

## VECTOR LINE TROUBLESHOOTING

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### WHAT THIS GUIDE IS ABOUT

This guide is designed to help outline some troubleshooting steps for when your graphics program is not sending files correctly to the Universal Control Panel (UCP) and the desired vector actions do not occur correctly.

The most common problems with sending to the UCP result in them not appearing correctly or at all. The common symptoms are the red vector cut lines and blue vector engrave lines appearing black or dotted in the UCP.

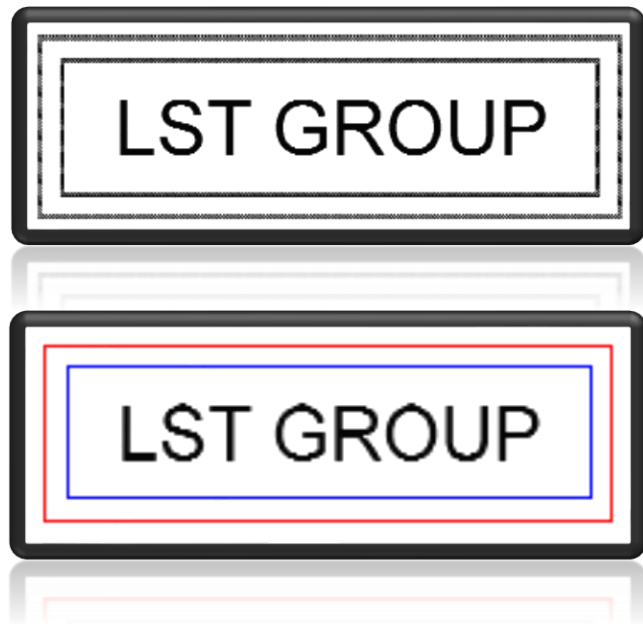
This guide assumes the user has basic knowledge of their chosen graphics software and the UCP.

If you have run through the settings outlined in this guide and are still unable to rectify your error, please contact LST Support department for further steps.

If you require further help with the information contained in this guide, please contact the LST Group support department at [support@lstgroup.com.au](mailto:support@lstgroup.com.au)

### THE PROBLEM

An example of the problem is shown in the following two images, these are both seen within the Universal Control Panel (UCP). The top image shows the error occurring while the bottom shows the desired output.



### DOCUMENT COLOUR MODE

The most common error is an incorrectly set “Document Colour Mode.” This can occur when first creating the file or when certain settings are imported from a file that was previously created by another user. The document colour mode should always be set to **RGB**.

### LINE WEIGHT/THICKNESS

The line weight/thickness should always be set to either **HAIRLINE** or **0.001 (pts/mm)** for when a vector cut or vector engrave is desired.

### LINE COLOUR

The line colour should be the RGB values of either **red (255,0,0)** or **blue (0,0,255)** depending on the action required.

**CONTACT US**



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