MatDesigner™ 8000
Getting Started Manual

Revision D
MatDesigner™

NOTES:

MatDesigner™ 8000 - Getting Started Manual

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MatDesigner™ - Getting Started Manual

Packing List

If Shipped without a Computer:

Box 1: Air Regulator/Fitting Hoses (1), Box of Blades (1), Configuration Diskette, Driver Pak (1), Driver Pak to Board Cable (1), Driver Pak USB Cable (1), Gantry Covers (2), Getting Started Manual (1), Head Assembly (1), Mat Cutter (1), Phone Cord (1), Power Cable (1), Software (1), Wall Mount (If ordered; box is secured to the Mat Cutter box), Tool Kit, Allen Wrenches (3/32, 7/64, 1/8, 3/16, 5/32"), Blade Cartridge (1)

If Shipped with a Computer:

Box 1: Mat Cutter (1), Wall Mount (If ordered; box is secured to the Mat Cutter box)

Box 2: Air Regulator/Fitting Hoses (1), Box of Blades (1), Computer (1), Driver Pak (1), Driver Pak to Board Cable (1), Driver Pak USB Cable (1), Gantry Covers (2), Getting Started Manual (1), Head Assembly (1), Keyboard (1), Monitor (1), Mouse (1), Mouse Pad (1), Phone Cord (1), Power Cord (3), Tool Kit, Allen Wrenches (3/32, 7/64, 1/8, 3/16, 5/32"), Blade Cartridge (1)

If Shipped with a Stand:

Separate Box: Stand

Check Contents

Upon receipt of equipment, review for shipping damage and advise if any. Verify that contents shown above are received. **Read Manual before installing and operating equipment.** Save Packaging.

Equipment Required

1/4" female fitting on main airline, or quick disconnect attachment
110 volt electrical outlet
Air Source - 100 to 120 PSI
Phone line, preferably a dedicated line
Surge Protector
Table for the Computer/Monitor

Setting up the 8000 Board

Congratulations on the acquisition of your new ***Wizard™*** - welcome aboard! The first step toward using your new Wizard Mat Cutter is to unpack it and install it. The following instructions will show you how to set up your Wizard.

Begin by clearing an area for the Wizard. The board requires at least **80" wide by 65" high (203 x 165 cm)**. The *minimum* space required for the computer, monitor, mouse and keyboard is **26" x 30" (66 x 76 cm).**

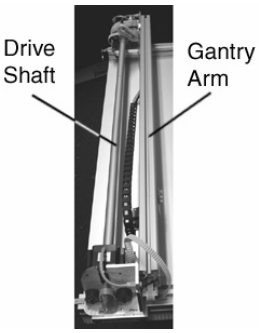
You will also need an air compressor that puts out between 100psi and 120psi.

Taking the Board out of the box

1. With the help of a second person, place the box carefully on a table or other flat surface. Cut the strapping tape. Carefully lift the cover of the box away. With the help of a second person, carefully lift the Board straight up out of the box. Have a third person move the box out of the way and lay the Board down on the table or other flat surface.

2. Carefully remove foam corners and place back in the box.

3. Save packaging, foam corners and Shipping Blocks (removal instructions below) for future use. See Contract Section 1, "Shipping Charges".



NEVER SKIP AHEAD ON ANY STEP! Never pull/push on the Drive Shaft to move the Gantry. Use the Gantry Arm.

The Drive Shaft is the thin cylindrical bar on the left that runs the length of the Gantry. The Gantry Arm is the rectangular thick housing on the right that runs the length of the Gantry.

Unlocking the Shipping Blocks

1. Locate the four Shipping Blocks holding the Gantry in place. There are two on the upper Gantry (Fig A). One is to the right of the Gantry on top of the Rail (Fig B), the other is to the left of the Gantry on the underside of the top rail (Fig C).

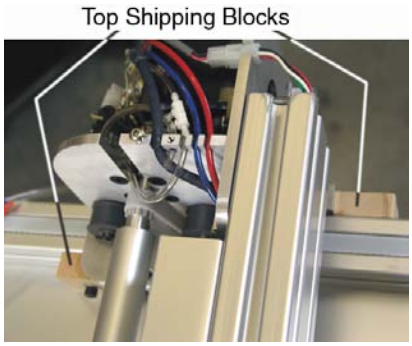


Fig A.

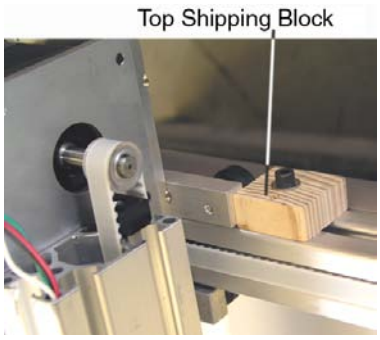


Fig B.

Fig C.

Fig A: Top shipping blocks. Fig B: Right top shipping block above top rail. Fig C: Left top shipping block under top rail.

The bottom shipping blocks are located on the top of the lower Rail on either side of the Gantry (Fig D-F).

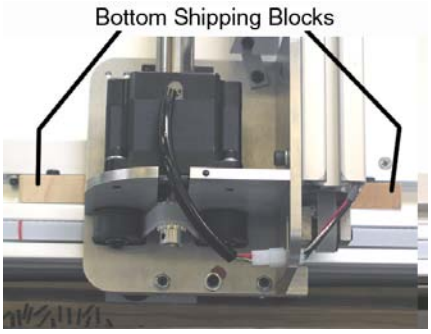


Fig D.

Fig E.

Fig F.

Fig D: The lower shipping blocks. Fig E: Left lower shipping block. Fig F: Right lower shipping block.

2. Remove the shipping blocks by loosening the 3/16” Allen screw from the T-Nut (Fig G-I). Remove the shipping blocks. Slide the T-Nuts to the nearest end; a pencil eraser can be useful for this (Fig J). Attach the 3/16" Allen screws, shipping blocks and T-Nuts back together and place in the shipping box for storage (Fig G).

Fig G.

Fig H.

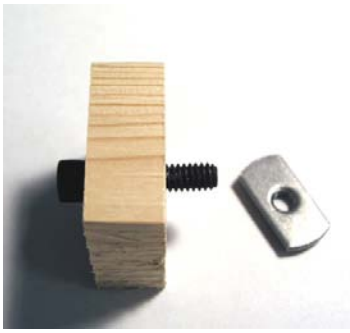


Fig I.

Fig J.

Fig G: Complete Shipping Block. Fig H: Remove 3/16" Allen screw from T-Nut. Fig I. T-Nut removed from shipping block. Fig J: A pencil eraser can be useful to remove T-Nut from channel.

Check Squareness

Check the Alignment Arrows

Check the small Alignment Arrows on left end of both the upper and lower Rails. Make sure they line up with the Alignment Arrows on the Board itself (Fig A). If they do not, call Help Desk at 888/855-3335.

Check the Toothed Belt Lines

Move the Gantry to the right and back. Looking at the upper Toothed Belt, slowly move the gantry toward the right again until you see a red line on the Toothed Belt. Confirm that the red line lines up with the red line on the Toothed Pulley (Fig B). If they don’t, call Help Desk. Without moving the Gantry, look at the lower Toothed Belt and make sure the red lines line up on the Toothed Belt and the Toothed Pulley. If not, call Help Desk.

Fig A.

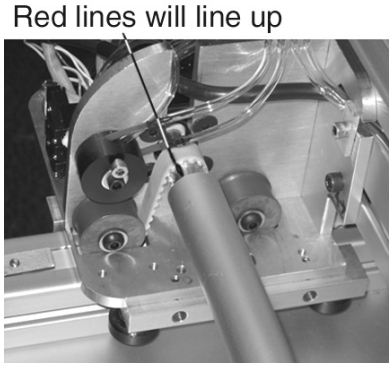


Fig B.

Fig A: Make sure the alignment arrows line up. Fig B: Make sure the red lines line up.

Unlock the Gantry Wheels

IMPORTANT: DO NOT Operate the Wizard without first unlocking the Gantry Wheels!

1. The wheels on the Gantry are attached to a bar which is locked into place for shipping purposes. Locate the Allen Screw marked with a red dot located at the bottom of the Gantry (Fig A); it is located between two other screws that will not be touched. Remove only the Allen Screw and the washer completely (Fig B-C); **DO NOT TOUCH THE OTHER SCREWS.** You may hear/feel the Gantry Wheels snap into place.

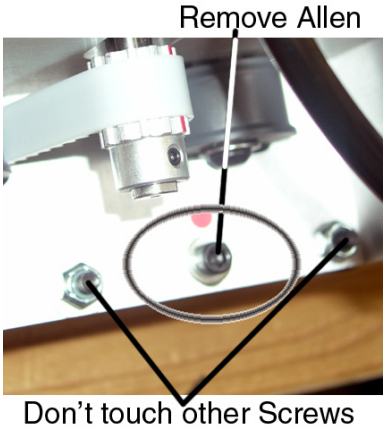


Fig A.

Fig B.

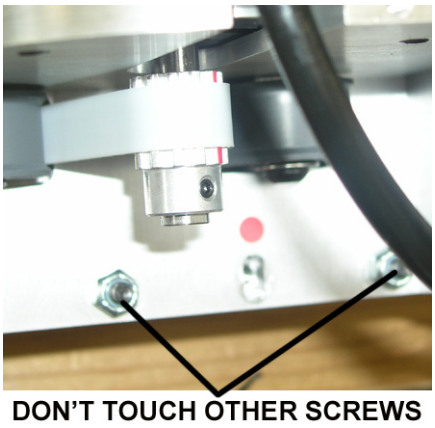


Fig C.

Fig A: Locate Allen Screw at the bottom of the Gantry. Fig B: Remove Allen screw and washer. Fig C: Allen and washer have been removed.

2. Now locate the Allen Screw marked with a red dot located on the top of the Gantry (Fig D); it is located between **TWO OTHER SCREWS THAT WILL NOT BE TOUCHED.** Remove only the center Allen Screw and the washer completely (Fig E-F); **DO NOT TOUCH THE OTHER SCREWS.** You may hear/feel the Gantry Wheels snap into place.

Fig D.

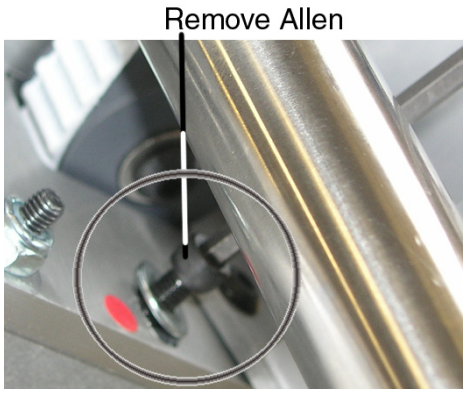


Fig E.

Fig F.

Fig D: Locate Allen Screw at the top of the Gantry. Fig E: Remove Allen screw and washer. Fig F: Allen and washer have been removed.

3. Place the two Allen Screws and the washers you removed into the holes provided on the lower Gantry Plate. The multipurpose Allen Screws WILL BE USED during the lifetime of your Wizard, so it is important to place them here. Only screw in enough until the screw slightly protrudes from bottom of plate.

Fig G.

Fig G: Place Allen Screws and washers into holes provided on the lower Gantry Plate.

Head Installation

Install the Head onto the Gantry

The Head is shipped with a Blade installed. Take care when handling the Head so as to avoid injury.

Do not pick up the Head using the Blade Depth Knob or the Cover (plastic cover labelled Wizard).

1. Move the Gantry to the right edge of the Board. Remove the two 5/32" screws from the Head and set aside (Fig A).

2. Point the Head so that the Foot Block faces toward the Board and the wheels are close to the bottom of the Gantry (Fig B). Line up the wheels on the Head to the center channels of the Gantry arm (Fig C). Ease the Head onto the Gantry (Fig D).

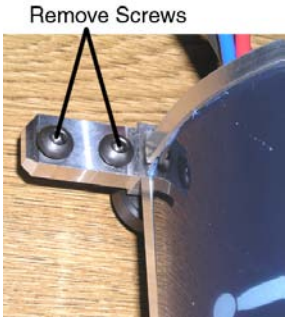


Fig A.

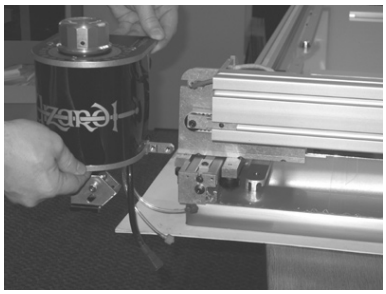


Fig B.

Fig C.

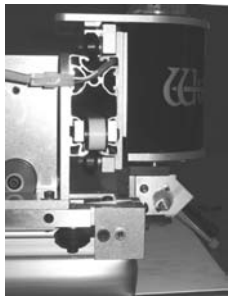


Fig D.

Fig A: Remove screws from Head. Fig B: Line up Head wheels to bottom of Gantry. Fig C: Ease Head wheels onto Gantry channels. Fig D: Bottom view of Head on Gantry.

3. Roll the Head up on the Gantry until it lines up to the Head Grabber Arm (attached to the right side of the Gantry) (Fig E-G).

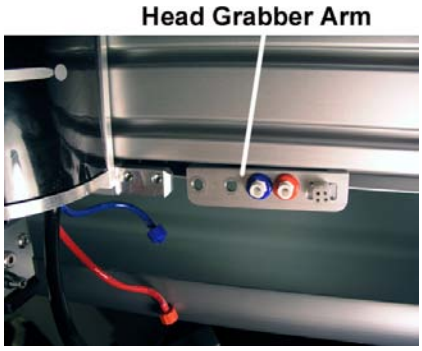


Fig E.

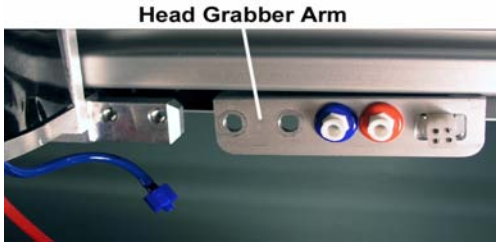


Fig F.

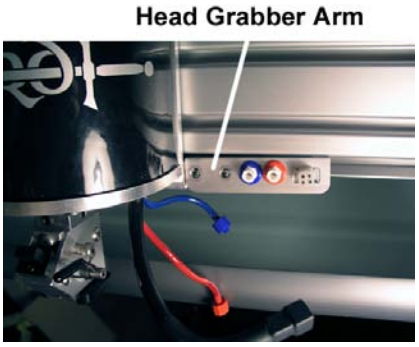


Fig G.

Fig E: Head almost lined up to Head Grabber Arm. Fig F: Close up of Head and Head Grabber Arm. Fig G: Holes in Head and Head Grabber Arm lined up.

4. Replace the two 5/32" screws by making sure they go into both the Head and into the Head Grabber Arm (Fig H) then tighten firmly. Connect the Air to the Head by twisting the two Air Fittings together, **matching** colors (Fig I). Connect the Head Power Plug (square connection) to the Head Grabber Arm (Fig J). Make sure that the Head and the Head Grabber Arm line up together neatly to ensure correct fitting (Fig K).

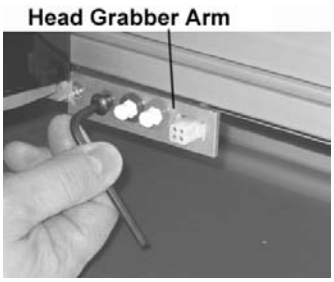


Fig H.

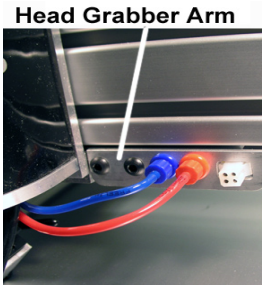


Fig I.

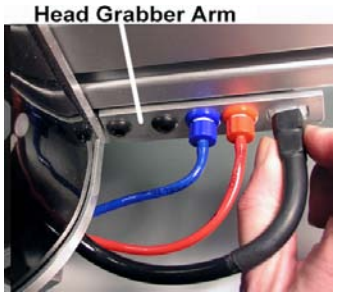


Fig J.

Fig K.

Fig H: Replace the two 5/32" screws making sure they go into both the Head and into the Head Grabber Arm. Fig I: Connect the Air Lines, matching colors. Fig J: Connect the Head Power Plug. Fig K: Head and Head Grabber Arm must line up together.

Expose the Blade

The Head is shipped with a Blade installed. Take care when handling the Head so as to avoid injury.

1. Locate the yellow protective tape on the Foot Block covering the Blade (Fig A). With great care, remove the tape from the Foot Block (Fig B). **The installed Blade is sharp** (Fig C).

2. Lift the Head up carefully from the Board as you roll the Gantry to the left so that the Footblock does not strike the side of the Board (Fig D).

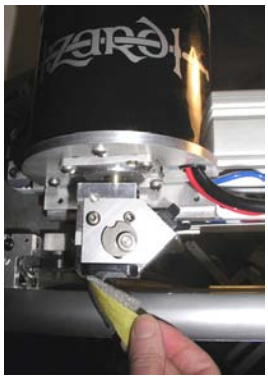


Fig A.

Fig B.

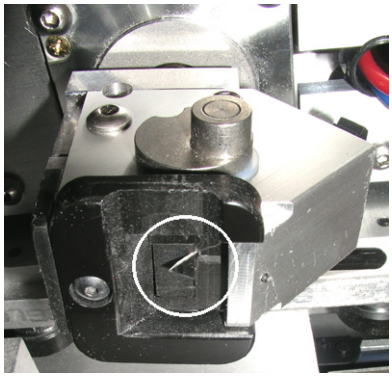


Fig C.

Fig D.

Fig A: Locate yellow protective tape on the Foot Block. Fig B: Carefully remove the tape. Fig C: Close-up of the Blade. Fig D: Lift the Head up carefully away from the Board as you roll the Gantry to the left to avoid striking the Footblock against the edge of the Board.

WARNING: Do not run the Wizard without the Blade Cartridge in place as the Blade Cartridge Release Lever could be damaged.

Install Hoods

Install the upper and lower Hoods using the screws included (Fig A and B); each Hood has one screw.

WARNING: To avoid damage to the Wizard, do not operate the Wizard without the Hoods in place.

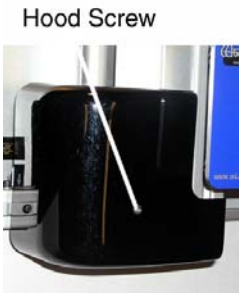


Fig A.

Fig B.

Fig A: Install bottom hood on the lower part of the Gantry. Fig B: Install upper hood to the upper part of the Gantry.

Mounting the Board

Mounting the Board to a Wall Mount

If you purchased a Wall Mount, refer to the "Wizard CMC Wall Mount Assembly Instructions" in the box for assembly instructions. If the instructions are missing or any parts are missing, call Help Desk at 888/855-3335.

Mounting the Board to a Stand

If you purchased a Stand, refer to the "Wizard CMC Convertible Stand Assembly Instructions" in the box for assembly instructions. If the instructions are missing or any parts are missing, call Help Desk at 888/855-3335.

Hooking up the Gantry

Connecting the Board Cable

Be VERY CAREFUL when connecting the large gray Board Cable. Align the four in-line pins carefully before applying pressure to plug them in. If forced in incorrectly, they WILL cause malfunction of the Wizard Mat Cutting system.

1. The Driver Pak is the shoebox-sized peripheral that says *Wizard* on the front. Connect the large grey Board Cable (Fig A) to back of the Driver Pak (Fig B) by aligning the four in-line pins and turning the black locking ring until it “seats itself” and locks into place.

2. Connect the other end of the Board Cable to the back of the Gantry in the same manner (Fig C).

3. Move the Gantry to the far right of the Board and back to make sure the Board Cable does NOT get caught on anything. If the Board Cable is obstructed, this WILL affect your cuts.

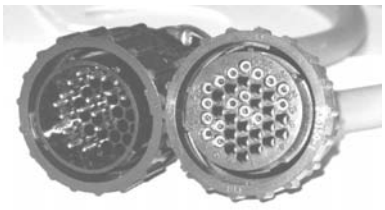


Fig A.

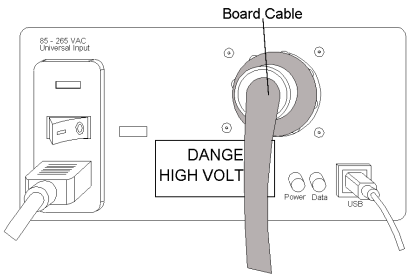


Fig B.

A: Board Cable

B: Primary Air Line to Air Regulator (Red)

C: Air Line for Air Clamp (to back of Board) (Blue)

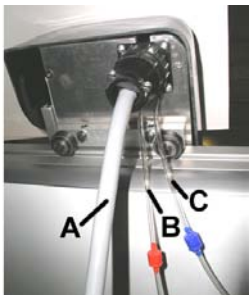


Fig C.

Fig A: Look for the 4 in-line pins on Board Cable. Fig B: Plug one end into back of the Driver Pak. Fig C: The other end is plugged into the back of the Gantry.

Attaching Air Lines and Air Regulator

Air Lines are color coordinated. Color refers to connector, not the color of the tubing.

1. Locate the Blue Air Line attached to the back of the Board. Plug it into the matching Blue Air Line on the back of the Gantry by giving it a 1/4 turn onto locking connector (Fig A).

2. Locate the Red Air Line (in the bag with the Air Regulator). Plug one end into the matching Red Air Line on the back of the Gantry (Fig A).

3. Take the other end of the Red Air Line and plug it into the Air Regulator by giving it a 1/4 turn onto locking connector (Fig B). Your Air Regulator will look like one of the three models pictured.

4. Plug the other Air Line coming off the opposite side of the Air Regulator into your main air supply via 1/4" NPT female connector, or the quick disconnect, whichever type you purchased. Your air compressor should have at least 100 - 120 PSI. Shown below is the black threaded fitting connected to a 1/4" NPT female adaptor (Fig C). It is suggested that Teflon tape be used on the threads of the black fitting to reduce possible air leakage.

5. Strap your Air Regulator, *glass bowl down* to the left large wall bracket or left stand side with cable ties provided in your Tool Kit, making sure not to crimp any of the Air Lines.

6. Turn on the Air.

A: Board Cable

B: Primary Air Line to Air Regulator (Red)

C: Air Line for Air Clamp (to back of Board) (Blue)

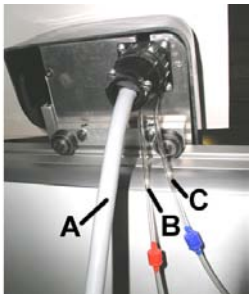


Fig A.

Fig B.

Fig C.

Fig A: Attach Blue Air Line to the Back of the Gantry. Fig B: Attach Air Regulator (one of three models) to Red Air Line on back of Gantry. Hang Air Regulator with GLASS BOWL DOWN. Fig C: Example of quick disconnect 1/4" NPT female connector to main air supply.

WARNING: The Air Regulator comes factory-set. Do not make any adjustments to it.

Hook up Computer

Hook up Computer Peripherals

Hook up the CPU (Computer), monitor, keyboard, and mouse by referring to the picture closest to your system in Figure A. Plug Power Cords from monitor, Driver Pak and CPU into a surge protector.

NOTE: You may have to adjust your monitor settings for optimum display.

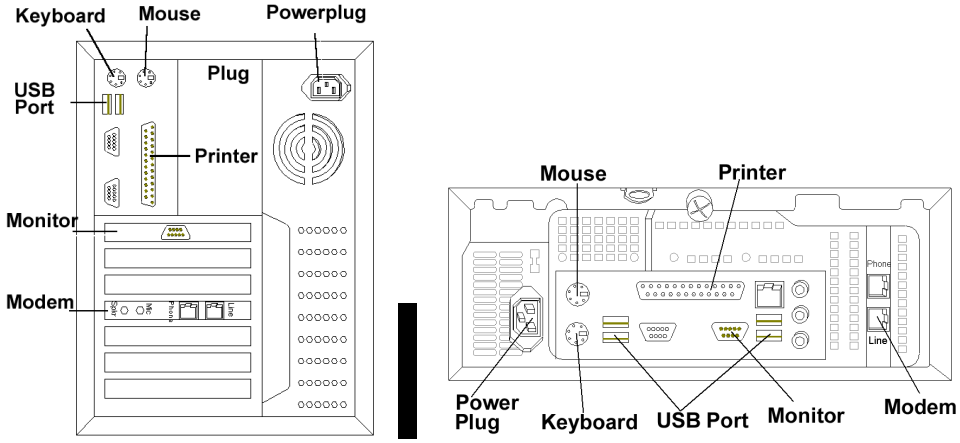


Fig A.

Fig A: General connections on back of CPU. Systems may vary; circuit boards may not be placed exactly as shown.

Connect the USB Driver Pak

WARNING: HIGH VOLTAGE! No user serviceable parts inside the Driver Pak.

1. Connect USB Cable (Fig B) (USB-B end) to back of the Driver Pak (Fig A).
2. The other end of the USB Cable (USB-A end) should be plugged into the USB Port on the back of the CPU (Fig A).

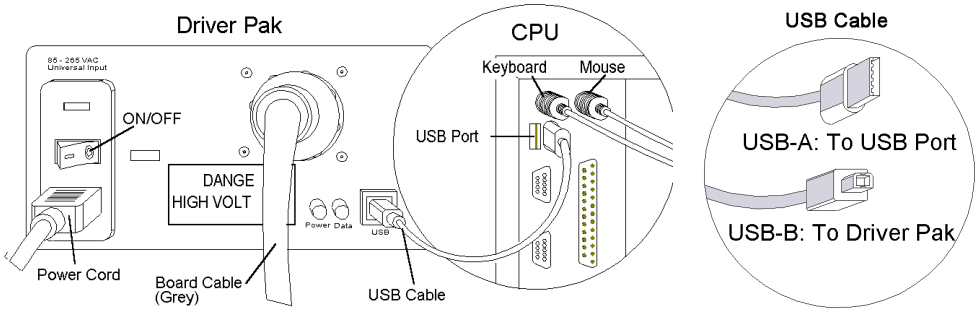


Fig A. Fig B.

Fig A. Back of the Driver Pak and back of CPU. Fig B: Close-up of USB Cable.

Turn on the System

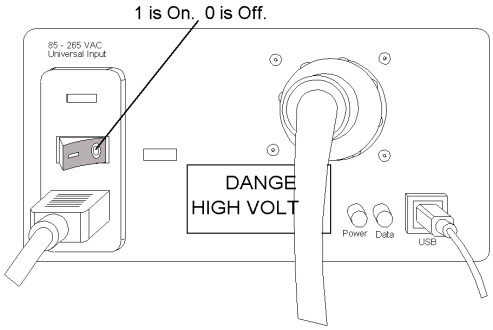
Boot up the CPU

You should be able to turn on (boot) CPU and Monitor, allowing a minute or so to power up. The CPU will automatically boot up into the Wizard MatDesigner Program.

Turn on Driver Pak

There is a toggle switch on the back of the Driver Pak. 0 is off, and 1 is on. To turn on Driver Pak by pressing in 1 on the toggle.

NOTE: Red Power light should come on.



Driver Pak viewed from back. Turn on the Driver Pak by pressing 1 on the toggle on the back.

Your Wizard will NOT cut until you turn Driver Pak ON by pressing in the 1 (may look like a sideways dash) on the toggle switch.

Configuration Diskette

If your Wizard arrived with a Configuration Diskette, place the diskette in the A:\ drive and follow the instructions on the label.

Design Your First Mat

Edit New Mat

Click Edit New Mat (Fig A) from the Main Screen. Stay on the Single Tab (Fig B).

Note that you have three tabs to select from: Single, Multi, Array.

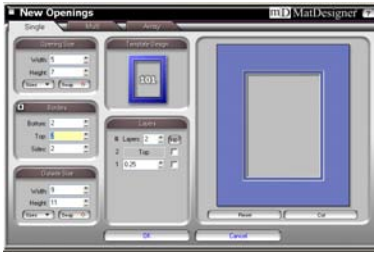


Fig A. Fig B.

Fig A: Edit New Mat. Fig B: Single Tab.

Opening Size

Enter 5x7 (13x18 cm) for width and height of the Opening (Fig C).

NOTE: If "Opening Size First" is unchecked in Defaults under Editor, the Outside Size field will be displayed on top. You can start by entering dimensions in Outside Size field first if you prefer.

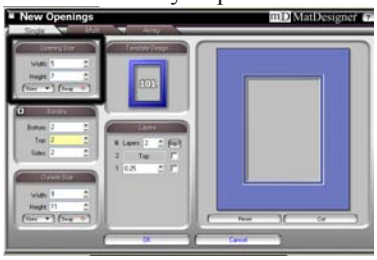


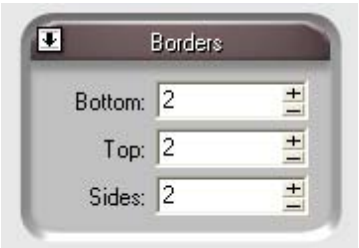
Fig C.

Fig C: Enter opening size.

Borders

Enter 2 (5 cm) for the Bottom, Top and Side mat border widths (Fig D). The Arrow indicator shows whether the borders are applied to the top layer down or the bottom layer up, as set in Defaults under Borders.

NOTE: You can select the Borders Order in the Defaults under New Openings Screen.



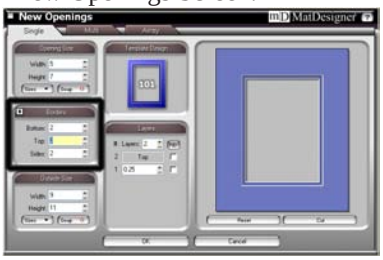


Fig D.

Fig D: Enter Border size.

Outside Size

If you had entered your Opening Size and Borders first, the program automatically calculates the Outside Size when you tab out of the Borders field (Fig E) (do not use the Enter key). If you change the Outside Size, then the borders are recalculated.

Make sure Outside Size is 9x11 (23x28 cm), or enter if not. Don't Click OK yet.

NOTE: If "Opening Size First" is checked in Defaults under Editor, the Opening Size field will be displayed on top.

Fig E.

Fig E: Enter outside size.

Layers

Enter 2 for the number of Layers (Fig F).

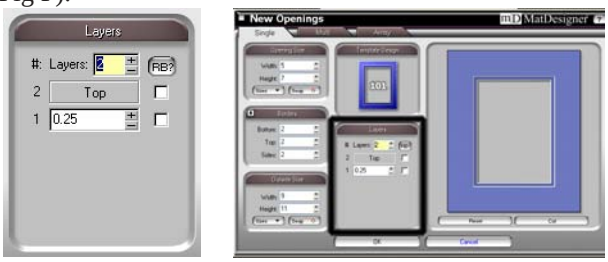


Fig F.

Fig F: Enter outside size.

Select Template

For our first mat, we're going to leave the Template as a rectangle.

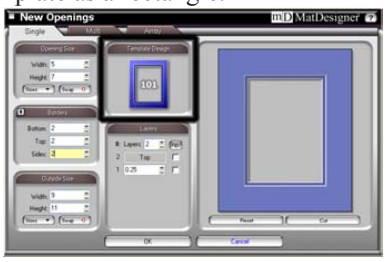
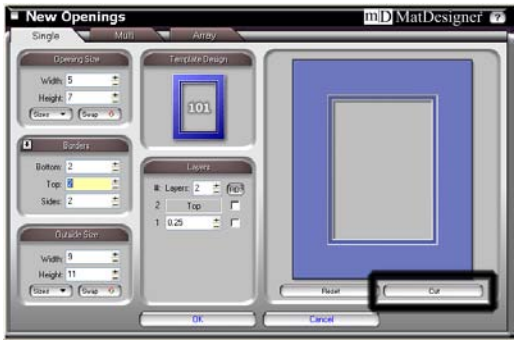


Fig G.

Fig G. Leave the Template as a Rectangle.

Go to Cut Preview to Cut Your First Mat

Click Cut (Fig A) to go to the Cut Preview (Fig B). Clicking Back on the Cut Preview will return you to the New Openings Screen where you can change the dimensions for the next mat. Click Reset on the New Openings Screen to clear the current numbers if desired.



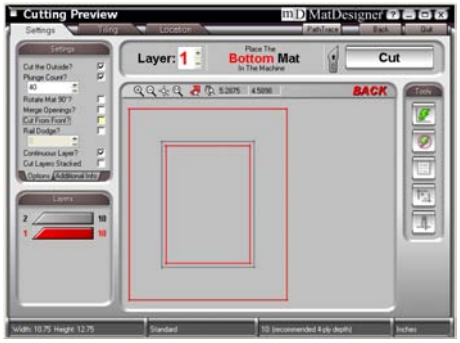


Fig A. Fig B.

Fig A. Click Cut to go to Cut Preview. Fig B: The Cut Preview screen.

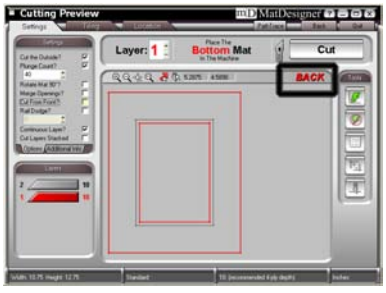
Put Matboard on the CMC

Make sure that you have 2 layers of disposable matboard of adequate size underneath the mat to be cut.

Make sure that you have 2 layers of disposable matboard of adequate size underneath the mat to be cut. This will help to protect the Air Clamps and the surface of the CMC.

The Cut Preview will indicate if the current layer to be cut will cut from the front or from the back of the mat (Fig C). This is important in order to determine how to place the matboard into the CMC. Most mats are cut from the back.

When cutting from the back, place the matboard face down on the CMC (facing away from you) (Fig D). Make sure the matboard nestles tightly into the Horizontal Clamp and the Vertical Clamp of the CMC.



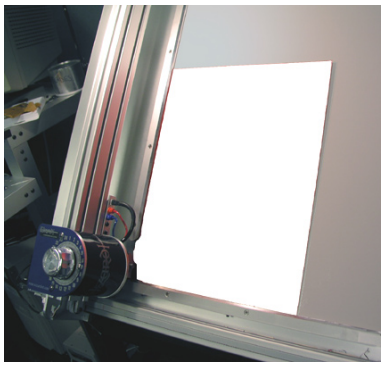


Fig C. Fig D.

Fig C: Cut from Front/Back Indicator. Fig D: Place matboard into the CMC.

Click Cut

Click Cut to cut the mat (Fig E). Because this is the first mat of the day and the motors have been idle, it will ask you to Align the Head (Fig F). You can tell the motors are disengaged if you are able to easily move the Gantry back and forth, or move the Head up and down on the Gantry.

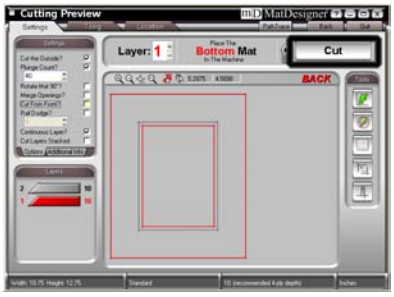


Fig E. Fig F.

Fig E: Click Cut to cut the mat. Fig F: If the motors have been idle it will ask you to Align the Head.

Align the Head When Motors are Disengaged

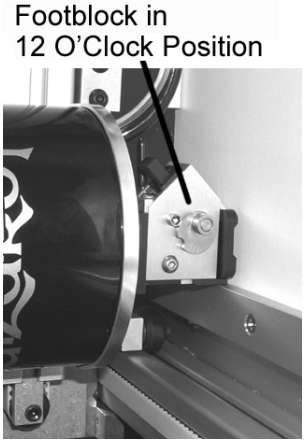
Align the Head

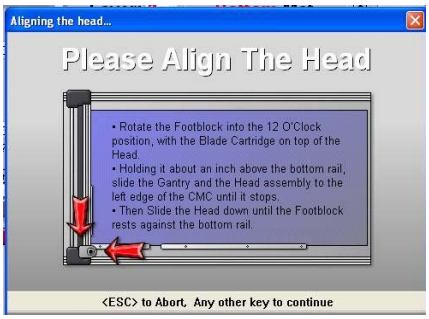
Never pull/push on the Drive Shaft to move the Gantry. Use the Gantry Arm.

Rotate the Footblock into the 12 O'Clock position, with the Blade Cartridge on top of the Head (Fig A). Holding it about an inch above the bottom rail, slide the Gantry and the Head assembly to the left edge of the CMC until it stops. Then Slide the Head down until the Footblock rests against the bottom rail.

Click on the Align Screen (Fig B) and the Head will align to the home position (Fig C) and then **begin to cut**.

You can also Align the Head without cutting by clicking on the Power button on the Cut Preview.





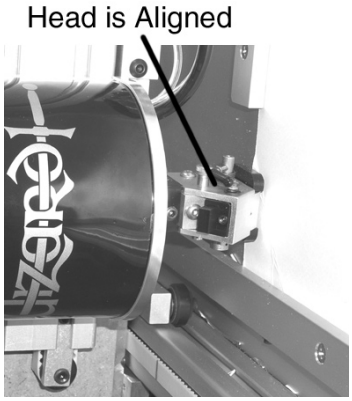


Fig A. Fig B. Fig C.

Fig A: Rotate Footblock into start position. Fig B: Click on Align the Head Screen. Fig C: Head will be Aligned.

After the CMC Has Cut the Mat

After the cut has finished, the Head will return to the home position, and the Footblock will rotate to the Aligned position so that you may access the Blade Cartridge. Unless the CMC asks you to Align the Head, do **NOT** turn the Footblock.

Remove the matboard from the CMC. You have cut your first mat! Click Back to return to the New Openings Screen.

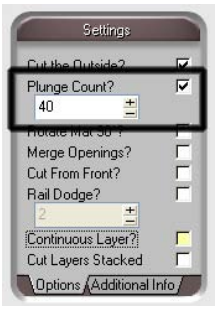
If The Cut Doesn't Look Right

See the Troubleshooting section near the end of this document.

Changing the Blade

Plunge Count

You can change the Blade at any time before the next cut, or select Plunge Count under Settings on the Cut Preview (Fig A), so that the CMC will stop after it has reached the number of plunges entered to allow you to change the Blade. Change the Blade and hit CTRL+S or Click on the screen to continue cutting Fig B).



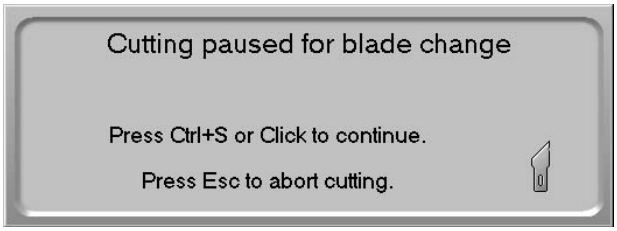


Fig A. Fig B.

Fig A: Enter the number of plunges of the Blade the CMC will make before stopping for a Blade change. Fig B: Hit CTRL+S to restart cutting.

Changing the Blade

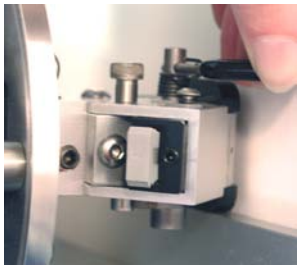
To change the Blade, push the Blade Cartridge Release down (Fig A). The Blade Cartridge will pop out.

Carefully pull the Blade out of the Blade Cartridge, taking care of the sharp edge (Fig B). Place the fresh Blade into the Blade Cartridge with the straight side to the right and the bevel face down (Fig B). Place the base of the Blade into the Cartridge and let the magnet grab the Blade as you lower it. Make sure that the bottom of the Blade is flush with the back of the Blade Cartridge and that the Blade is flush with the cartridge.

Turn the Blade Cartridge over and reinsert into the Head (Blade side of the Cartridge should be facing toward The Mat Cutter Board) (Fig C). Press the Blade Cartridge until it clicks into place (Fig D). Blade Cartridge is displayed in contrast for ease of identification.

If the Blade Cartridge does not slide into place, remove it and retry. **DO NOT FORCE IN THE BLADE CARTRIDGE.**

NOTE: If the Blade Cartridge is accidently inserted backward, DO NOT pull upward on the Blade Cartridge Release as this could result in damage to the Footblock assembly. If you are not able to remove the Blade Cartridge, call Help Desk at 888/855-3335.



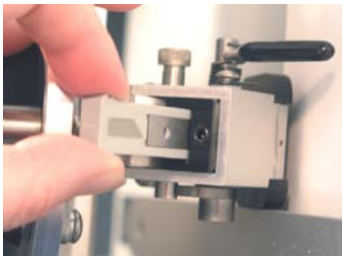


Fig A. Fig B. Fig C. Fig D.

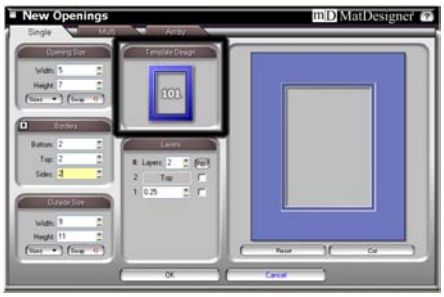
Fig A: Press Blade Cartridge Release. Fig B: Insert Blade into Cartridge. Fig C: Insert Cartridge into Head. Fig D: Snap into Place.

Design a Different Mat

Select a Different Template

Now that you have Clicked Back from the Cut Preview to return to the New Openings Screen, you can easily change the size for the next mat by entering different numbers in the fields. But, let's say that this time we want to make an Oval opening instead of a Rectangle.

Click on the Template itself under Template Design (Fig A). The Template Library will appear (Fig B). Select #102 Oval from the Template Library by clicking on it. New Template is displayed (Fig C).



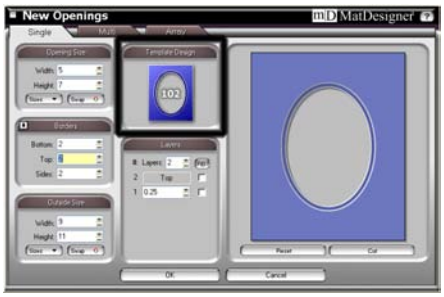
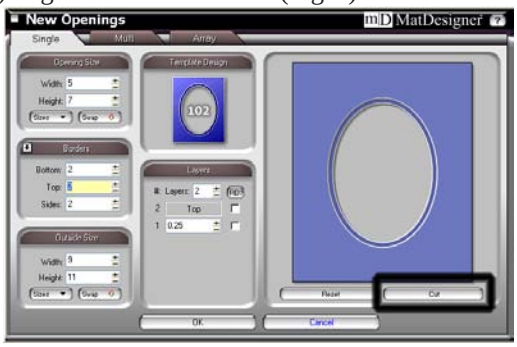


Fig A. Fig B. Fig C.

Fig A: Click on Template. Fig B: Select new Template from Template Library. Fig C: New Template replaces old.

Go to Cut Preview

Click Cut (Fig A) to go to the Cut Preview (Fig B).



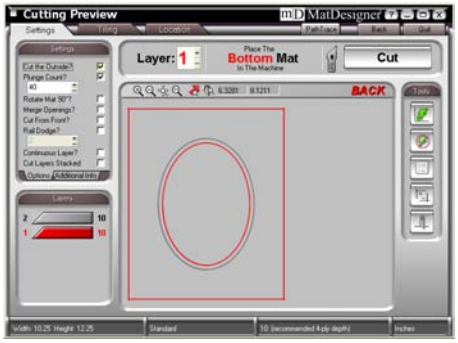


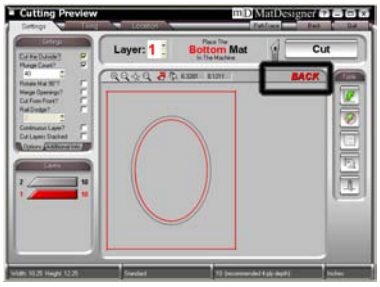
Fig A. Fig B.

Fig A: Click Cut to go to Cut Preview. Fig B: The Cut Preview Screen.

Put Matboard on the CMC

Make sure that you have 2 layers of disposable matboard of adequate size underneath the mat to be cut.

Since this mat will be cut from the back (Fig C), place the matboard face down on the CMC (facing away from you) (Fig D). Make sure the matboard nestles tightly into the Horizontal Clamp and the Vertical Clamp of the CMC.



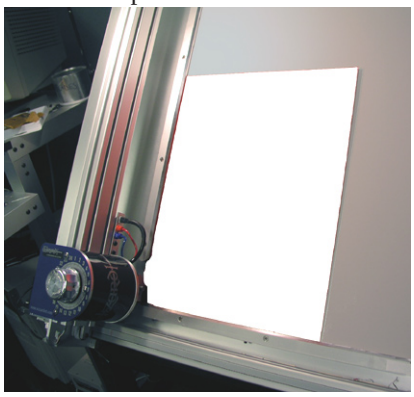


Fig C. Fig D.

Fig C: Cut from Front/Back Indicator. Fig D: Place matboard into the CMC.

Click Cut

Click Cut to cut the mat (Fig E).

Because the motors are still engaged, the Wizard will automatically begin to cut. You will not need to Align the Head again until the software requests you to (i.e., after motors idle for a long period or after an Abort).

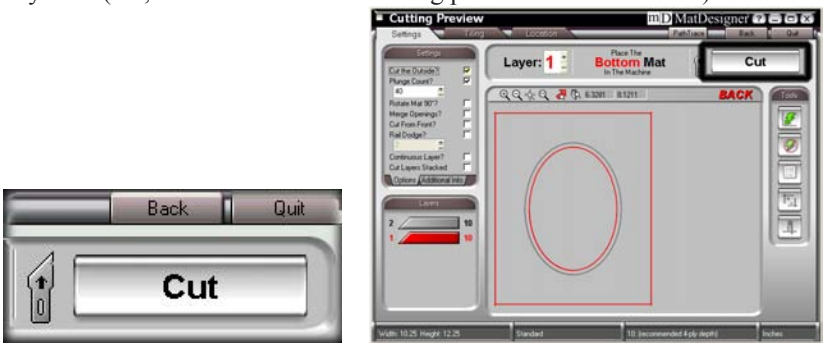


Fig E.

Fig E: Click Cut to cut the mat.

Remove the matboard from the CMC. You have cut your second mat! Click Back to return to the New Openings Screen or Quit to return to the Main Screen.

Getting Corners

Check for Corners

Open the License/Corners screen (Fig B) by either Clicking on Options then View License from the Main Screen, or by Clicking on License/Corners button from the Cut Preview (Fig A).

Click on the Check for Corners button (Fig C). You will see corners request screen (Fig D). Click Next.

NOTE: If you are running Windows '98 and get a Dial Up Adapter error, see "Installing Dial-Up Adapter (Win '98)" in the User Guide: Cut Preview before trying again.

Fig A.

Fig B.

Fig C.

Fig D.

Fig A: License/Corners button. Fig B: License/Corners screen. Fig C: Click Check for Corners. Fig D: Click Next to check for Corners.

If you are currently connected to the Internet, it will use your ISP to contact Wizard. If not, it will manually dial in and check for Corners for your system. You will either see a screen that tells you how many corners have been downloaded (Fig D), or a screen stating that there are no corners available (Fig E). Click Finish.

Fig D.

Fig E.

Fig D: Screen tells you how many Corners have been downloaded. Fig E: No Corners available.

Website

Check out our website at www.wizardint.com. There you can find useful articles, manuals, and even a Webstore where you can purchase **emergency Corners** if you run out after hours.

Where to Find More Information

Documentation

Other MatDesigner manuals are located both on the installation CD and on the MatDesigner computer, and can be reprinted on any printer. Click on Help from the Editor, or, for most computers, Click on Start, then Programs, then the Wizard directory, then Help. Within this directory should be a listing of the different manuals which you can double-click on to open and then print.

Designing Multi Mats

For information on designing Multi mats, see the User Guide: Editor and the Editor Tutorial for information on creating Multi mats. See "Documentation" above.

Help - Context Sensitive Help

There are several methods to get to the Help Screen.

Help Button on Menu Bar

For context sensitive help, Click on the [?] on the Menu Bar. The cursor will change to a question mark. Click on the item you want more information on, such as the Cut Button on the Editor. This will open the Help Screen.

Fig A.

Fig B.

Fig A: Click on the [?]. Fig B: Cursor changes to a question mark.

F1 for Help

When an item is in focus, it is highlighted in yellow. Hit F1 to get information about the current item in focus. This will open the Help Screen.

Help Menu

Click on Help from the Menu Bar on the Editor and select Context Help. This will open the Help Screen. You can also select one of the many MatDesigner manuals on this menu.

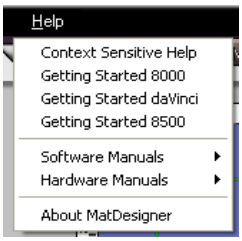


Fig C.
Fig C: Click Context Help from the Help Menu.

Help Screen

The Help screen will appear and display information about the current item. The current topic will be highlighted on the topics list on the left.

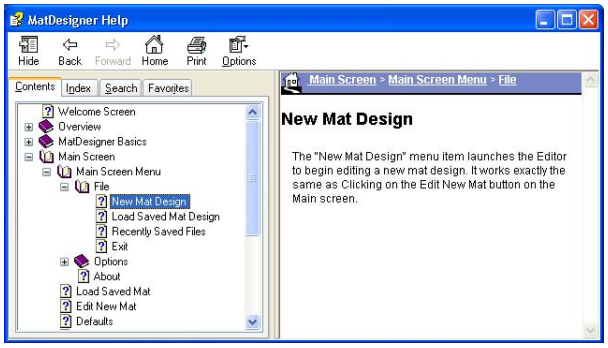


Fig D.
Fig D: The Help screen.

Contents

You can navigate through the help topics manually through the Contents Tab. Click on a topic to display the Help information. Click + to expand a topic; Click - to collapse it.

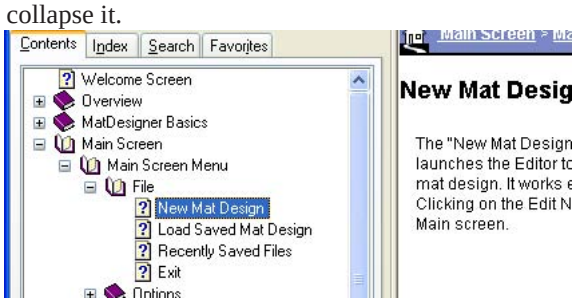


Fig E.
Fig E: The Contents Tab on the Help screen.

Index

You can navigate through the help topics manually through the Index Tab. Double-Click on a topic to display the Help information.

OR

Type in a keyword to search for and Click Display at the bottom of the screen.

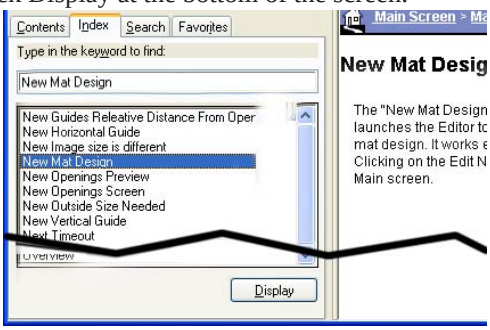


Fig F.

Fig F: The Index Tab on the Help screen.

Search

Type in a keyword to search for and Click List Topics.

Select one of the Topics listed and Click Display to display the Help information.

You can also select the following search parameters at the bottom of the screen:

Search Previous Results
Match Similar Words
Search Titles Only

Fig G.

Fig G: The Search Tab on the Help screen.

Favorites

You can save Topics in the Favorites Tab for future reference. With the desired topic displayed, select Add at the bottom of the screen in the Favorites Tab. The new topic will be added to Favorites.

Display the topics by Clicking on it and selecting Display.

Remove the topics from the Favorites tab by selecting it and selecting Remove (this does not remove it permanently, only from the Favorites list).

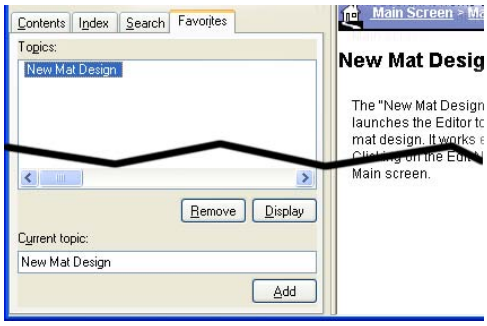


Fig H.
Fig H: The Favorites Tab on the Help screen.

Print

Click the Print Icon at the top of the Help Screen to print the current topic.

Website

Check out our website at www.wizardint.com. There you can find useful articles, manuals, and even a Webstore where you can purchase emergency Corners if you run out after hours.

Troubleshooting

Cuts Look Wavy

Make sure the shipping blocks have been removed and the Gantry Wheels have been unlocked (instructions in this document).

Check for Squareness (instructions in this document).

Make sure that the Board Cable is not obstructed (see Connecting the Board Cable in this document).

Check the Head Wheels. See 8000 Hardware Guide - The Head: Head Wheel Adjustment.

Check Blade Depth - See 8000 Hardware Guide - The Head: Blade Depth Adjustment, or User Guide: Cut Preview - Cut Preview Tools: Blade Depth Button/Adjustment.

Blade Keeps Breaking

Check how the Blade is installed (instructions in this document).

Check to make sure the Head is properly Aligned (instructions in this document).

Check the Blade Depth. See User Guide: Cut Preview: Blade - 8000 Board, Measuring Blade Depth.

Frequently Asked Questions

Q: When I Click Cut, it makes a lot of noise and breaks the Blade. What do I do?

A: If the motors have been idle (i.e., you can move the Head because there is no power to the motors), or if a cut has been aborted, the Head will have to be aligned before cutting. Otherwise, the Head is rotated into the incorrect position and will break the Blade. See "Align the Head when Motors are Disengaged" in this document for more information.

Q: I Click Cut and the Matboard moves around and does not cut correctly. How do I fix this?

A: Make sure that your air compressor is turned on, and that the airlines are not pinched. The Wizard CMC requires air to inflate the Air Clamps, that hold the Matboard in place when cutting. If you hear air escaping, it is likely that one of the Air Clamps have blown. After calling HelpDesk at 888/855-3335 to get a replacement Air Clamp, see the Hardware Guide: "Air Clamps Temporary Fix" to be up and running in a matter of minutes.

Q: My opening is cut in the wrong place, what should I check?

A: Make sure you are placing the matboard correctly into the CMC. See "Go to Cut Preview to Cut Your First Mat > Put Matboard in the CMC" in this document for further instructions. If the Wizard is not cutting the outside of the mat, re-measure the mat again and make sure that it was trimmed down to the correct size. If the Wizard is cutting the outside of the mat, see the Configurations section of the Manual to determine if the Opening Adjustment needs to be adjusted.

Q: What process does the computer use to download Corners?

A: When you Click Check for Corners, MatDesigner will check to see if you are connected to the Internet. If you are connected to the Internet, MatDesigner will use that connection to download your corners. If you are not connected to the Internet, MatDesigner will manually dial out to get your corners.

Q: My MatDesigner keeps opening in Demo mode and will not cut. What should I check?

A: Make sure that the Driver Pak is properly hooked up, plugged in and turned on. See "Hook up Computer > Connect the USB Driver Pak" in this document for more information.

Q: Does Wizard offer training?

A: Refer to our website at www.wizardint.com and our newsletters for locations and dates.

Q: How do I order Blades?

A: You can access our Web Store on our website at www.wizardint.com or by calling Order Processing at 888/855-3335.

Q: Do I need to save the packaging the Board came in?

A: YES – for warranty purposes, if you ever need to return a part, these boxes will be very useful. Rental customers are required to keep all packaging to return the machine at the end of the rental period.

Q: Where can I get more information on specific questions?

A: See "Where to Find More Information" in this documentation for more information. Or you can call Help Desk at 888/855-3335 or email to SupportAdmin@wizardint.com.