



LASER MACHINE MANUFACTURER
MICROSTEP DISTRIBUTOR

“Soft Stop” Error Message

The soft stop error message can be caused by a number of different situations. This message typically means that there is something in the current job that is outside of the work area, so the laser cannot process it. The following checks should help you to resolve this issue.

1. **Are you working in “Immediate” mode?** (was the immediate button ticked on the laser software screen of your PC when you downloaded the file to the laser machine?)
 - **YES:** This message means the job you are trying to process will not fit in the laser machine work area. Please ensure that the laser head position in the machine is located whereby it can give enough space for the job to run. For engraving, the laser head needs some room on the left and right hand sides of the work area to accelerate/decelerate correctly.
 - **NO:** This message means the job you are trying to process will not fit in the laser machine work area. Please check;
 - If any graphics are outside of the laser machine work area on the PC (you can use Ctrl+A on your keyboard to highlight everything and delete, or fit to screen, or close and re-open the laser software).
 - Please re-datum the machine, in case the laser head has lost its position in some way (i.e. the laser arm has been manually moved while the machine was turned on).

2. **Have you re-installed the software?**
 - If you have re-downloaded the software, you will need to re-download the system configuration file.
MAKE SURE you are using the correct "syscfg.ini" file for your laser machine. If you have re-installed a downloaded copy of the software from our website, you will need to over-write the generic “syscfg.ini” file with the one written for your machine. This will have been provided on CD when the machine was first installed/delivered to your site.
 - To download the syscfg.ini from your PC to the laser machine;
 - Click “Download” in the laser software on your PC.
 - Click “Download CFG”.
 - Wait for the laser to emit a long beep.
 - Press Escape on the laser machine control panel, then Enter to accept the origin, and escape to exit the menu. Close the laser software on your PC.
 - Turn the laser machine off, wait 20 seconds then turn the machine back on.
 - Open the laser software. Your machine should now operate as usual.

If the above has not resolved the issue, please email a copy of the design file to CTR (technical@ctrfuture.co.uk), including your contact details (school, machine serial number / model) and we will investigate.