

1. On the cutter's graphic panel, press the "Settings" and then the "About This Machine" button.
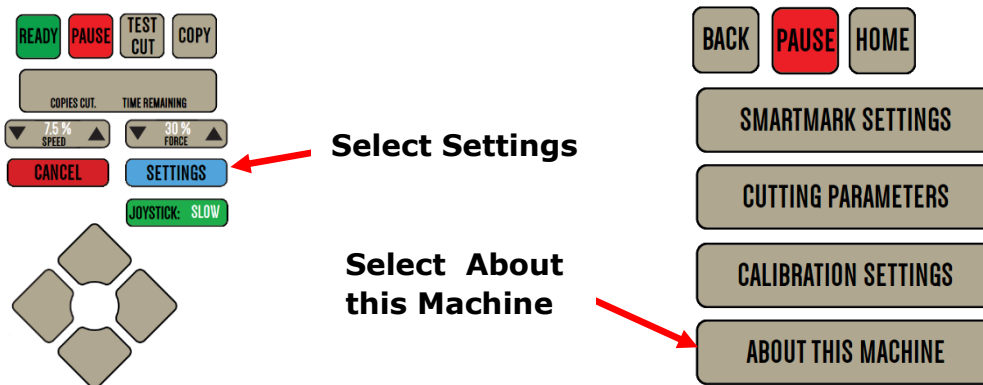
2. A list of information will appear and in that list will be "Baud:" followed by a number. ADSI machines default to 460800, most 3rd party software use 9600. Select "User Settings" to change baud rate between 9600 and 460800
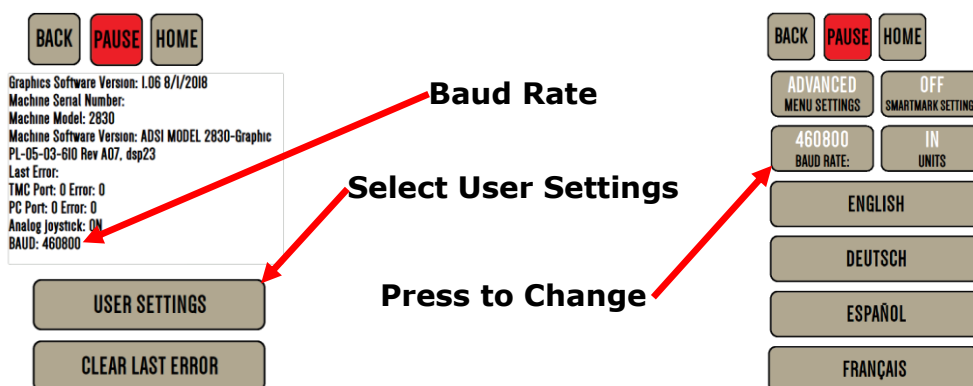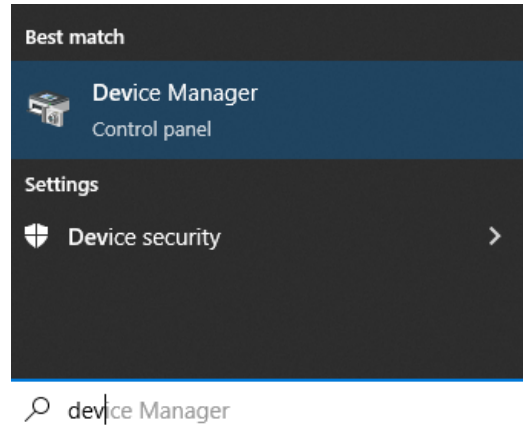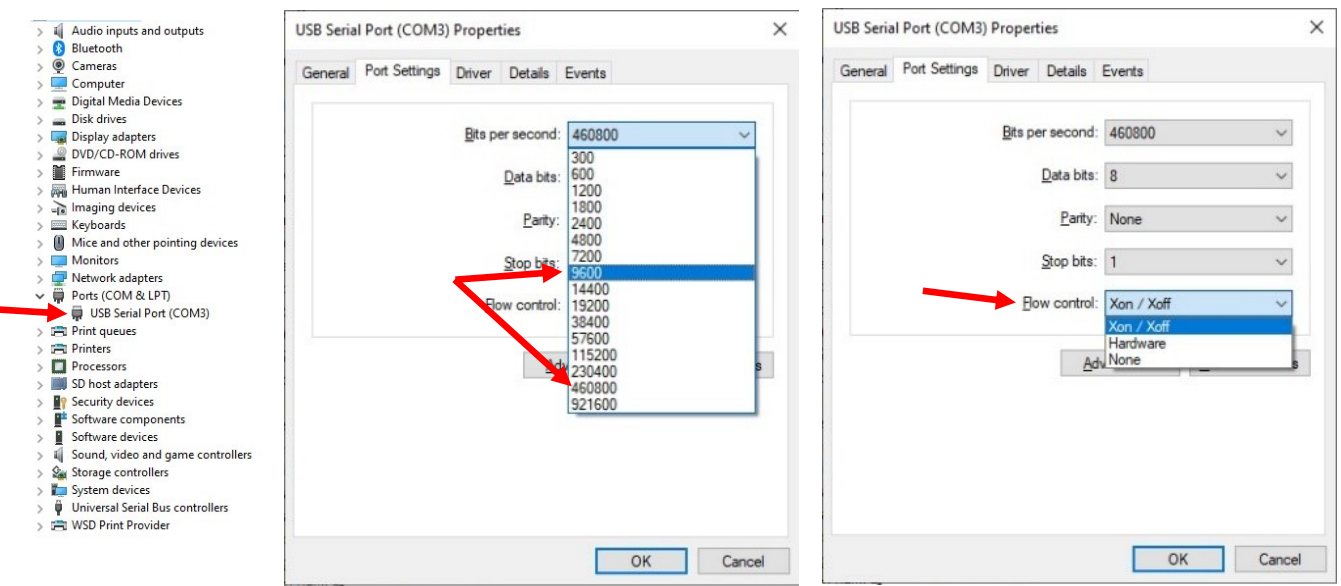

CLIENT ADVISORY BULLETIN

ALL PRODUCTS PROUDLY MADE IN AMERICA.

45A Northwestern Drive | Salem, NH 03079 | 603.216.6344 | allendatagraph.com

3. On the connected PC, open the Device Manager. (Type "Control Panel" then select Device Manager, or type in "Device Manager" on the Start Menu)

4. In the Device Manager list, find Ports and then locate the port which corresponds to the machine (for example, "USB Serial Port (COM3)").

5. Right click on that port, select Properties, then click on Port Settings. Bits per second needs to match the ADSI equipment's Baud Rate.

  a. FlexiSign uses 9600 Baud rate/Bits per second.

  b. Flow Control should be "XonXoff" for Cutters with a Graphic Panel

  c. Flow Control should be "hardware" for cutters with membrane panels (buttons)

Flexi Devices

After plotting a design in Flexi software, select the file to bring into the Production manager. This manager is where Flexi files are sent to the cutter once they are completed.

Note: This example is using Flexi v.21. Prompts may look different or located in a different menu if using other versions of Flexi.

1. Click File > Cut/Plot
   a. Cut/Plot button on the main screen can also be used in the toolbar at the top of the screen.
2. A "Select a Production Manager" window may open. For this walkthrough, we are recommending to click on "On this Computer (Local)"
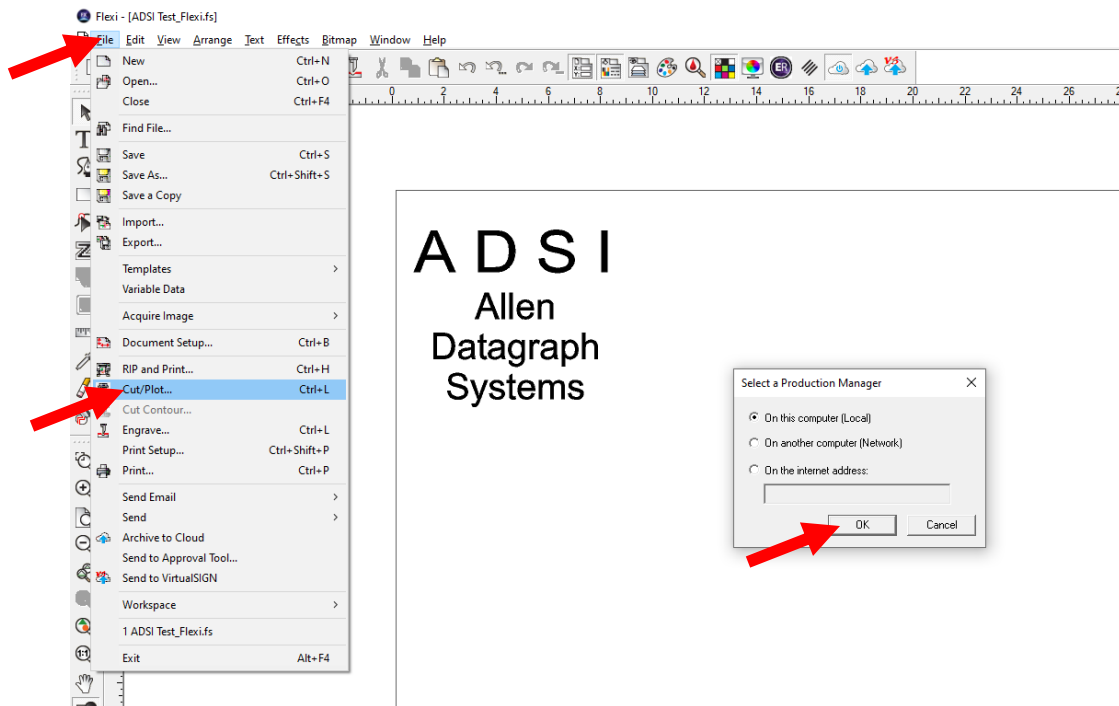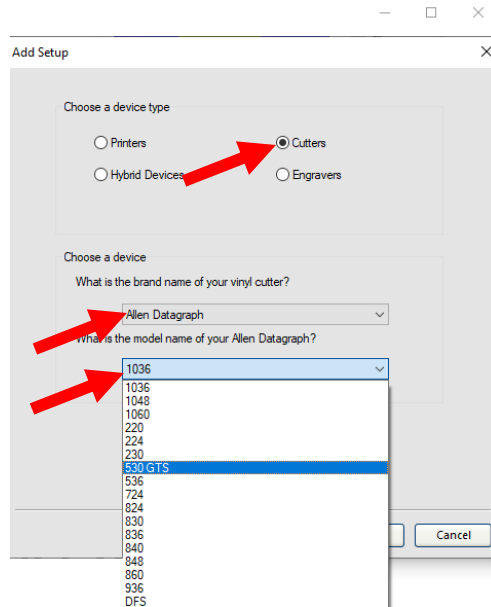
3. Once Production Manager opens, if there are no print or cut devices added, the "Add Setup" prompt will appear.

4. Make sure the circle labeled "Cutters" is selected. Then, under the heading "What is the brand name of your vinyl cutter?" select "Allen Datagraph".
5. The next section is labeled "What is the model name of your vinyl cutter?" Select the device that is being installed and then click the "Next" button.
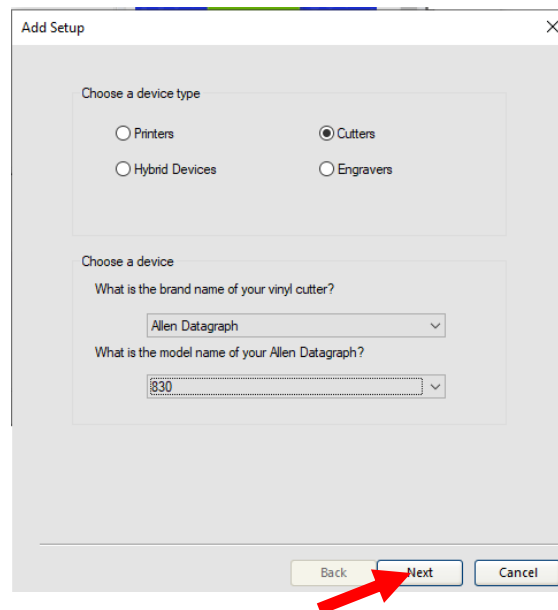
6. Under "What do you want to call your new setup?" Enter the desired name. The recommended setting is to leave this section alone. It will usually contain the setup selected from the previous screen, ie "830".

7. "How is your [Device] connected to your computer?" is the next prompt. Here, select the correct connection type.
   a. For USB connection, the "Allen COM" connection should appear if the DirectCut Driver was installed. To verify, check your DirectCut Spooler by clicking "Port Settings" and check to see if the COM port matches
   b. For Ethernet connection, the "Allen LAN" connection type will connect an ADSI device over a network or Ethernet direct connection.
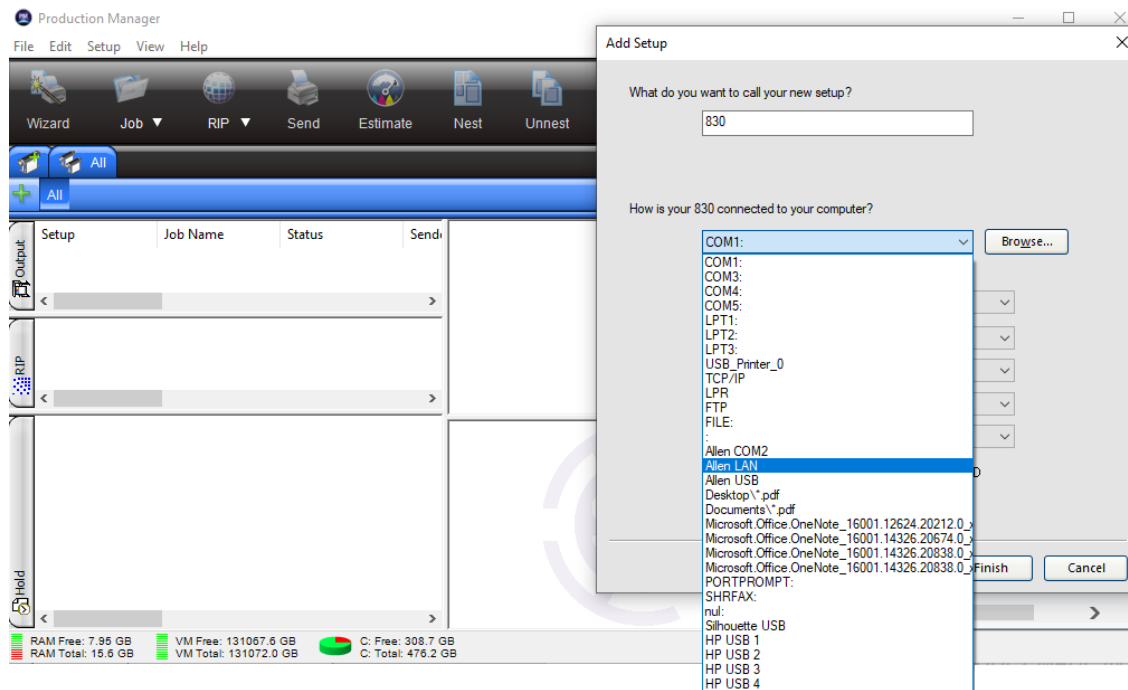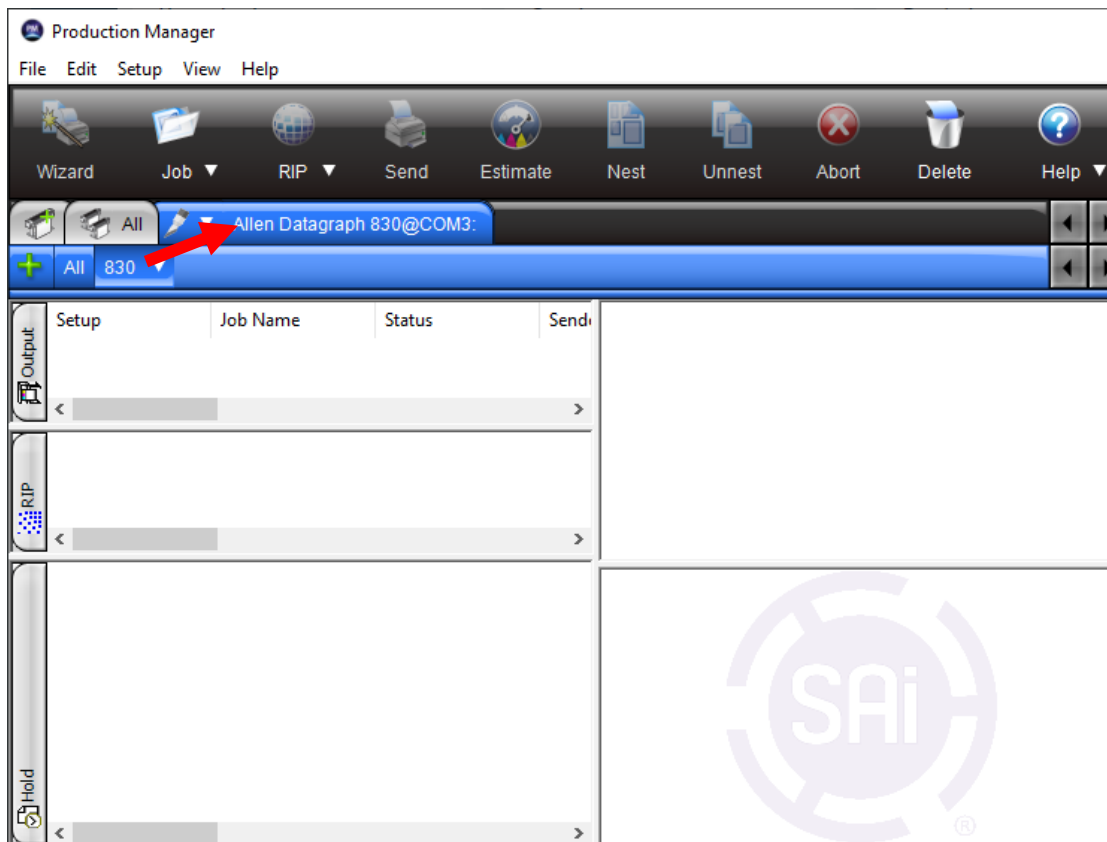
8. Once the connection type has been entered, click on "Finish" at the bottom of the list. If this step was completed successfully, the Production Manager screen should now show a tab for your added device.


9. Go back to the Flexi main window. For the purposes of this manual, Flexi 21 is used. To output/cut/draw a design from Flexi, click on File > Cut/Plot This will open the Cut/Plot menu.

CLIENT ADVISORY BULLETIN

ALL PRODUCTS PROUDLY MADE IN AMERICA.

45A Northwestern Drive | Salem, NH 03079 | 603.216.6344 | allendatagraph.com

10. Make any necessary changes to the cut settings in this screen that may be needed. Verify that the Cutter set up in "Add Setup" is listed in the top left of that screen. For the purposes of this document, the 830 device was added on COM3 port.
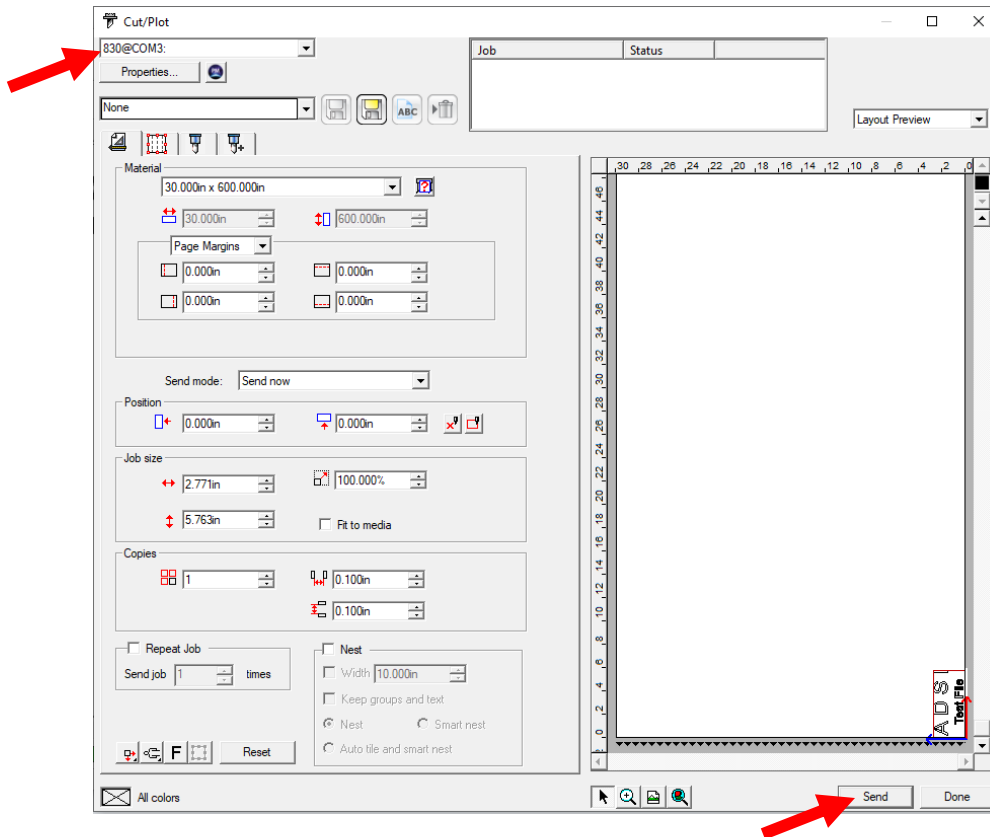
11. Verify that the device added is selected in the top left of the Cut/Plot screen. If there are multipe devices installed, use the fold-down menu to select the proper device. Then verify that the right side of the window shows a preview of the design.
12. Once the plot is configured, click "Send" to send the cut to the device.

CLIENT ADVISORY BULLETIN

ALL PRODUCTS PROUDLY MADE IN AMERICA.

45A Northwestern Drive | Salem, NH 03079 | 603.216.6344 | allendatagraph.com