

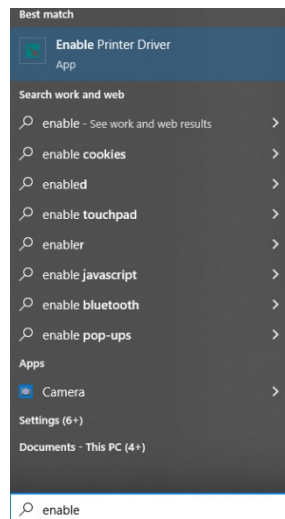
## AllenCAD – Troubleshooting Communication

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 AllenCAD 10.

Affected Product(s): 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

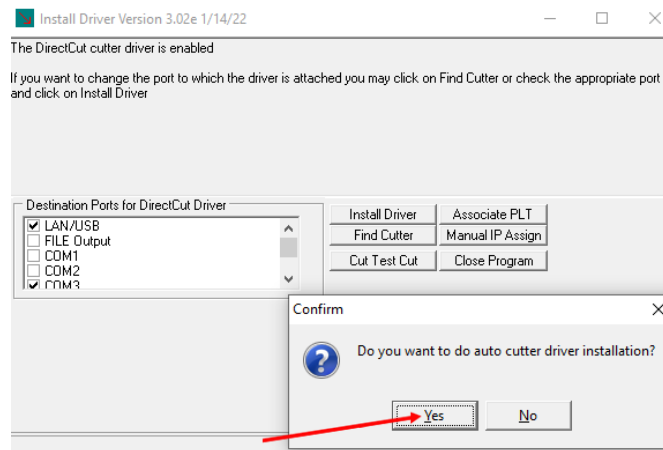
Drivers can be downloaded at <https://allendatagraph.com/support/software-support>

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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.

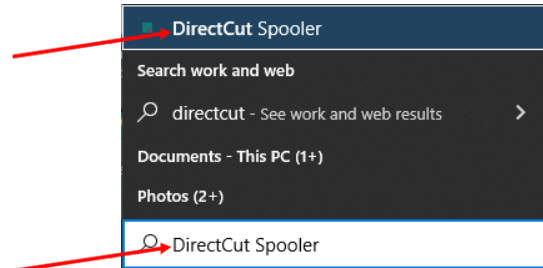
5. In the PC system tray (bottom right of the PC screen), click the Direct Cut  icon. If it is not visible, click the  up carot in the bottom right of the screen in order to show any hidden icons.

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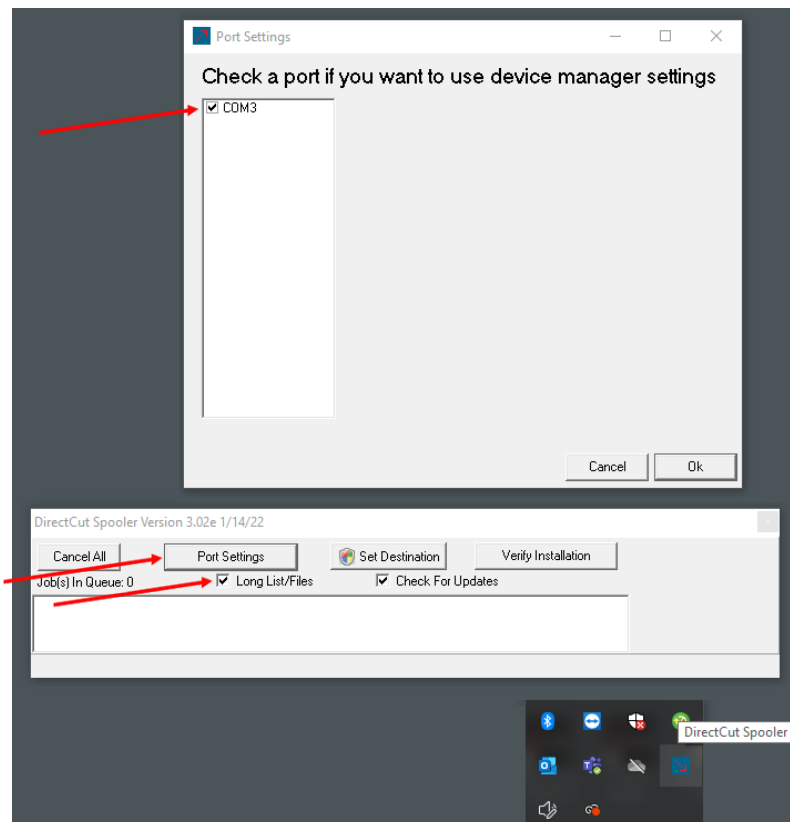
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- a. If the DirectCut icon is not visible, start the Spooler manually. In the Start Menu, type "directcut" and then select the "DirectCut Spooler."



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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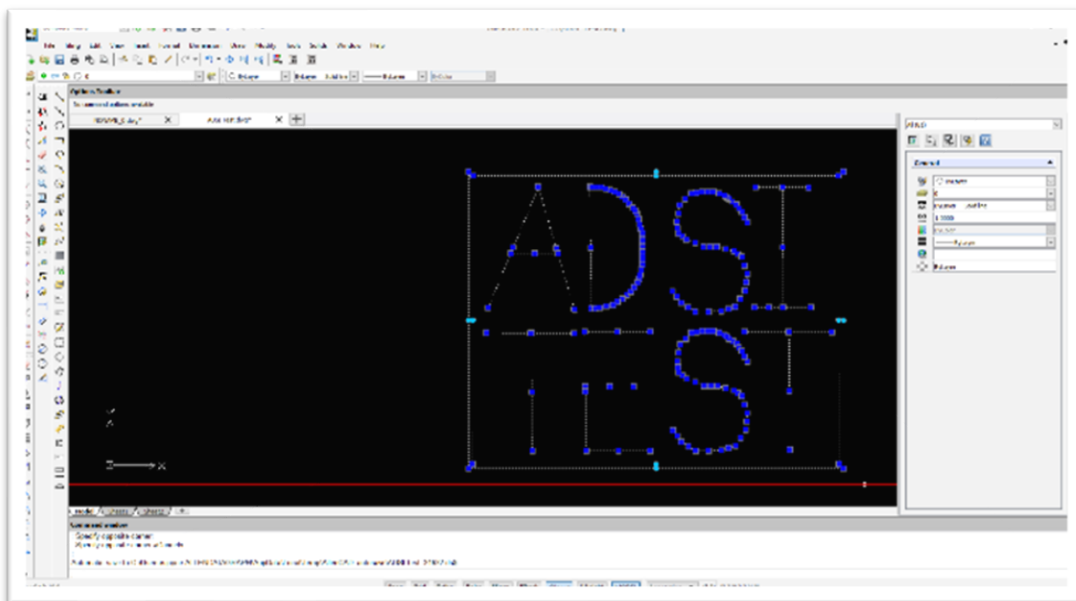
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## ***AllenCAD Devices***

This process will be completed after drawing something in AllenCAD, once a file is opened or a design is completed. The directions below will be described and pictures provided while using the "Complete Menu" option in AllenCAD version 10. Menu options are switched by clicking on the fold-down menu in the top left corner of the AllenCAD user interface.

**Note:** AllenCAD will use the list of devices in the system's "Devices and Printers" section as possible output devices. The DirectCut Driver will install cutters in the "Devices and Printers" section, so it is important to run the DirectCut Driver installation before sending jobs in AllenCAD.

1. Select the desired area to cut/print.

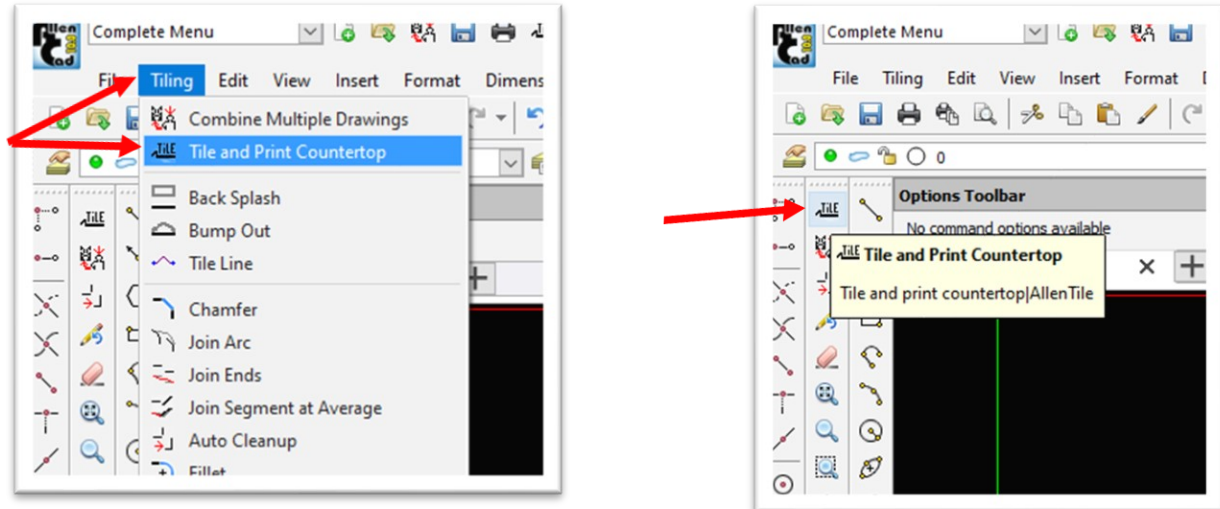


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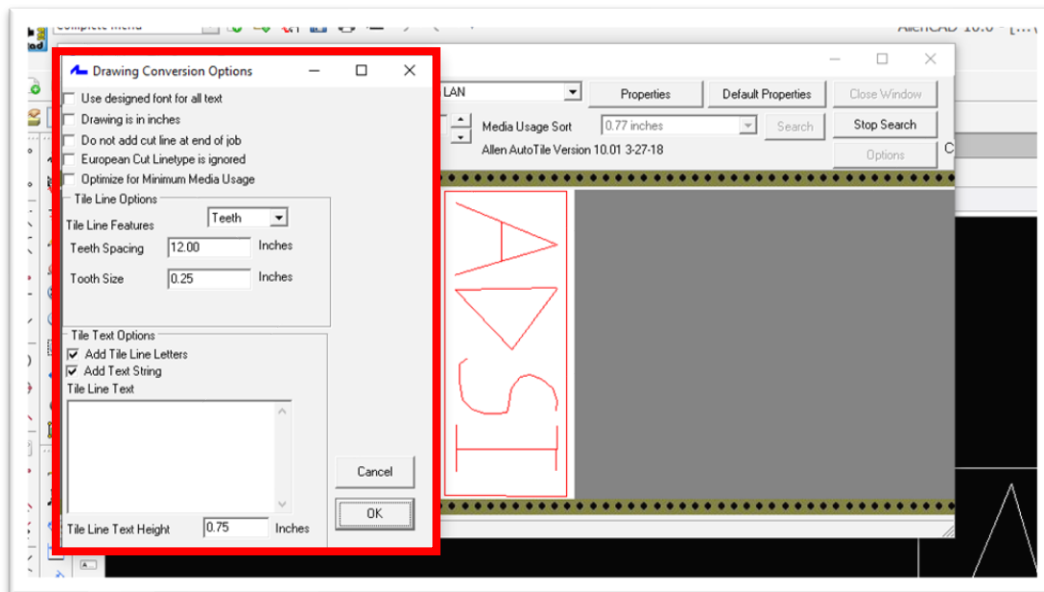
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- Click "Tiling" and then "Tile and Print Countertop" on the top menu bar, or click on the "Tile" button on the side bar.



- The "Allen AutoTile Counter Top" and "Drawing Conversion Options" menus will appear on the screen. The "Drawing Conversion Options" menu should be on top. Check the options, make any desired changes, and click "OK" when done.

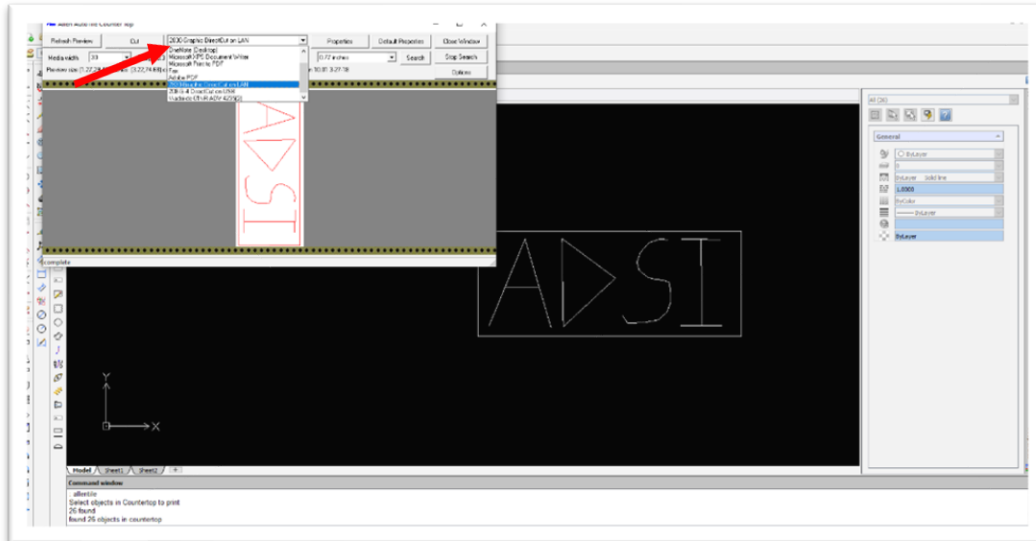


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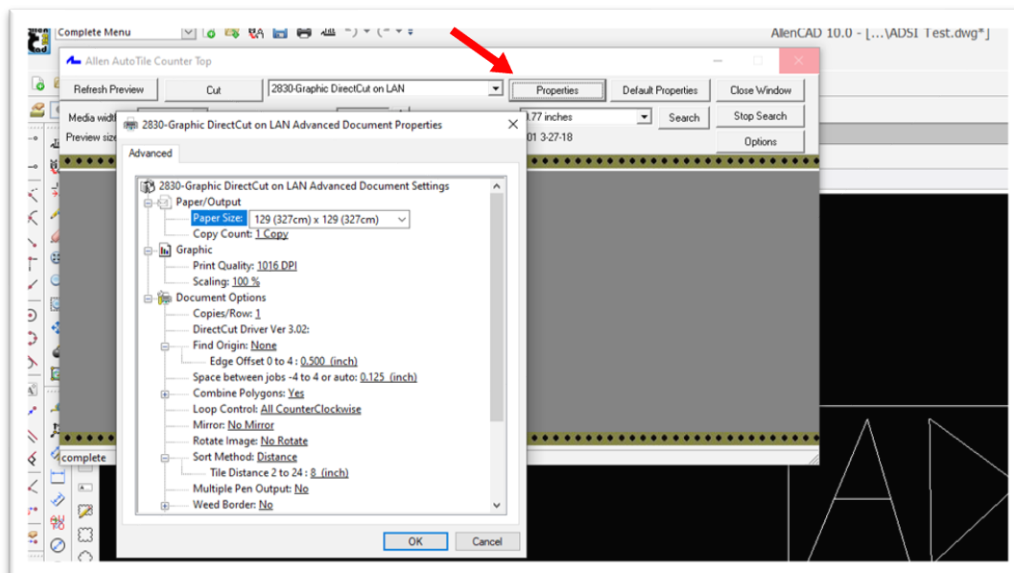
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4. Use the "Allen AutoTile Counter Top" screen to customize the parameters of the cut. Use the drop-down menu to select the desired cutter for the cut. If this box does not list any "DirectCut" devices, re-install the device using the DirectCut Driver installation steps.



5. To edit DirectCut preferences for the cutter, click the "Preferences" button next to the device selection. This will open the DirectCut Options window.

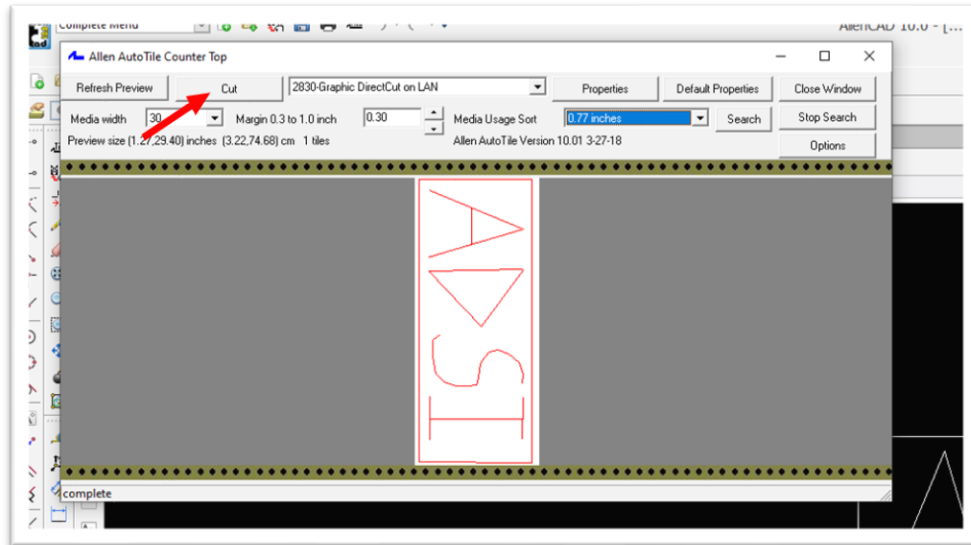


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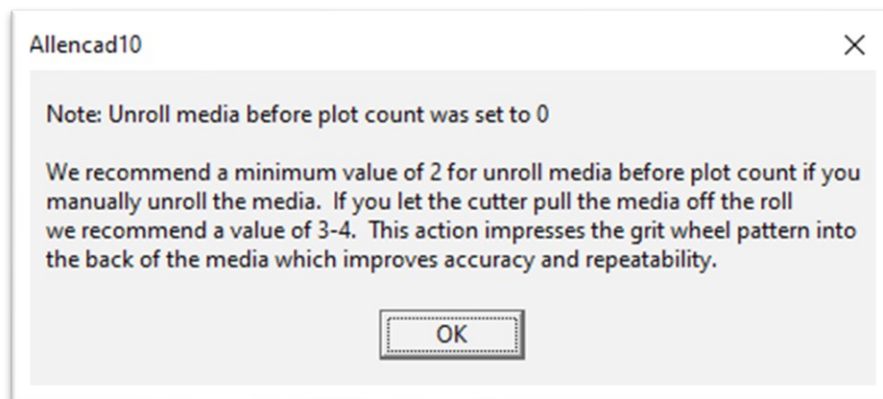
6. Once preferences and cutting device are selected, click the "Cut" button to send the job to the cutter. If an "Unroll Media" error occurs, please see the next section, **Unroll Media**.



## Unroll Media

When sending a cut, an "unroll media" warning may appear. This is a setting in the DirectCut options which will tell the cutter to pull media off of the roll before it cuts. The cutter will run the media forward and backward in order to prepare the full amount of media needed for the job.

1. Unroll Media Initial Warning – An initial warning appears when the device is selected. This is information and should only appear once.



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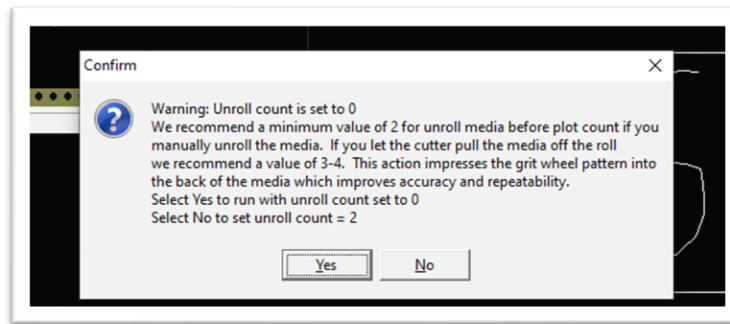
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2. Pre-Cut Unroll Media Warning – this warning will appear before every cut sent if the “Unroll Media” setting is at zero.

Clicking “YES” will leave the setting where it is and will send the job to the cutter. This message will continue to appear unless the Unroll Media setting is changed.

Clicking “NO” will set Unroll Media to two and the message will no longer appear until the Unroll Media setting is changed to a lower value.



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