



# LASER ENGRAVINGS PROGRAM



# Gravotouch Training Manual

March 2021



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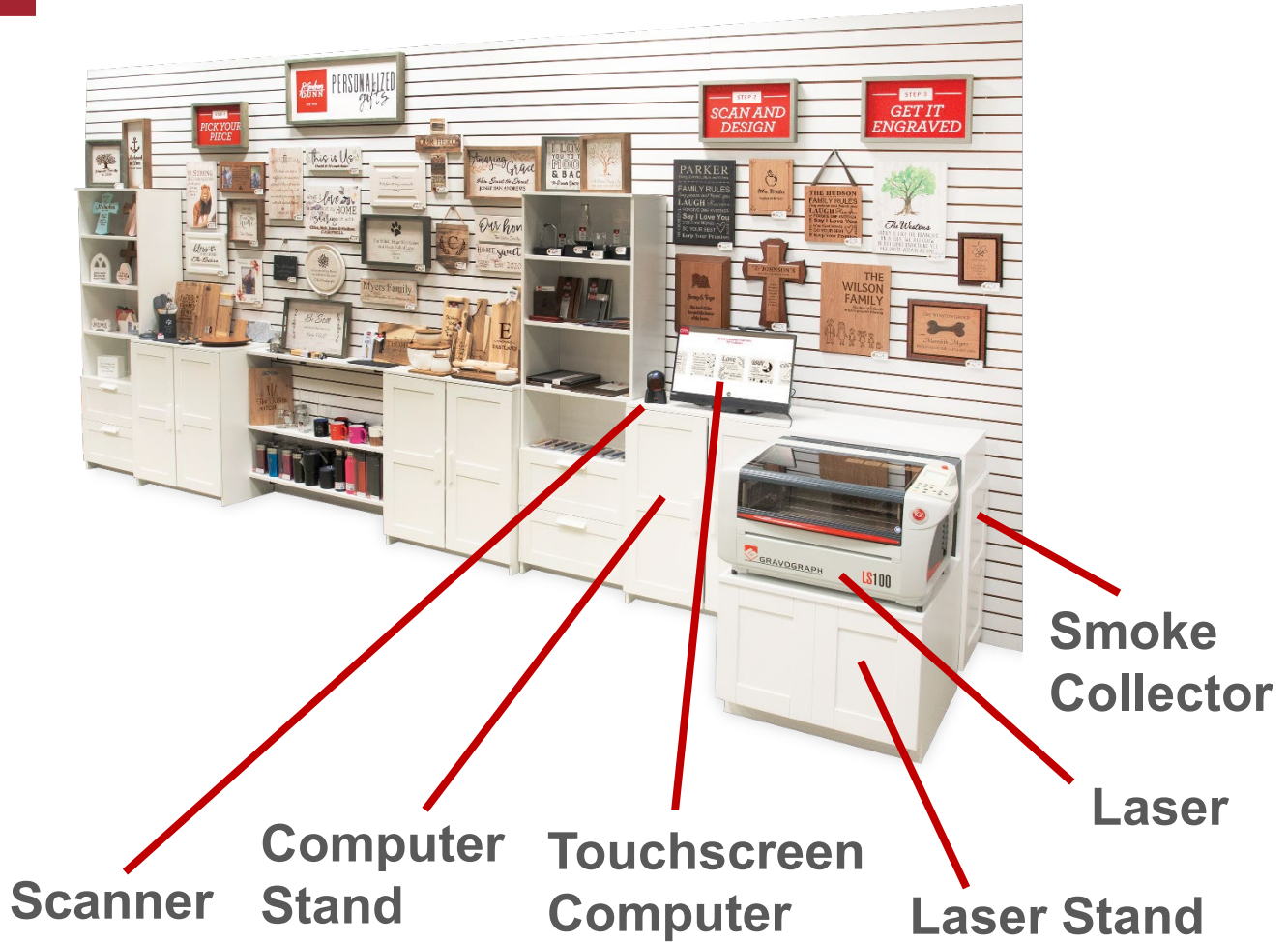
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# In-Store Setup



- Touchscreen Computer – Place touchscreen computer facing forward on the computer stand. Keyboard and mouse should be hidden to encourage full touchscreen experience, keyboard and mouse are not needed for Gravotouch software
- Scanner – Plug into and place next to computer for easy scanning of product barcodes
- Laser – Place on laser stand and slide back so that all four feet are on the stand
- Smoke Collector – Place inside of the laser stand; open side door to place unit and attach to laser
- Computer Stand – Aligns with back of laser stand; holds computer and contains extra storage shelves for jig trays and supplies
- Laser Stand – Aligns with back of computer stand, opens from side to tuck smoke collector away





# In-Store Setup

## ONCE COMPONENTS ARE PLACED, CONNECT CORDS

- Laser
  - Connect remote cord from laser to smoke collector
  - Connect USB cord from laser to computer
  - Connect power cord from laser to outlet (dedicated 15 amp circuit)
  - Connect tubing from laser to smoke collector, tightening once in place
- Smoke Collector
  - Connect power cord from smoke collector to outlet (dedicated 15 amp circuit)
- Computer
  - Connect power cord from computer to outlet or power strip
  - Connect computer to internet either via landline or wireless connection
  - Connect USB Scanner to computer
  - Connect Yellow USB Key to computer



Smoke Collector Panel



Computer USB Key & Scanner



Tubing



Power Cord to Laser



Remote Cord to Laser



USB Cord to Laser

# Laser Keypad



**Red Dot**

**Auto Focus**

**Start**

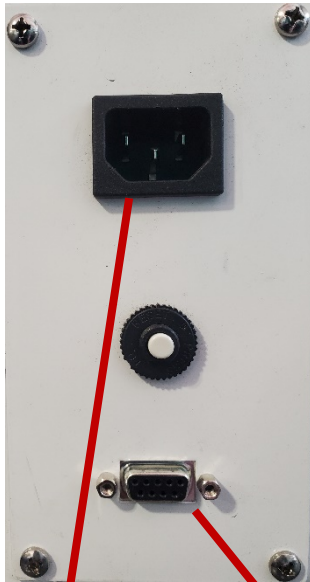
**Cancel**

**Z Axis**

**Pause / Stop**

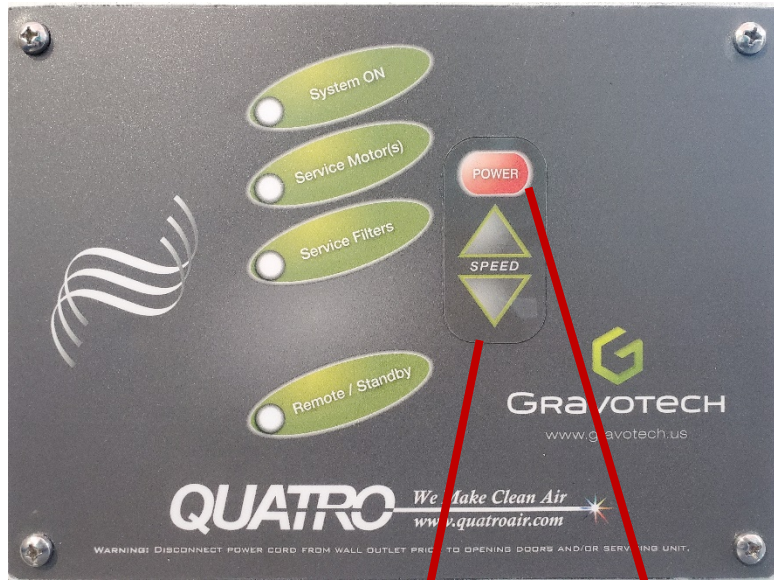
- Red Dot – Enable/Disable the red dot pointer. When the red dot is on, the laser beam is disabled. Typically used for alignment and testing purposes
- Auto Focus – Press to auto focus at the current location of the laser head, should be utilized at start up each day to calibrate machine tray. Ensure tray is empty
- Start – After machine receives job, press this button to begin lasering
- Cancel – Used in LCD menus, typically not needed
- Z Axis – Press to set the machine tray height manually using the up/down arrows
- Directional Arrows – Use to move the head around, usually before a manual focus
- Pause / Stop – Pauses the currently running job, press the green Start button to continue. To stop the running job completely, press one of the Directional Arrows after the Pause/Stop button has been pressed (you will not be able to resume the current job if you do this)

# Smoke Collector Panel



**Power Socket**

**Remote**



**Speed**

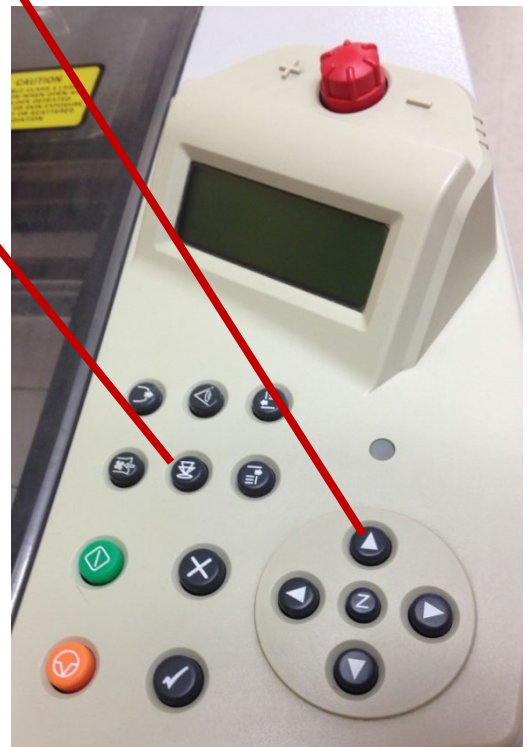
**Power Button**

- Speed – Adjust the blower speed, may need to be increased as filters accumulate debris
- Power Button – Once pressed, the blower will turn on and off automatically when running a job
- Power Socket – Utilize power cord to plug into socket
- Remote – Plug in included cable between smoke collector and laser



# Getting Started

- Ensure Yellow USB Key is inserted into computer and computer is on; USB Key should light up red when ready
- Turn machine on via the toggle switch on the right; once machine has loaded, it will beep twice and the LCD screen will read “Ready to Receive”
- Ensure the laser head is in the top left corner of the machine. If not, make sure the machine tray is clear and simply press one of the directional arrows, the laser head will return “home”
- Once the laser head is home, focus the laser by pressing the Auto Focus button once. It is encouraged to auto focus each morning upon start up of the software and machine

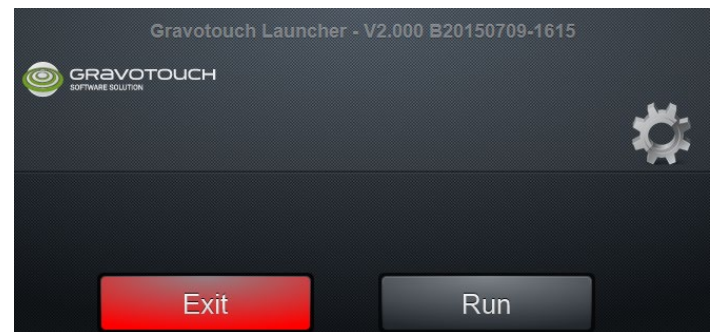
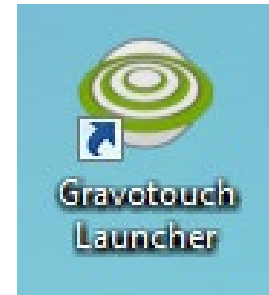


NOTE: USB Key is required to utilize the software. If it were to go missing, the replacement cost is equivalent to an additional copy of the software. A USB extender is recommended to tuck the USB Key under the cabinet and out of sight

NOTE: If using both Gravotouch and Gravostyle, when transitioning from Gravostyle to Gravotouch it is essential to focus on the empty tray before engraving next job – See Appendix for complete instructions

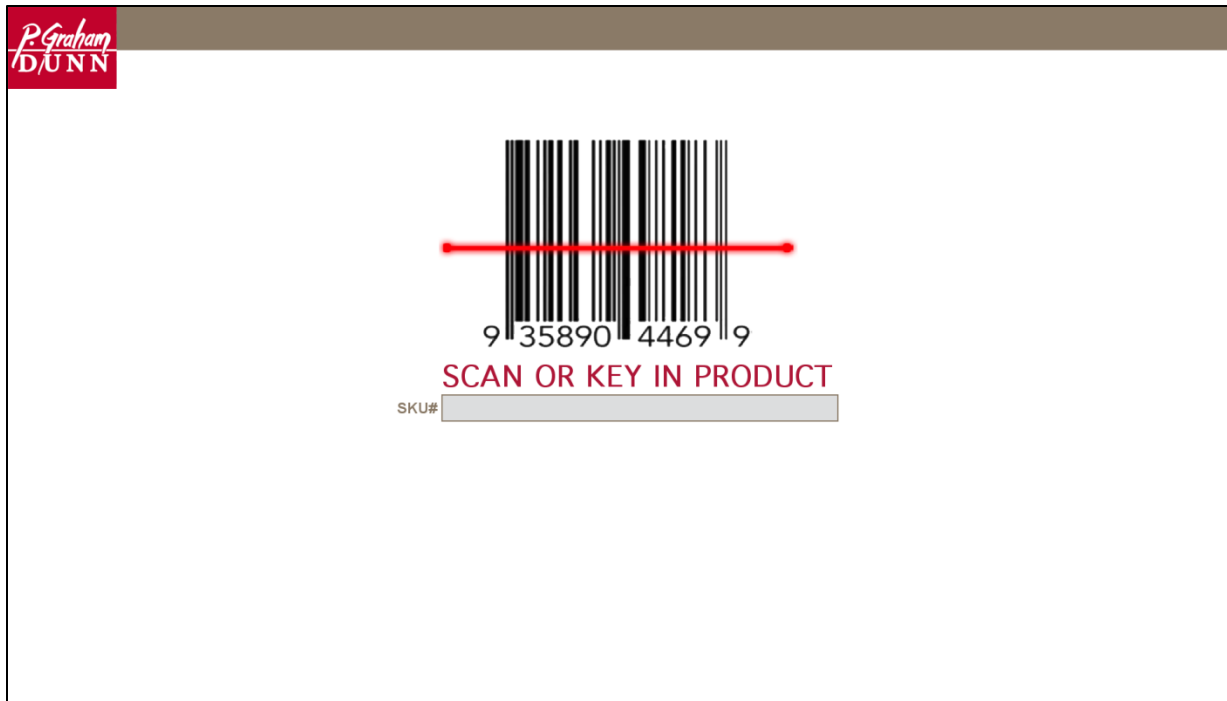
# Getting Started

- Start the Gravotouch Launcher by double-clicking the shortcut on the desktop
- When prompted, select “Run” - the software will update with the latest file settings/changes. Dependent upon if new updates have been made, this may take seconds or a few short minutes.
- The Gravotouch home screen will appear with a large barcode and text that reads, “Scan or Key In Product”





# Navigating the Software

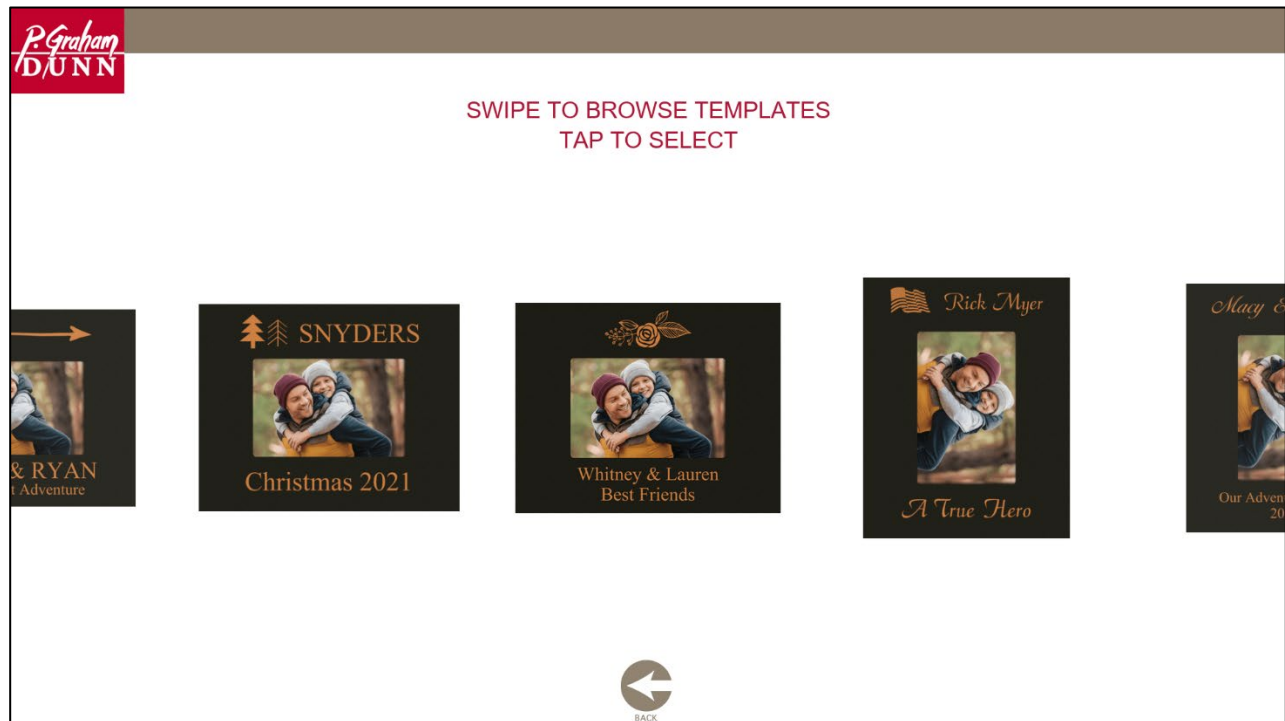


## TO BEGIN

- Grab an item and, utilizing the scanner, scan the barcode
- If the barcode for some reason will not scan, simply tap inside the “SKU#” box, and the on-screen keyboard will appear allowing you to type in the SKU of the item, then tap “Enter”
- If this is not your current screen, simply tap the square, red logo in the top left corner

NOTE: Careful when tapping the logo to return to the home screen, as this can cause changes to be lost. A warning message will appear on screen when in danger of changes being lost

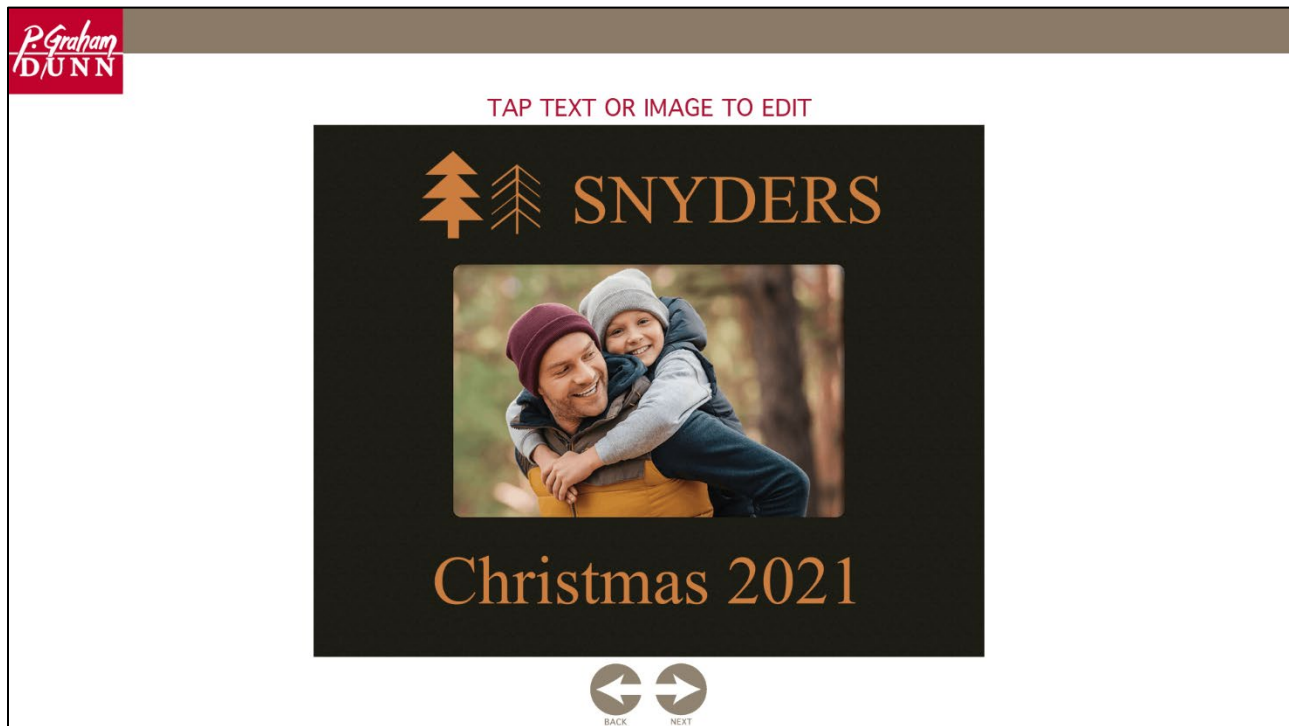
# Navigating the Software



## SELECTING A TEMPLATE

- To browse template options, slide finger across screen
- To select a template, tap on it. It will then center on the screen, tap again to advance
- If the desired template is already in the center of the screen, a single tap will advance

NOTE: Take time and follow the on screen prompts (in red) if ever unsure of what to do

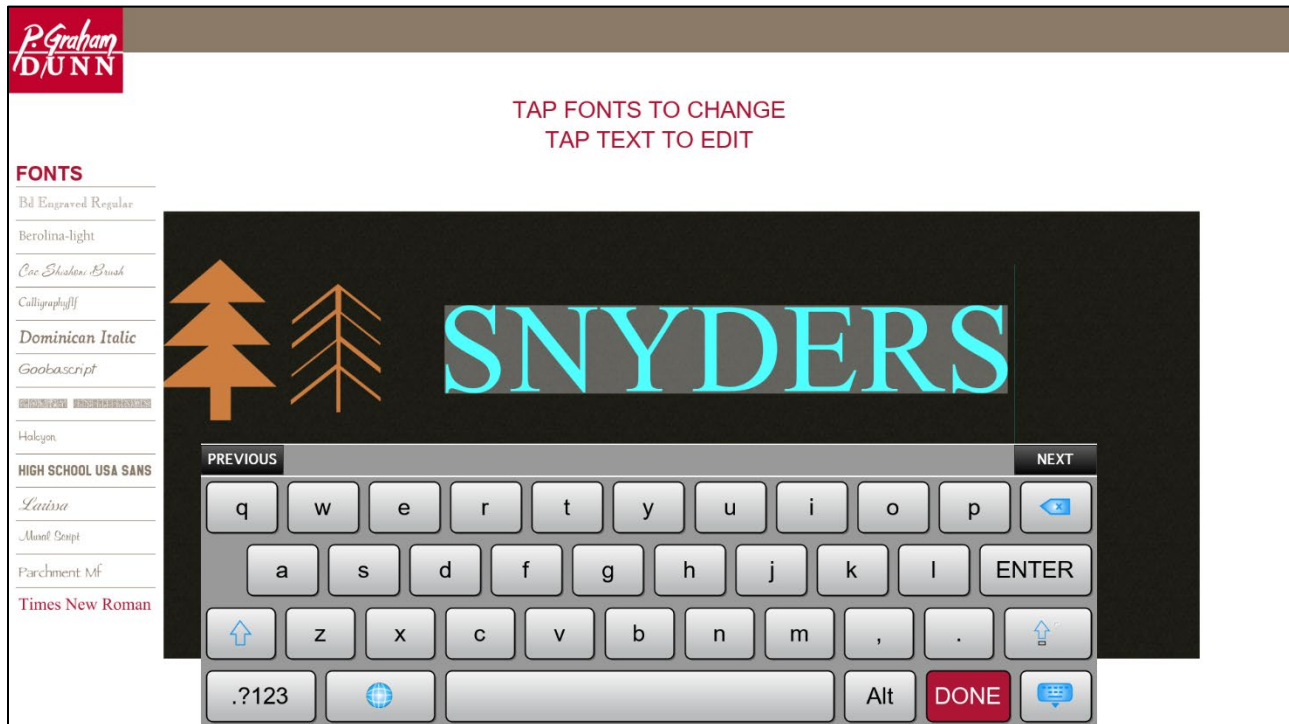


## EDITING TEXT AND IMAGES

- To edit, simply tap the actual text or image
- Text and images that are editable will appear in their natural color on-screen
- Text or images that are greyed-out are unchangeable, there will be a noticeable difference between what is editable and unchangeable

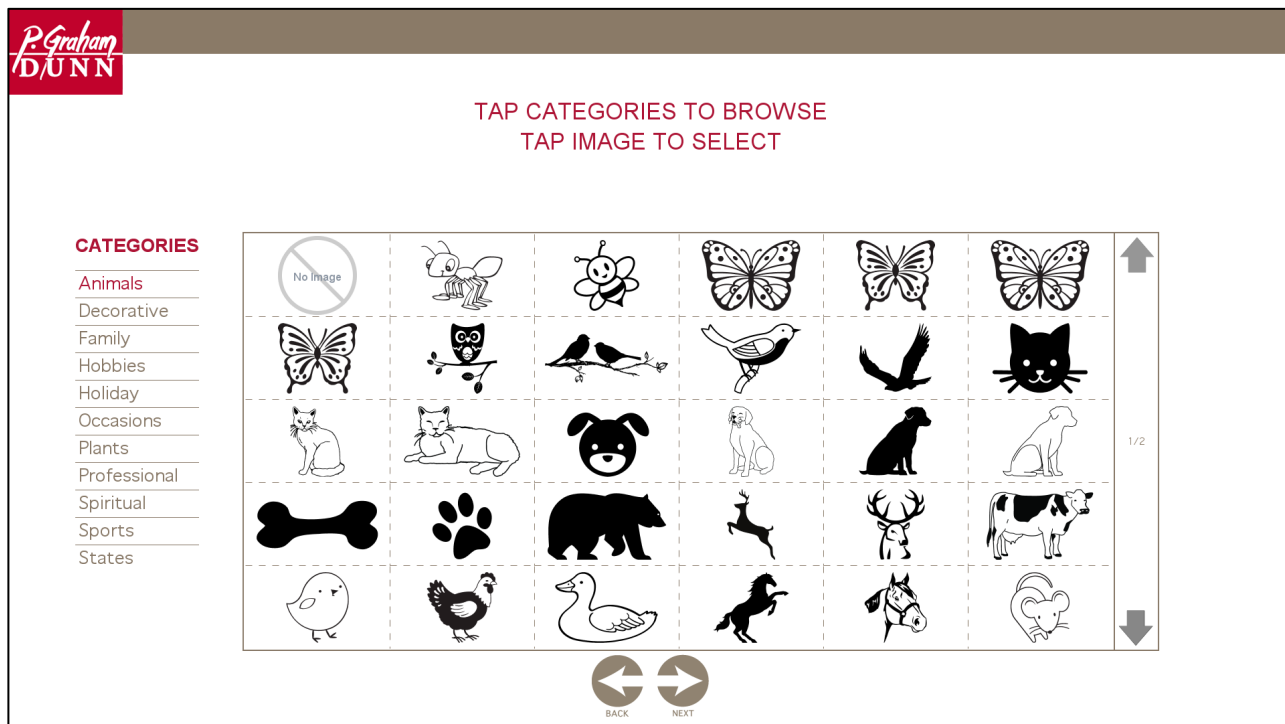


# Navigating the Software



## EDITING TEXT

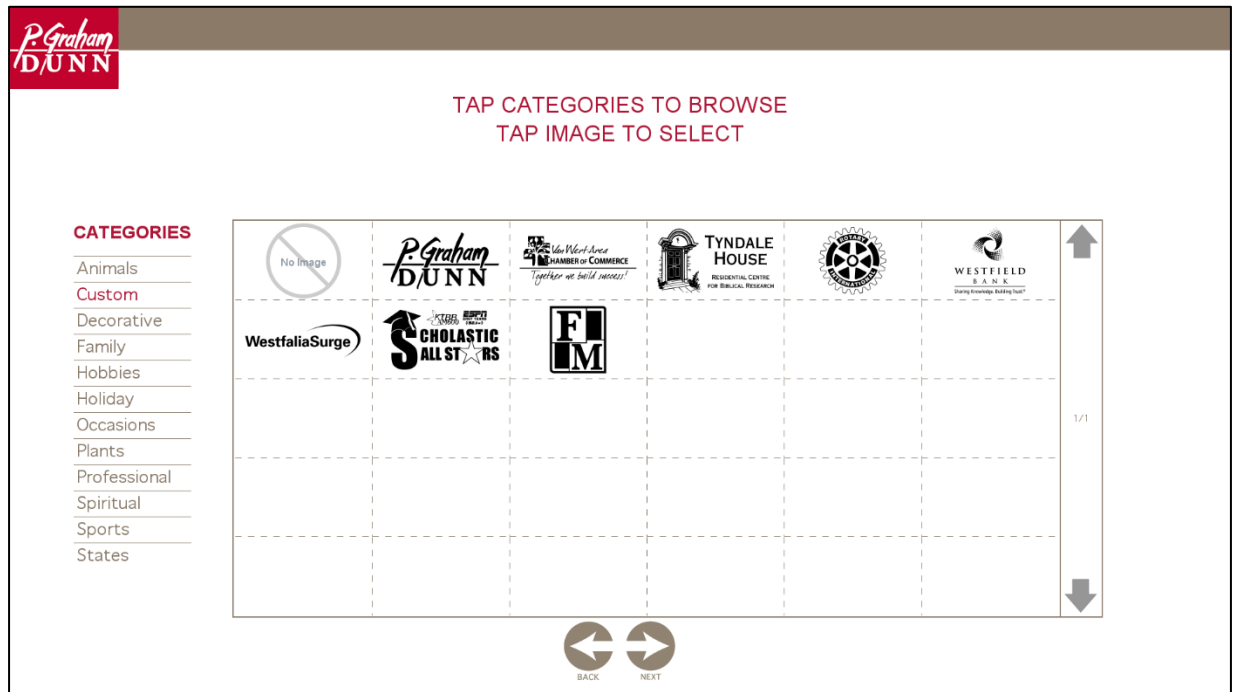
- Once a text line is tapped, the on-screen keyboard will appear
- Begin typing to replace current text, if a capital letter is desired, be sure to tap the left “UP” arrow before typing text. If all caps is desired, tap the right “UP” arrow
- As you are typing, the font size will auto-adjust to appropriately fill the text line
- To change fonts, tap the desired font on the left; the font highlighted red is the current selection
- To navigate text lines, tap the “Previous” and “Next” buttons at the top of the keyboard. This will transfer to the previous/next editable text line
- Once editing is complete, tap the “Done” button at the bottom right of the keyboard



## EDITING IMAGES

- Once image is tapped, the image library will appear
- To the left of the screen, different categories of images are available. Tap the category you wish to see, the red highlighted category is the current selection
- Categories containing more than a page of images will contain up/down arrows at the right of the screen to navigate
- Once an image is decided upon, tap the image to return to the edit screen and view your selection
- If not satisfied, simply tap the image again to access the image library
- If you would like to remove the image completely, tap the "NO IMAGE" icon. To bring back, simply tap within the light blue outlined box to access the image library again

# Navigating the Software

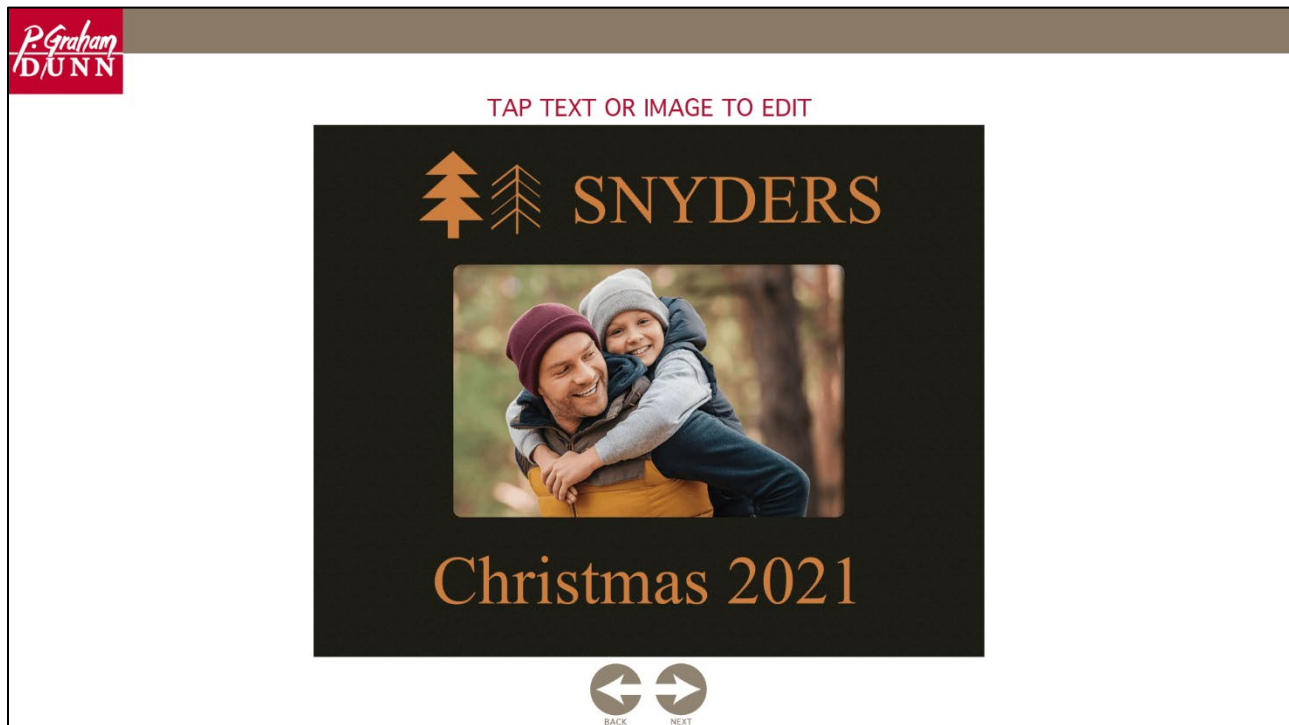


## CUSTOM IMAGES

- Insert USB drive containing vector PDF image into computer while on the 'Home' screen
- Scan item, then select layout featuring editable image
- Once image is tapped, image library will appear
- To the left of the screen, different categories of images are available. Tap the "Custom" category if not already highlighted red
- Once an image is decided upon, tap the image to return to the edit screen and view your selection

NOTE: Have a different file format? Image not showing up correctly in library? See Appendix for additional details





## FINALIZING PERSONALIZATION

- Once changes are made, you will be directed back to the edit screen
- Tap the “Next” button to advance to the layout review screen

NOTE: Careful when tapping the “Back” button, as this can cause changes to be lost. A warning message will appear on screen when in danger of changes being lost

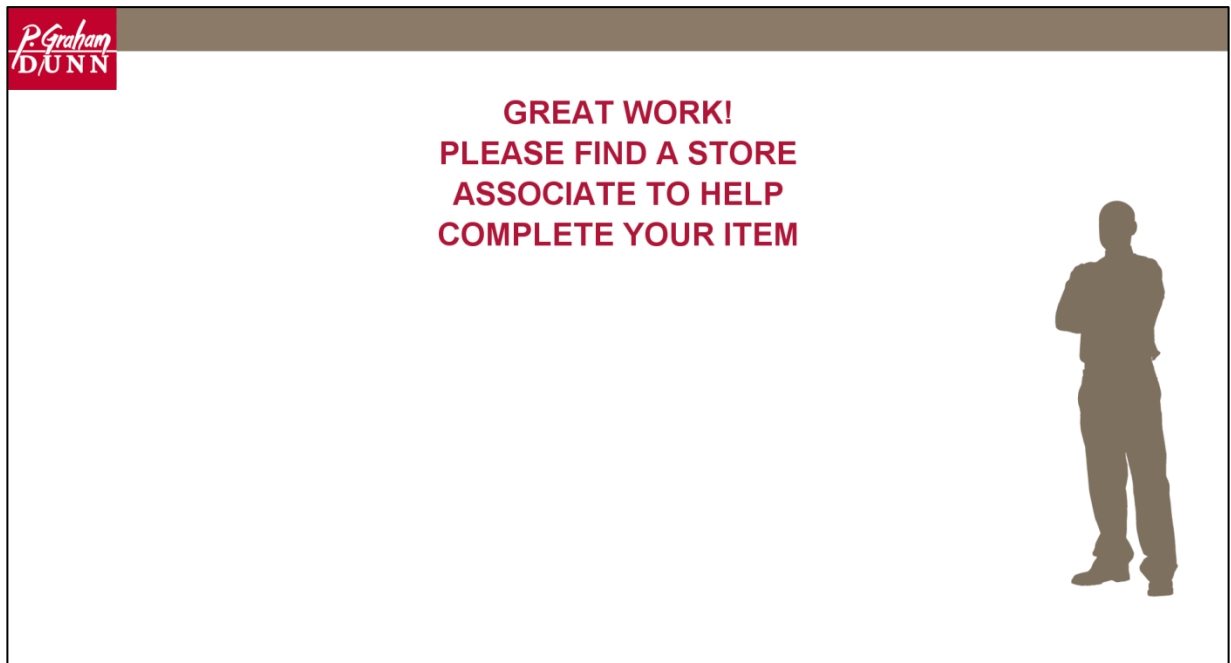
# Navigating the Software



## LAYOUT REVIEW

- This screen provides the customer with an accurate representation of what the product will look like once engraved
- If satisfied, tap “Looks Great I’m Finished” to complete the process or “I’d Like to Personalize Another Item” to return to the home screen and start the process over for another piece
- If unsatisfied, tap the Back button at the bottom of the screen to re-enter edit mode

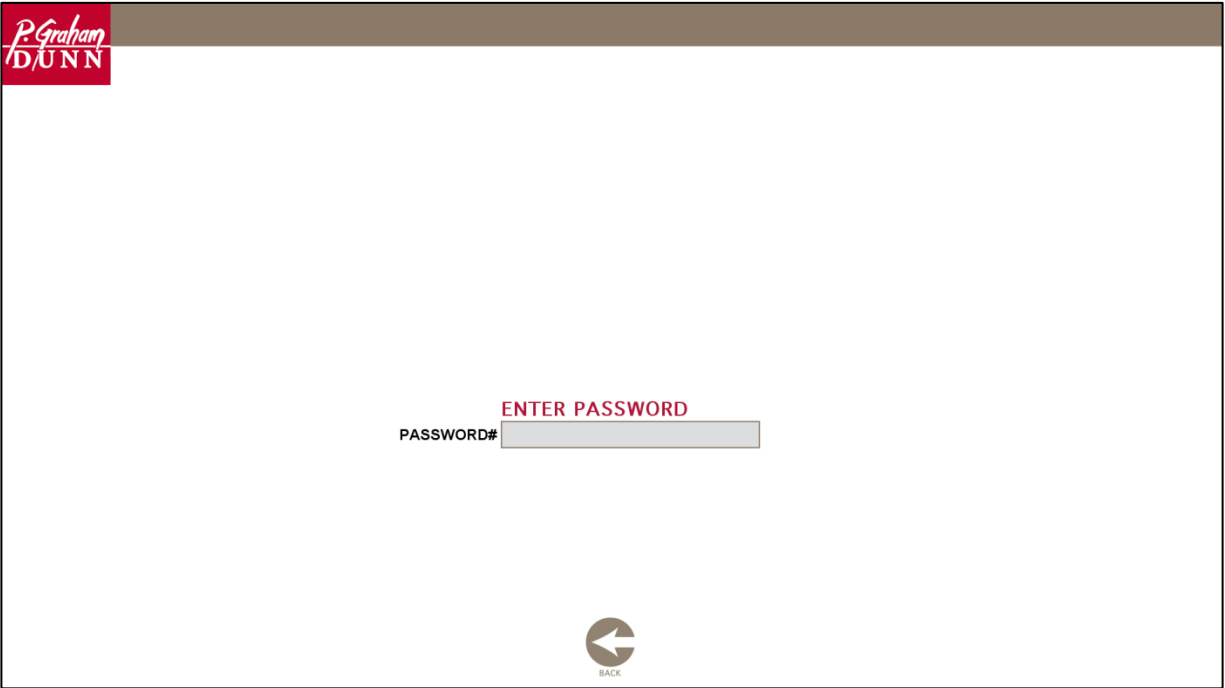
# Navigating the Software



## COMPLETING THE JOB

- Once the “Looks Great I’m Finished” box has been tapped, the screen above will appear stating, “Great Work! Please find a store associate to help complete your item”
- At this point, a store associate will be required to complete the job
- The associate will tap the grey bar at top of the screen to advance
- Following a brief period of inactivity, this screen will return to the home screen
- The grey bar can be tapped from any screen to access the job queue, but be careful, if someone is in the middle of a job, accessing the job queue may lose changes






## ACCESSING THE JOB QUEUE

- To enter password, tap inside of the box
- The on-screen keyboard will appear; type “1234” and tap “UNLOCK”

## CHANGING THE PASSWORD

- From the home screen, type “config” into the SKU# box
- Ensure “System” is highlighted in red on the left of the screen
- Tap within the “operatorPassword” box
- Remove the current password by backspacing the black dots
- Input the new password, do not press “Enter”
- Tap the logo to return to the home screen, password has been set

NOTE: Despite the fact that there appears to be more than four characters, only four are required. Additional characters are added to ensure security











FOR EMPLOYEE USE ONLY


CURRENT JOBS


COMPLETED JOBS



TAP AN ITEM TO SELECT

PRODUCT/SKU	ENGRAVING DETAILS	DATE TIME	STATUS	RUN TIME	FLAG
 ZPHF0444	Text: SNYDERS Font: Times New Roman - 21.59 Text: Christmas 2021 Font: Times New Roman - 16.51 Logo: Plants_Pine Trees2	03/26/21 13:22 PM	READY	04:45	
 ZPHF0444	Text: Whitney & Lauren Best Friends Font: Times New Roman - 12.70 Logo: plants_RoseBoho	03/26/21 13:21 PM	READY	04:26	
 ZPHF0444	Text: MARIE & RYAN Font: Times New Roman - 15.24 Text: My Greatest Adventure Font: Times New Roman - 10.16 Logo: Decorative_ArrowBoho	03/26/21 13:21 PM	READY	05:02	
	Text: SNYDERS				


  
DELETE



  
ENGRAVE


  
REVIEW


  
SETTINGS
 
  
EXIT





## COMPLETING THE JOB




- Once the password has been entered correctly, the job queue screen will appear, stating at the top “For Employee Use Only”
- This screen will feature all jobs that are in the Current Jobs queue that have not been sent to the laser
- To toggle between “Current Jobs” and “Completed Jobs” tap the tabs at the top left of the screen
- To sort job queue by Date/Time, Status, Run Time, or Flagged, tap the header bar
- Jobs can be flagged by tapping the flag icon, this can be utilized to prioritize certain jobs
- To identify the desired job, note the Product/SKU image then the engraving details to see the actual “entered” text; by default, the most recent job will be at the top of the list
- The Run Time column provides an estimated engraving time based on SKU and layout





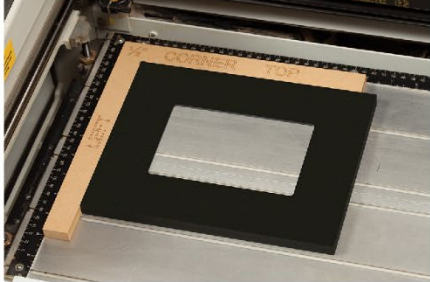
FOR EMPLOYEE USE ONLY

TAP AN ITEM TO SELECT

PRODUCT SKU	ENGRAVING DETAILS	DATE TIME	STATUS	RUN TIME	FLAG
 <p>Text: SNYDERS Font: Times New Roman - 21.59 Text: Christmas 2021 Font: Times New Roman - 16.51 Logo: Plants_PineTrees2</p> <p>ZPH0444</p>		03/26/21 13:22 PM	READY	04:45	4
 <p>Text: Whitney &amp; Lauren Best Friends Font: Times New Roman - 12.70 Logo: plants_RoseBoho</p> <p>ZPH0444</p>		03/26/21 13:21 PM	READY	04:26	4
 <p>Text: MARIE &amp; RYAN Font: Times New Roman - 15.24 Text: My Greatest Adventure Font: Times New Roman - 10.16 Logo: Decorative_ArrowBoho</p> <p>ZPH0444</p>		03/26/21 13:21 PM	READY	05:02	4
 <p>Text: SNYDERS</p>					



**WHEN READY TO ENGRAVE:**

- Place item inside laser machine
- Tap green "ENGRAVE" button
- Laser Machine will beep when ready
- Press green button on laser machine
- Laser machine will beep when complete

**NOTES:**  
JIG: 1/2" Corner Jig  
LOCATION: NONE  
**INSTRUCTIONS:**  
Load with keyhole at top  
Remove easel backer to create a flat surface for engraving.  
Once removed, tabs may need bent back to assure frame sits level on tray.  
Clean with damp cloth

## COMPLETING THE JOB

- To select a job simply tap the image or anywhere on the appropriate row
- Once tapped, an instructional image and additional details will appear to the right of the screen
- The instructional image indicates how to place the item within the laser, using the top left corner of the machine as a reference point
- Take note of the bottom right hand corner, this will indicate the steps to:
  - Engrave the item
  - Jigs required
  - Jig location
  - Special instructions (i.e. apply shoe polish, wipe with a damp cloth, etc.)
- Once the item has been placed within the laser as instructed, tap the green "Engrave" icon on the screen, this will send the job to the laser


## COMPLETING THE JOB

- If the job was successfully sent, it will disappear from the Current Job Queue and the laser machine will beep
- Once the machine beeps, ensure that the laser lid is completely down and press the green “Start” button on the laser
- Once the job has been completed, the machine will beep twice
- Following the beep, open the lid and remove the item. If any special instructions were noted, perform those now (i.e. apply shoe polish, wipe with a damp cloth, etc.)
- If the instructions were forgotten, return to the job queue screen, tap the “Completed Jobs” tab in the upper left hand corner and select the item to revisit
- To return to the home screen, single tap the PGD logo
- If the job queue is left open, it will default to the home screen following a brief period of inactivity
- If the lid was accidentally opened during the job, simply close it back down, press the green Start button and the laser will continue until completion
- If the orange Pause button on the laser was pressed during engraving, press the green Start button to continue until completion

**Start**










# Navigating the Software





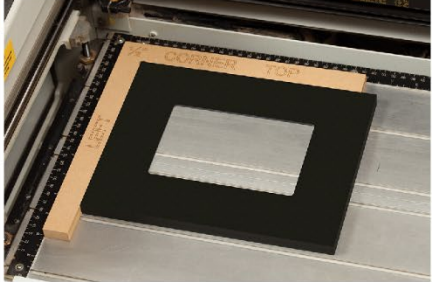
FOR EMPLOYEE USE ONLY

TAP AN ITEM TO SELECT

PRODUCT/SKU	ENGRAVING DETAILS	DATE TIME	STATUS	RUN TIME	FLAG
 <p>Text: SNYDERS Font: Times New Roman - 21.59 Text: Christmas 2021 Font: Times New Roman - 16.51 Logo: Plants_PineTrees2 ZPH0444</p>		03/26/21 13:22 PM	READY	04:45	
 <p>Text: Whitney &amp; Lauren Best Friends Font: Times New Roman - 12.70 Logo: plants_RoseBoho ZPH0444</p>		03/26/21 13:21 PM	READY	04:26	
 <p>Text: MARIE &amp; RYAN Font: Times New Roman - 15.24 Text: My Greatest Adventure Font: Times New Roman - 10.16 Logo: Decorative_ArrowBoho ZPH0444</p>		03/26/21 13:21 PM	READY	05:02	
 <p>Text: SNYDERS</p>					



WHEN READY TO ENGRAVE:

- Place item inside laser machine
- Tap green "ENGRAVE" button
- Laser Machine will beep when ready
- Press green button on laser machine
- Laser machine will beep when complete

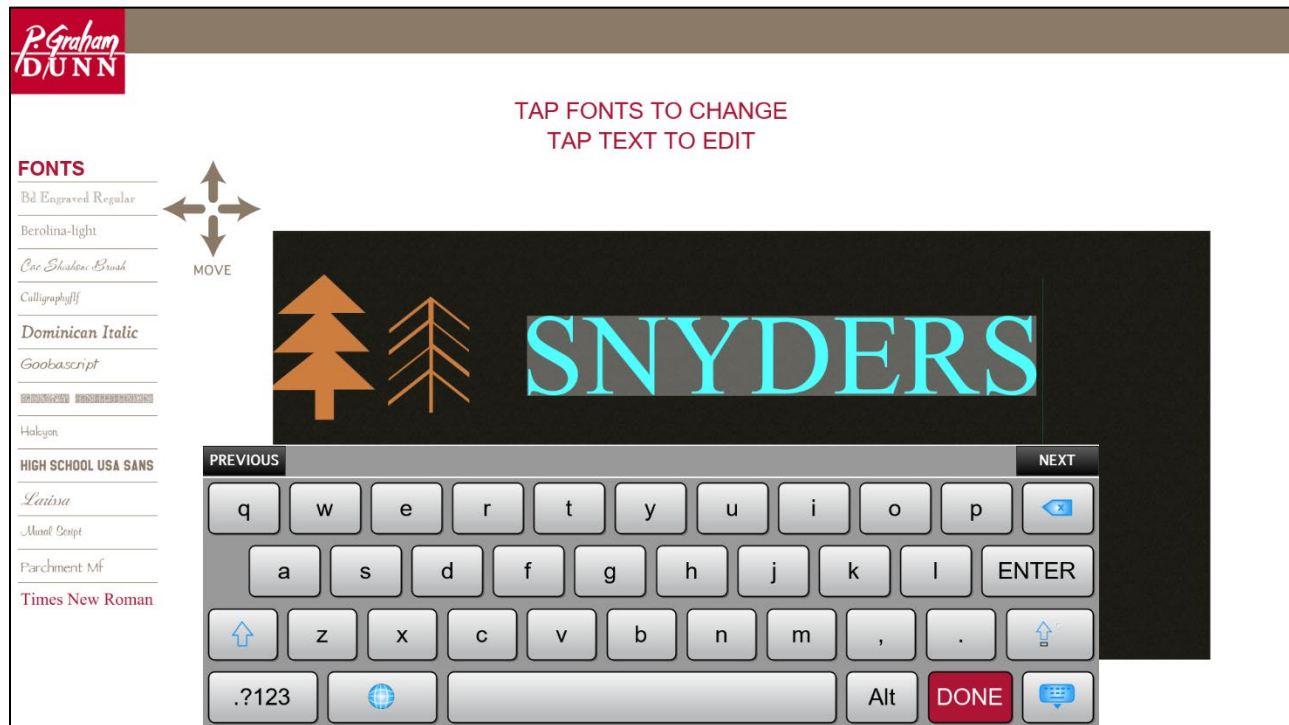
NOTES:  
JIG: 1/2" Corner Jig  
LOCATION: NONE  
INSTRUCTIONS:  
Load with keyhole at top  
Remove easel backer to create a flat surface for engraving.  
Once removed, tabs may need bent back to assure frame sits level on tray.  
Clean with damp cloth

## EMPLOYEE REVIEW SCREEN

- This screen provides additional features and tools to make minor adjustments, or simply a final review of a job before engraving
- To access the Employee Review Screen for a specific job, tap the job, then tap the blue "Review" button at the bottom of the screen



# Navigating the Software



## EMPLOYEE TEXT REVIEW SCREEN

- Notice that the Employee Text Review Screen functions similar to the regular screen with the addition of directional arrows
- The directional arrows will allow slight movement to the highlighted text box were there to be an issue with a file and the engraving is not quite lining up as desired
- This feature should only be used when necessary due to a flawed file; the purpose behind this feature is not to make significant movements and reorganize layouts
- If a flawed file is identified, please make PGD aware utilizing the tech support line

NOTE: Unchangeable text and images cannot be moved




## EMPLOYEE IMAGE REVIEW SCREEN

- Again, similar to the regular image edit screen but with a few additional features
- The editable image will be outlined in blue
- To change the image, tap the “Swap” image arrows at the top left of the screen
- To rotate the image, utilize the rotate clockwise/counterclockwise arrows
- To adjust the image location, utilize the directional arrows
- Again, this feature is for making minor adjustments due to flawed files and is not intended for complete redesigns
- If a flawed file is identified, please make PGD aware utilizing the tech support line



# Navigating the Software











FOR EMPLOYEE USE ONLY


CURRENT JOBS


COMPLETED JOBS

TAP AN ITEM TO SELECT


PRODUCT/SKU	ENGRAVING DETAILS	DATE TIME	STATUS	RUN TIME	FLAG
 ZPH0444	Text: SNYDERS Font: Times New Roman - 21.59 Text: Christmas 2021 Font: Times New Roman - 16.51 Logo: Plants_Pine Trees2	03/26/21 13:22 PM	READY	04:45	
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 ZPH0444	Text: MARIE & RYAN Font: Times New Roman - 15.34 Text: My Greatest Adventure Font: Times New Roman - 10.16 Logo: Decorative_ArrowBoho	03/26/21 13:21 PM	READY	05:02	
 ZPH0444	Text: SNYDERS				


DELETE

ENGRAVE

REVIEW

NOTES:

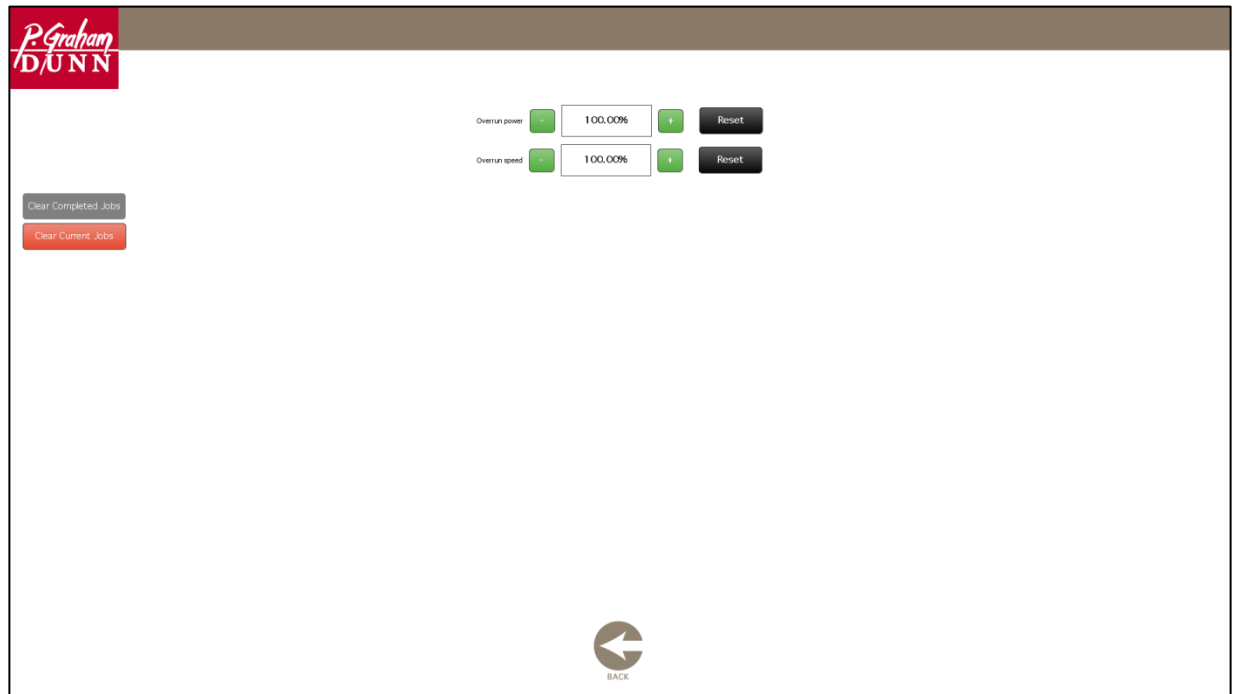
SETTINGS

EXIT

## ACCESSING THE SETTINGS & EXITING GRAVOTOUCH

- From the job queue, the settings can be accessed by tapping the gear in the lower right corner of the screen
- To exit Gravotouch, tap the exit door icon located next to the settings icon in the bottom right corner of the screen

NOTE: To ensure data is collected and updates are received, please exit software at end of each day



## SETTINGS

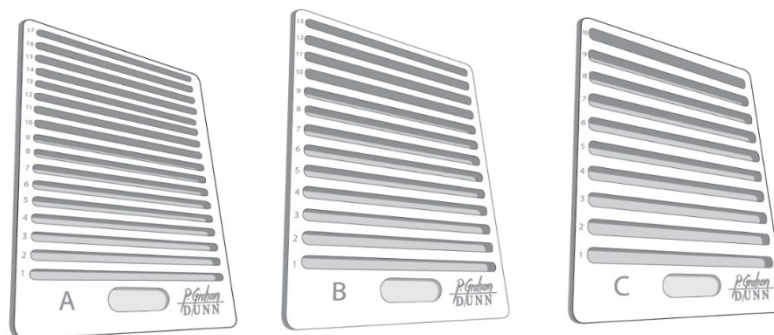
- From the settings screen, both current and completed job lists can be completely cleared with the tap of a button
- It's recommended that jobs are cleared at the end of each day to avoid freezing/lockup of software
- Laser power and speed settings can also be adjusted from this screen, though not recommended without advisement from PGD tech support
- To return to the job queue, simply tap the Back icon at the bottom of the screen

## SUPPLIES NEEDED

- Knockout Pad 12 Pack (ZSPL34)
- Particulate Filter 6 Pack (ZSPL09)
- HEPA Filter (ZSPL10)
- Carbon Filter Media & Module (ZSPL11)
- Carbon Filter Media (ZSPL12)
- Cotton Swabs (ZSPL04)
- Optic Wipes (ZSPL02)
- Paper Towels
- Glass Cleaner
- Lens Cleaner (ZSPL03)
- White Lithium Grease (ZSPL24)
- Motor Brushes Set of 4 (ZSPL13)
  - Only applicable to models produced prior to July 2017

## DAILY MAINTENANCE

- Clean machine with glass cleaner and paper towels
  - Make sure the laser machine is shut off before cleaning
  - Spray glass cleaner onto paper towel, not directly into machine which could cause damage to the lenses
  - Thoroughly wipe the surface of the laser tray, and the inside and outside of the hood. Be gentle, do not scrub
- Organize work area to maintain a clean station for customers
- Ensure all jigs are placed in their proper tray location for easy access when working with customers





## WEEKLY MAINTENANCE

- Clean Lenses & Mirrors
  - Using a cotton swab or optic wipe and lens cleaner, clean both sides of the laser lens. Be gentle, do not scrub
  - You can loosen the thumbscrew to remove the lens holder, making it easier to clean the underside of the lens
  - Clean the mirror above the lens, and the mirror on the far right side of the laser arm



Note the mirror above the lens holder



Loosen the thumbscrew to remove lens holder



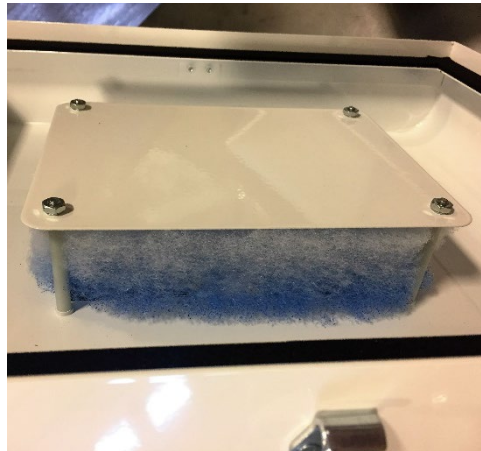
Far Right Mirror

## WEEKLY MAINTENANCE

- Changing/Checking Disposable Filters
  - Turn off exhaust system
  - Unhook clasps on either side of the exhaust lid (which is attached to the hose). Lift entire lid and remove from exhaust system
  - The prefilter attached to the lid is the knockout pad. Check this filter for dust and smoke residue by removing it from the inside of the lid. This should be checked weekly, but should only need replaced once a month. Attending to this filter correctly will help extend the life span of the other filters
  - The top layer is the particulate filter (also known as the 2' disposable filter). Check this for dust and smoke residue – this usually needs to be replaced every one to two weeks, depending on how frequent the machine has been used
  - Diligent maintenance and replacement of these filters will cut down on the wear and tear to the other, more expensive filters in the exhaust system



Clasp



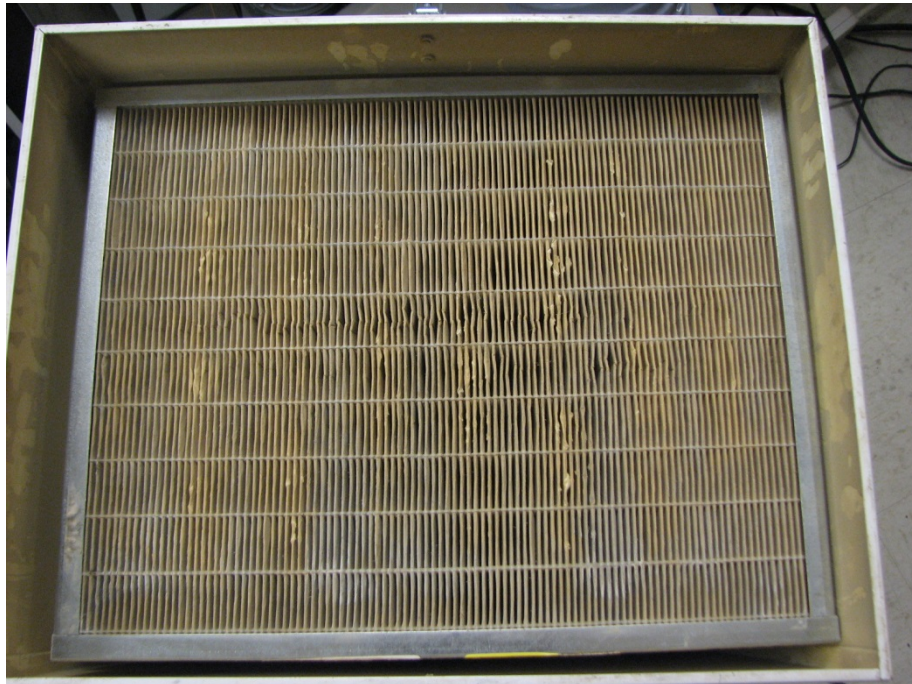
Knockout Pad



Particulate Filter  
(Example needs replaced)

## MONTHLY MAINTENANCE

- Changing/Checking HEPA Filters
  - The second layer in your exhaust system is the HEPA filter
  - With proper maintenance of your machine this should only need to be replaced once every couple of months, but it is a good idea to check the HEPA filters at least once a month incase increased activity has caused it to degrade more quickly



HEPA Filter (Example Needs Replaced Soon)



## LONG-TERM MAINTENANCE

- Changing/Checking Brushes
  - Your exhaust system will require the brushes to be replaced every 500 hours
  - This is dependent upon use; we find that with steady use it usually needs replaced every 6 months, but can vary from machine to machine

NOTE: Changing motor brushes is only applicable to models produced prior to July 2017. For more information, contact PGD tech support

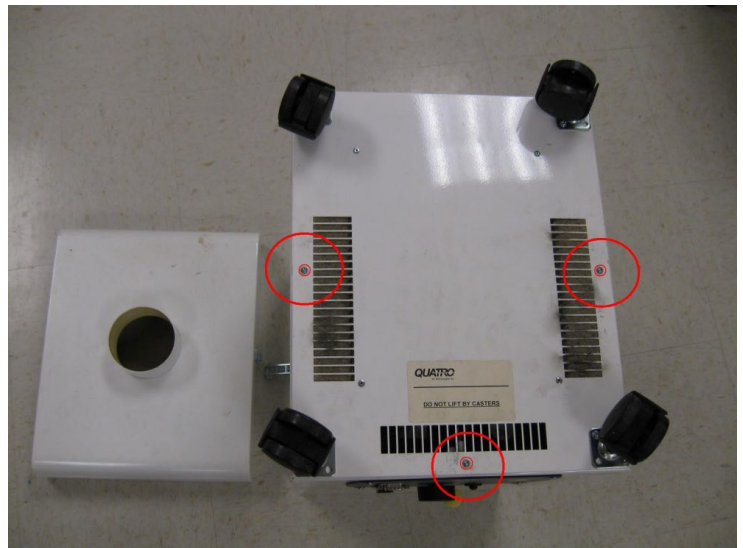
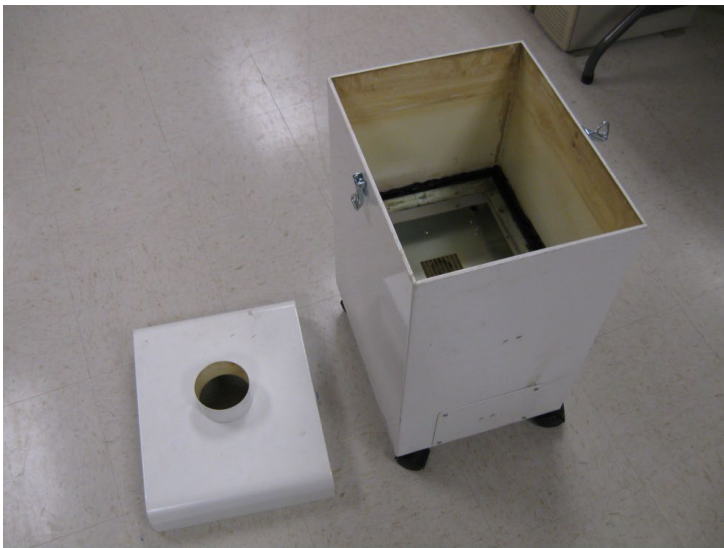


Motor Brushes

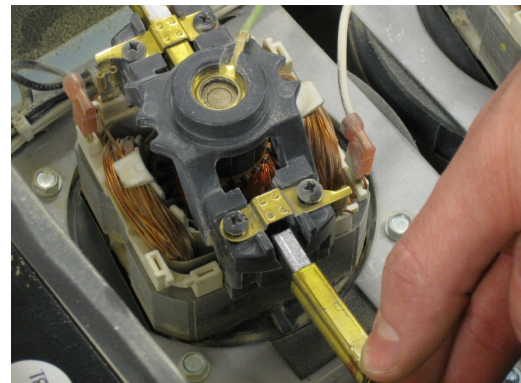
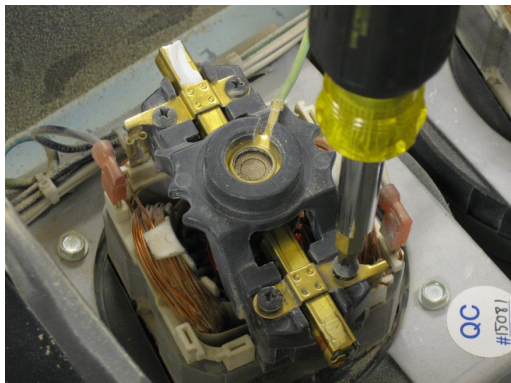
## LONG-TERM MAINTENANCE

- Changing/Checking Brushes
  - The smoke collector is powered by two large fans. The brushes on these fan motors are what needs replaced
  - To replace, disconnect smoke collector from the laser and unplug the power cord. Open the top and remove all filters.
  - Flip the smoke collector over and remove the three screws on the edges, as well as the four in the corners if necessary

NOTE: Changing motor brushes is only applicable to models produced prior to July 2017. For more information, contact PGD tech support



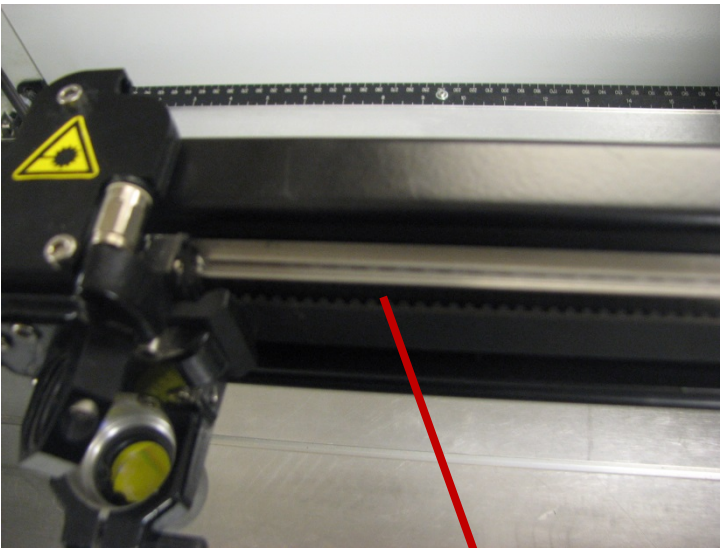
Two Motors, Four Brushes, Eight Screws – Loosen screws just enough to remove/replace the brushes





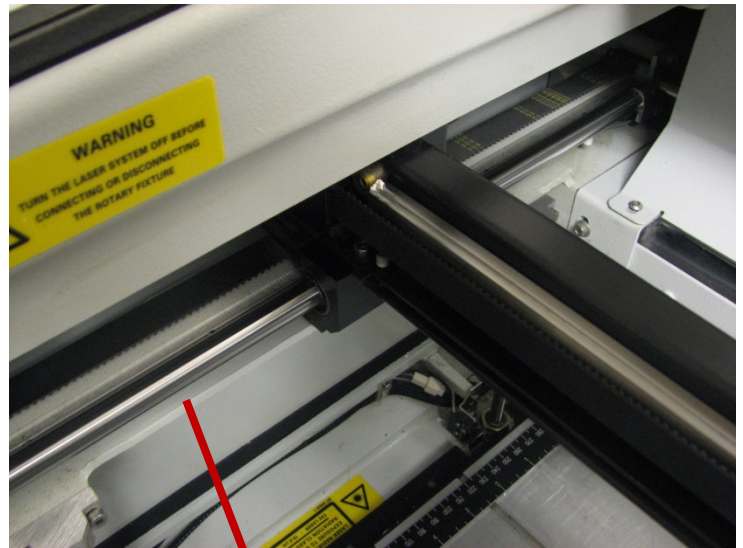
## LONG-TERM MAINTENANCE

- Lubrication
  - Make sure the laser is turned off
  - Use white lithium grease to lubricate the X Axis track. The top and bottom surfaces have a groove
  - Do not lubricate under the belt
  - Clean out used/dirty grease with a cotton swab, moving the laser head back and forth by hand to expose the grease to the surface
  - Deposit a thin layer of grease with a cotton swab
  - Work it in, moving the laser head back and forth by hand. Repeat the wiping/applying steps several times (getting the old grease worked out and the new grease worked in)
  - Also add a bit of fresh grease to the Y-axis tracks
  - Apply on the X-axis every 6 months
  - Apply on the Y-axis if you notice discoloration (6+ months)



X-Axis Track

NOTE THE GROOVE – This is where the grease goes



Y-Axis Bar

This is the left side – the right side has an identical one as well

- Chemical Filter
  - The third layer in your exhaust system is the chemical filter. It contains activated charcoal to remove odors
  - The media in this filter needs replaced only if you notice odors



# FAQ & Troubleshooting

A CUSTOMER SUBMITTED A JOB TO THE QUEUE, NOW NO LONGER WANTS IT

- Tap on the job in the queue and press the red “Delete” button at the bottom of the screen
- This “Delete” button can also be used to clear jobs from the Completed Jobs tab

I'M AT THE LAYOUT REVIEW SCREEN, BUT I WASN'T DONE MAKING EDITS

- Tap the “Back” button at the bottom of the screen to return to edit mode

TO MANUALLY REMOVE THE ON-SCREEN KEYBOARD

- At the bottom right of the on-screen keyboard there is a blue keyboard button with a down arrow, tapping this will remove the keyboard from the screen
- To bring the keyboard back, tap editable text or within a search box

THERE IS A GREY BAR SNEAKING INTO THE LEFT SIDE OF MY SCREEN

- This is a Windows on-screen keyboard, ignore and it should eventually go away
- This keyboard is not a part of the Gravotouch software, do not utilize

THE SOFTWARE IS TAKING A LONG TIME TO OPEN

- When a new publish of files is pushed to your machine, this may result in an above average amount of time for startup, be patient
- If problem persists or if software does not load, please contact PGD tech support

AN ITEM WILL NOT SCAN

- If an item is not scanning, it may be due to a faded or bad barcode, simply key in the SKU# by tapping the box and using the on-screen keyboard
- If the item still will not come up, it may be a flawed file, reach out to PGD tech support for assistance
- If the issue persists, check the USB Scanner connection to confirm connectivity. If the scanner still does not work, perhaps try using another scanner to determine whether or not it is a faulty piece of equipment



# FAQ & Troubleshooting

## I'M TAPPING ON AN IMAGE OR TEXT, BUT NOTHING IS HAPPENING

- Greyed-out images within product layouts are unchangeable, this is primarily due to more intricate layout designs
- If more changes are desired, simply choose a different layout that contains more editable options

## ERROR RECEIVED WHEN SENDING JOB

- This can be caused by too many jobs in the completed queue, switchover to the completed jobs tab to clear, or from within the settings screen
- Then reattempt to send job to laser
- If clearing completed jobs does not work, remove and re-add printer device:
  - Open Devices and Printers in Windows Control Panel
  - Turn laser off
  - Remove the L-Solution printer (right-click, select 'Remove device')
  - Turn laser on
  - Wait for L-Solution printer to reappear
  - Then reattempt to send job to laser

## CAN A CUSTOMER CONTINUE DESIGNING WHILE AN ITEM IS ENGRAVING?

- Yes, once the job is sent to the laser, the customer can begin designing another item, there is no need to wait
- Once the job is done running, simply go back into the job queue, access the next job, and send to laser

## I'M SCANNING THE ITEM BUT NOTHING IS HAPPENING

- Tap inside the SKU# box to redirect the scanner input

## THE WINDOWS BAR IS AT THE BOTTOM OF MY SCREEN

- Simply tap somewhere on the Gravotouch software to remove

## I'M TAPPING BUT IT DOESN'T SEEM TO BE RESPONDING

- Each touchscreen has a different response level, it may take some time to get used to how your specific machine reacts, how hard you have to press, etc.
- If unable to access the job queue by tapping the grey bar, access can also be granted by typing "jobqueueaccess" into the SKU# box on the home screen and tapping "Enter"
- If the machine continues to not respond, the software may be frozen and will need restarted



# FAQ & Troubleshooting

## A CUSTOMER'S LAYOUT SEEMS TO BE RUNNING OFF THE ITEM

- Some files are setup to run past the edge of the item, this should easily be discernable by looking at the layout
- If it is text or an image that is running off the edge, utilize the Employee Review Screen to make small tweaks
- Make PGD tech support aware of text or images that run off the edge of items so that the master files can be corrected

## THE PROGRAM FROZE

- This can be caused by too many jobs in the queue
- Press CTL+ALT+DEL to access the task manager and end task, then restart the Gravotouch Launcher
- If unable to access the task manager, a hard reboot may be necessary

## THE LASER DID NOT RETURN BACK TO THE TOP LEFT CORNER

- Make sure laser bed is clear
- Press any arrow key to return laser to home position
- Press the auto focus button to confirm tray is at the proper height

## LID LIFTED DURING JOB BEFORE COMPLETION

- Replace lid and press the green button on the laser to complete the job

## THERE IS NO LIGHT IN MY LASER

- Not all P. Graham Dunn laser machines maintain interior lighting, this is a new feature that is non-existent on our older machines
- If your machine does have a light and it seems to have gone out, contact PGD tech support for instructions on how to replace

## HOW DO I REMOVE THE BURN RESIDUE FROM A WOODEN ITEM?

- Use a damp cloth to wipe item off before giving to the customer

## ENGRAVING IS FUZZY/HAZY

- Lens may be dirty or scratched – clean using a cotton swab and lens cleaning solution
- Item may be out of focus – to check, pause the laser in the middle of the job and place the focus tool between the bottom of the lens and the item being engraved, if the space is greater or less than the tool length, adjust laser bed to fix

## THE LASER ISN'T ENGRAVING

- Make sure the red dot is not turned on; when on, the actual laser is turned off
- The tray may be too low due to a flawed file or the tray not being auto-focused at the beginning of the day, clear machine tray and auto focus
- If problem persists, follow “The Laser Bumped the Jig and Moved It” directions (pg. 38)

## THE FOCUS SENSOR IS DRAGGING ACROSS PRODUCT OR TRAY

- A file may be incorrect or the tray was not auto-focused correctly at the beginning of the day. If focus sensor is still intact, clear machine tray and auto focus
- If problem persists, follow “The Laser Bumped the Jig and Moved It” directions (pg.38)
- Focus sensor may need replaced if no longer straight

## THE FAN IS NOT ON AND THE MACHINE IS FILLED WITH SMOKE

- Press the Fan button to manually turn on smoke collector

**Fan**





## THE LASER BUMPED THE JIG AND MOVED IT

- Stop the engraving by pressing the orange Pause button on the printer, then open and reset the jig
- Close the lid, press the “Z” button, and press the down arrow to lower the deck enough to get the product and jig under the laser. From here, there are two ways to handle:
  - If the product is currently underneath the laser head or can be temporarily shifted to do so then:
    - Position the product so it is under the laser head’s current position. You can use the red light to be certain of where the laser head is pointing. Close the lid. Press the auto focus button so that the focus sensor touches the product. Press the ‘X’ button to escape from JOYSTICK Z. Press any arrow button to reset the job – the laser moves to the corner, but the tray does not move. Position the jig and product correctly for running (if it isn’t already).
  - If the product cannot be positioned underneath the laser head:
    - Press the check mark button to save this tray height setting. Press any arrow key to reset the job. Position the jig and product for engraving.
    - Bring the laser head over top of the product by pressing and holding the right arrow button to move the laser head to the right, and pressing and holding the down arrow button to move the laser head forward. You can use the red light to be certain of where the laser head is pointing.
    - With the head over the product, close the lid and press the auto-focus button so that the focus sensor touches the product.
    - Be sure the red light is off. Press the green start button.
    - At the end of the run, clear the laser bed and press the auto focus button to realign tray for next job.

## MACHINE TRAY SEEMS UNEVEN

- 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.



## 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 and off very quickly as it makes its 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)

## FOCUS SENSOR BROKE OFF

- As a temporary fix, use tape to rejoin the two pieces. Unscrew the upper half (hexagonal piece) to make it easier to apply the tape
- As a long term fix, the piece will need replaced and can be ordered from P. Graham Dunn (ZSPL19)



## PERFORMING A MANUAL FOCUS

- Turn on the red light (first 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



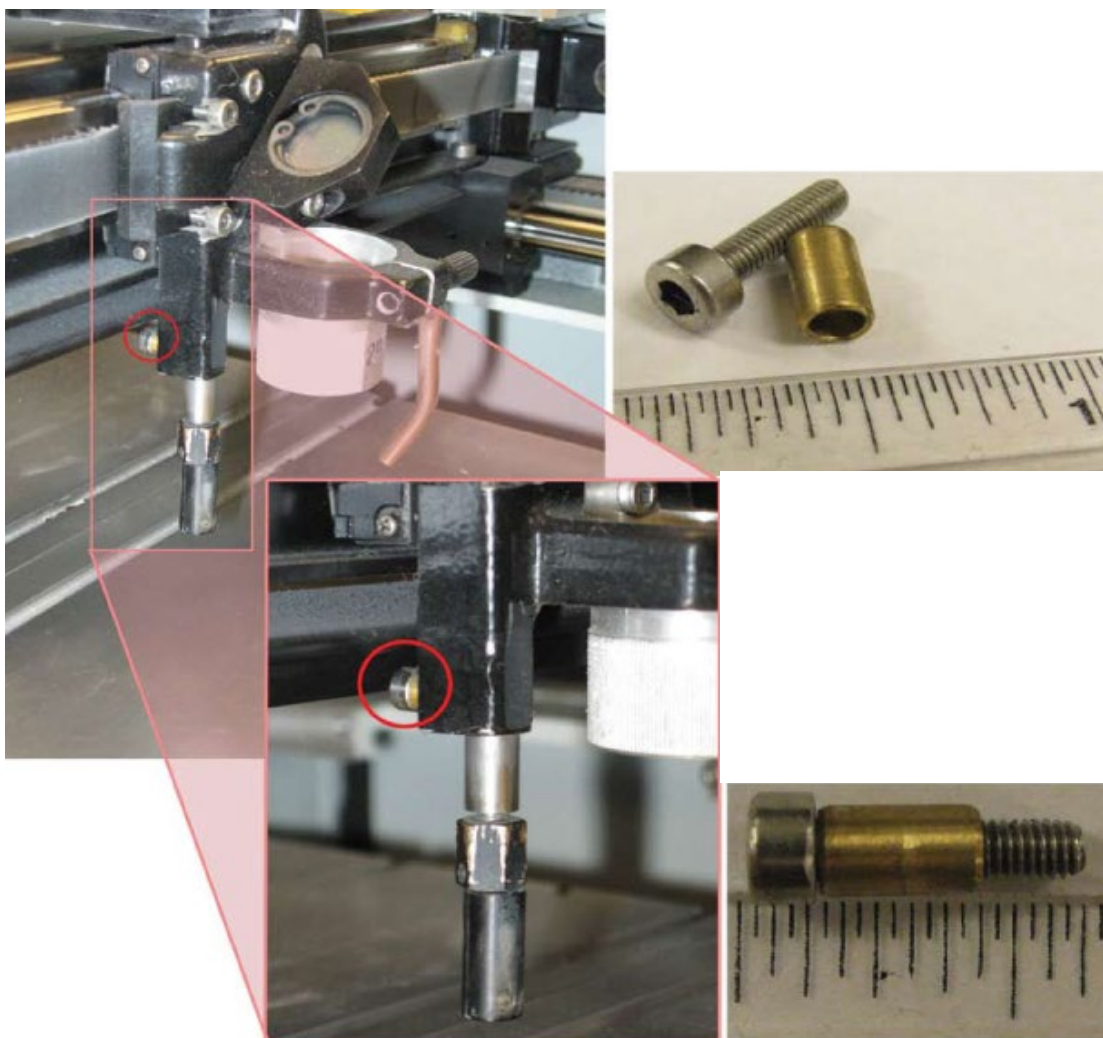
## RE-ALIGNING THE Z-AXIS

- Grab the blue plastic cylinder from the toolkit
- Hold the "X" button while turning the laser on
- Press the down arrow twice to move to "RE-ALIGN MACHINE" on the LCD screen and press the checkmark button to select
- Press down once to move to "RE-ALIGN Z" and press the checkmark button to select
- The laser comes out to the middle of the tray, lifts the tray, and touches the focus sensor to it
- 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



## 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 from your laser toolkit

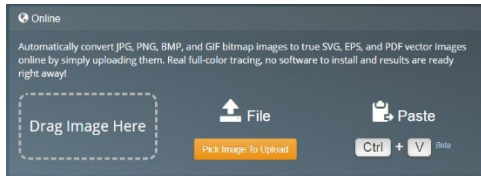




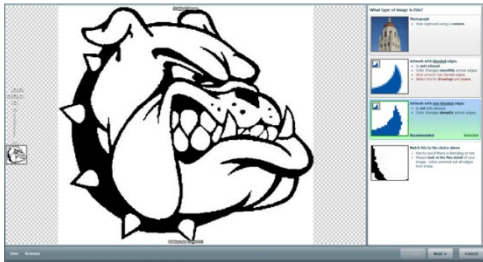
## CUSTOM IMAGES

To adjust image format, start with a black and white image and utilize third-party resource vectormagic.com (\$9.95/mo. for unlimited access) and follow steps below:

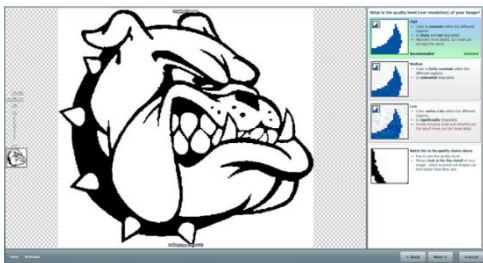
1. To begin, login and click “Pick Image To Upload” and select image file



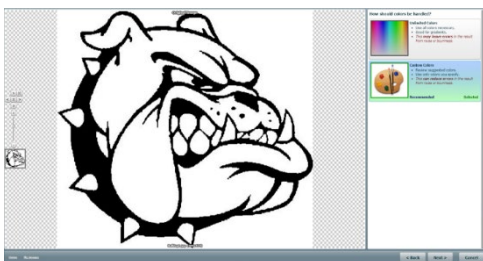
2. Select type of image, then click “Next” in the bottom right hand corner



3. Select image quality, then click “Next” in the bottom right hand corner



4. Select “Custom Colors,” then click “Next” in the bottom right hand corner



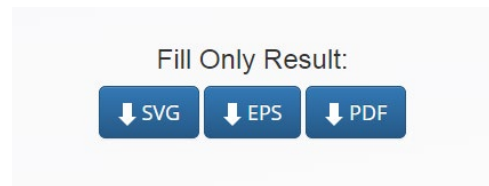
5. Select color palette, then click “Next” in the bottom right hand corner



6. Once completed, click “Download Result” in top right corner



7. Using the blue buttons, click “PDF” as the desired file type



6. Save adjusted image file to USB drive and access via steps noted under “Custom Images” (pg. 14)

## USING GRAVOTOUCH AND GRAVOSTYLE ON ONE COMPUTER

In order to run simultaneously, insert the USB Keys and start the software in the correct sequence noted below:

- Identifying the USB Keys
  - The GravoStyle USB Key may have a BLUE tag that indicates the version and level of GravoStyle, e.g. “GravoStyle 5.4 Discovery” or simply no tag at all
  - The GravoTouch USB Key will have a RED tag that indicates “GravoTouch Player”
- To setup the Software
  - Insert only the GravoStyle USB Key
  - Start one or more instances of GravoStyle by clicking the “GS 5 Laser mode (5.4.0.0)” shortcut on the desktop. Wait for the program to load
  - Insert the GravoTouch USB Key
  - Start GravoTouch using the “GravoTouch Launcher” shortcut on the desktop

Easily switch back and forth between the open programs using the Alt-Tab shortcut

NOTE: You will be unable to start any more GravoStyle sessions once the GravoTouch USB Key has been inserted, so you may wish to start two or three sessions

NOTE: When transitioning from Gravostyle to Gravotouch auto focus on the empty tray. Gravotouch references this point to begin each job. This step is not necessary when switching from GravoTouch to GravoStyle



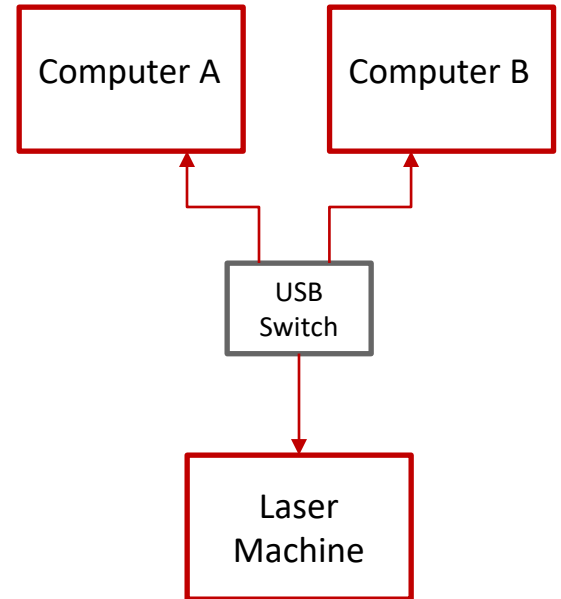
## USING GRAVOTOUCH AND GRAVOSTYLE ON DIFFERENT COMPUTERS

Supplies: USB Switch (ZSPL28)

- To Setup Dual Input
  - Plug one USB cable into one of the top USB ports on the switch and one computer, then another cable into the other top USB port and the other computer
  - Plug the third USB cable from the bottom port on the switch to the laser
  - To switch inputs, simply tap the button and the LED indicator will signify which input is currently being recognized

NOTE: It may be beneficial to physically identify which computer is Computer A and which is Computer B

NOTE: When transitioning from Gravostyle to Gravotouch auto focus on the empty tray. Gravotouch references this point to begin each job. This step is not necessary when switching from GravoTouch to GravoStyle





# TECH SUPPORT

## LIVE

- Free, live tech support is available Monday – Friday, 9:00am – 5:00pm EST and can be reached toll free at 855-218-5260
- Please do not hesitate to call

## AFTER HOURS

- Missed our tech team? Or searching for a simple fix? Visit our Laser Support Site / Tech Support / Quick Fixes Guide
- **[wholesale.pgrahamdunn.com/laser](http://wholesale.pgrahamdunn.com/laser)**

## BE SOCIAL

- Share your creations and be inspired by others by joining our Personalization Program Facebook group
- **[facebook.com/groups/PGDPersonalization](https://facebook.com/groups/PGDPersonalization)**

## FILE ADJUSTMENTS & PRODUCT ADDITIONS

- Each time the Gravotouch software is launched, updates will automatically be applied to your system

## TRAINING VIDEOS\*

- Free software and maintenance training videos are available at:  
**[wholesale.pgrahamdunn.com/training](http://wholesale.pgrahamdunn.com/training)**

## PRODUCT IMAGES\*

- Receive access to all P. Graham Dunn product photos
- **[wholesale.pgrahamdunn.com/photogallery](http://wholesale.pgrahamdunn.com/photogallery)**
- Utilizing the address above, search by SKU using the search box; once the image is found, click the "Download Full Size Image" button to save the image to your computer

\*NOTE: Account required to access. To setup a new account, click “Login” at the top right of the webpage, then click “Dealer Setup” and follow the prompts to submit for approval (please allow 24 hours to receive access)



# NOTES



# NOTES



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