

















































## 09 FAQ

### K6 FAQ

#### **No response from the machine when being powered on.**

1. No power supply: Please check the socket and switch as well as the machine power socket to ensure that they have been correctly plugged with normal power supply.

#### **It cannot be connected to computer**

1. USB cable not connected: Please check the USB data cable interface on the machine and computer to ensure it's correctly plugged. The USB interface on the front panel of some desktop computers is invalid, it's better to connect to the interface on the back.
2. Driver not properly installed: Install the driver according to the instructions. After the installation is done, the computer will recognize the device as a serial port, which means the hardware connection is OK.
3. Other special problems: Pull out the USB data cable and power cable, keep the machine power off for 5 seconds and then try the connection once again.

#### **No response from the phone APP when being connected to the machine.**

1. Wrong Bluetooth connection: Make sure it's connected to the Bluetooth released by the machine. Please read "App Connection" in the User Manual for details.
2. Incompatibility: In the case of abnormal connection due to incompatibility of newly-released phone or upgraded system, please contact our customer service with the screenshot of phone configuration so as to get technical support as soon as possible.

#### **Shallow engraving effect or no traces.**

1. Inaccurate focus: Refer to the "Focus Adjustment" in the User Manual to make the correct focus.
2. Engraving speed: Too fast speed is due to short burning time. Please read the "Engraving Parameters" in the User Manual to readjust the parameters.

3. Photo color is too light: The photo added should be clear. If the line is too thin or the color is too light, the engraving effect will be directly influenced.
4. Position of object to be engraved: If the object is placed obliquely, the focal length of laser is fixed, so the object should be placed horizontally in parallel to the machine; otherwise, the inaccurate focal length will result in bad engraving effect.

### **Offline engraving unexpectedly stops**

1. The photo is not completely downloaded when being connected to computer, please download the photo once again.

### **Inaccurate focus**

1. Read the “Focus” in the User Manual. Please use the yellow focus plate provided with the camera to make the focus. If the focus plate is missing, a thin and rough yellow or white cardboard can be used as the substitution to make the focus once again. Please contact the online customer service for relevant information.



## Warning

To assure continued compliance, any changes or modifications not expressly approved by the party. Responsible for compliance could void the user's authority to operate this equipment.

## FCC Statement

This equipment complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## FCC Radiation Exposure Statement:

The equipment complies with FCC Radiation exposure limits set forth for uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.