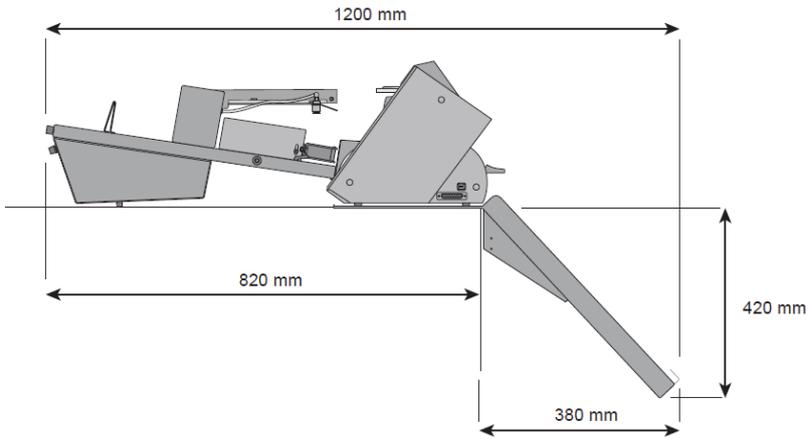


# F-Mark FAQ

## 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> <div style="text-align: center;">  </div> <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 1279 1262 1675" data-label="Image"> </div>

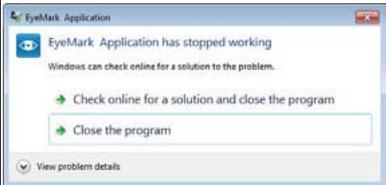
Question (Symptom)	Answer (Verification item)
i Mark software does not correctly recognize CE6000 / CE6000Plus.	Refer to the "Initial setting on CE6000Plus for F-Mark" in "Setup User's manual of F-Mark" to perform the initialize setting of CE6000Plus for F-Mark.
i Mark software cannot read the crop mark 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

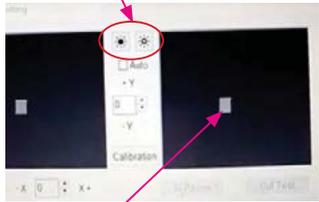
Question (Symptom)	Answer (Verification item)
When F-Mark feeds media into CE6000 / CE6000Plus, the media hits the tool carriage.	<ul style="list-style-type: none"> <li>• The firmware of CE6000Plus (CE6000) is old.</li> <li>• Please update CE6000Plus (CE6000). CE6000Plus: Version 1.10 or later CE6000: 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>

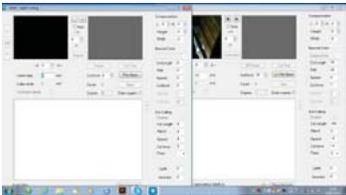
Question (Symptom)	Answer (Verification item)
<p>The media read operation is performed, but it stops halfway.</p>	<p>Crop marks may not be read correctly. Please do the following items.</p> <ol style="list-style-type: none"> <li>1. Make sure that each crop mark appears in the center of the camera in 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>

## Troubleshooting for the F-Mark

Symptom	Cause	Solution
The “Calibration” button of iMark is grey, and it is not able to calibrate.	The F-Mark and the CE6000 is not connected yet or the USB port of PC was disconnected.	Initialize the connection of F-mark and CE6000. Refer to “How to initialize the F-MARK and the CE6000-40”.
The preview window displays black.	The USB cable of camera is not connecting securely.	Confirm the connection of USB cable for the camera.
	The cap of lens is not removed from the camera.	Remove the cap of lens from the camera.
	The initialization for the connection of F-mark and CE6000 did not perform.	Initialize the connection of F-mark and CE6000. Refer to “How to initialize the F-MARK and the CE6000-40”.
The connection via the USB hub is not stable. Sometimes the F-mark or the camera is not detected.	The AC power adapter of USB hub is not connecting to the USB hub.	Connect the AC power adapter which is standard accessory of the F-Mark to the USB hub.
The following error is displayed and the iMark software had stopped working.	The iMark software can not open the file if file is named with some of 2 bytes character or the combining character (Umlaut, Accent, etc).	Rename the file name by alphabet or numbers.
The camera of F-Mark can not detect.		
	Other camera are used on the PC, which is not used for the F-Mark.	Disconnect the other camera from the PC if it external camera.
	The PC has internal camera.	Disable the internal camera settings. Refer to “How to disable the internal camera on the PC”.
	The camera can not use by privacy setting in Windows 10.	On the camera of Privacy. Refer to “How to set the privacy of camera for Windows 10”.

Symptom	Cause	Solution
The media does not reach to the pinch roller when media is transferred to the CE6000. At this time the LOAD MEDIA message will be displayed.	The value for the insertion is not enough. Or The value for the insertion is too Big.	Adjust the insertion value. Input the insertion value from 0 to 10 when the thin media is using. Input the about 30 when the label sheet or the thick media is using. The insertion position adjustment needs to perform when the media type is changed or the position between the F-Mark and CE6000 is changed. Refer to “Regarding the insertion value and the Uplift value.”
The media drops when the media is lifted from tray.	The media is not adsorbing enough by vacuum.	Turn the vacuum adjustment knob to clockwise to increase the vacuum power.
The F-Mark stops after the crop marks are detected.	The crop marks are not detecting by incorrect position of the F-Mark and the CE6000.	Adjust position of the F-Mark and the CE6000. The crop mark position must display to center in the preview window of the iMark software.
	The camera is out of focus. When the focus of camera is not adjusted the crop marks can not detect correctly.	Adjust the focus of camera, and then perform the calibration for the crop mark position. Refer to “How to adjust the focus of camera”.
	The value of “First Marker” is incorrect.	Measure distance between the first marker (first crop mark) and the front edge of media, and then input the correct value for the First Marker in the iMark software.
The media drops by hitting the edge of cutting mat or groove of cutter.	The Uplift value is not enough.	Increase the Uplift value to that the media does not hit the edge of cutting mat or groove of cutter. The Insertion position will be changed when the Uplift value is changed. Therefore the Insertion position may need to adjust.
	The media is curling too much.	The F-Mark can not transfer the media correctly if the media has curled too much. Use other media which is not curling.

Symptom	Cause	Solution
Sometimes the F-Mark can not transfer the media to the CE6000 correctly.	The media had curled or shrank in the unstable operating environment.	The media will curl or shrink by changing temperature or humidity. Use the F-Mark in the stable operating environment.
	The position between the F-Mark and the CE6000 will be changed by vibration.	Use the F-Mark on the stable table.
The media hits to the carriage of CE6000 when the media is transferring to the CE6000.	The firmware of CE6000 is old.	Update the firmware to the following version. CE6000-40: Later than version 2.50. CE6000-40Plus: Later than version 1.10.
The changed values in iMark for the CE6000 are not effected.	The CUT TEST was not performed. The values effect after the CUT TEST was performed.	Perform the CUT TEST.
Calibration fails	Focus is not adjusted. The camera is out of focus. When the focus of camera is not adjusted the square of calibration cutting can not detect correctly.	Adjust the focus of camera, and then perform the calibration for the crop mark position. Refer to “How to adjust the focus of camera”.
	Brightness is not adjusted. When the brightness of camera is not adjusted the square of calibration cutting can not detect correctly.	Adjust brightness. Adjust the brightness here.  The square of calibration cutting is not able to detect correctly, when white area is dark.
The X cutting position does not align.	The left side pinch roller position was moved after the calibration was performed.	Recalibrate the F-Mark. The calibration is detecting the origin from the left pinch roller position, therefore the left pinch roller position should not move after Calibration was performed.

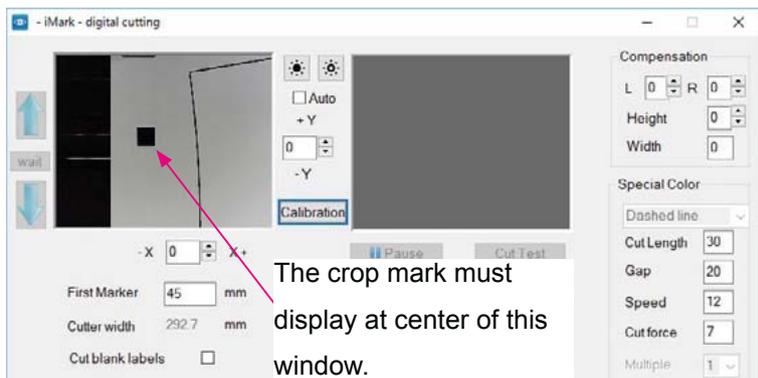
Symptom	Cause	Solution
<p>The insertion position is not stable.</p> <p>Or</p> <p>The media is jammed when the media is transfer from F-Mark even if insertion value input more than minus 90.</p>	<p>The rear media guide is not positioned to correct position.</p>	<p>Adjust the rear media guide to correct position.</p> <p>If the media guide is not touching to the media end, insertion position will not be stable.</p> <p>If the media guide is pushing too much to the media end, the media will be fed at the forward, therefore the insertion position becomes forwarded position..</p>
<p>The camera does not display when the i-mark software was start up.</p>	<p>The camera does not display when more than two i-mark software was running.</p> 	<p>Exit all i-Mark software, and then start up one i-mark software.</p>
<p>Some of cutting objects were not cut correctly when it was cut with the "Cut blank labels".</p>	<p>The data does not have crop marks.</p> <p>Crop Marks are not read when cutting with "Cut blank labels" mode, but crop marks are required for data of cutting contour graphics.</p>	<p>Add the crop marks to the data.</p>
<p>The i-Mark software can not detect the crop marks.</p>	<p>There is data at outside of crop marks.</p> <p>The i-mark software can not detect the crop mark as crop mark data when some data has outside from the crop mark.</p> <p>Some version of AI converts the document frame to data when it was convert to the AI 8 data.</p>	<p>Delete all outside data of the crop marks.</p> <p>Refer to "Regarding outside data of crop marks".</p>
<p>Some objects can not cut.</p>	<p>Some version of AI converts the painted object as the two object which are object has line color and painted color.</p> <p>The overlapped data can not be recognized as cutting data.</p>	<p>Delete the painted object.</p> <p>Refer to "Regarding the overlapped data".</p>

Symptom	Cause	Solution
When turn on the power for the F-mark, the arm does not work correctly and it makes abnormal noise when the arm is moving.	When the F-mark is not connecting to the USB hub, and when this problem occurs, the drive board of motor is defective.	Replace the Arm assembly.
When data sent to the F-mark, the arm does not work correctly and it makes abnormal noise when the arm is moving. And the CE6000-40 is not initialized.	Other plotter than CE6000-40 is connecting to the PC.	Disconnect the other plotter from the PC.
	The cable between the USB hub and the USB board of main board is defective.	Replace the Micro USB cable which is connecting to the USB board of F-Mark.
	The contact of cable between the USB hub and the USB board of main board is no good.	Confirm the connector of USB board of F-Mark is not rusting. Replace the USB board if the connector of USB board is rusting.
	The AC adapter of USB hub is defective.	Replace the AC adapter of USB hub.
	The USB hub is defective.	Replace the USB hub.
The cutting position does not fit to the crop mark position which scanned by camera.	The crop mark is not detecting by the i-Mark software. When orientation of data is incorrect the i-Mark software can not detect the crop mark.	Correct orientation of data in the Adobe Illustrator or Corel DRAW. Refer to "Regarding the orientation of data".

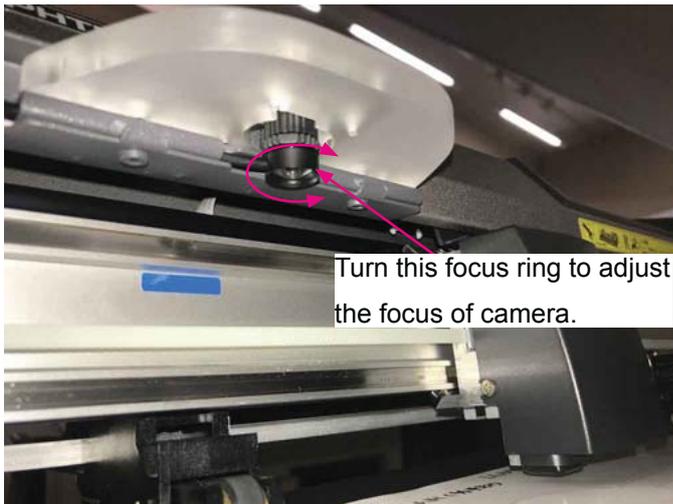
# How to Adjust the Focus of Camera of F-MARK

## Procedure

- (1) Prepare the media which the crop mark was printed.
- (2) Run the iMark software.
- (3) Load the media to the CE6000.
- (4) Then adjust the position of media that the crop mark is displayed at the center of preview window as shown in the following picture.



- (5) Turn the focus ring of camera, then adjust the focus of camera at the preview windows of iMark software.

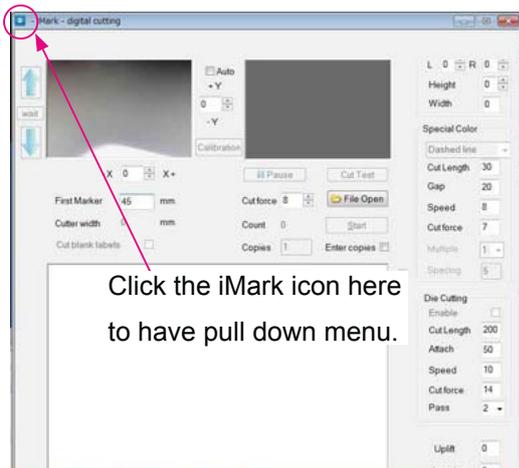


The focus of camera must adjust before starting the calibration of crop mark position.  
The accuracy of counter cutting will become bad if the focus is not adjusted.

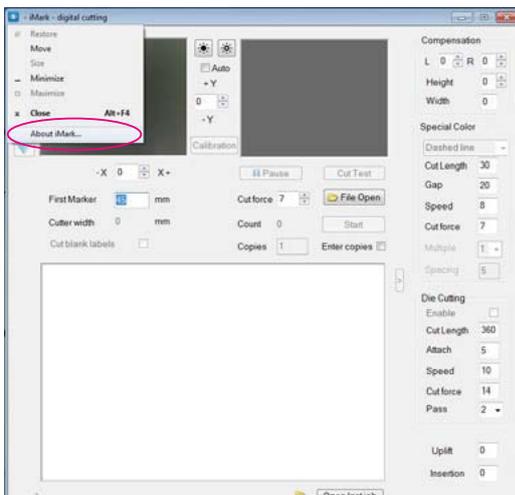
# How to initialize the F-MARK and the CE6000-40

## Procedure

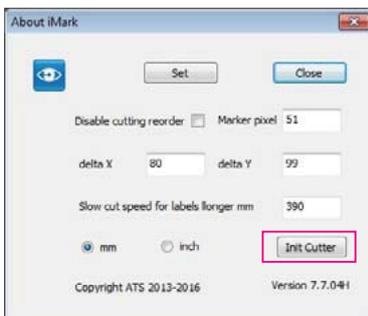
- (1) Load a media to the CE6000.
- (2) Select the "Roll 2".
- (3) Confirm the CE6000 is in READY mode.
- (4) Run the iMark software.
- (5) Click the iMark icon to have pull down menu.



- (6) Click the "About iMark..." to open about iMark menu.



- (7) The following menu is displayed, and then click the "Init Cutter".



- (8) Then the iMark software initialize the CE6000.

This procedure needs to perform for the first time of connection.

This procedure needs to perform when the USB connection was disconnected also.

# Regarding the Insertion value and the Uplift value

These values are adjusting the grip position for the front edge of media to the pinch roller and grit roller of CE6000.

If grip position is not adjusted correctly, media will not be fed to the CE6000, therefore the LOAD MEDIA message is displayed.

When the media supplied to the CE6000 from the F-Mark, grit roller starts to turn, at this time, the front edge of media must be positioned between the pinch roller and the grit roller.

And the front edge of media must gripped with the pinch roller and the grit roller.

When the media is lifting by the F-Mark, the media edge will hang down with weight of media.

Therefore these adjustment values depend on strength of media.

And it is affected by humidity also.

When the thickness of media was changed these values may need to adjust.

The Insertion value is adjusting distance for the pinch roller and the front edge of media. (Unit is 0.1 mm.)

The Uplift value is adjusting height for the pinch roller and the front edge of media. (Unit is 0.1 mm.)

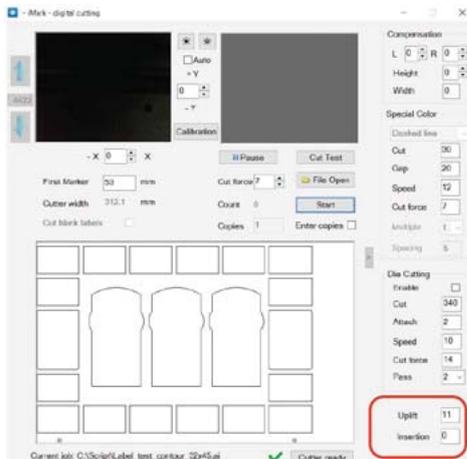
The insertion value and the uplift value is affected by outer size of the F-mark and the CE6000-40.

When the CE6000-40 or the F-Mark has a little bit small outer size, the insertion position will be close, it may need to input negative value to adjust it.

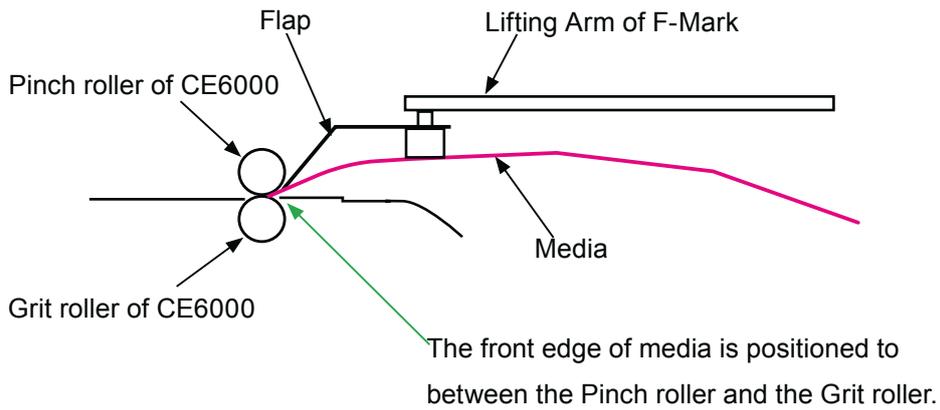
When the uplift position is high, it will need to input negative value to adjust it.

Limit of insertion is: approximately -90 to +90.

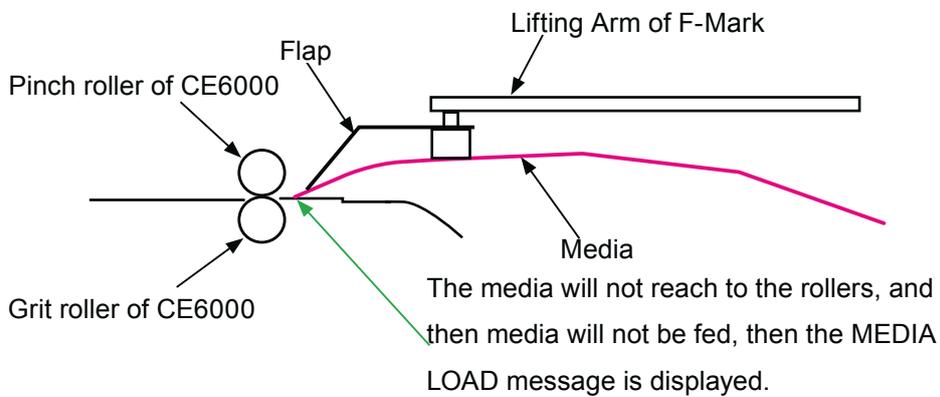
Limit of uplift is: approximately -90 to +90.



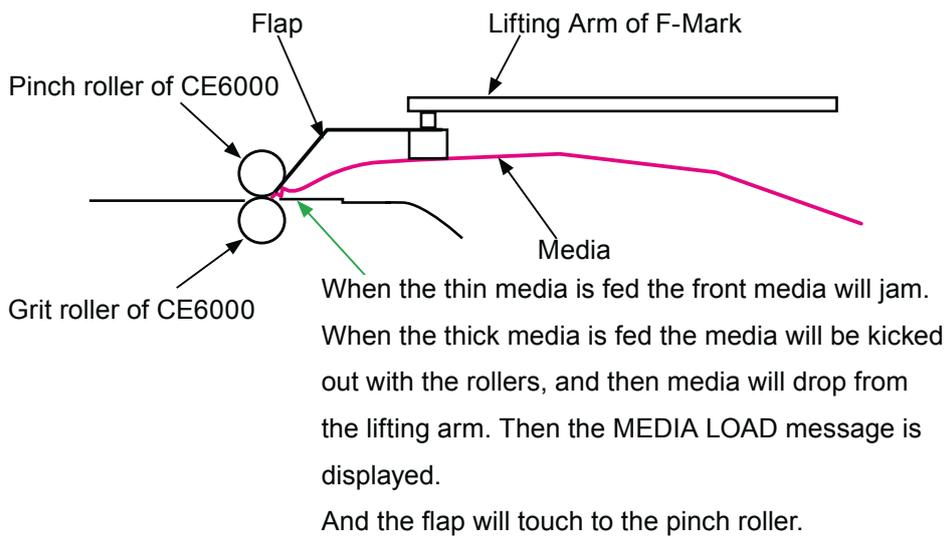
**Correct adjustment**

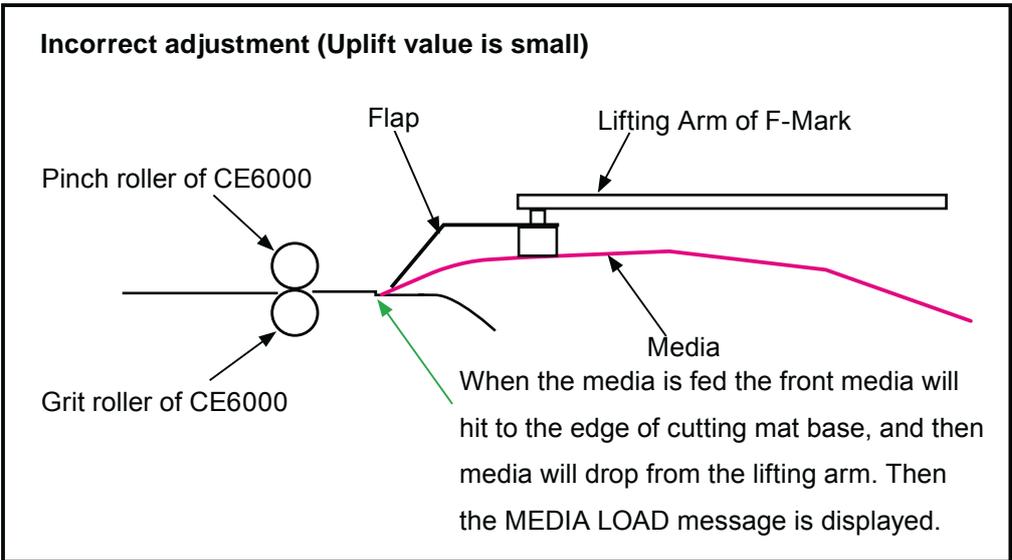
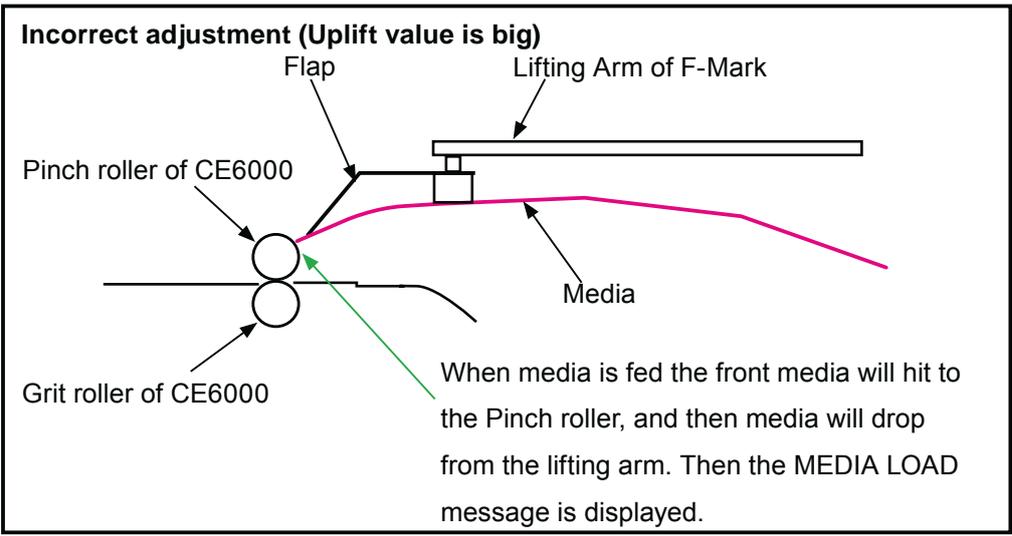


**Incorrect adjustment (Insertion is too small)**



**Incorrect adjustment (Insertion value is big)**





## Regarding outside data of crop marks

When some data have outside of crop marks, the crop marks can not detect as data of crop marks by the i-mark software.

Therefore, the i-mark software can not detect the crop marks with camera.

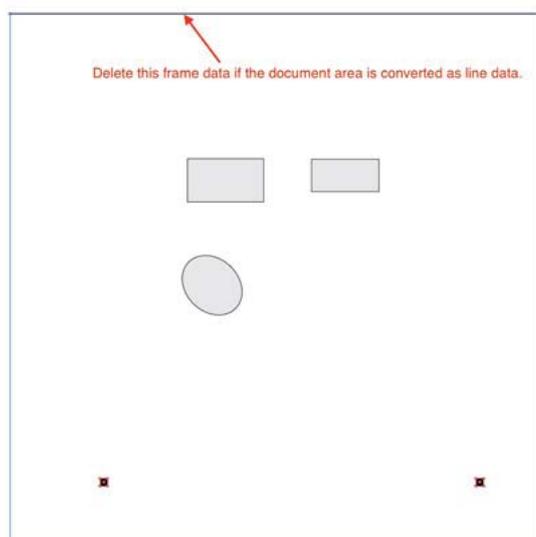
And some version of illustrator converts the document frame as data, especially when the custom document size is used.

In this case, the data of document frame must delete.

To confirm this, open the AI 8 data by the Illustrator.

And then, select all.

Delete frame data if it is shown as the following picture.



## Regarding the overlapped data

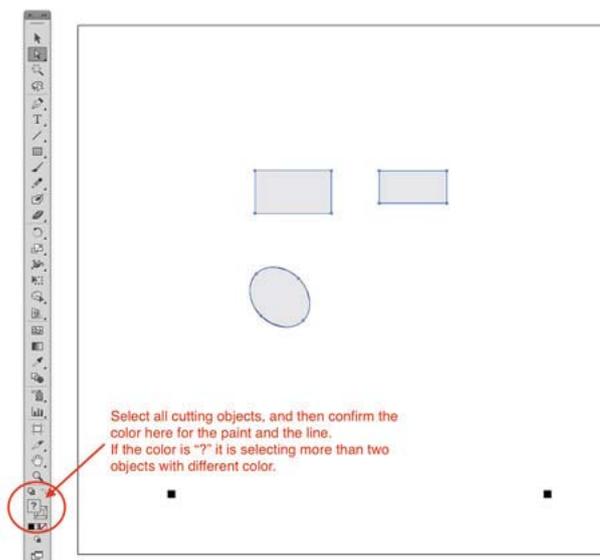
Some version of AI converts the painted object as the two objects which are object has line color and painted color.

The i-Mark software can not detect the data as the cutting data when there is overlapped data.

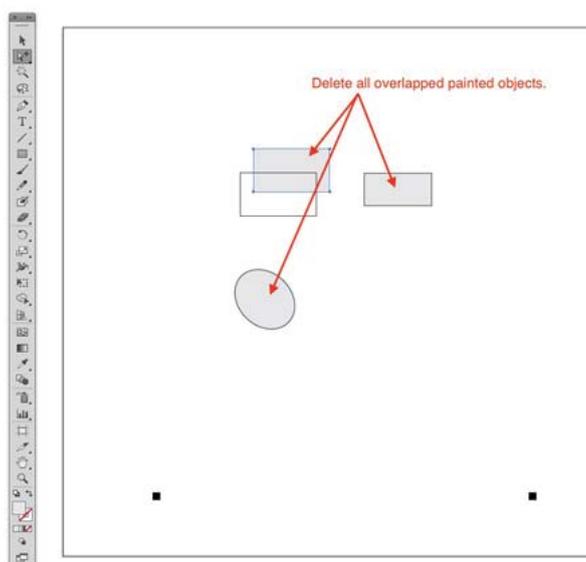
To confirm this, open the AI 8 data by the Illustrator.

Select all cutting objects, and then confirm the paint color and the line color for all cutting object.

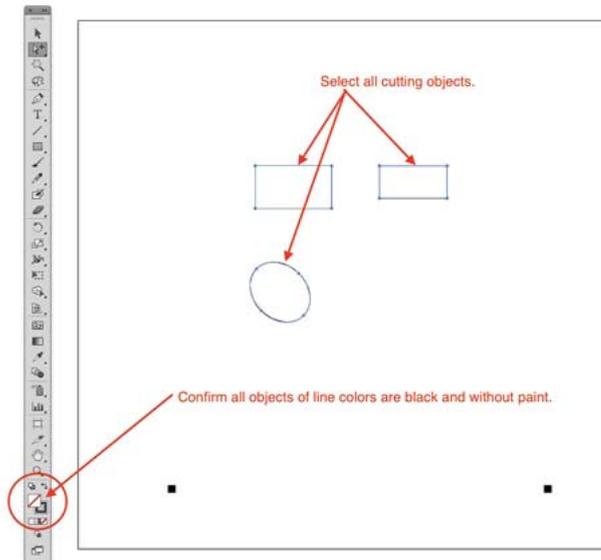
If the paint color and line color is “?” as shown in the picture below, it is selecting more than two objects with different color.



The I-Mark Software does not need the painted data, therefore delete all painted data.



Confirm all cutting objects has black line color without paint.



# How to disable the internal camera on the PC

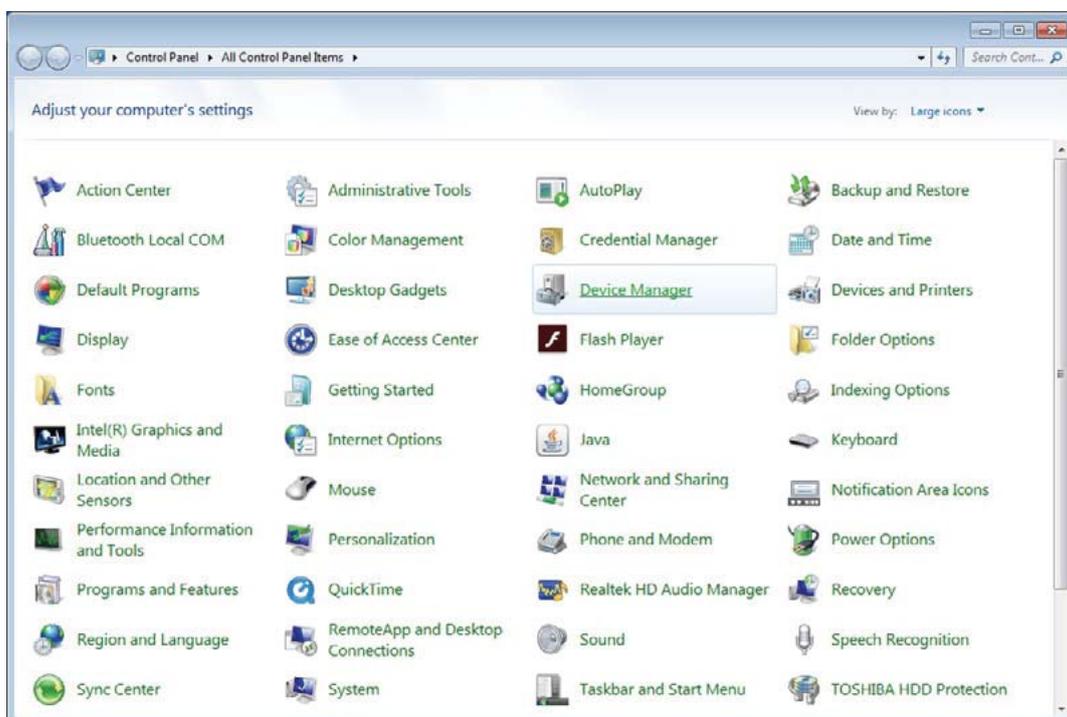
When the PC has the internal web camera, the i-Mark software can not start up, because the internal camera is detected as camera of F-mark.

When the following message is displayed disable the internal camera on the PC.

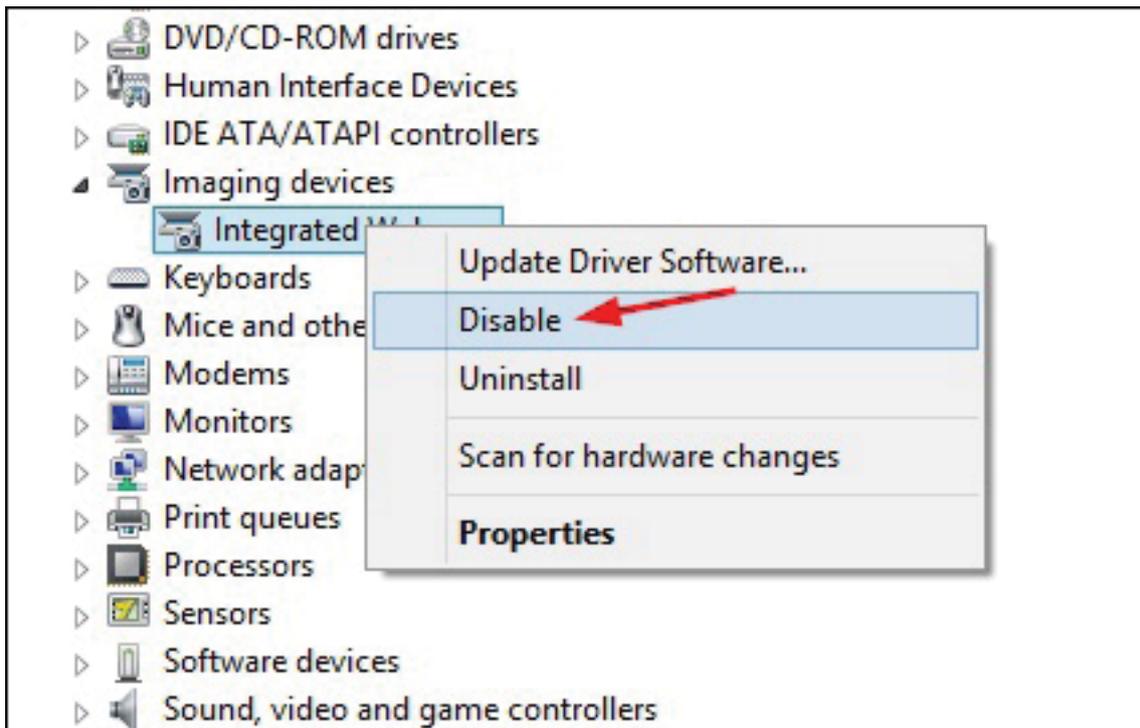


## Procedure

- (1) Open the Control Panel of Windows.
- (2) Open the device manager of Windows.



- (3) Click right mouse button at the imaging device which for internal camera.
- (4) And then select the "Disable".



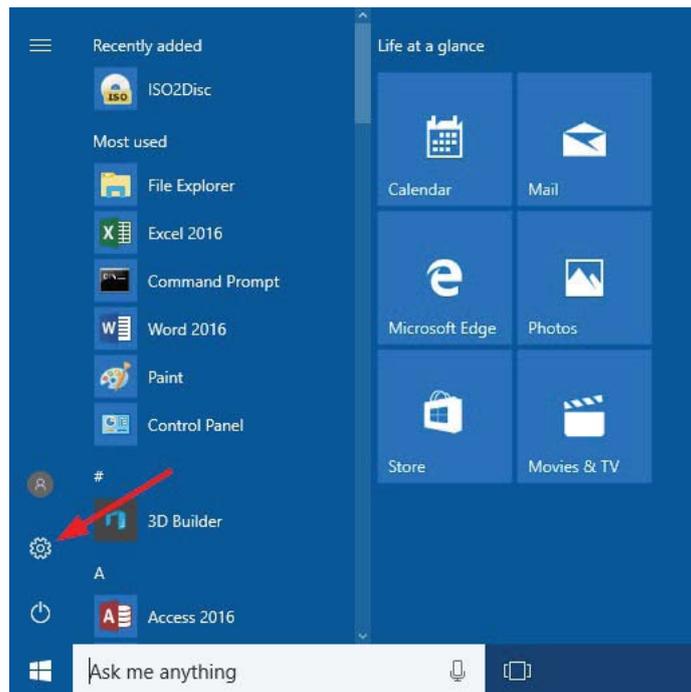
# How to set the privacy of camera for Windows 10

When the privacy of camera is set to OFF for the Windows 10, the camera can not use on PC. Therefore the following message is displayed.



## Procedure

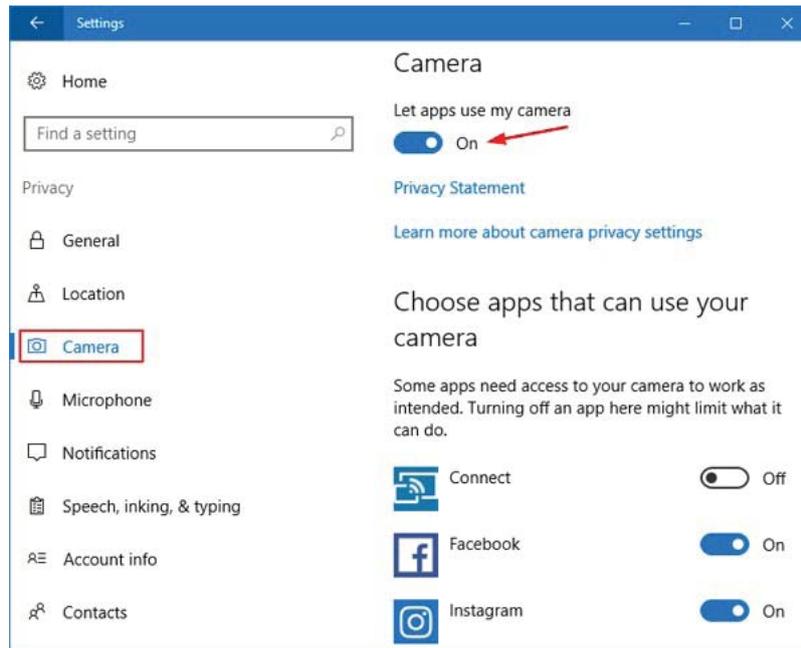
(1) Open the Windows Setting menu.



(2) Open the Privacy menu.



(3) Select the Camera of Privacy menu.



(4) Set the Camera of Privacy to "On".

## Regarding the orientation data

When the data is loaded to the i-Mark software, the crop marks must display at bottom of preview window.

When the crop marks displays vertically, i-Mark software does not detect the crop mark object as crop mark,

Therefore it will not cut to the correct position.

Correct the data for i-Mark software in the Adobe Illustrator or the Corel DRAW.

