



EXPERT 24

CUTTING PLOTTER

User Manual

NOTICE

GCC reserves the right to modify the information contained in this user manual at any time without prior notice; un-authorized modification, copying distribution or display is prohibited. All comments, queries or suggestions concerning this manual please consult with your local dealer.

Important Information

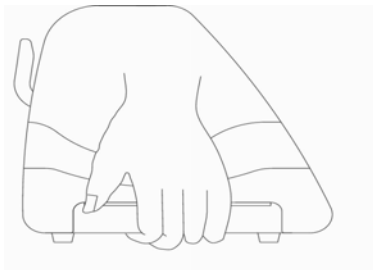
Thank you for purchasing the **Expert 24 Cutting Plotter**.

Before you use the cutting plotter, please make sure that you have read the safety precautions and instructions below.



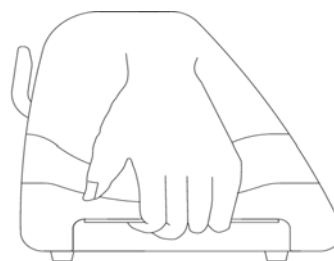
SAFETY PRECAUTIONS!

- For safety concern, please always hold the cutter firmly **from the bottom** while moving it. Do not move the cutter by clasping the depression area on both sides.



(O)

Correct



(X)

Incorrect

- Do not shake or drop the blade holder, a blade tip can fly out.
- During an operation, do not touch any of the moving parts of this machine (such as the carriage). Also be careful to make sure that clothing and hair do not get caught.
- Always connect the power cable to a grounded outlet.
- Always use the accessory power cable which is provided. Do not wire the power cable so that it becomes bent or caught between objects.
- Do not connect the power cable to branching outlet to which other machines are also connected, or use an extension cable. There is danger of overheating and of mis-operation of the machine.
- Keep the tools away from children where they can reach.
- Always put the pinch rollers within the white marks.

Table of Contents

Important Information

1. General Information

1.1	Package Items	1-1
1.2	Product Features	1-1
1.3	The Appearance	1-2

2. Installation

2.1	Precaution	2-1
2.2	Stand & Flexible Media Support System	2-2
2.3	Blade Installation	2-5
2.4	Media Loading	2-7
2.5	Cable Connections	2-9
2.5.1	USB Interface	2-10
2.5.2	How to switch the USB mode	2-13
2.5.3	RS-232 Interface	2-13

3. Operation

3.1	The Control Panel	3-1
3.2	VLCD	3-2
3.3	File Uploader	3-5
3.4	Data Transmission	3-6

4. Basic Maintenance

4.1	Cleaning the cutting Plotter	4-1
4.2	Cleaning the Grid Drum	4-1
4.3	Cleaning the Pinch Rollers	4-2

5. Trouble Shooting

5.1	What if Expert 24 cannot Operate?	5-1
5.2	Light Indicators	5-1
5.3	Cutting Quality Problems	5-4
5.4	USB Connection problems	5-5




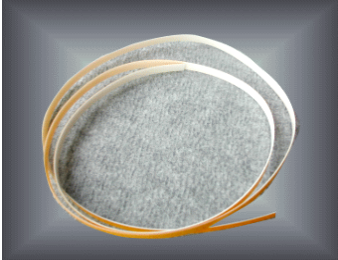




Appendix

I	Expert 24 Specification	A-I
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1. General Information

1.1 Package Items

The package of Expert 24 contents the items listed below, please check carefully. If you find any item missing, please consult your local dealer for further assistance.

Item	Quantity	
Cutting Plotter	1 Set	
Accessories	1 Set	
1. Installation CD	2. AC Power Cord	3. Desktop Support Brackets
		
4. Cutting Pad	5. USB Cable	6. RS-232 Cable
		
7. Tweezers	8. Paper Slicer	
		

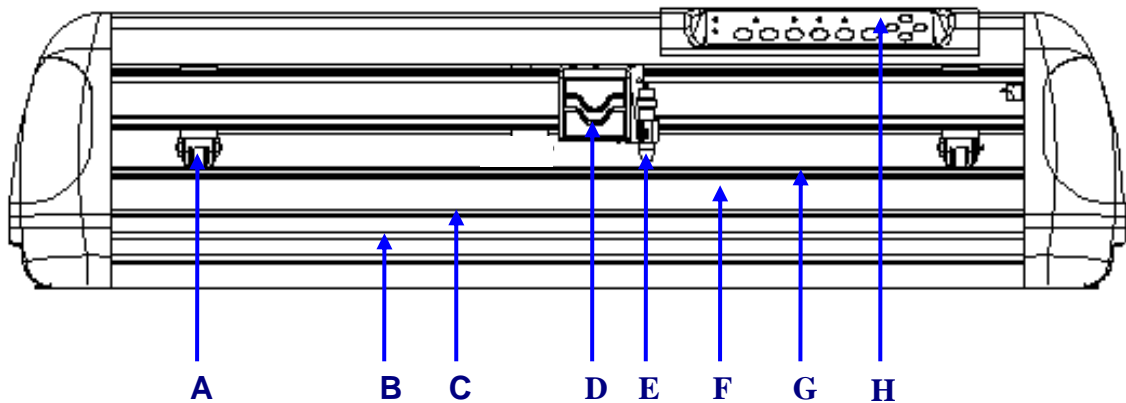
1.2 Product Features

The followings are the main features of the Expert 24 cutting plotters:

- Dual-port connectivity – USB & Serial interface.
- Up to 250 gram cutting force.
- Up to 40 mm/per second cutting speed.

1.3 The Appearance (EX-24)

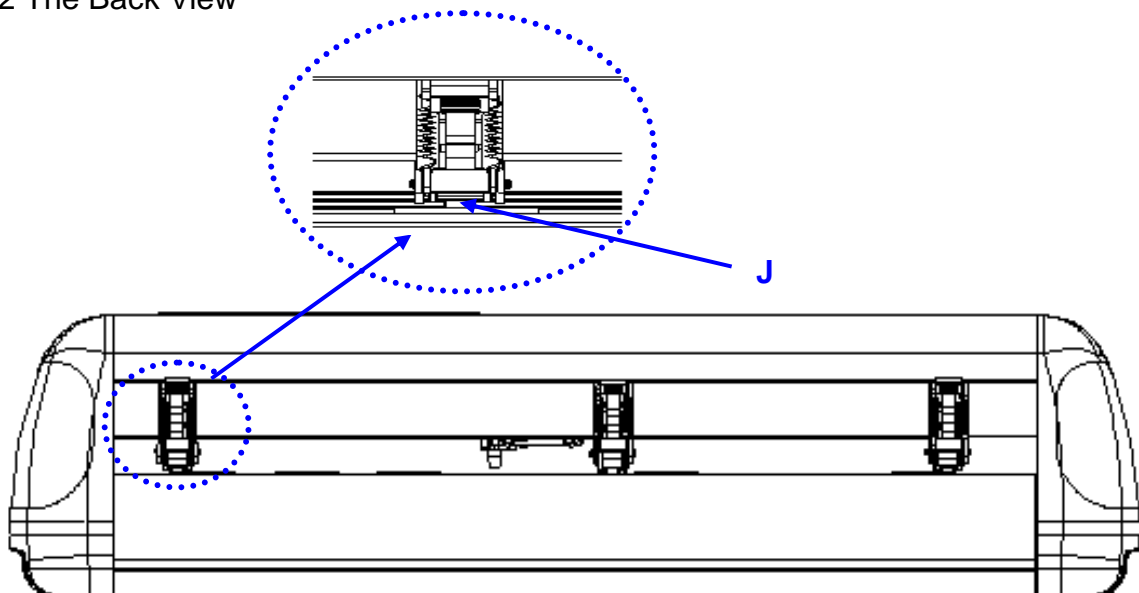
1.3.1 The Front View



【Figure 1-1】

Object	Description
A Primary Pinch Roller	To help hold the media during cutting.
B Slicing Groove	To help slice off media.
C Alignment Ruler	To align media with clear guideline marks
D Tool Carriage	To help perform cutting job with installed blade or pen.
E Blade Holder	To hold the blade.
F Platen	The surface for holding and supporting media in operation.
G Cutting Pad	To protect blade and plate in operation.
H Control Panel	To consist of 10 control keys and 6 LED lights.

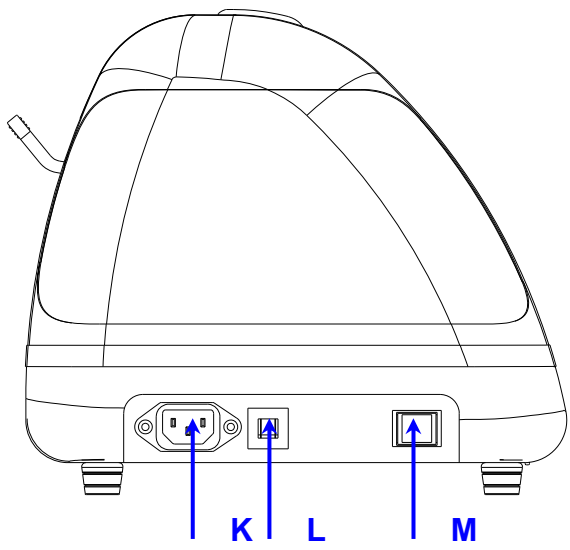
1.3.2 The Back View



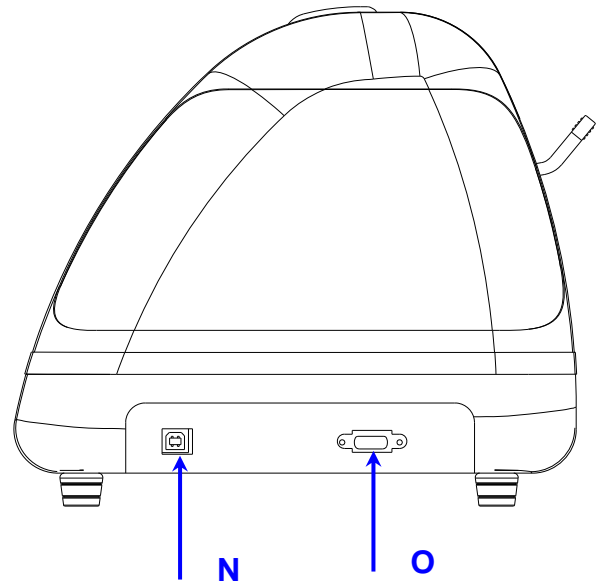
【Figure 1-2】

Object	Description
J Grid Drum	To move media back and forth in operation.

1.3.3 The Side Views



【Figure 1-3】



【Figure 1-4】

Object		Description
K	AC Power Connector	To insert the AC power cord.
L	Fuse	3Amp.
M	Power Switch	To turn on or off the machine.
N	USB Connector	To connect the machine and a computer through a USB cable.
O	Serial Interface Connector	To connect the machine and a computer through a RS-232 cable.

2. Installation

2.1 Precaution

Please read below information carefully before you start installation.

Notice 1

- Make sure the power switch is off before installing the cutting plotter.
- Carefully handle the cutter to prevent any injuries.

Notice 2 Choosing a proper place before setting up the cutting plotter

Before installing your cutting plotter, select a suitable location, which meets the following conditions.

- The machine can be approached easily from any direction.
- Keep enough space for the machine, accessories and supplies.
- Keep the working area stable, avoiding severe vibration.
- Keep the temperature between **15 and 30 °C (60-86°F)** in the workshop.
- Keep the relative humidity between **25% and 75%** in the workshop.
- Protecting the machine from dust and strong air current.
- Preventing the machine from direct sunlight or extremely bright lighting.

Notice 3 Connecting the Power Supply

Check the plug of the power cord to see if it mates with the wall outlet. If not, please contact your dealer.

- Insert the plug (male) into a grounded power outlet.
- Insert the other end (female) of power cord into the AC connector of cutting plotter.

2.2 Stand & Flexible Media Support System

2.2.1 Stand Installation

Please follow the procedures below for assembling the stand and the media support system.

Step 1 Please examine the supplied items in the accessory box of the stand carton before you install:

Stand is an optional item for Expert 24, Item List :

- 1 Left side vertical stand
- 1 Right side vertical stand
- 1 Support for left side
- 1 Support for right side
- 1 Stand Beam
- 2 Bottom Stands with wheels
- 2 Sliding brackets for paper take up
- 1 Hex Wrench (M5)Φ4
- 28 Socket flat head screws(M6*12L)
- 1 Installation Guide

Step 2

Position the Left side vertical stand perpendicularly to part ❶ and put the screws into the holes and tighten them to form a left side T-stand (Figure 2-1). Repeat the same steps with the Right side vertical stand.

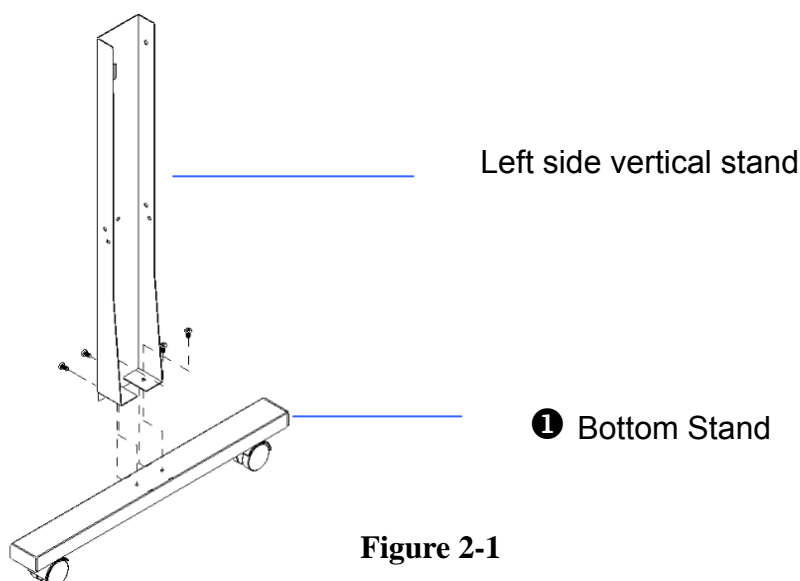


Figure 2-1

Step 3

Place the stand beam upright on the T-stand and put the screws into the holes but do not tighten them at this step.

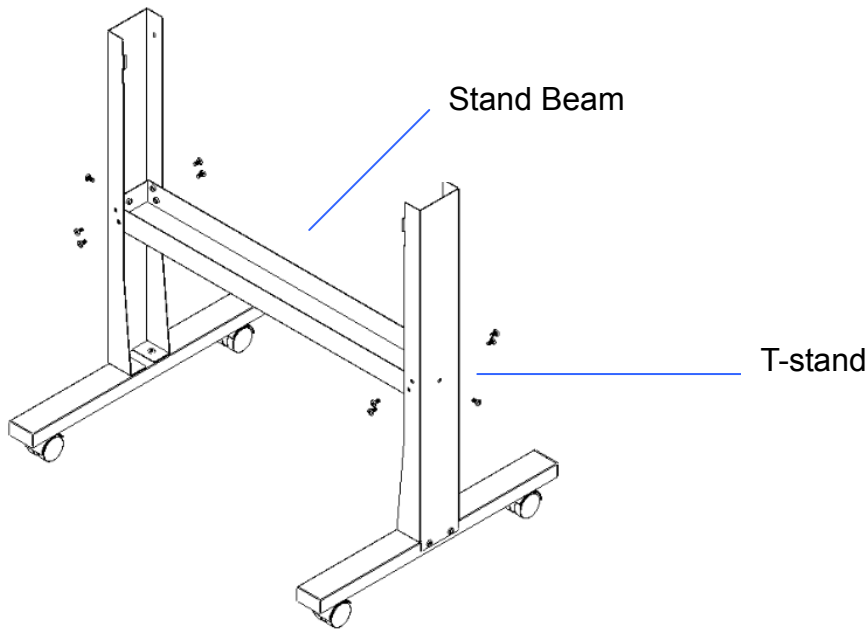


Figure 2-2

Step 4

Position both the left Support and right Support perpendicularly to the T-stand and put the screws into the holes and tighten them as shown in Figure 2-3.

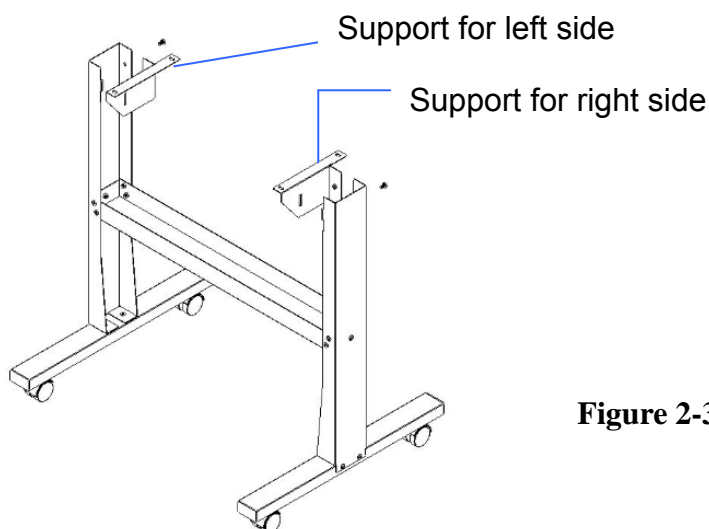
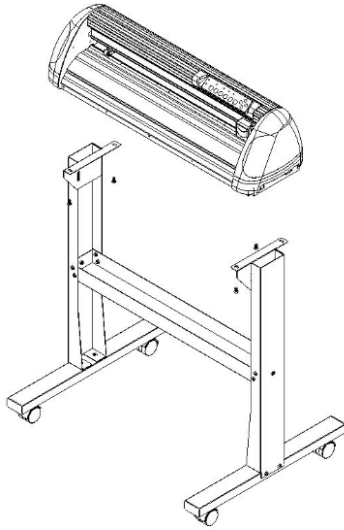


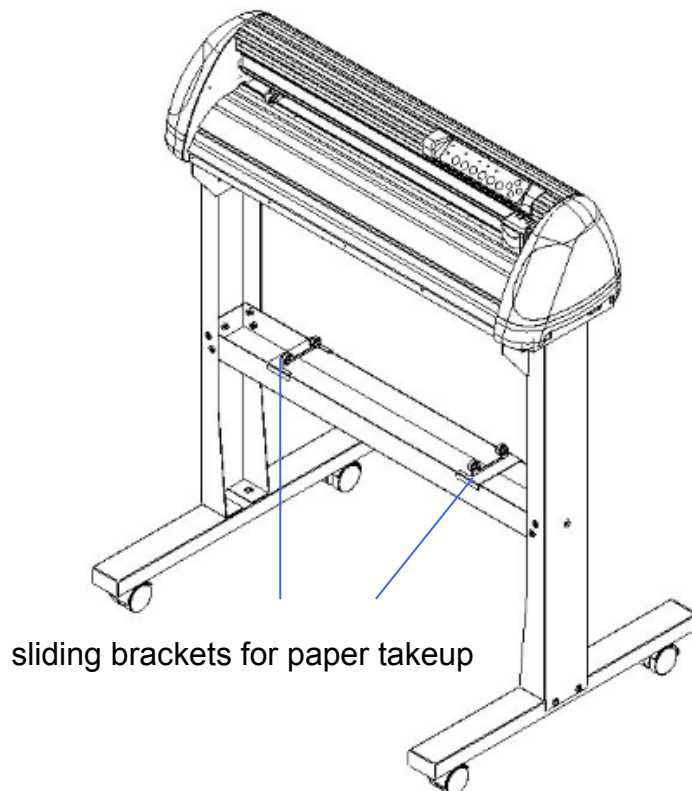
Figure 2-3

Step 5

Remove the cutting plotter from the carton. Position the stand under the plotter, and insert the screws into the holes on the bottom of the plotter but do not tighten them up as shown in Figure 2-4.

**Figure 2-4****Step 6**

Tighten the screws of step 3 and step 5. Place the sliding brackets for paper takeup onto the stand beam.

**Figure 2-5**

2.3 Blade Installation

Figure 2-6 is the illustration of the blade holder. Insert a blade into the bottom of the blade holder and remove the blade by pushing the pin. Make sure that your fingers are away from the blade tip.

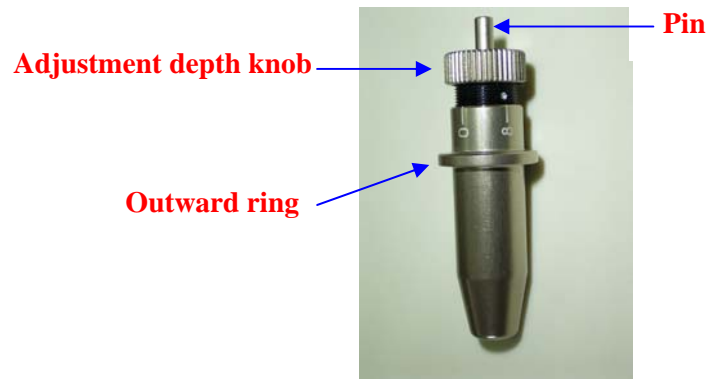


Figure 2-6

Step 1

Install blade (Figure 2-7).



Figure 2-7

Step 2

Push the blade to the bottom of the blade holder (Figure 2-8).



Figure 2-8

Step 3

Adjust the blade tip to suitable length by screwing "Blade tip adjustment screw" clockwise or count-clockwise. (Figure 2-9).



Figure 2-9

Tips:

"The proper length" means the blade's length is adjusted 0.1mm more than film's thickness. That is, if the thickness of film is 0.5mm, then blade's length is properly adjusted 0.6mm and it can completely cut through the film layer yet avoid penetrating the backing.

Step 4

Insert the blade holder into tool carriage. Please note the outward ring of the holder must put into the grooves of carriage firmly (see Figure 2-10), fasten the case (Figure 2-11).

**Figure 2-10****Figure 2-11****Step 5**

Use the reversing steps to remove the blade holder.

Step 6

Eject the blade: Push “Blade eject pin” to eject blade when the blade needs to be replaced.

Caution

The blade will lose its sharpness after a period of usage, the cutting quality may be affected. By increasing the cutting force, it might do the trick. However, the blade is worn out and no longer provides a reliable cutting, you should replace a new one. The blade is consumable and must be replaced as often as needed to maintain the cutting quality. The quality of the blade deeply affects cutting quality. So be sure to use a high quality blade to ensure good cutting results.

Tips - When to replace a new blade:

- ✓ If the blade is broken, you have to replace a new one.
- ✓ If cutting quality is not as good as usual, you may need to replace a new one.
- ✓ If the material cannot be cut through by higher cutting force, you may need to replace a new one.

2.4 Media Loading

2.4.1 Loading the Sheet Media

To load the media properly, please follow the below procedures:

Step 1

Lift the 2 levers at the back side of cutter to raise pinch rollers (Figure 2-12).

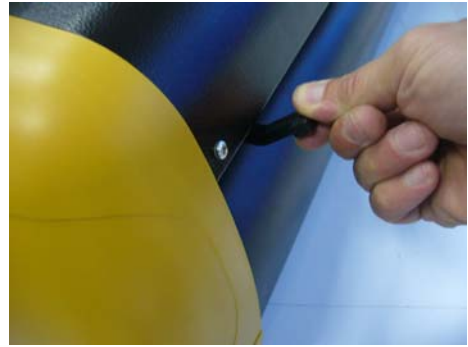


Figure 2-12

Step 2

Load your media on the platen and slide it under the pinch rollers from either the front side or the backside. The **alignment rulers** on the platen extension will help you to adjust the media precisely (Figure 2-13).



Figure 2-13

Step 3

Then move the pinch rollers manually to the proper position. Be sure the pinch rollers must be positioned above the grid drum. The **white marks** on the main beam will remind you where the grid drums are (Figure 2-14).



White mark

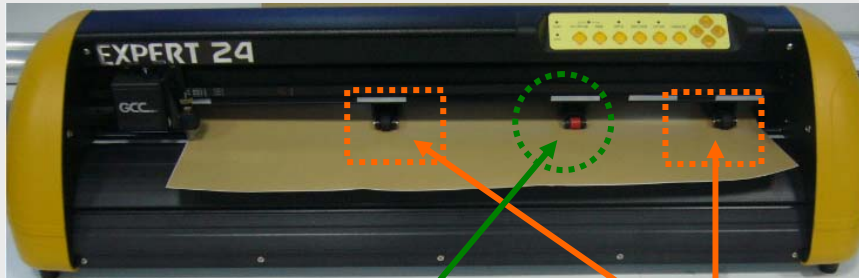
Figure 2-14



Figure 2-15

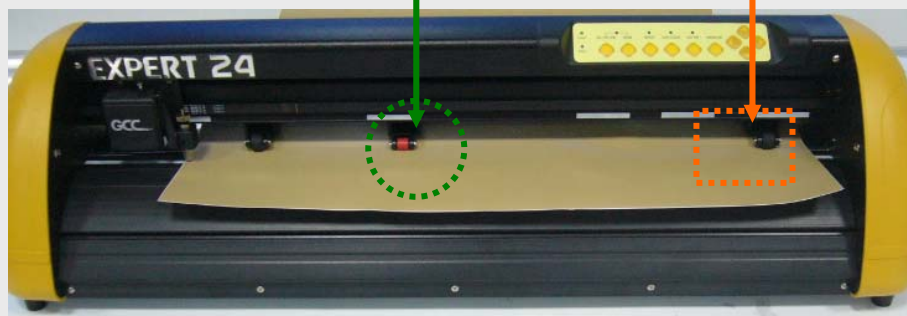
CAUTION!!!

- ✓ Make sure the Primary and secondary pinch rollers are set to right positions.
- ✓ Position the Primary Pinch Rollers at the right and left sides of media.
- ✓ Position the Secondary Pinch Roller at the center of media.

**Figure 2-16**

Secondary Pinch Roller

Primary Pinch Roller

(O)**Correct****Figure 2-17****(X)****Incorrect****Step 4**

Push the lever backward to lower down the pinch rollers (Figure 2-15).

Step 5

After turn on the power, the tool carriage will measure the size of the media automatically. And the plotting cutter begins to work.

Note:

- ✓ Always adjust the position with the pinch rollers raised.
- ✓ Please reposition the pinch roller by holding the center of the pinch roller and moving it from the rear end of the machine. (Figure 2-18)
- ✓ DO NOT move the pinch roller by holding its front rubber roller (Figure 2-19).

**Figure 2-18****Correct****Figure 2-19****Incorrect**

2.4.2 Loading the Roll Media

You can use the stand with flexible media support system. Please refer to Chapter 2.2 for hardware setup, and Chapter 2.4.1 for media loading.

2.5 Cable Connection

The cutting plotter communicates with a computer through a **USB (Universal Serial Bus)** or a **Serial port (RS-232C)**. This chapter shows you how to connect the cutting plotter to a host computer and how to set up the computer/cutting plotter interconnection.

!! Notice: When USB connection is enabled, serial port will be disabled automatically.

2.5.1 USB Interface

Expert 24 build-in USB interface are based on the Universal Serial Bus Specifications Revision 1.1. (Operation system of Windows 95, Windows NT don't support USB).

■ USB driver installation

Caution!!

- ✓ **If you are using Windows 2000 / XP / Vista / 7 as your operating system, make sure you log in using the "Administrator" account.**

Use the USB One-click Installation for quick driver installation. Follow the simple steps below for driver setup.

Step 1:

Connecting your GCC cutter

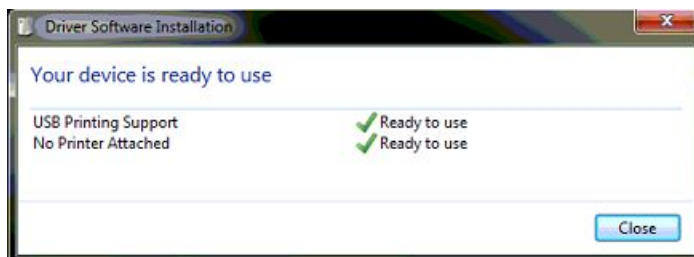
1. Connect the USB connector to the machine and then USB driver will installed automatically.

NOTE

Check that the USB mode option is set to Common USB Mode before running the installation.

Step 2: Installing the software

- (1) Put the installation CD into your CD-ROM. **Please make sure that the USB device is connected before you start the driver installation.**

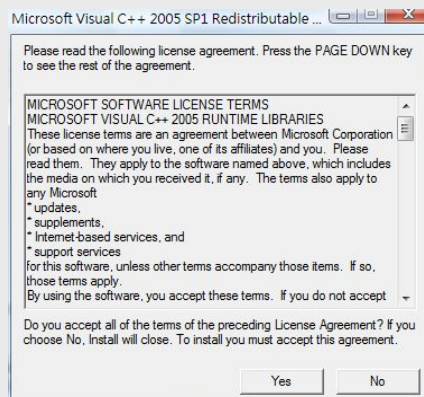


(2) Choose the model you want to install from the driver list and click on either the 32 bit or 64 bit driver installation depending on the operating system installed on your computer to start the installation. (The Expert Pro model is used as an illustration in the following steps.)

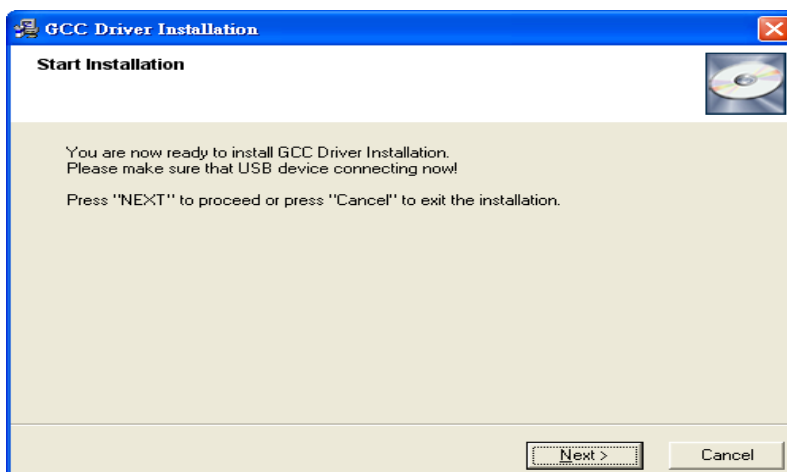


NOTE

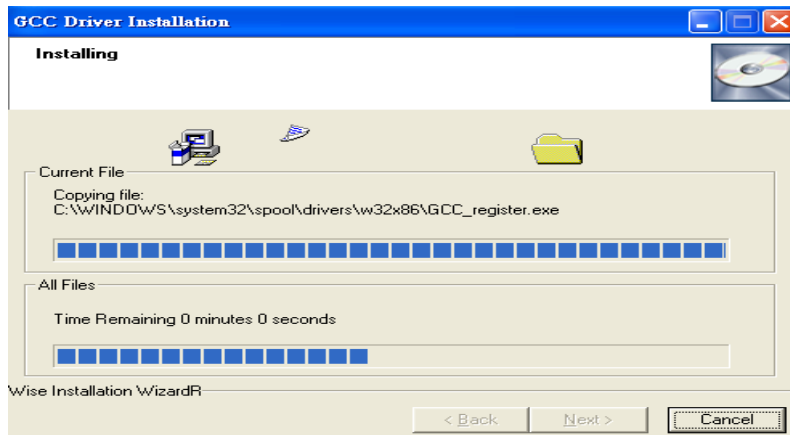
If you use the Windows 7 / Vista 64 bit program, please note that a pop-up window will be shown upon the initial installation as shown below:



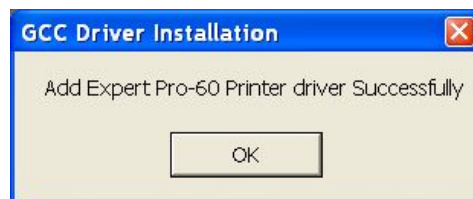
Click "Yes" to continue.



(3) Click “Next”



(4) The installation will take a few minutes to complete and you will see a message below and click on “OK” upon completion. Enjoy your GCC cutter!

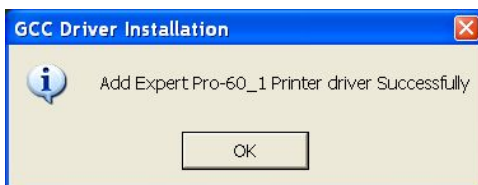


Note:

(1) If the driver is being installed for a second time, the user will be prompted as to whether a second copy of the driver installation is required.



(2) If the user selects yes, a second copy of the driver will be installed.



How to switch the USB mode?

Step 1. Press ON/ Offline button to switch to the “offline” status.

Step 2. Press “Pause” and “Origin Set” button at the same time and you will find the current status of the USB mode indicated by the three LEDs as shown below.

⊙ Flashing ● LED on

Operation System	Repeat	Data Clear	Cut Test
Common USB Mode	●	●	⊙
GCC USB Mode	●	⊙	●

A. 【Switching to GCC USB mode】

If you want to switch the USB mode from Common USB mode to GCC USB mode, please press the “Data Clear” button and then press the “origin set” button to finish your set up.

B. 【Switching to Common USB mode】

If you want to switch the USB mode from GCC USB mode to Common USB mode, please press the “Cut Test” button and then press the “origin set” button to finish your set up.

Step 3. Please re-connect the USB cable and complete the installation.

2.5.2 RS-232 Interface

■ Connecting to the RS-232 (Serial) Port

1. For IBM PC, PS/2 users or compatibles, connect the RS-232C cable to the serial connector of the assigned serial port (COM1 or COM2) of your host computer.
2. Set up the communication parameters (Baud Rate and Data Bits/Parity) to match the setting of software package, refer to chapter 3 – “Misc” key description.

3. Operation

3.1 The Control Panel

3.1.1 The Outline of control panel

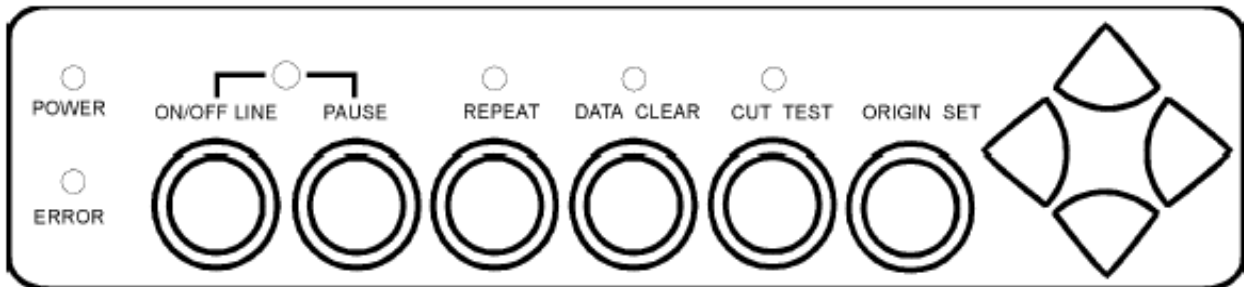


Figure 3-1

Key	Function
POWER LED	To indicate the power status (light up: power on; light off: power off)
ERROR LED	To indicate the error status (light up: error; light off: normal)
ON/OFF LINE	To switch modes or stop cutting job(light up: on-line; light off: off-line) While in on-line mode: only ON/OFF LINE and PAUSE keys activated While in off-line mode: the settings in VLCD can be adjusted.
PAUSE	To temporarily halt cutting process or to continue
REPEAT	To repeat last job.
DATA CLEAR	To clear up buffer memory.
CUT TEST	To perform cutting tests in different ways.
ORIGIN SET	To reset origin at a new position.
4 Arrow Keys	To move carriage position, select function, or change setting.

3.1.2 Reset Origin

Note:

- ✓ Make sure the machine is in off-line mode to enable this function.

Step 1 Move the carriage to a new position.

Step 2 Press the ORIGIN SET button to reset origin.

3.1.3 Cut Test

Note:

- ✓ Make sure the machine is in off-line mode to enable this function.
- ✓ It's recommended to keep performing this function until the cutting quality meets your demand before executing the cutting job.

Step 1 After sizing, press the ON/OFF LINE button to set as off-line mode.

Step 2 Move the carriage to a preferred position.

Step 3 Press CUT TEST button to perform.

3.1.4 Repeat

Note:

- ✓ Make sure the machine is in off-line mode to enable this function.

Step 1 Press the ON/OFF LINE button to set as off-line mode.

Step 2 Press the REPEAT button to perform re-plot function starting at the position where the carriage locates. It is also available to move carriage to a preferred position, re-set origin, and then perform this function.

3.2 VLCD

“VLCD” is a computer program to help modify parameters of cutting functions.

3.2.1 Installation

Step 1 Copy the VLCD.exe file in the Accessories folder of the Expert 24 Installation CD onto your local drive to finish installation.

Step 2 Launch VLCD by double-click on the icon.

Note:

- ✓ Make sure the machine is in on-line mode to enable this program.
- ✓ There is media in the machine.

Step 3 Choose the right port connected to your computer (Figure 3-2).

If you are using the USB cable, choose **USB0** from the pull down menu. If you are using a Serial cable, choose either **COM1** or **COM2**. Make sure no other devices are occupying the port that you are going to use.

Step 4 Press the **Connect** button to connect your computer and the cutter.

If the connection succeeds, the model info, firmware version, and adjustable parameter columns will be showing (Figure 3-3).

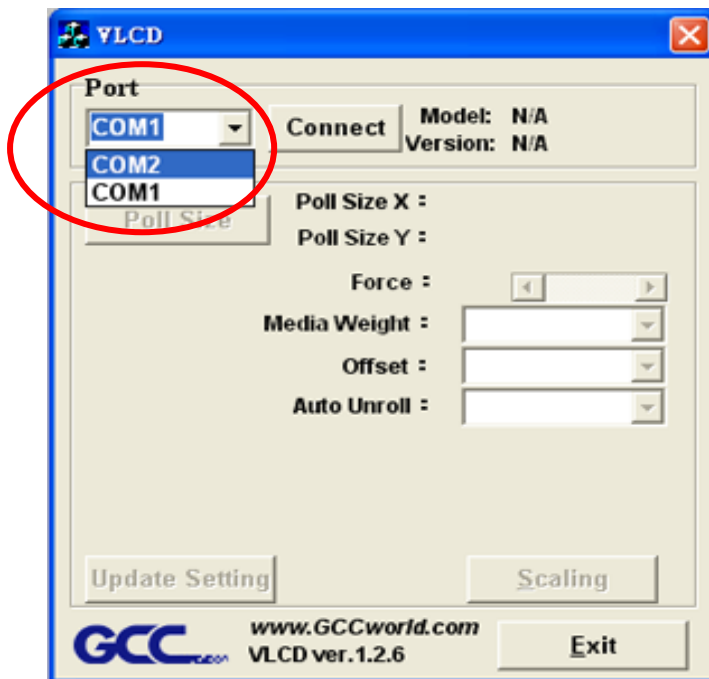


Figure 3-2

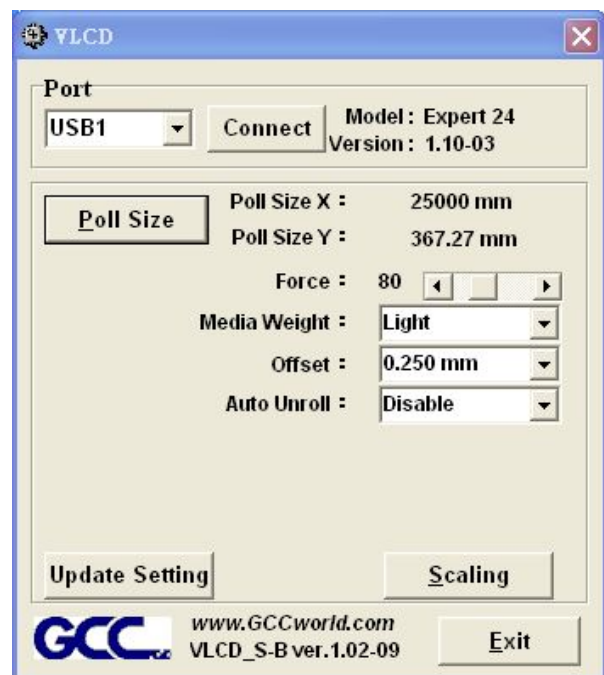


Figure 3-3

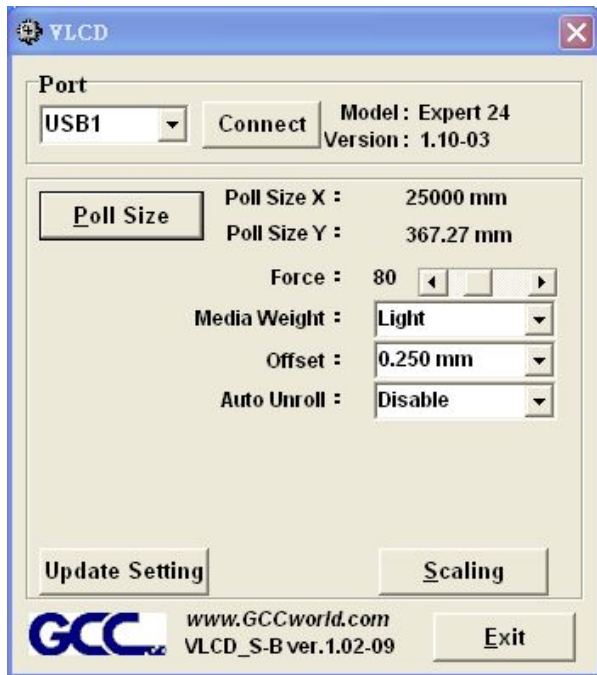
3.2.2 Functions of VLCD

Below are the functions adjustable in VLCD for Expert 24.

- Poll Size
- Force
- Media Weight
- Offset
- Auto Unroll
- Update Setting

- **Poll Size**

Click on the **Poll Size** button will reveal the X/Y values.



In the case, the maximum plotting length is 25100mm, and the distance between the farthest two pinch rollers is 367.27mm (Figure 3-4).

Figure 3-4

- **Force**
To adjust the blade force between 0 and 250 (Default = 50).
- **Media Weight**
To choose different weights of media in two options: Heavy, and Light (Default).
- **Offset**
To adjust the blade offset to ensure cutting quality in 8 options: 0.000, 0.175 (Default), 0.250, 0.275, 0.300, 0.500, 0.750, and 1.000.
- **Auto Unroll**
To switch options for sheet media (Auto Unroll Off: Default) and roll media (Auto Unroll On).
- **Update Setting**
To apply the changed setting onto the cutter by presses the **Update Setting** button.

3.3 File Uploader

3.3.1 Installation

- ✓ “File Uploader” is a tool to help loading files for direct output.
- ✓ The program **ONLY** supports HPGL format-files generated via GCC Cutter driver.
- ✓ Copy the GCC File Uploader.exe file in the Accessories folder of the Expert 24’s Installation CD onto your local drive to finish installation.
- ✓ Launch GCC File Uploader by double-click on the icon (Figure 3-5).

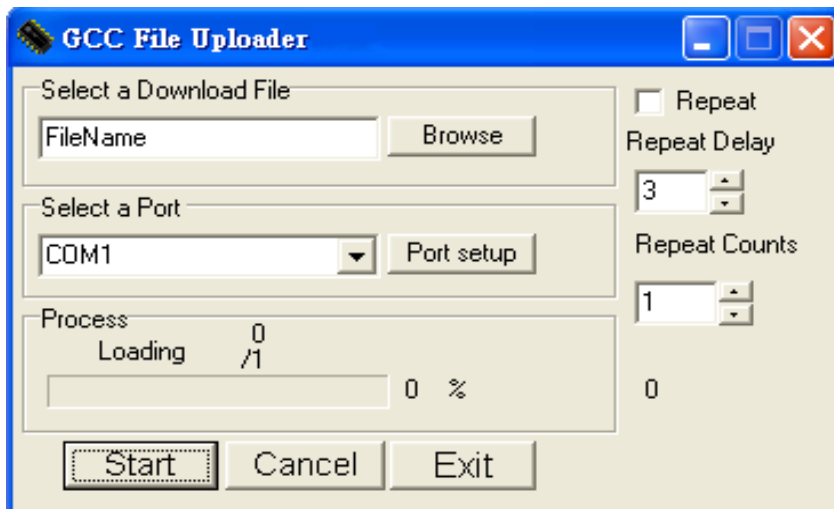


Figure 3-5

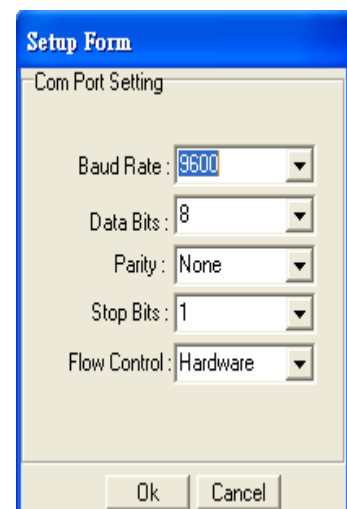


Figure 3-6

3.3.2 Functions of File Uploader

- **Port setup**
 - ✓ This function will be activated while choosing COM port for data transmission.
 - ✓ Press the Port setup button to pop up the setup window for parameter change (Figure 3-6).
- **Repeat**
 - ✓ Activate this function by click on the Repeat’s checkbox.
 - ✓ Repeat Delay – the pause time between jobs; Unit: second.
 - ✓ Repeat Counts – the number of repeat jobs.

3.4 Data Transmission

There are two options to transmit the data from the computer to the cutting plotter:

Option 1: With proper interface settings, the data can be transmitted from your application software package to the cutting plotters directly.

Option 2: Most cutting software packages are able to emulate **HP-GL** or **HP-GL/2** commands, therefore, Use DOS commands like **TYPE** or **PRINT** to output your file. As long as the file is **HP-GL** or **HP-GL/2** format, the cutting plotter can output the data precisely.

For example, a file with **PLT** extension generated by **SignPal** can be transmitted directly to the plotter at the DOS prompt, and then be cut out. Before outputting at the DOS prompt, set up a transmission protocol between your cutting plotter and computer by a DOS command, **MODE**. Make sure that your PC has the same communication protocol as the cutter. For example:

MODE COM2: 9600, N, 8, 1, P

Then, use **TYPE** command to output via **COM2** if **COM2** is the assigned output port.

TYPE filename > COM2

Tip: Add the **MODE** command line to your system's **AUTOEXEC.BAT** to automatically execute **MODE** command every time you want to output your data at the DOS prompt via serial connection. However, values in a **MODE** command should comply with the related requirements of your software. Refer to DOS manual for further

4. Basic Maintenance

This chapter explains the basic maintenance (i.e. cleaning the cutting plotter) required for the cutting plotter. Except 24 for the steps mentioned below, all the other maintenances must be performed by a qualified service technician.

4.1 Cleaning the cutting plotter

In order to keep the cutting plotter under good conditions and have the best performance, you need to clean the machine properly and regularly.

Precaution in Cleaning



- ❖ **Unplug the cutting plotter before cleaning.**
- ❖ **Never use solvents, abrasive cleaners or strong detergents for cleaning. They may damage the surface of the cutting plotter and the moving parts.**

Recommended Methods

- ❖ Gently wipe the cutting plotter surface with a lint-free cloth. If necessary, clean it with a water-rinsed or an alcohol-rinsed cloth. Wipe the cutting plotter to remove any residues on the cutting plotter. Finally absorb water with a soft, lint-free cloth.
- ❖ Wipe all the dust and dirt from the tool carriage rail.
- ❖ Use a vacuum cleaner to clean any accumulated dirt and media residue beneath the pinch roller housing.
- ❖ Clean the platen, paper sensors and the pinch rollers with a water-rinsed cloth or alcohol-rinsed cloth. Finally absorb water with a soft, lint-free cloth.
- ❖ Use the same method mentioned above to clean dust and dirt from the stand.

4.2 Cleaning the Grid Drum

- ❖ Turn off the cutting plotter, and move the tool carriage away from the area needed to be cleaned.
- ❖ Raise the pinch rollers and move them away from the grid drum for cleaning.
- ❖ Use a bristle (a toothbrush is also acceptable) to remove dust from the drum surface. It needs to rotate the drum manually to clean the drum completely (Figure 4-1).

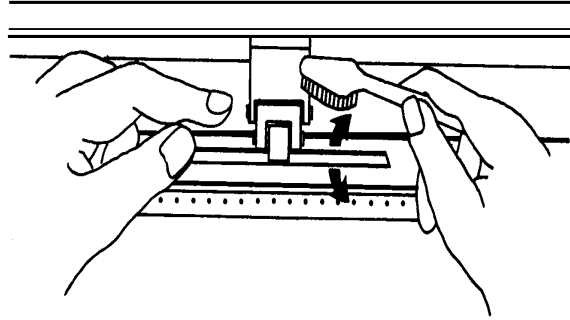


Figure 4-1

4.3 Cleaning the Pinch Rollers

If the pinch rollers need a thorough cleaning, use a lint-free cloth or cotton swab to wipe away the accumulated dust from the rubber portion of the pinch rollers. To prevent the pinch rollers from rotating while cleaning, use your fingers to hold the pinch rollers in place.

Use a lint-free cloth or cotton swab rinsed with alcohol to remove the embedded or persistent dust.

5. Trouble Shooting

This chapter helps you to correct some common problems you may come across. Prior to getting into the details of this chapter, please be sure that your application environment is compatible with the cutting plotter.

Note:

Before contacting your local dealer, please make sure that the problems are coming from your cutting plotter, not from the communication between the computer and cutting plotter or from a malfunction in your computer or software.



Why doesn't the cutting plotter operate?

5.1 What if Expert 24 cannot operate?

If your cutting plotter doesn't plot, please check the following items first:

- Is the power cord plugged in properly?
- Is the power cord connected to the power connector properly?
- Is the power switch turned on properly?

Solutions: If the POWER LED lights on, the cutting plotter should be in a normal condition.

Turn off the cutting plotter and turn it on again to see if the problem still exists.

If the POWER LED doesn't light, please call your local dealer to resolve this problem.







5.2 Light Indicators

Some of the operating problems can be identified by the lights on the control panel.

When your cutting plotter stops operating or the lights are on or flashing unexpectedly, see the following descriptions of the panel light patterns and the actions you should take.

5.2.1 Warning Indicators

When the ERROR LED flashes (as shown below), take the necessary actions according to the following instructions. When the problems are solved, the ERROR LED will turn off automatically. Pressing the ON/OFF LINE button can also turn off the ERROR LED.

Warning Indicators		ERROR	ON/OFF LINE	REPEAT	DATA CLEAR	CUT TEST
1	Graph was clipped		●	●	○	○
2	HPGL/2 command Error		●	○	●	○
3	Lever up or no media		●	○	○	○
4	Cannot repeat		○	●	○	○
5	Communication error		○	○	●	○
6	Width sensor error		○	○	○	●
7	Check media, drum or X motor	●	○	○	●	○



= flash



= on



= off

Warning 1 The graph is clipped

This condition indicates that the cutting graph is bigger than the cutting area.

You can solve the problem by:

1. Reload a wider or longer media.
2. Move the pinch rollers to widen the cutting area.
3. Re-scale the graph to a smaller size. Then send the cutting job again from your computer to the cutting plotter.

Warning 2 HPGL/2 command error

If the cutting plotter cannot recognize the commands from your computer, please check the commands applied to your cutting plotter in the HP-GL/2 or HPGL commands. Then send the same job to the cutting plotter again.

If that doesn't solve the problem, please contact your local dealer.

Warning 3 Lever up or no media

Check that you have lowered the lever down and make sure that you load the media before cutting.

Warning 4 Cannot repeat cutting

There are two possibilities:

1. There is no data in the buffer: please send the job again from your computer;
2. The buffer is full: please send the same job from your computer again.

Under both conditions, press the ON/OFF LINE key to clear the warning message.

Warning 5 Communication error

Check that the serial/USB/parallel cable has been connected to the cutting plotter and computer properly.

If so, then check whether the interface settings are correct. Check that the communication settings in your PC are the same as the ones on your cutting plotter (for example – 9600bps, no parity, 8 bits, 1 stop bit). Then, press ON/OFF Line key to switch back to On Line mode.

Warning 6 Width sensor error

Check that the pinch rollers are positioned above the grid drum and reload the media again.

Note:

In order to identify the warning messages easily, please stick the warning sticker (in accessory box) on the side cover of your cutting plotter.

5.2.2 Error Indicators

If some mechanical problems occur during the operation, the ERROR LED will turn on. Please follow the instructions below to solve the problem. If the cutting plotter still cannot work, please contact your local dealer and tell him or her about the error indicator.

	Error Indicators	ERROR	ON/OFF LINE	REPEAT	DATA CLEAR	CUT TEST
1	SRAM error	●	●	○	○	○
2	DRAM error	●	○	●	○	○
3	Check media, drum, or X motor	●	○	○	●	○
4	Check media or Y motor	●	○	○	○	●



= flash



= on



= off

Error 1 and 2

Please contact your local dealer to replace SRAM or DRAM.

Error 3 Check the media, drum or X-motor (Drum driven motor)

This message indicates that there might be a problem on the **X-axis**.

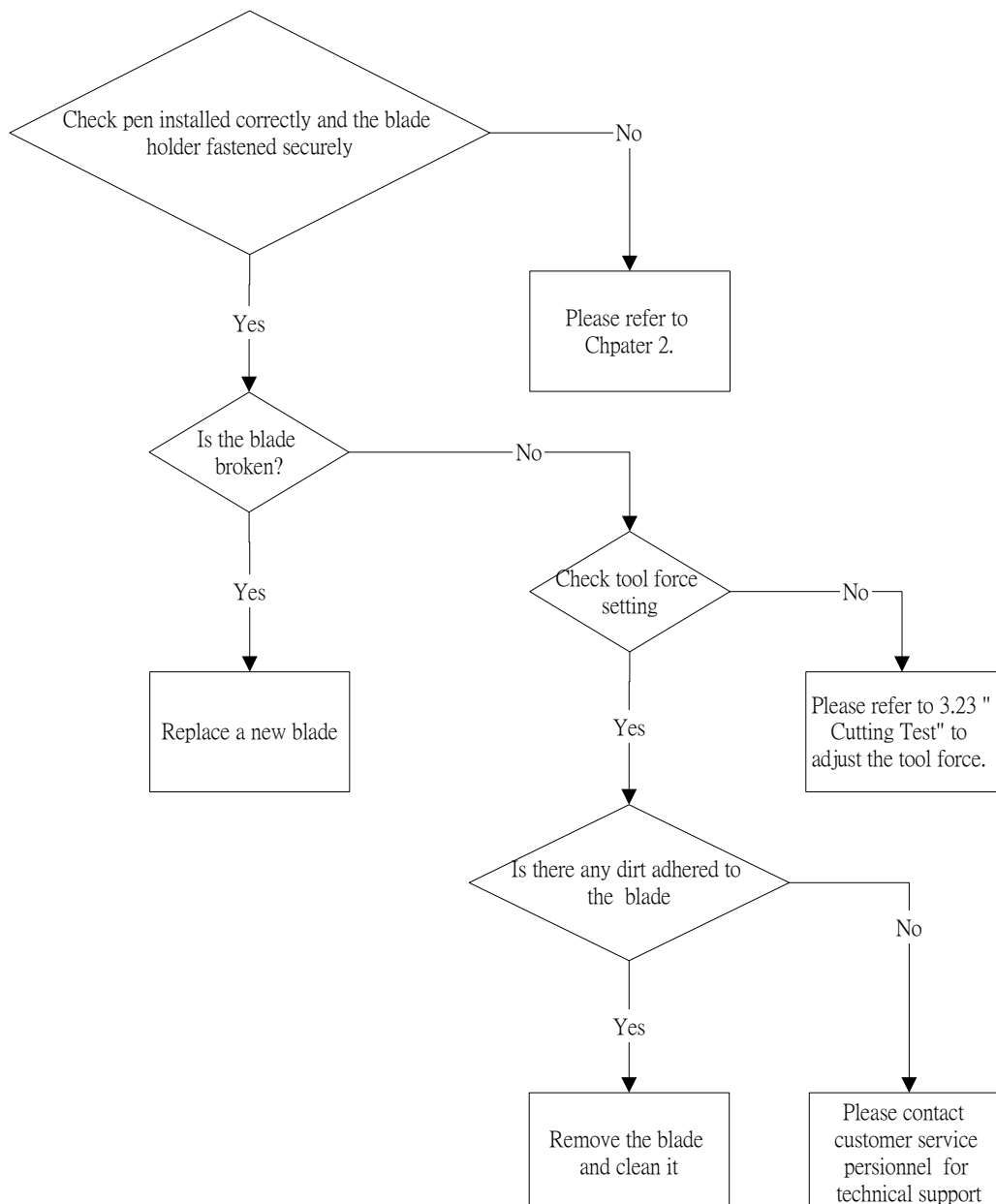
Please check that the drums are working normally and see that the media is well loaded. Then turn on the power and reboot the cutting plotter.

Error 4 Check the media, or Y motor (carriage driven motor)

This message indicates that there might be an obstruction to the carriage relating to a problem on the **Y-axis**.

Please clear the obstruction and check that the carriage can move smoothly. Then turn on the power and reboot the cutting plotter.

5.3 Cutting Quality Problems



5.4 USB Connection Problems

Symptom:

1. Some customers report that the USB cannot be detected by computer when the USB cable is connected and the plotter is turned on.
2. The USB port can only accept the original port that USB driver was installed. If user connects USB on other USB port, then the computer cannot recognize it or will ask to install driver again.

Solution:

Make sure that users install latest GCC USB driver. The latest USB driver can be downloaded from GCC Club. After installation, computer can detect USB connected when plotter is on and the USB cable is connected to computer.

When the USB driver was installed on one USB port and then the USB cable is re-connected to another USB port on the same PC next time, most of computers will show the icon and will ask user if they want to install USB driver again.

(In the bottom right corner of the screen by the clock (list of programs running) you will find this icon below:)



But sometimes for some computers (laptop mostly), there is no reaction when the USB cable is connected and the icon cannot be found in the bottom right corner of the screen. From GCC experience, these computers may have hardware problem or the computer has virus and cannot detect some new USB components.

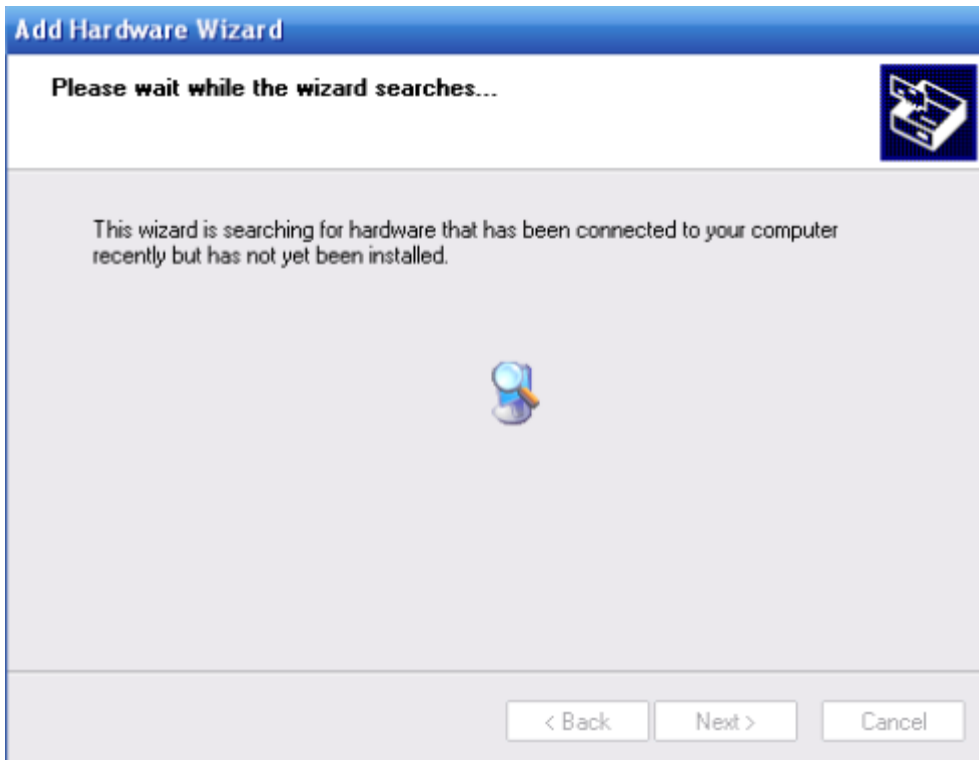
If there is no reaction when the USB cable is connected, you can follow below steps to install the GCC cutter.

1: Select "Start" → "Control Panel" → "Add Hardware"

2: Click "Next".



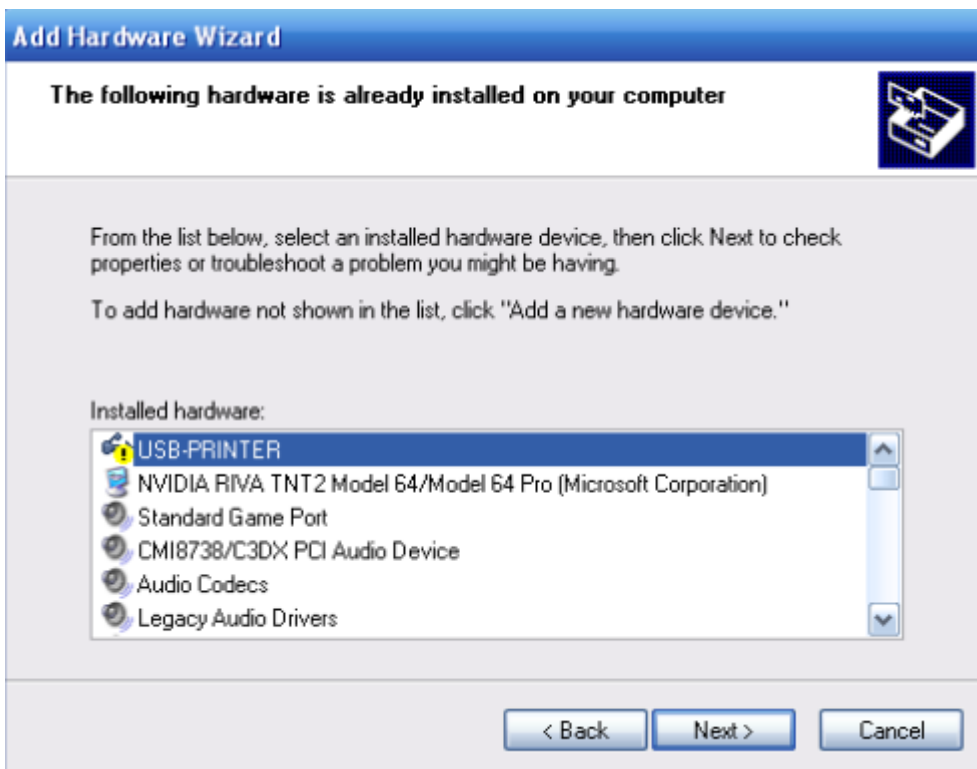
3. It will take a few minutes to detect the USB port.



4. Connect GCC cutter and select “Yes, I have already connected the hardware.”



5. Select “USB-PRINTER” and click “Next”



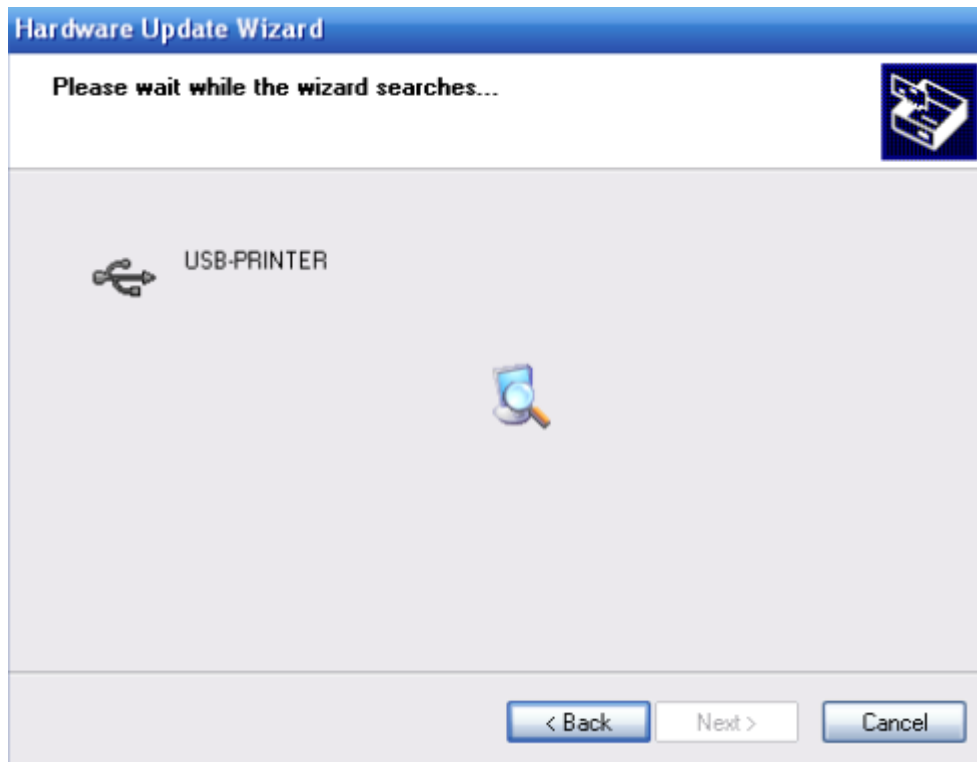
6. Finish



7. Choose " Install the software automatically(Recommended).



8. Wait a few minutes.



9. Now you can drive GCC cutter.



Appendix - Expert 24 Specification

Model	EX-24	
Max. Cutting Width	600mm (23.6")	
Max. Media Width	719mm (28.3")	
Material Thickness	0.8mm	
Max. Cutting Force	250g	
Max. Cutting Speed(Diagonal)	400 mm /sec (15.7"/sec)	
Software Resolution	0.025 mm	
Repeatability	±0.1mm	
Re-plot Memory	500 Kbyte	
Interfaces	USB & RS-232	
Commands	HP-GL, HP-GL/2	
Configurable Origin	Yes	
Control Panel	6 LEDs/10 Keys	
Stand	Optional	
Operation Environment	Temperature	15°C~30°C / 60°F~86°F
	Humidity	25% ~ 75%

- The above specification is subject to change without prior notice.