Dear Joe:

First I am sorry for our late reply.

For your questions, we think it might be the setting problem. Let's take send a file Letter "A" as an example. The following introduces how to set the parameters, hope it will help to solve the difficulties. (We use CORAL DRAW X2 as example, it might be little different with the version you're using, but the principle is the same).

Step 1: Use USB cable to connect the cutter and PC, shown as Figure 1. Click CH341SER.EXE and then click INSTALL to fix the USB driver.
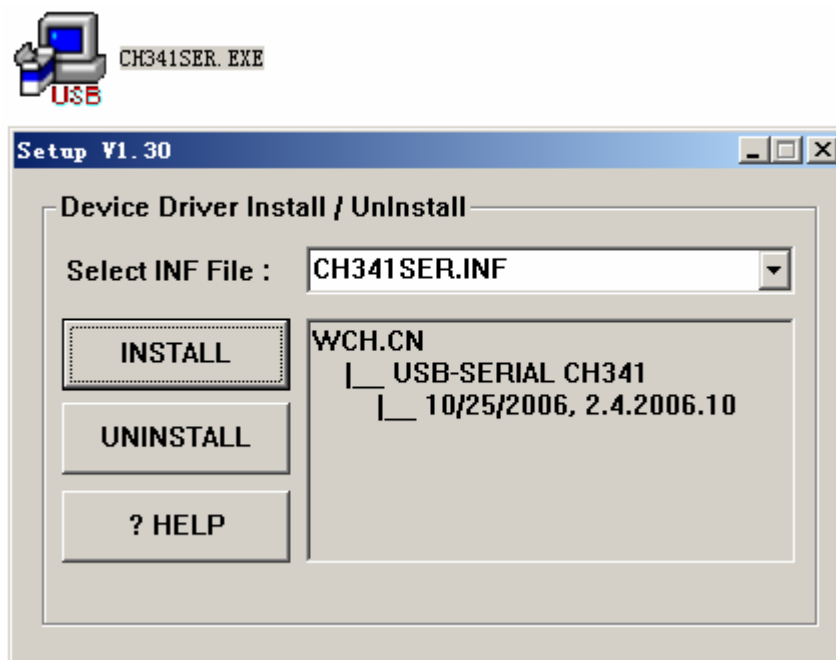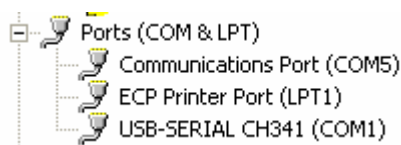

Figure 1

Step 2: Click the right button on My Computer Icon, then Properties   >Hardware   >Device Manager   >Ports(COM& LPT)   >USB-SERIAL CH341. **Please mark down the COM number at the back of USB-SERIAL CH341.** Different computer will display different COM number. The Figure 2 show communication port is COM1. So when you operate, remember which COM number you are using.

Step 3: Select **START—>SETTINGS—>PRINTERS AND FAXS** to set the printer. To avoid mistake we advice you remove all ROLAND driver which exist in your company and then install the new one. During the installation, you can choose CM-24 (Figure 3). Also COM port needs to choose when installing. Please select the

marked down COM port (on Step 2) here (Shown as Figure 4). In Step 2, the marked down COM number is COM1, so choose COM1 in Figure 4.
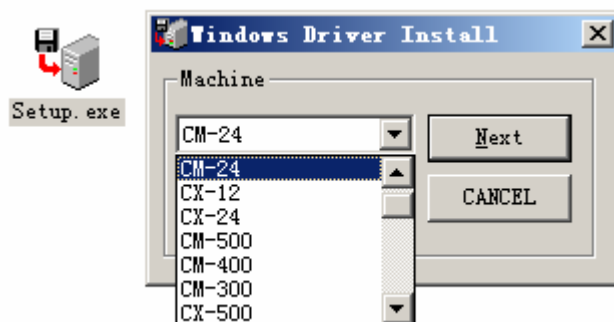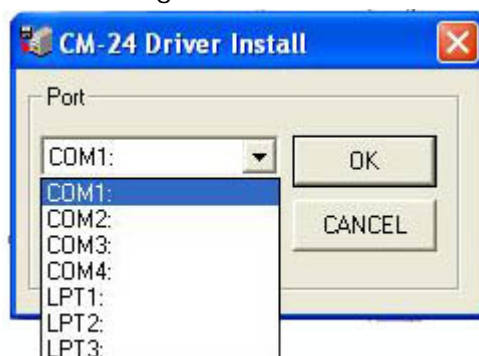

Figure 3

Figure4

Step 4: After the driver is well installed. Click the right button on the driver icon and select Properties, a dialogue will pop up (shown as Figure 5).
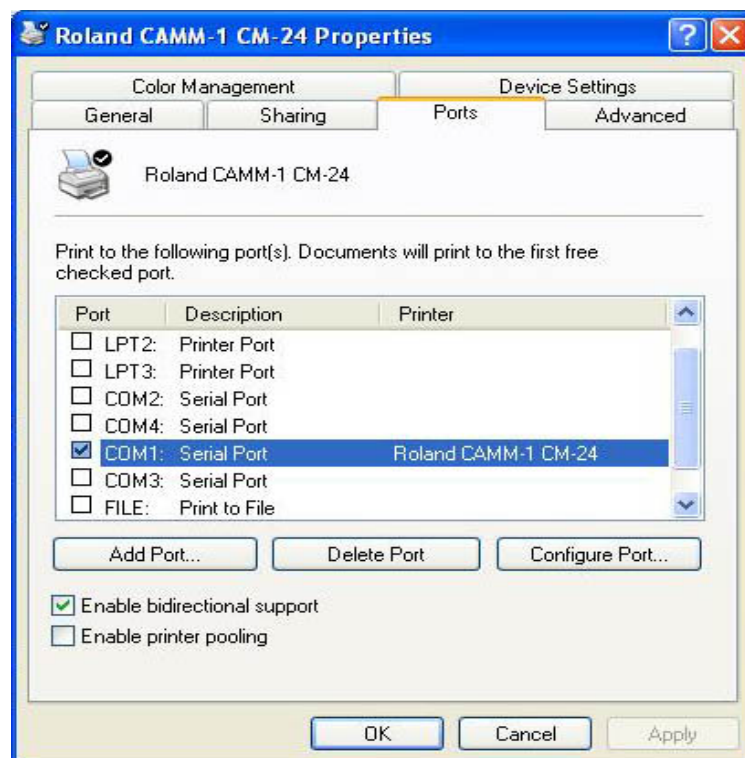
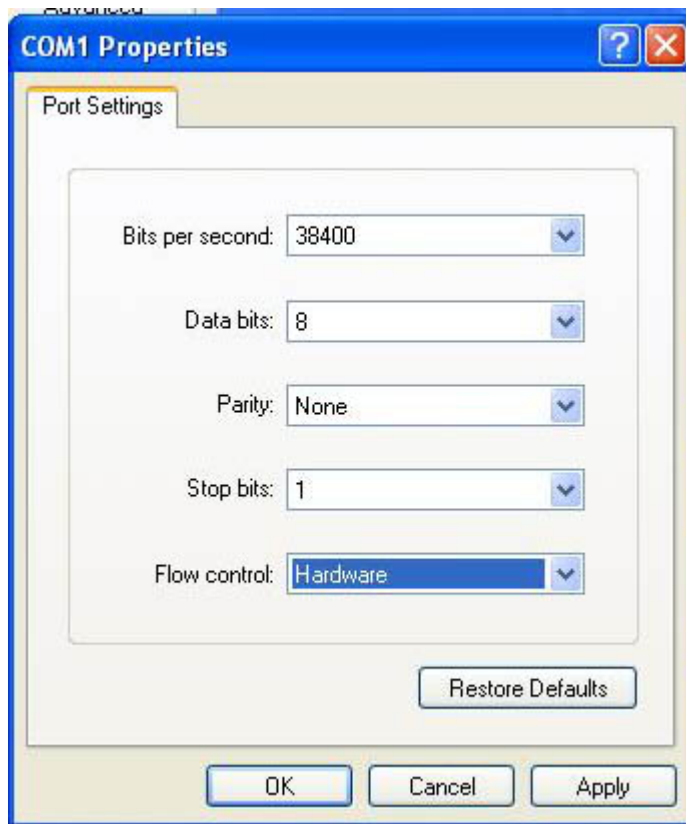**Step 5**: Click CONFIGURE PORT and set relevant parameters. Shown as Figure 6:

Figure 6

In Figure 6, shall be Bits per second value shall be correspond with BV option. For example, in figure 6 Bits per second value is 38400, then BV value on the cutter shall also 38400. **If they are not the same, the file will be sent but the cutter will be no response.** Otherwise, FLOW CONTROL shall choose XON /XOFF but NOT Hardware on Figure 6. Other settings shall be the same as Figure 6.

Step 6: Open CORALDRAW, write a letter A. **As figure 7, click PICK TOOLS on tool bar (note that it's the first button, but not the second).** Select Hairline Outline, shown as Figure 8. Finally select NO FILL, shown as Figure 9, the result shows in figure 10. **Please note that letter A shall be NO FILL as figure 10**, but not fill as figure 9. If you are unable to see if the letter is filled or not, zoom in the letter. If the letter is still filled after zoom in, it indicates the operation is incorrect. You need to resume Step 6. **If letter A is filled, it might cause the problem you mentioned – the file has been sent but cutter does not work at all.**
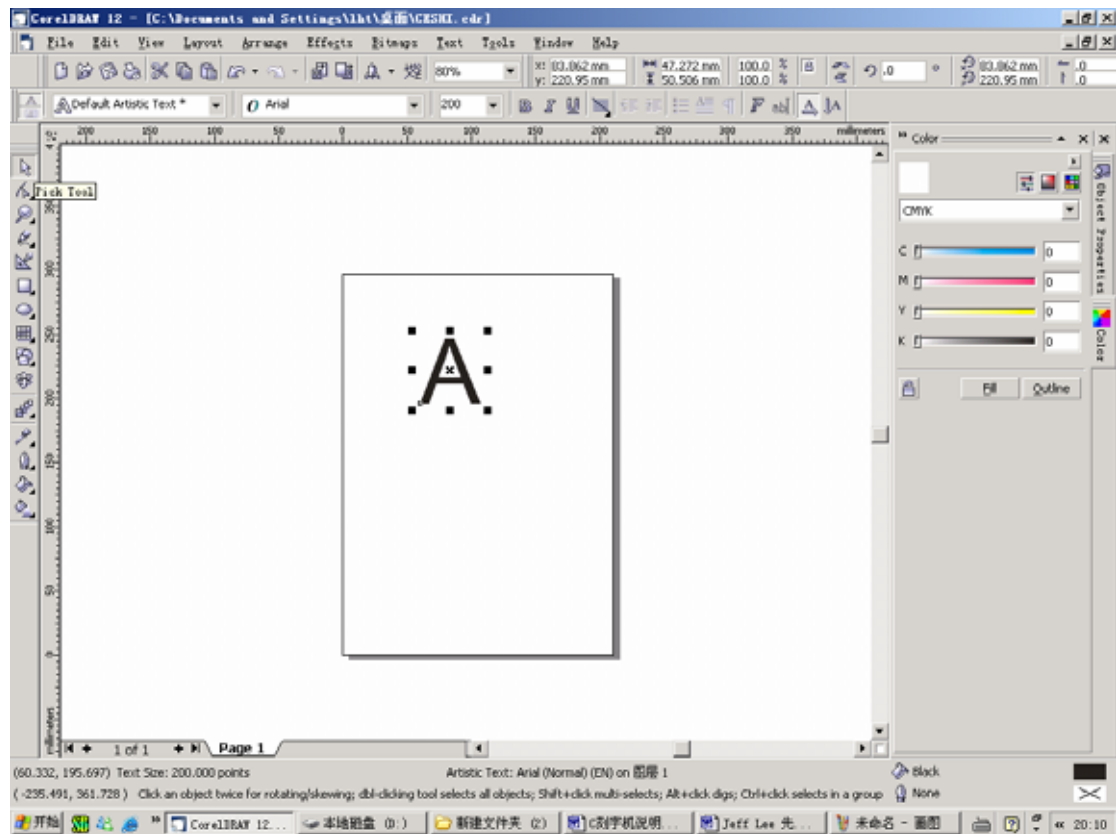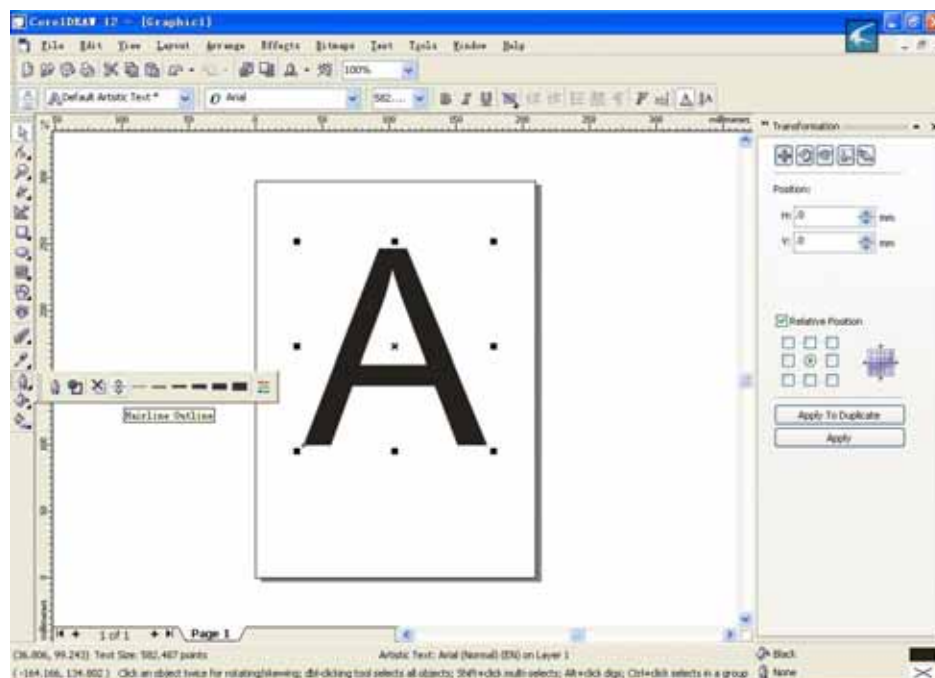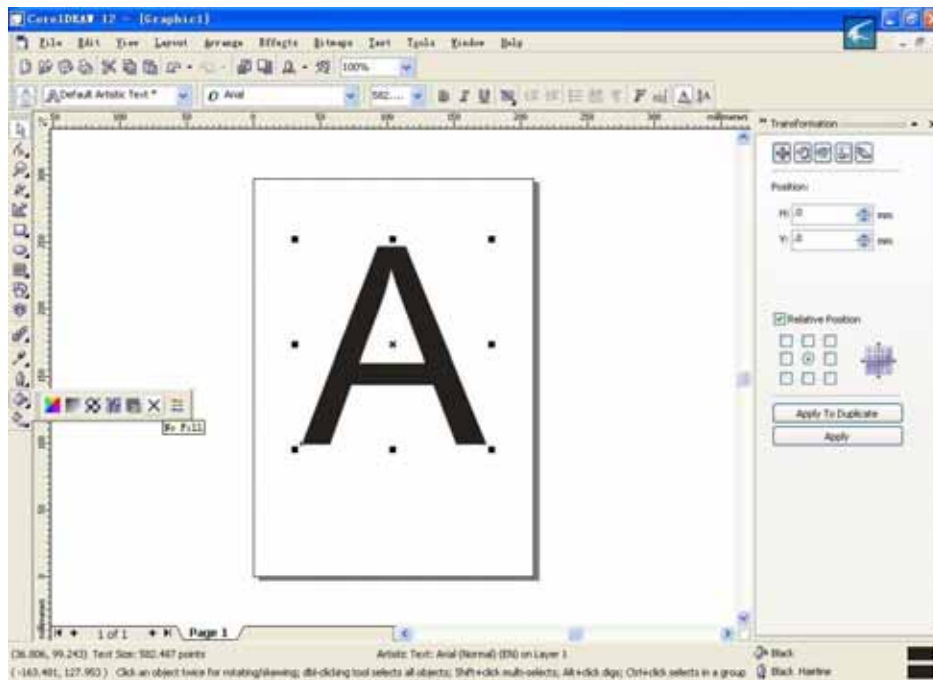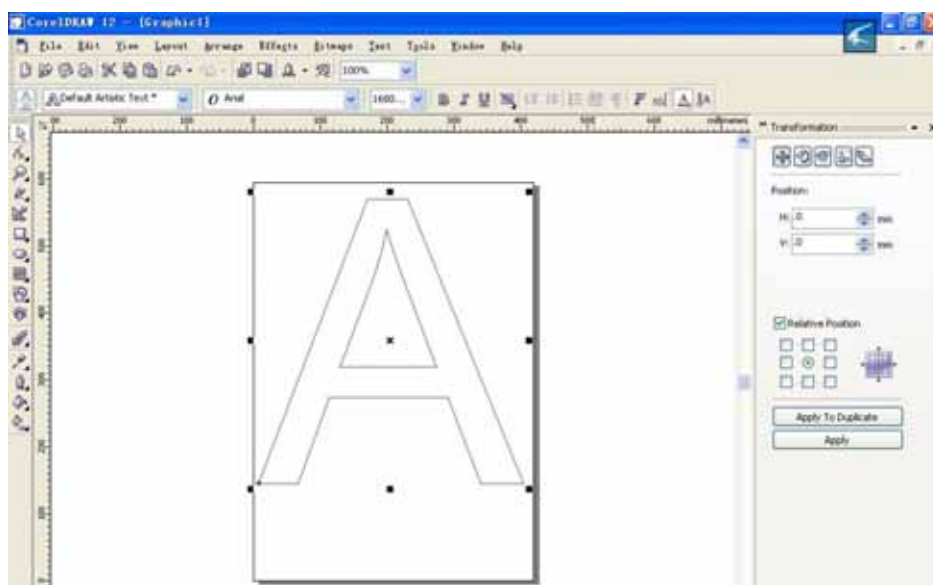
Figure 7

Figure 8

Figure 9

Figure 10

Step 7: Click Print button on CORALDRAW, shown the dialogue as Figure 11:
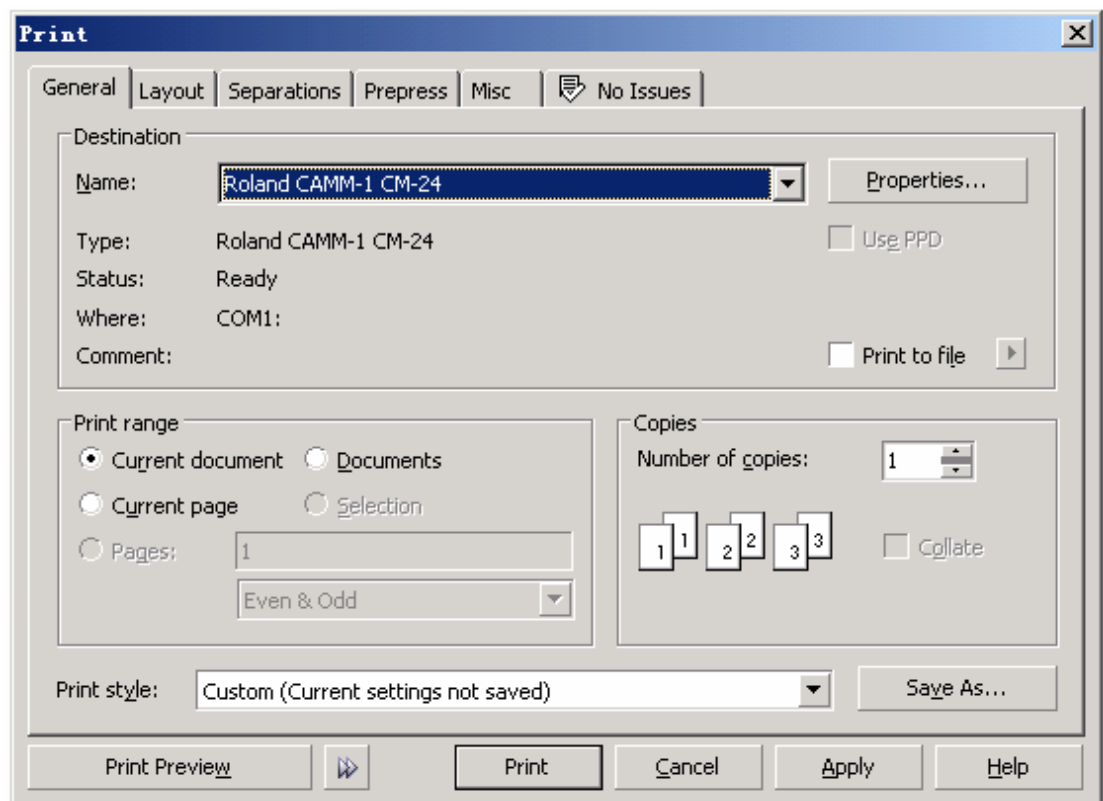

Figure 11

In the dialogue of Figure 11, please select the printer name on Name option. **Note that printer name must be right select. If you choose a wrong printer, it will also cause file have been sent but the cutter has no response.** Otherwise, there's COM selection on Where option. **Please confirm again if the COM number is correspond with the port marked down in Step 2.**

Step 8: Select Bottom left corner on Figure 12. The **OUTPUT COLOR BITMAPS AS** option in Figure 13 is **RGB** but **NOT** Grayscale. **Other selection shall be the same as figure 13, otherwise it will fail to output.**
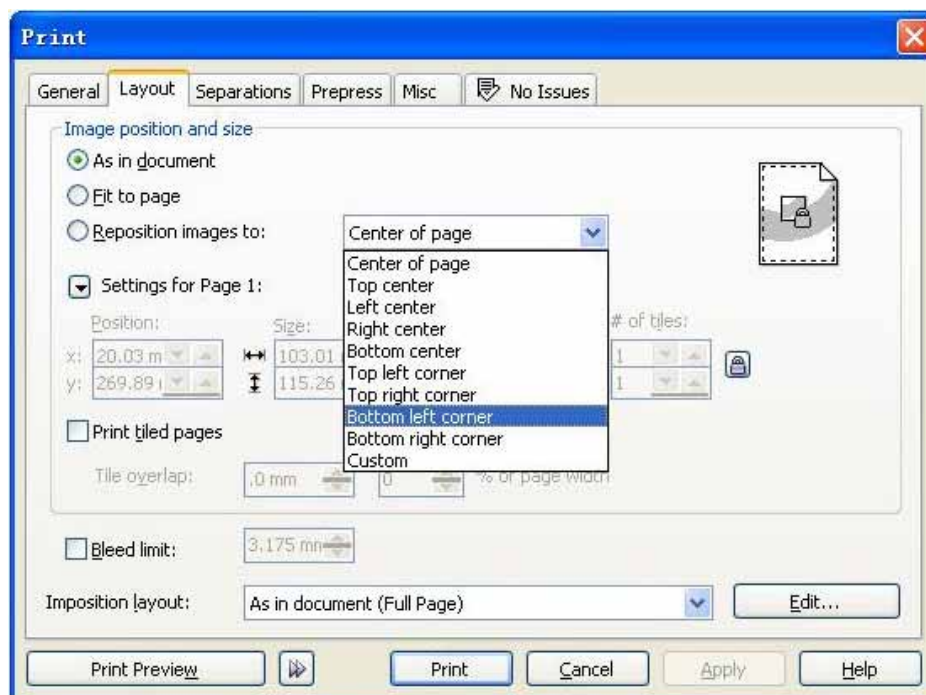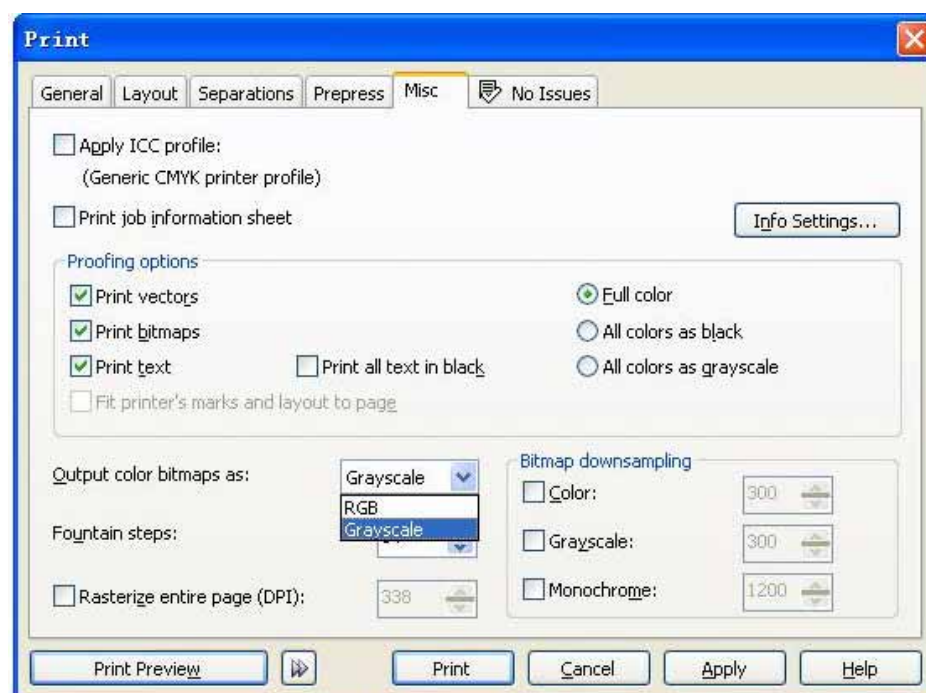
Figure 12

Figure 13

Hope the instructions will be helpful to solve your problem. If you have further questions, please contact me.

Best Regards

David