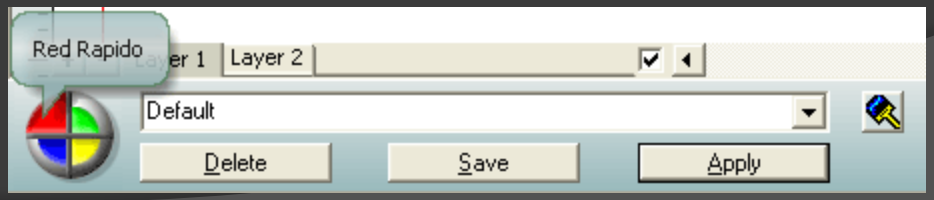
FAQ

LASER SUPPORT

1. My text is in SMALL CAPS

- Double-click the text to enter text mode.
- Highlight the text to change
- Make sure you can see the Rapido toolbar by clicking “Show/Hide Rapido” in the text toolbar.

- Click the red section of the Rapido toolbar
- Click apply to use the Default settings.



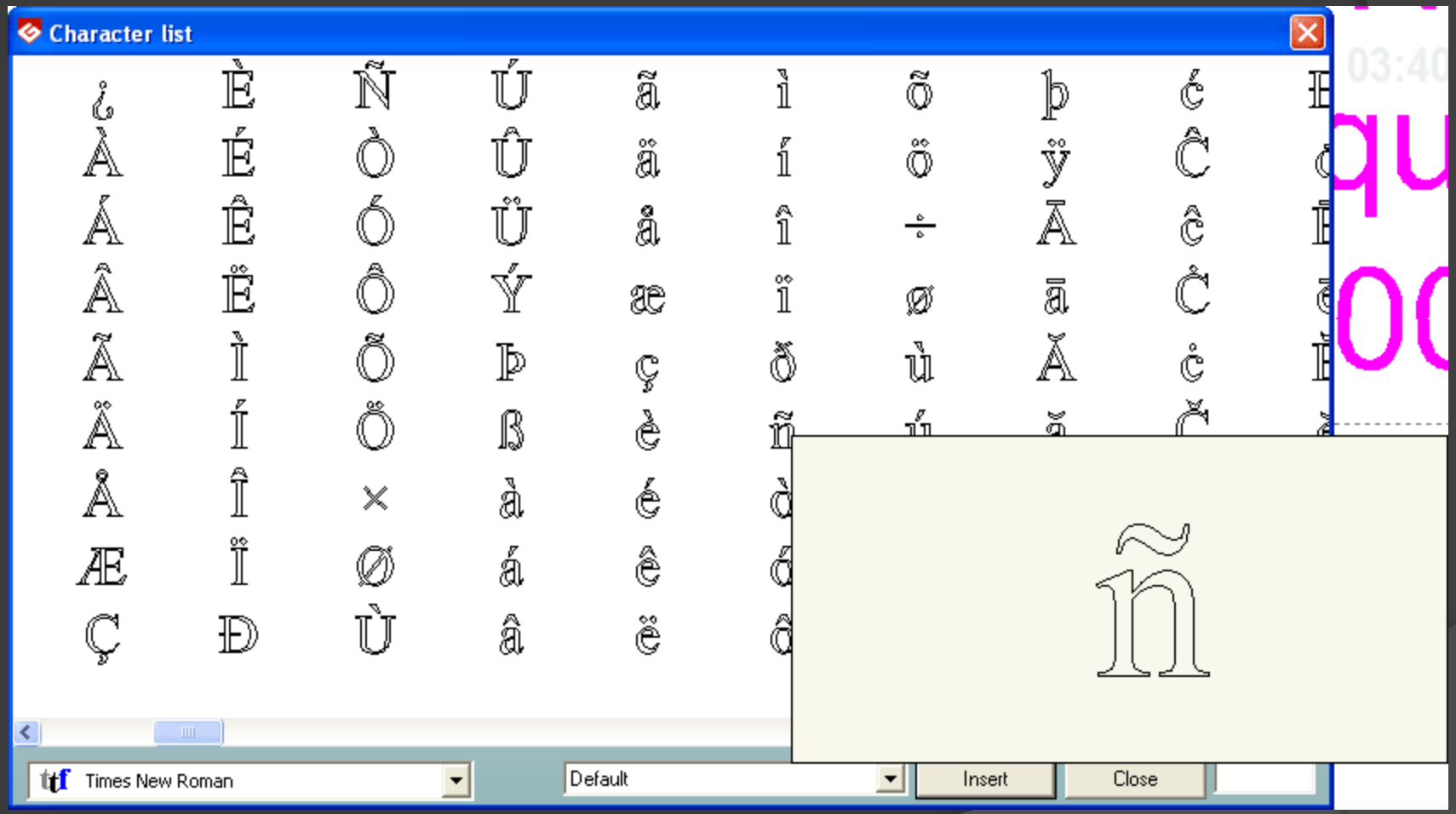
2a. How do I type special characters?

- Enter text mode and put the insertion point where you'd like to put it (just like if you were typing)
- Show the Rapido toolbar and select the green section
- The Character List button opens a window showing all the characters available in the currently selected font. **Not all symbols are available in all fonts.**

2b. Inserting special characters

- Hover your mouse over a character to see a larger preview.
- Click to select the character you want.
- Click the Insert button to insert the character just like if you had typed it on the keyboard.

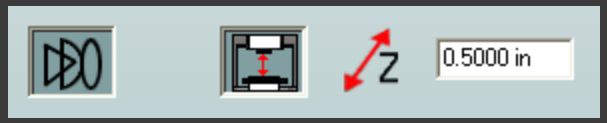
2c. The Character List Window



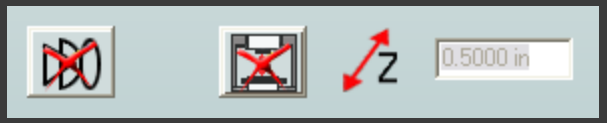
3a. The focus sensor is missing the product (manual focus)

- Click the Marking button to open the Run screen.
- Deselect the “Autofocus” and “Z up position buttons” (with red ‘X’s)

normal



manual



- Click Run to send the job to the laser

3b. Manual Focus (con't) – at the laser

- Turn on the red light. (top row, middle)
- Press any arrow button, the laser will reposition itself in the upper left.
- Use the arrow buttons to bring the laser overtop the item. The red light should be close to the middle of the item. If the tray is not low enough, press the Z button and then the down arrow to lower it, pressing Z again when the tray is low enough.
- Press the focus button (second row, middle); the tray lifts and the sensor touches the product
- Turn the red light off.
- Press the green button to start.

4. Re-align Z-axis

- Get the blue plastic cylinder from the toolkit (see picture).
- Hold the ‘X’ button while turning the laser on.
- Press the down arrow twice to move to “RE-ALIGN MACHINE” and press the checkmark to select.
- Press down once to move to “RE-ALIGN Z” and press the checkmark to select.
- The laser comes out to the middle of the tray, lifts the tray, and touches the focus sensor to it.

4. Re-align Z-axis (con’t)

- Place the cylinder under the laser, right where the red light is.
- Use the up/down arrows to raise the tray enough so that the cylinder just barely fits between the tray and the lens holder.
- **IMPORTANT: Take the cylinder out**
- Press and hold the checkmark until the laser beeps. The machine focuses on the tray again, then returns to the upper left. Press ‘X’ twice to exit the menus and the laser will finish booting.

5. I have faint vertical bars to the left and right of my engraving.

- As the laser engraves, it maintains a certain voltage even when it's "off" so that it can turn on an off very quickly as it makes it's passes left and right.
- If not set correctly, very sensitive materials (especially the brass plates) show "leakage" as vertical bars on the left and right sides.
- The full tutorial for this is available on the Laser Engravings Forum.
- Tickle File Tutorial

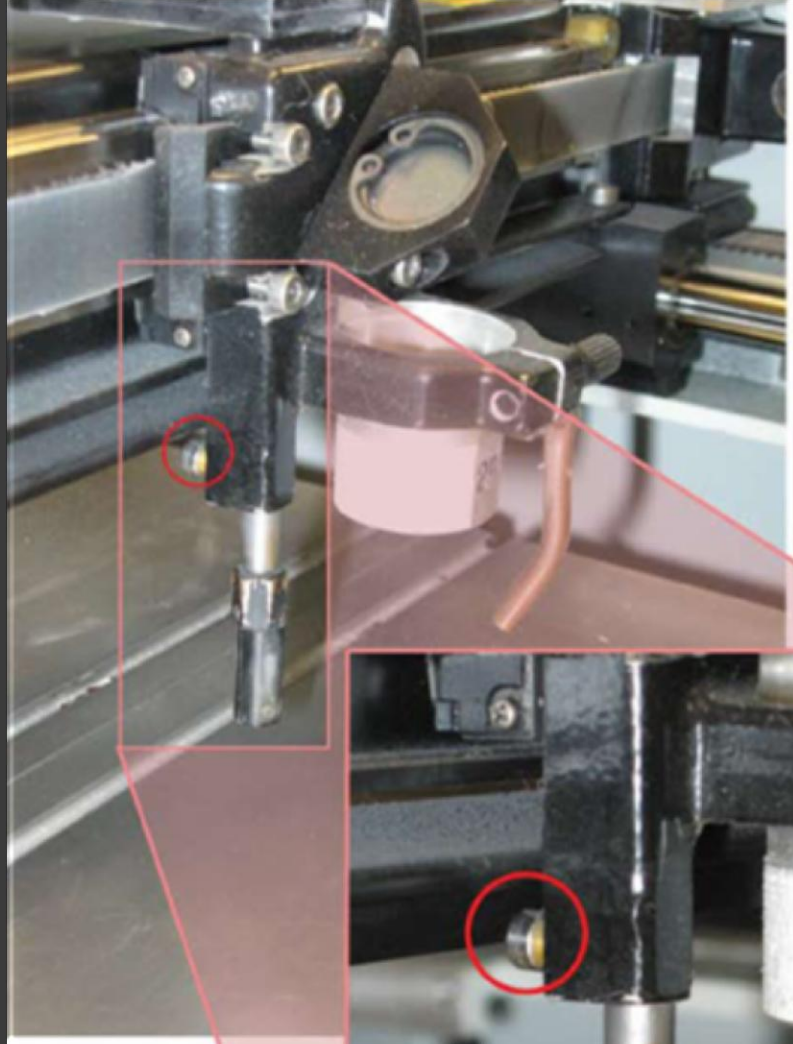
6. My rulers are gone (or) Images are only black Xs (or) I can’t nudge with the arrows (or) EPS file import strangely

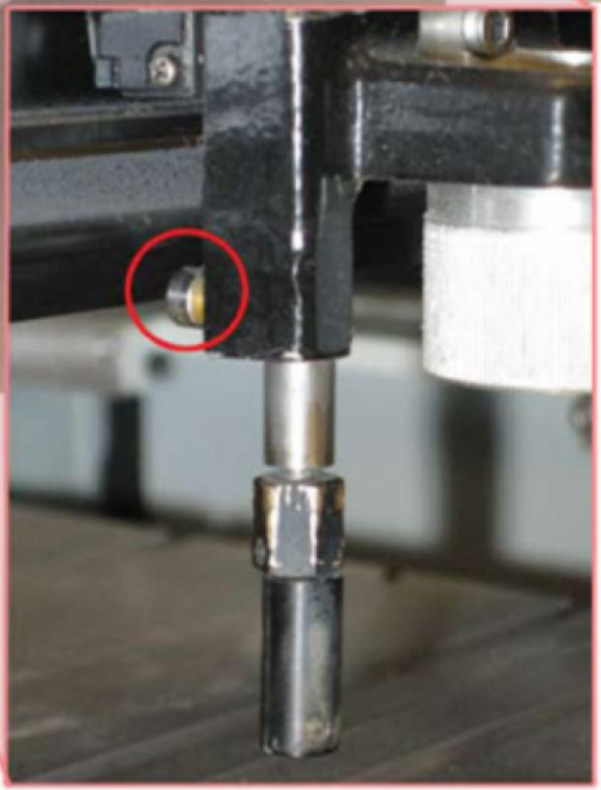
- This is caused by a glitch in the GravoStyle software
- Press F10 on your keyboard (Fn+F10 for many laptops), or just select ‘Options’ from the ‘Edit’ menu
- Click the ‘Reset all parameters’ button
- If you don’t see this button, you need to upgrade to Build 5 of the software

7. My focus sensor broke off

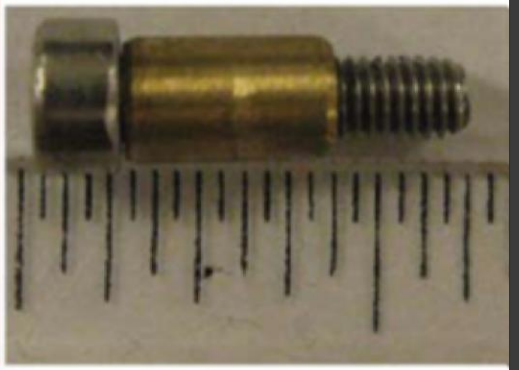
As a temporary fix, use tape to rejoin the two pieces. You can unscrew the upper half part (hexagonal piece) to make applying the tape easier. As a long term fix, replacement sensor tips are available as item ZSPL19.

Auto-Focus Actuator Screw



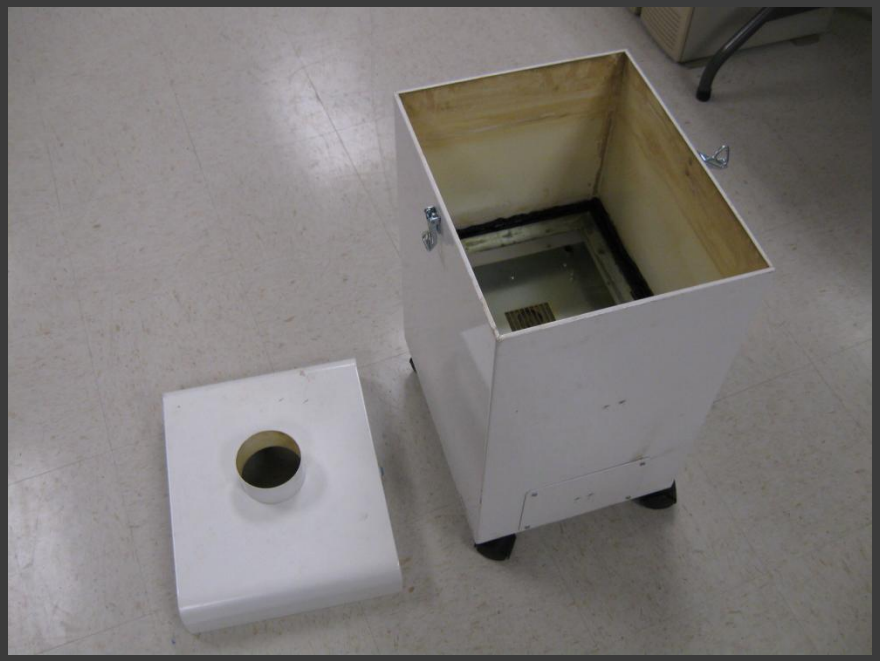


This is a small screw with a brass spacer ring. It screws into the back side of the focusing rod. If it falls out, you can screw it back in by hand, or with a 2.5mm allen wrench that came with your laser.

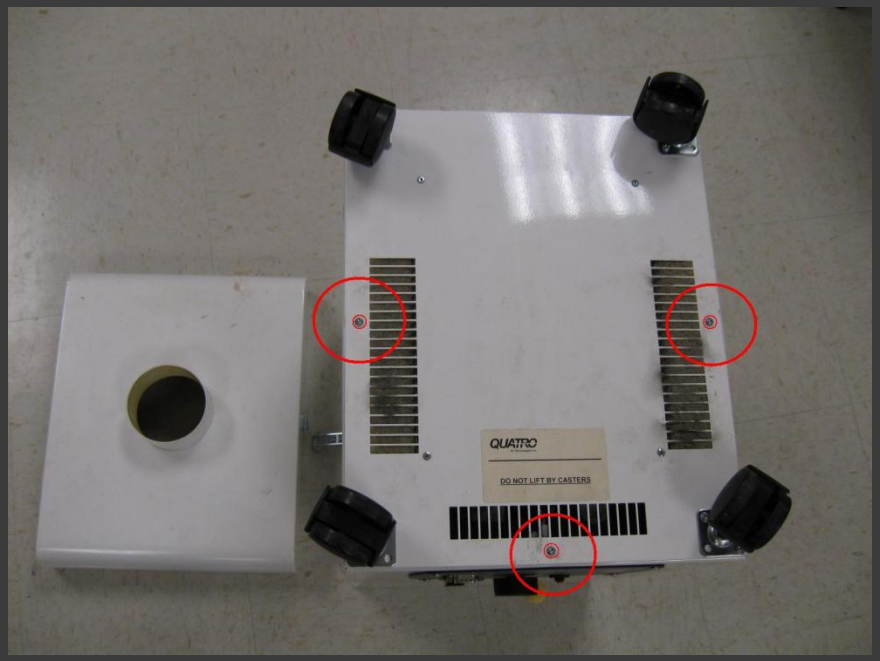


Smoke Collector Brushes

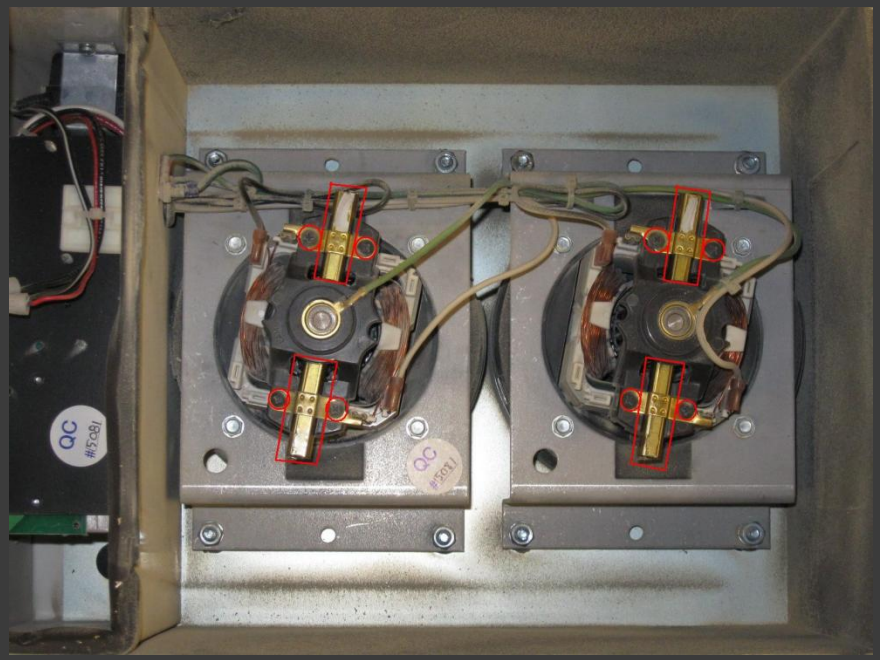
The smoke collector is powered by two large fans. The brushes on the fan motors will need replaced approximately every 500 hours of use. Please check the motor brushes every six months and replace them at the appropriate time.



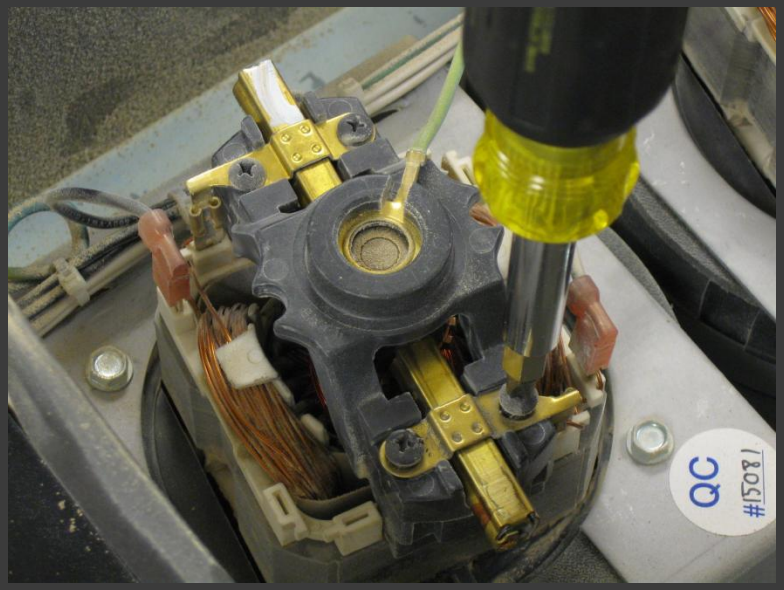
First, disconnect your smoke machine from the laser and open the top, removing all the filters.



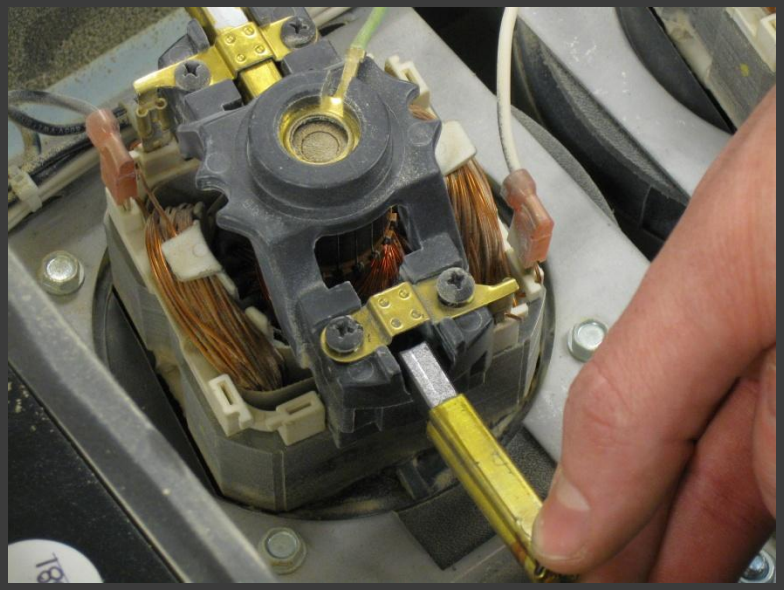
Flip the collector over and remove the three screws on the edges, as well as the four in the corners if necessary.



Two motors
Four Brushes
Eight Screws



Loosen screws enough to get the brushes out



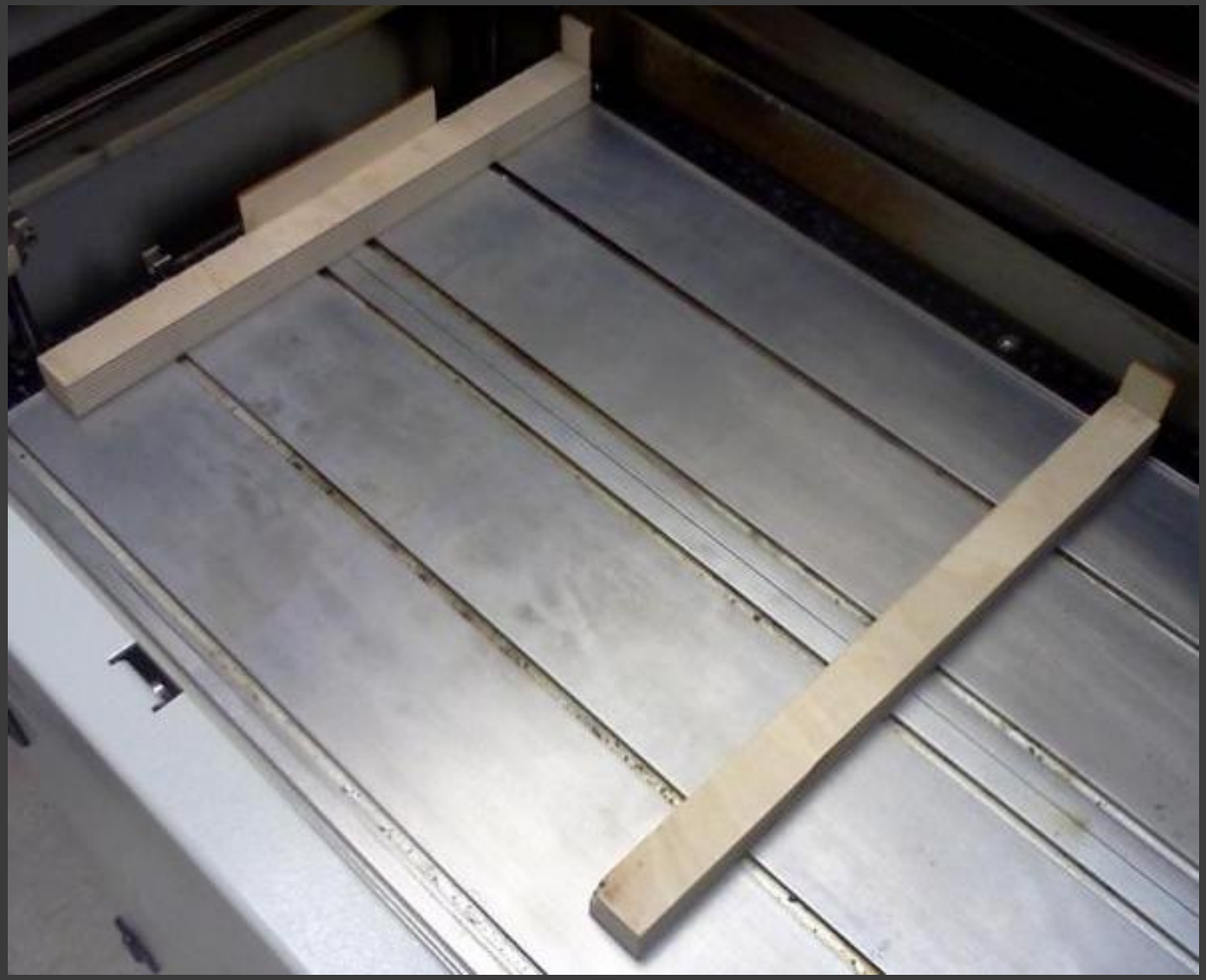
Good (NEW)
OK
REPLACE NOW (ZSLP13)

Tray Seems Out Of Level

The tray is secured to the Z-Axis threaded spindles with brass colored nuts. It appears like it can be loosed from either above or below the tray, but that actually underlies how the nut clamps onto the tray.

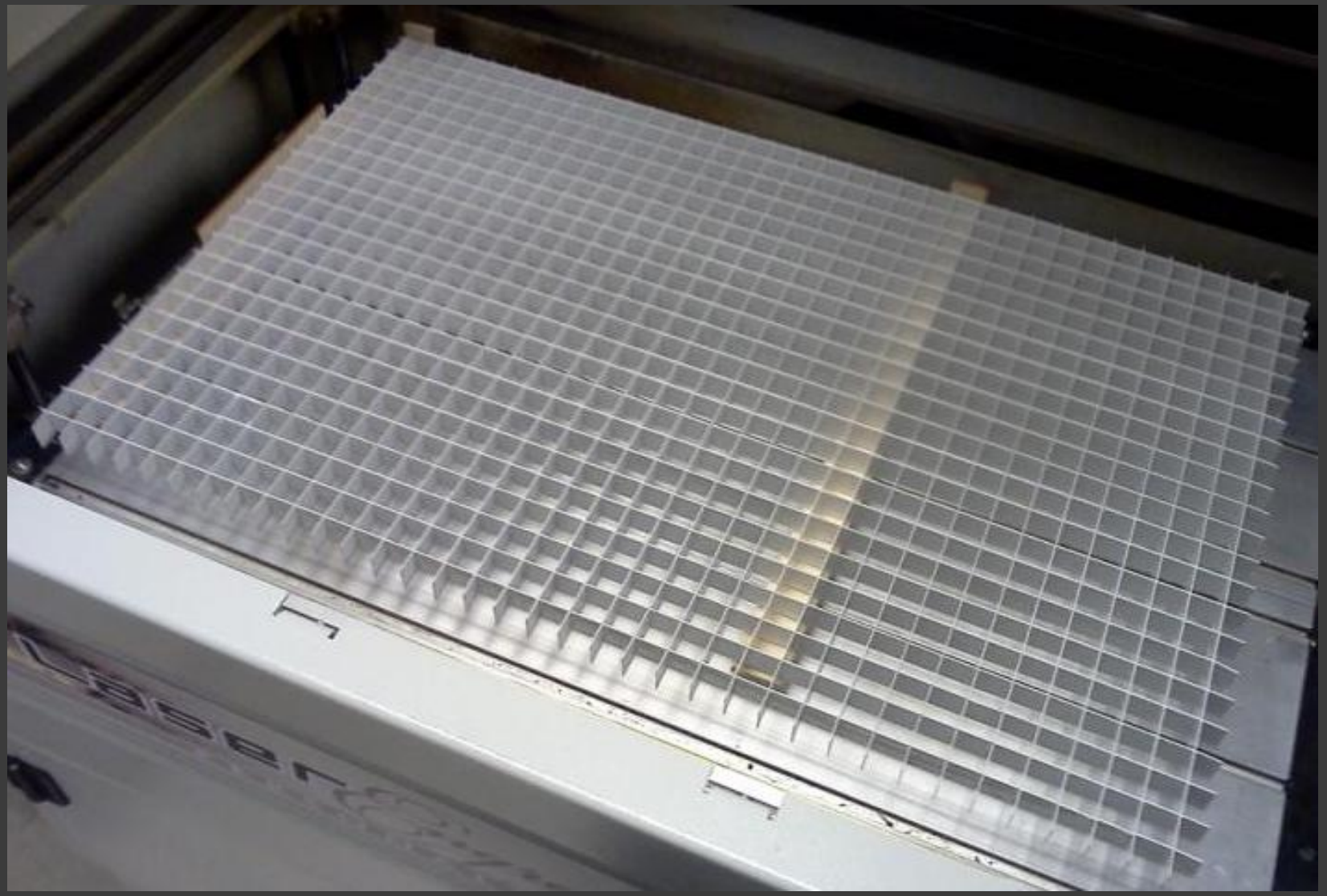
The lower portion has both outer AND inner threads – the outer threads match with the top half of the nut and hold the tray whereas the inner threads match with the drive spindle.
Also, note the black rubber washer.

To adjust the tray, spin the bottom nut if it moves freely from the tray. If not, “unclamp” the tray by loosening the top and bottom halves of the nut (takes two wrenches, can be pretty “frozen”). You’ll see the top and bottom nuts move together (and the spindle stay stationary). Retighten top/bottom – DO NOT OVER-TIGHTEN! Run tray up/down and check for slippage.



Position the wooden risers in laser as shown. Note that one riser has two additional pieces stapled to it and the other only one. The riser with two guides goes on the left, up against the left and top rulers.

The other riser sets perpendicular to the top ruler, pressed against it. Position this second riser at about 11 inches with the guide at the top.



Place the metal tray on top of the risers.

The alder or laserable plastic can now rest up against the guides