



Frequently Asked Questions

Topic: CAMM-1 PNC-960

ST082304

FAQ – PNC-960

Q. Why does my PNC-960 material begin to skew (travel or shift) from left to right once it begins to cut 1 or 2 feet?

A. You may need to replace the **Pinch Rollers**. The pinch rollers will get worn down easily if they are left down on the cutter overnight. Always leave the pinch rollers in the up position when the cutter is not in use.

Q. Why are my circles or certain letters not meeting (coming together to form a complete circle) at the end of the cut line?

A. When using 2 or 3 mil vinyl, the machine **Offset** should be 0.25mm. When using Heat Transfer or Sandblast Resist type material, use a 60 degree blade, slow down the cut speed, and, depending on the type of material, the offset may need to be set at 0.5mm. You should also check the communication settings to make sure your software is configured with the recommended settings for the type of connection that you are using: serial or parallel.

Q. What should I do when my letters are getting cut off while plotting?

A. Change both the driver settings and plotter panel settings to 'Rotate 90' which is located in the flow menu. The "Axis" should be set to "90 degrees rotation". Many times the software application will override the settings that have been made on the plotter panel, so you must be sure both settings are correct. This rotation will cause your output to be cut on the length of the vinyl rather than the width, so your starting position will now be at the bottom right hand corner and not the left.

Q. Which port do you recommend I select for my CAMM-1 PNC-960 Cutter?

A. Serial or Parallel is fine; however, if you are using a parallel port, we do not recommend sharing multiple printers or switchboxes on the same port. If you are using a serial port, make sure you are using a Roland serial cable.

Q. Why is the blade cutting deep in some areas and not in others? It cuts jagged and jumps.

A. Check to see if the cutter protection strip needs to be replaced. If it is worn, dented or cut up it needs to be replaced. If the cutter protection strip is not damaged, check the position of the blade in the blade holder. Make sure the blade holder is tightened around the blade.

Q. Can my 2Kb memory in my CAMM-1 PNC-960 be upgraded?

A. Yes, it is expandable to **2Mb**. Please contact Roland Technical Services department.

Q. What is the maximum cutting area of my CAMM-1 PNC-960?

A. Width: 23" (584 mm).

Q. Is my PNC-960 YEAR 2000 Compliant?

A. Roland has extensively researched and tested our entire product line and is happy to report, at this time, that there are no known problems with the advent of the year 2000, nor do we expect any conflicts in the future.

Q. Where is my serial number located on my CAMM-1 PNC-960?

A. The serial number is located on the right side cover.

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