

FAQs

Product Name: DesignNCut

Model Number: DC200

Product Description: Home Electronic Cutting Machine

Brand: Brother

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What do I need to get started?

- Be sure to read the [Connection Guide](#).
- Download the DesignNCut Manager Application

DesignNCut Manager is an application that controls your DesignNCut machine. Please download the DesignNCut Manager application. If you haven't downloaded the DesignNCut Manager application, please go to:

Windows OSX (Mac): <http://s.brother/caqaa/>

iOS (App Store): <http://s.brother/caqab/>

Android (Google Play): <http://s.brother/caqac/>

- Connect your PC or mobile device to your DesignNCut, click here to access the [Connection Guide](#).
- Create a Free ScanNCutCanvas Account

ScanNCutCanvas is our easy to use free cloud-based editing software. ScanNCutCanvas allows you to edit and create files at your convenience. It has hundreds of Free Projects & Cut files with step-by-step instructions and how-to videos. ScanNCutCanvas also allows you to upload SVG, DXF (AutoCAD files) & FCM files to use as your cut files.

To access ScanNCutCanvas please go to:

<http://ScanNCutCanvas.Brother.com>

* If you have a ScanNCutCanvas account for your ScanNCut we recommend creating a new account for DesignNCut.





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How to change the machine mode?

Press  and the  at the same time, once the power comes on release  while still pressing down .

To change to WLAN

When the message [Machine mode] appears on your LCD, press  to select [WLAN].

To change to USB

When the message [Machine mode] appears on your LCD, press  to select [USB].

To see how it's done you can view this video for reference:

<https://www.youtube.com/watch?v=6WfTkpdbDOo>

>> Fast-forward to :24



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
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How to check the machine number?

To check your machine's number, press  to display the [2. Machine Info] on the machine's LCD, and then press .

When [1. No.] appears on the LCD, press . Your machine's number will be displayed on the machine's LCD.

Documents, Drivers & Firmware Updates:

Where can I access the manuals?

Please go to: <http://s.brother/cpqaa/> to access the DesignNCut Manuals.

Where can I access the latest drivers, & firmware update?

For latest drivers, utilities, firmware, FAQs, troubleshooting, accessories User Operation Manual please go to <http://s.brother/cpqaa/>.

Where can I access the Connection Guide?

Click here to access the [Connection Guide](#).

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Connection:

Where can I access the Connection Guide?

Click here to access the [Connection Guide](#).

Is the USB cable not included?

Required USB Cable is not included. Additional purchase is required.

Can I connect my Apple® computer directly to the machine using a USB cable?

No, Connection via USB cable is available for Windows® only.

Do you need a Wireless LAN activation code?

No, DesignNCut is Wireless LAN ready.

Do I need to check my firewall settings if I can't connect my machine and device?

Yes, please check your firewall settings if you are having a connection issue. Please confirm the Firewall setting on your Operating system. If you have other third party's security software (i.e.) Norton, McAfee, etc., please confirm its firewall settings as well. If the Firewall setting is ON, turn it off and try to connect to DesignNCut machine again.

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I'm getting the E001 error when I'm trying to connect to ScanNCutCanvas, what should I do?

If you are under the USB connection (Machine Mode), you may receive the E001 error. Please note that since your DesignNCut machine is not connected to Wireless LAN, using your PC, please go to <https://scanncutcanvas.brother.com>, save your ScaNCutCanvas project(s) on your local drive and upload it from DesignNCut Manager.

I'm having an issue connecting my machine, what should I do?

Please make sure of the following:

- 1) **you have the following system requirements:**
 - Software is compatible with the following Operating Systems:
 - Windows®: Windows® 7, 8.1, 10
 - Mac®: OS X 10.10 or later
 - iPhone®, iPad®: iOS 9 or later
 - Works with Android™ 5 or later
 - Requires internet connection
 - Wireless access point is required for Mac and iOS (except Windows).
- 2) **firewall settings are off**
- 3) **For WAW connection, your computer must support Ad Hoc connection, if it doesn't please try connecting using a different method.**
- 4) **follow our step by step connection guide, click here to access the [Connection Guide](#).**

If you are still having connection issue, please contact Brother Support Center:

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ScanNCutCanvas:

Do I need a ScanNCutCanvas account?

Yes, a ScanNCutCanvas account is required to edit and position your file.

I'm having an issue using my ScanNCutCanvas that's already connected to my ScanNCut Machine, do I have to create another account?

Yes, we recommend creating a new ScanNCutCanvas account for your DesignNCut machine.

Is ScanNCutCanvas free?

Yes, ScanNCutCanvas is free; no subscription or no annual fee is required. You can access hundreds of clip arts, logos, fonts, and projects with step by step instructions and videos for free.

The ScanNCutCanvas program is very basic. Will there be another program that has a lot more design features for the DesignNCut?

We are continuously improving our free cloud base application.

I own a ScanNCut and have a ScanNCutCanvas account, do I have to create a new account?

Yes, we recommend creating a new account.

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I'm trying to use my phone to access ScanNCutCanvas but it's telling me this service cannot be used since your device is not supported, what should I do?

You can still proceed using your phone or other mobile devices with smaller screen size, but we recommend using a mobile device with larger screen size for better editing experience.

ScanNCutCanvas button is not working, I can't link to it on DesignNCut Manager, what should I do?

Check your connection. If you are using a USB connection, your DesignNCut machine is not connected to Wireless LAN, using your PC please go to <https://scanncutcanvas.brother.com>, save your ScanNCutCanvas project(s) on your local drive and upload your project(s) from DesignNCut Manager.

DesignNCut Manager:

Can I edit my file using the DesignNCut Manager?

No, you can't edit your file on DesignNCut Manager, ScanNCutCanvas account is required to edit and position your file. The DesignNCut Manager has most of the properties you'll need to cut, draw or line emboss. Once you saved your final files on your local drive, and you are ready to cut, draw or line emboss you can upload your file on DesignNCut Manager.

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CaptureMat Function:

What is the smallest image that I can photograph/capture using the CaptureMat function?

Height: 4 mm (0.16 in) and more **AND**
Width: 4 mm (0.16 in) and more.

What is the largest image that I can photograph/capture using the CaptureMat function?

Height: up to 297 mm (11.7 in) **AND**
Width: up to 295 mm(11.6 in) or less.

Does the DesignNCut scan like the ScanNCut?

The new DesignNCut by Brother has many of the same great features as the ScanNCut models. ScanNCut has a scanning function while the DesignNCut has a CaptureMat Function which allows you to capture your image/design and use it as your cut file.

I keep having an error when using the CaptureMat, what should I do?

Please make sure that you followed the instructions and hold still for a bit until your camera has time to focus. Please use our How to Video for detailed instructions: <https://youtu.be/eKSaeL0PB1Q>.

Does the 12 in x 24 in mat include the CaptureMat Function?

No, only the 12 in x 12 in mats have the CaptureMat function.

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Do I need the new 12 in x 12 in mats with CaptureMat function?

Yes, the new mats have registration marks required for the CaptureMat function which the old mats don't have. All new mats 12 in x 12 in mats will have the DesignNCut logo.

How would I know I have the new mats with CaptureMat function?

All new mats that are suitable for DesignNCut have the DesignNCut logo.

Do I have to calibrate my mobile devices to use the CaptureMat function?

Yes, to get best quality it is required that you calibrate all of your mobile device including your digital camera.

Files:

Can I use FC1 files?

No, because FC1 files are not formatted for ScanNCutCanvas. You can import the following files: SVG, FCM or DXF less than 2 MB. You can also use .jpg, gif, png or BMP files less than 5MB but you have to use the "Image Tracing" function to upload these type of files, because you'll need the outline to cut, draw or emboss.

Can I use my USB stick directly to the machine?

No, DesignNCut is not a standalone machine you'll need your PC & access to ScanNCutCanvas via the internet to import the following files: SVG, FCM or DXF less than 2 MB. You can also use .jpg, gif, png or BMP files less than 5MB but you have to use

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the “Image Tracing” function to upload these types of files, because you’ll need the outline to cut, draw or emboss.

When I import an SVG design into ScanNCutCanvas with very small elements, the smallest elements disappear when I save the design to an FCM file. How can I make sure that they are included with the rest of my design?

The reason this is happening is that ScanNCutCanvas will remove tiny design elements to ensure better cutting quality on the DesignNCut machine. So first determine if you really need those elements in your design as they may not cut well. For example, one reason you may want to keep them is if they are meant to be drawn, not cut. If that is the case, then simply enlarge the overall design in ScanNCutCanvas before saving to an FCM file.

Cutting & Blade:

What is the overall work area for cutting and/or drawing?

The cut/draw size is up to 11 ¾ in x 11 ¾ in (296mmx298mm) when using the 12 in x12 in mat and up to 11 ¾ in x 23 ¾ in (296x603mm) when using the 12”x24” mat.

What can I cut with DesignNCut?

DesignNCut has a maximum cutting speed up to 112 MM/s that means you can cut your simple and intricate projects fast. Our standard blade can cut various materials (paper, fabric, vinyl and so much more) up to 0.88 mm thick, and our

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optional deep cut blade can cut up to 1.5mm thick, materials like foam, leather, poster board, etc.

Does the DesignNCut allow for cutting multiple layers of fabric?

No. The machine does not cut multiple layers of fabric. However, if working on large projects, you can cut many pieces out by using the 12" x 24" cutting mat.

How do I know the blade is cutting in the proper direction each time?

DesignNCut adjusts the blade's direction each time before it starts to cut. You will notice small notches above the ruler in your mat and this is the process of the machine making sure the blade is in the proper direction each time.

How many layers of fabric can I cut?

For best results, only one layer of fabric can be cut with DesignNCut. The fabric must be adhered to the standard mat using the fabric support sheet. Mats are also available in a 12 in x 24 in format for mass cutting or cutting larger images.

How long will the blade last?

The blades longevity will depend on the use and frequency of use of each blade.

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I am trying to cut fabric and the blade is dragging, how do I know what blade and mat are best?

The most common instances for fabric cutting will be of fabric backed with an iron-on material (stabilizer) or a quilting cotton pressed with spray starch, or fabric sizing applied first. In either case, the fabric has a form of stabilization applied to it before cutting. Next, select the Standard Mat and the Standard Blade Holder and Blade. Start with a blade depth setting of 6 on the cartridge and the default settings for Cut Speed [3] and Cut Pressure [0] in the tools function. (The default settings are highlighted for easy reference.) Use the test mode to cut a test piece first. We recommend that the test square is sized to about 1" square. If the blade depth of 6 does not work to your liking, work your way up through blade depths until you find what will work for you. We recommend keeping a cut journal so that this information will be handy to you in the future.

Mats:

Can I use adhesive spray on my mat?

No. We do not recommend using an adhesive spray on the low tack adhesive mat, standard mat, or fabric support sheet.

Why did my scrapbook paper tear when removing it from the standard mat?

If your scrapbook paper tore when removing it from the standard mat, then there was too much pressure applied when securing the scrapbook paper to

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the standard mat. For best results, lightly press the scrapbook paper to the standard mat; do not use a brayer or spatula. Gently remove the scrapbook paper and cut designs off the mat immediately. If the paper continues to tear, try using the low tack adhesive mat.

My mat is way too sticky; I am worried it will not let go of my paper and may rip my design?

One suggestion made by Brother crafter Erin Bassett is to lightly press your mat on a piece of clothing to reduce the initial tackiness, yet still, allow your mat to remain tacky enough to be used for regular use.

How long will my mats last?

It depends on what each mat is used for and how often the mat is used. To help preserve the longevity of your mat. Also, to prevent cutting through mats, we do recommend that you always try a test cut before proceeding to cut out your design. Tip: Start your testing at a lower setting. Especially with using the fabric support sheet, you will want to test your blade to create a kiss cut (half cut). This will cut out your desired surface, but not cut through your Fabric Support Sheet.

DesignNCut & ScanNCut:

What is the difference between DesignNCut and ScanNCut?

DesignNCut is a new member of our cutting machine family. The ScanNCut is a standalone machine with the built-in scanner while the DesignNCut requires PC

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or other mobile device and has a CaptureMat Function which allows you to capture your image/design and use it as your cut file. It's a Wireless LAN ready machine, which lets you wirelessly connect your machine to your PC or Mobile Device. It has the same cutting speed and cutting pressure as the ScanNCut, and like the ScanNCut you can use the optional accessories to deep cut, line emboss, or perforate.

Is DesignNCut a replacement to ScanNCut?

No, DesignNCut is not a replacement to ScanNCut. Our family of cutting machines is growing to accommodate users need.

Accessories:

Does this include the embossing tools?

No, it doesn't include the embossing tools, the DC200ULE does. However, you can purchase those tools separately.

The DC200 machine includes the Standard Accessories Package: Standard Cut Blade Holder, Standard Cut Blade, Spatula, Standard Mat 12" x 12" (305 mm x 305 mm) with CaptureMat function, & Calibration Sheet.

Does this include the Universal Pen Holder?

No, it doesn't include the Universal Pen Holder, the DC200ULE does. However, you can purchase this tool separately.

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Can I use the DesignNCut machine with a food product such as fondant?

No. Neither the DesignNCut machine nor the accessories are designed to be used with fondant or any other type of food product.

Where can I access the DesignNCut videos?

To access our videos, please go to: <http://www.brother-usa.com/designncut/videos.aspx>

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