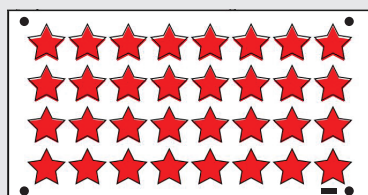
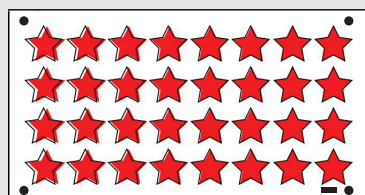


# Troubleshooting Guide: Print-to-Cut Misalignment *Using Crop Marks*

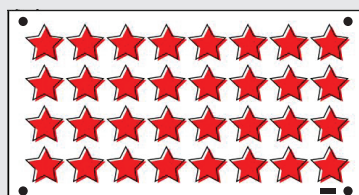
April 2020



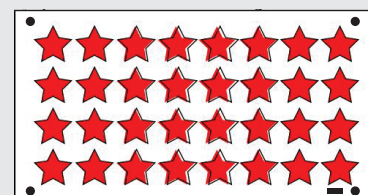
Misalignment in the FEED direction



Misalignment in the SCAN direction



Combination of FEED and SCAN direction



Misalignment only in CENTER of media

## A. Inspect: Blade, Blade Holder, Cutter Pad

In all cases, first inspect the condition of the hardware listed below.

### BLADE

- Check that the blade is not worn or broken
- Check that you are using the correct blade and force for your media type
- Check that the offset value in Versaworks reflects the offset value of the blade in use

 [Cutter Blade Reference Guide](#)

 [Versaworks 6 Web Guide: Configuring the Cutting Conditions](#)

Roland DGA Online Store [Cutting Parts & Accessories](#)

### BLADE HOLDER

The blade holder has a small pivot bearing which can wear out and accumulate dust and debris over time. Remove, inspect, and clean the blade holder, replace if needed.

Purchase Roland Blade Holder, XD-CH3 **\$54.99**

### CUTTER PAD/CUTTER PROTECTION STRIP

The cutter pad is meant to provide a smooth flat surface for the blade as it slices through the media. If there is any damage on the surface of the pad, you may start to see wavy/jagged cut lines and/or corners start to lift. Replace the cutter pad if there are any cuts, grooves, or other surface imperfections present.

Roland DGA Online Store [Cutting Parts & Accessories](#)

## B. Update: Versaworks, Firmware

Before you continue onto the calibrations and adjustments, make sure Versaworks is updated to the latest version.

**Versaworks:** Check your current version of Versaworks under Help > About

 Update Versaworks 6

 Update Roland VersaWorks to 5.51

 Update VersaWorks Dual to 1.6.15

**Firmware:** Check the current firmware version on your Roland printer in Versaworks under Printer > Printer Settings. Visit the Roland DG Download page and select your printer model on the left side menu to see the latest firmware version available.

[Roland DG Download Page](#)

- ① Download firmware updater from Roland DG Download page
- ② Turn on Main Power Switch and Turn off Sub Power Switch
- ③ Double-click Firmware Installer execution file
- ④ Check model name and version before clicking "Install" button

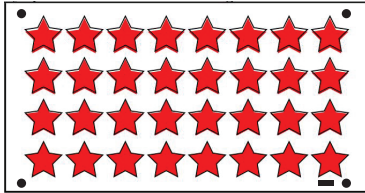
## C. Adjust: Calibrations and Adjustments

Reference the Owner & User Manual for detailed instructions for the procedures listed below.  
You can access a copy of your printer's User Manual from the Roland DGA Product Support Page.

 [Roland DGA Product Support Page](#)

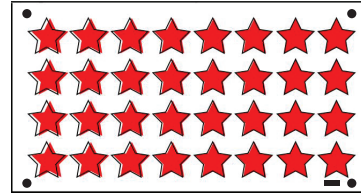
1. Enter your serial number, click "Find Your Machine"
2. Click the green button "Continue to Self Help"
3. Expand "Owner & User Manual"
4. Use the Table of Contents to locate the procedure listed. If one of the adjustments is not listed in the manual, move on to the next step.

### Misalignment in the FEED direction



1. Set the FEED distance correction value to 0.00 in the Cutting Menu
2. Bidirectional Adjustment
3. Feed Correction Function
4. Print-Cut Adjustment
5. Media Gap Adjustment
6. Crop-Cut Adjustment

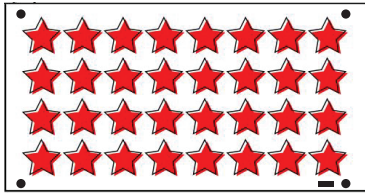
### Misalignment in the SCAN direction



1. Set the SCAN distance correction value to 0.00 in the Cutting Menu
2. Bidirectional Adjustment
3. Feed Correction Function
4. Print-Cut Adjustment
5. Media Gap Adjustment
6. Crop-Cut Adjustment

### Combination of FEED and SCAN direction

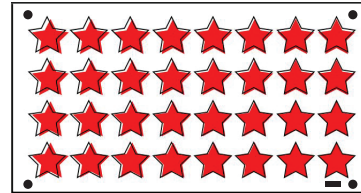
Consistent cutting position within single sheet



1. Set the FEED and SCAN distance correction value to 0.00 in the Cutting Menu
2. Bidirectional Adjustment
3. Feed Correction Function
4. Print-Cut Adjustment
5. Media Gap Adjustment
6. Crop-Cut Adjustment

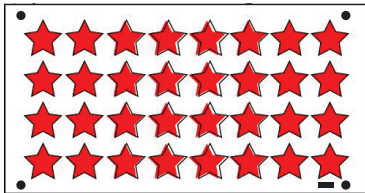
### Combination of FEED and SCAN direction

Inconsistent cutting position within single sheet



1. Set the FEED and SCAN distance correction value to 0.00 in the Cutting Menu
2. Bidirectional Adjustment
3. Feed Correction Function
4. Print-Cut Adjustment
5. Media Gap Adjustment
6. Crop-Cut Adjustment

### Misalignment only in CENTER of media



1. Bidirectional Adjustment
2. Feed Correction Function
3. Use the Test Print from Print-Cut Adjustment at far left, center, and far right of media.  
Find the value that minimizes the shifting amount at all three positions.  
Then, input the values for "SCAN SETTING" and "FEED SETTING".
4. Media Gap Adjustment
5. Crop-Cut Adjustment

## D. Troubleshoot: Other Factors to Consider

**Cutting Speed:** Lower the Cutting Speed and/or Up-Speed. If the speed is set too high the media can shift during cutting.

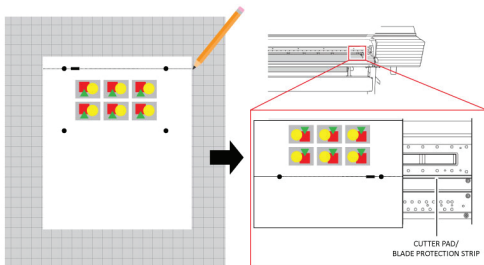
**Dirty Pinch Roller Wheels/Grit Rollers:** Clean the pinch roller wheels and grit rollers. You can also replace the pinch roller wheels if they are worn or damaged. If the wheels are applying different pressure at different points of the media it can cause the media to shift during cutting.

**Heater Temperature:** If you are using a media that easily stretches or shrinks, try reducing the heat to reduce material shrinkage during printing.

**Get Media Width in Versaworks:** Do not press "Get Media Width" when you are sending the "Cut Only" portion of the job in Versaworks.

**Loading position:** You can use this trick to make sure the media is loaded in the correct position:

1. Use a straight edge and a pen or pencil to lightly draw a line across the laminated media through the center of the top crop marks as shown in the image below.
2. When loading the material to cut, align the center of the cutter pad to the drawn line on the media on both edges.



 [Versaworks 6 Web Guide: Print, Laminate, and Cut](#)

 [Versaworks Dual Web Guide: Print, Laminate, and Cut](#)

 [Roland Versaworks Web Guide: Print, Laminate, and Cut](#)