FORMAX®

Cut-True DDC20
Digital Label Cutter

UNPACK & INSTALLATION

10/2026

Warning:
This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

The product (System) which is connected to this machine will be class A

NOTE: The domestic environment is an environment where the use of broadcast radio and television receivers may be expected within a distance of 10 m of the apparatus concerned.

Introduction

Please read the Safety Information before using this machine. It contains information related to USER SAFETY and PREVENTING EQUIPMENT PROBLEMS.

How to Read This Manual

Notation Conventions

Whenever necessary, the following points for attention are indicated in this manual.

Warning:
Indicates a potentially hazardous situation which, if instructions are not followed, could result in death or serious injury.

Caution:
Indicates a potentiality hazardous situation which, if instructions are not followed, may result in minor or moderate injury or damage to machine or property.

NOTE: This refers to:
Remarks for making the operation much easier. You get practical hints or knowledge to assist you in the machine operation such as:
Preparations required before operating
How to prevent papers from being misfed or damaged
Precautions required or actions to take after misoperation
Limitations like numerical limits, functions that cannot be used together or conditions under which a particular function cannot be used or obtained.
Information.

Safety Information

When using this machine, the following safety precautions should always be followed.

Safety During Operation

Warning:

- Do not expose body parts, loose hanging hair or clothing to moving, rotating or cutting parts.
- If any adjustment or operation check has to be made with exterior covers off or open while the main switch is turned on, keep hands away from electrical or mechanically driven components.
- Note that components of the system and peripherals can be supplied with electric voltage even if the main power switch is turned off and the power cord is disconnected.
- Turn off the power and disconnect the power plug (by pulling the plug, not the cable) if any of the following conditions exists:
  - Objects are dropped into the equipment.
  - Liquids are spilled inside the equipment.
  - You suspect that your equipment needs service or repair.
  - Covers are damaged, loose or missing.
  - You notice unusual noises or odors when operating the equipment.
  - If the power cable or plug is worn out or otherwise damaged.
  - Before cleaning and care (unless otherwise specifically instructed).
- Do not remove covers or guards that are fastened with screws.
- Machines with open (non-covered) automatic sheet feeders pose a crush/pinch hazard. Keep away from these areas when the machines are operating.
- Machines with exposed cutting carriages and heads pose a crush/pinch hazard. Keep away from the moving carriages and ensure that these machines are inaccessible to children during operation. Never leave these units switched on without supervision.
- If an emergency stop button is on the machine – do not use the button for regular operation. It is designed for immediate stop solely for emergency situations to ensure the safety of all individuals involved.
- Electromagnetic compliance:
  - This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
  - The product (System) which is connected to this machine will be class A.

Caution:

- Always follow all warnings marked on, or supplied with, the product.
- When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).
- Disconnect the power cord before you move the machine. While moving the machine, always exercise care and make sure that the power cord will not be damaged under the machine.
- Do not move the machine while the machine is running.
- Do not open covers while the machine is running.
- Do not switch off the power while the machine is running. Make surethe machine cycle has ended.
- Lay the power cord in a way that nobody will stumble over it. Do not place things on the cord.
- Never attempt any maintenance function that is not specifically described in the product's documentation.
- Always keep magnets and all devices with strong magnetic fields away from the machine.
- If the place of installation is air-conditioned or heated, do not place the machine where it will be:
  - Subject to sudden temperature changes.
  - Directly exposed to cool air from an air-conditioner.
  - Directly exposed to heat from a heater.
- If the machine is not used over an extended period of time, it should be unplugged to prevent damage in case of overvoltage.
- Do not operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the power source and call your authorized technician to correct the problem.

General Safety

Warning:

- This equipment is not suitable for use in locations where children are likely to be present.
- Only connect the machine to a mains power supply of the correct voltage with a good earth-connection; as advised by your service engineer at the time of installation. Improper Earthing of the equipment can result in electrical shock. The correct machine voltage is shown on the label at the mains power supply input on the rear of the machine. If the machine is connected to the wrong supply, the warranty is cancelled. This machine is destined for specific purpose only. Any use going beyond this specific purpose is regarded as beyond the determination. The manufacturer will not be liable for damages resulting from any use beyond the determination, unallowed operation, respectively. The user alone bears the risk.
- Do not make arbitrary changes or modifications to the machine. The manufacturer will not be liable for modifications made to the machine on your own and damages resulting thereof. The EU/UK Declaration of Conformity and the CE/UKCA mark will be invalidated if you make changes to the machine or to the individual components.
- Operators are never allowed to override or bypass electrical or mechanical interlock devices. Trained technicians are allowed to use interlock cheaters only when instructed to do so. Do not expose fingers or other parts of the body to moving, rotating, or cutting devices when running the machine with the interlock cheater installed. Do not wear ties, lanyards or other things that might get trapped into the rollers and cause injuries. Do not change, adjust, or tamper with the safety interlock devices fitted to the machine. Machine including UV-Light should never be bypassed by operator or trained technicians. Permanent eye damage could occur.
- The machine is to be used only by authorized and instructed persons. The responsibility on operating the machine must be strictly laid down and observed so that there are no unclear competencies regarding safety aspects.
- Vent holes serve for air circulation to protect the machine from overheating. Make sure that the holes are not covered.
- Always locate the equipment on a solid support surface with adequate strength tor the weight of the machine. Make sure the machine is located on a level floor and that there is enough work area around it.
- To protect against fire hazard, replace fuses with those of the same type and rating. Do not change fuses before the machine is disconnected from the main power supply. Refer to the product's documentation for the correct procedure.
- Do not expose the equipment to sudden temperature variations that can cause condensation.
- Operators and technicians must be familiar with the safety information detailed in this safety pamphlet and in the product's documentation.
- To avoid hazardous situations, like for instance electric shock or danger while exposed to moving, rotating or cutting devices, do not remove any covers, guards or screws other than those specified in the product's documentation and before the machine is disconnected from the main power supply.
- Always use only the power cord intended for the machine.
- Never connect plugs unless instructed so. Never connect plugs that have a different shape / number of pins.

NOTE:
The indications like front and rear, left and right refer to the paper transport direction.
The operator manual always has to be available at the place of use of the machine.
In the interest of technical development the company reserves the right to make alterations to specifications without prior notice!

Warning:
Do not put fingers or other parts between moving parts.

1 Unpack and Installation Instructions

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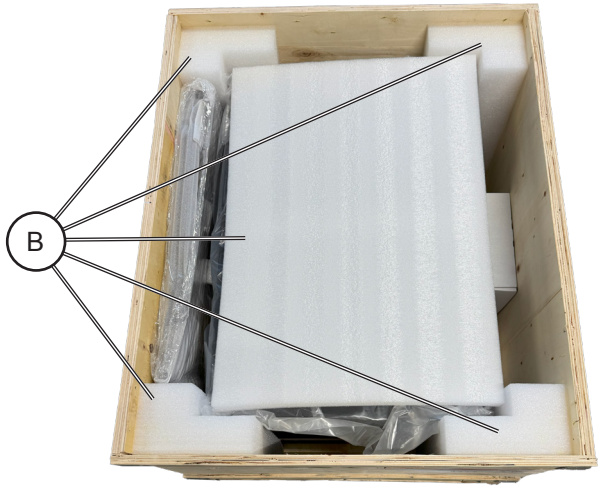
1.1 Unpack Instructions



1. Remove black screws on top of the lid and remove the lid [A].



2. Remove the packaging foam [B].



3. Remove exit tray, accessories kit and operating software [C] from the box.

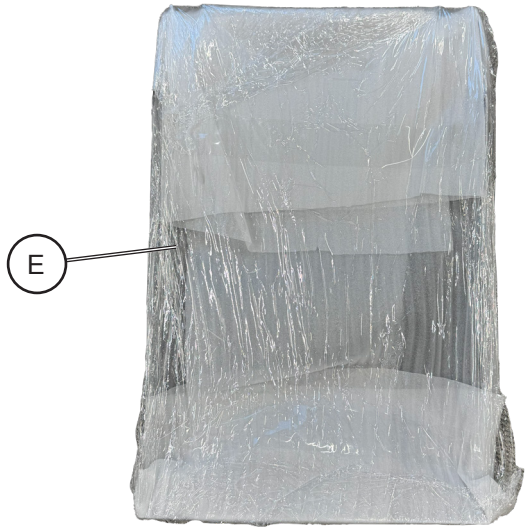




4. Remove black screws along the bottom of the crate.



5. Lift up the crate [D] to remove it.



6. Remove plastic wrap from the exit tray [E].



7. Remove the plastic wrap [F].

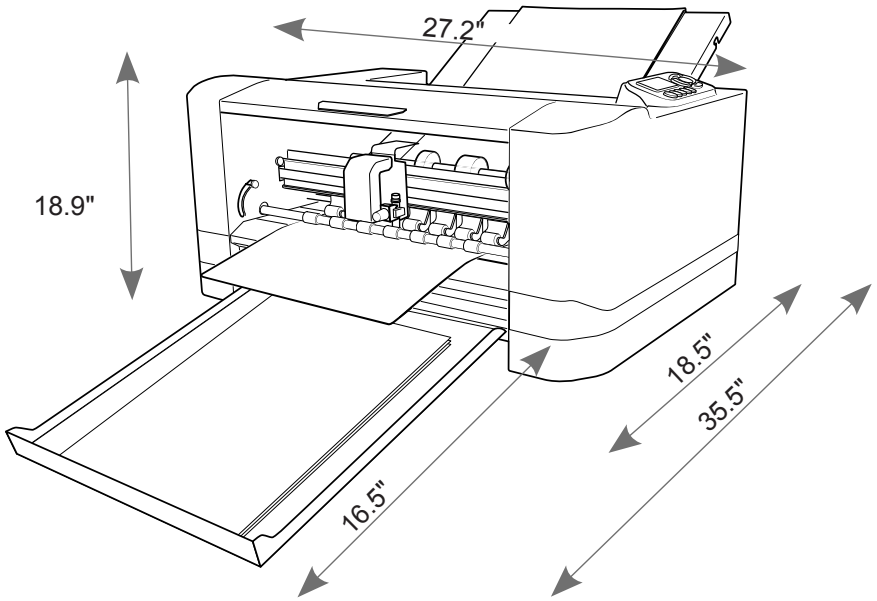
1.2 Installation Requirements

1.2.1 Minimum space requirements

1. The Cut-True DDC20 weighs 68 lbs
2. Working space is different to machine dimensions.
3. Ensure there is sufficient space above the DDC20 to easily load sheets.
4. Ensure there is space for the exit tray to be opened, without causing an obstruction to walkways.

Note:
Working space: The machine can be placed up against a wall or even two walls during normal operation to save space. However, it is recommend leaving enough space to be able to access the front of the machine (output /control panel).

Service access: It is recommended to have a clearance of at least 31.5" in each direction around the machine.



1.2.2 Power Requirements

1. Ensure that a power outlet is available nearby the system, fused to withstand the system's combined rated current.
2. The current consumption can be seen on the machine labels. For example: if the machine label says "100-240 V, 3.4-1.7 A" then the rated current is 3.4 A at 100 V and 1.7 A at 240 V.
3. Make sure to route power cords to avoid people from tripping on them.
4. Avoid using excessively long extension cords.
5. Make sure the machine is grounded.

1.2.3 Workstation Hardware Requirements

Compatible Vector Programs

	Adobe Illustrator® *	Corel Draw® **
PC Windows	CS6 CC 2018 - CC 2026	2018 - 2026
Mac OS	CC 2020 - CC 2026	

*Does not support illegal copies of Adobe Illustrator

**Full version only. Does not support "Home and Student", "Essentials", "Technical Suite" edition or illegal copies of CorelDRAW

1. Multicore Intel processor with 64-bit support
2. Windows 10 Professional / Windows 11 Professional x64 bit
3. 4 GB of RAM (8 GB recommended (As supplied with Cut-True Pro Server Station)
4. Minimum display resolution: 1024x900
5. Recommended Display Resolution: 1280x960 or higher.
   (Screens with resolutions such as: 1152x900, 1024x900, 1280x960, 1440x900, 1440x960, 1440x1024, 1440x1080, 1600x900, 1600x1080, 1600x1280, 1920x1080 or higher)
6. 2x available USB Ports (Note KB & Mouse often use a port each so factor this in)
7. PC directly connected to Cut-True must have Wi-Fi capability for Direct connection to Vision3 Camera Sensor (It is recommend using a PC with a built-in Wi-Fi card. Server Stations come equipped with a built-in Wi-Fi card.)

Compatible OS Versions

PC Windows 10 or 11 Pro – 64bit

Mac OS version 11 (Big Sur) - Mac OS version 26 (Tahoe)

1.3 Installation Precautions

Safety measures
Please read the information and safety measures carefully prior to installation and initial operation of the unit.

- Do not place any magnetic objects in the vicinity of the cutting head; otherwise uniform contact pressure may not be ensured.
- Do not remove the connection cable to the computer while cutting is in progress.
- Relieve the pressure on the pressure rollers when not in use by moving the pressure lever up.
- Do not open or reach into the unit when it is connected to electricity supply.
- Never open the casing and do not make any modifications to the unit yourself.
- Ensure that neither liquids nor metal objects are put inside the DDC20.
- Ensure that the wall socket used is grounded.
- Ensure that the connected voltage (100-240V) does not deviate by more than ±10%. Otherwise install a voltage stabiliser.
- Remove the power plug from the unit if it will not be in use for a longer period of time.
- Never reach into the unit in the vicinity of the blade holder during the cutting operation.
- Stop any cutting jobs in progress before re-adjusting the blade holder.
- Always ensure that the Auto Sheet Cutter remains inaccessible to children during operation and never leave the unit or individual parts of it switched on without supervision.
- Do not touch the tip of the cutting blade to avoid injury.
- Always place the unit on a stable base or use the supplied stand to prevent it from falling down.
- Disconnect from the power supply during thunderstorms; it can be damaged or destroyed by electrical surges caused by lightning.
- Do not open covers while the machine is running.
- Do not move machine while the machine is running.
- Be cautious when the top lid is open. Prior to accessing the interior, always ensure that the cutter is turned off and disconnected from power supply.
- This equipment is not suitable for use in locations where children are likely to be present.

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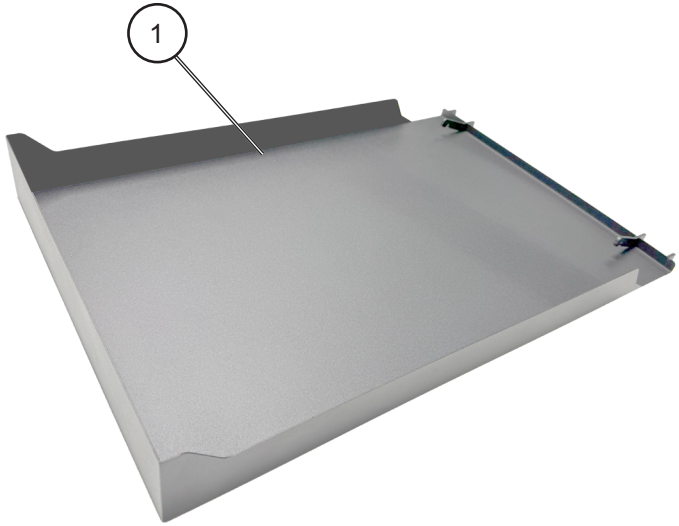
1.4 Cut-True Installation

1.4.1 Accessory check

Item	Qty	Description
1	1	Exit tray
2	1	Power cord
3	1	USB storage device
4	3	Mixed blades
5	1	Calibration tool
6	1	Tool holder
7	5	Adjustment pin for feed rollers
8	1	USB cable
9	1	Ethernet cable

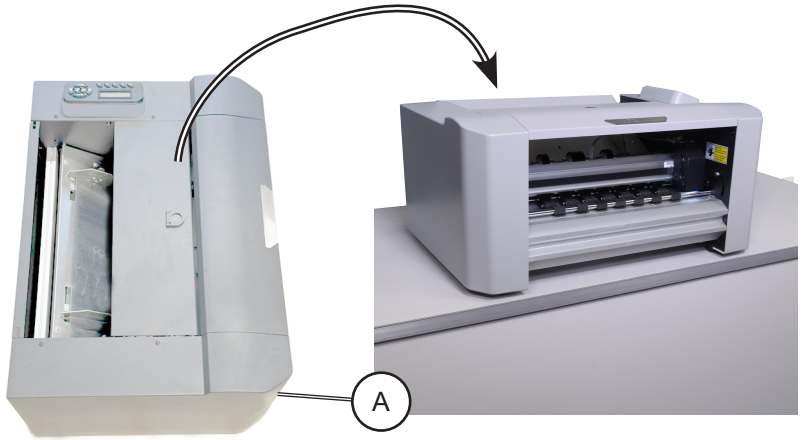




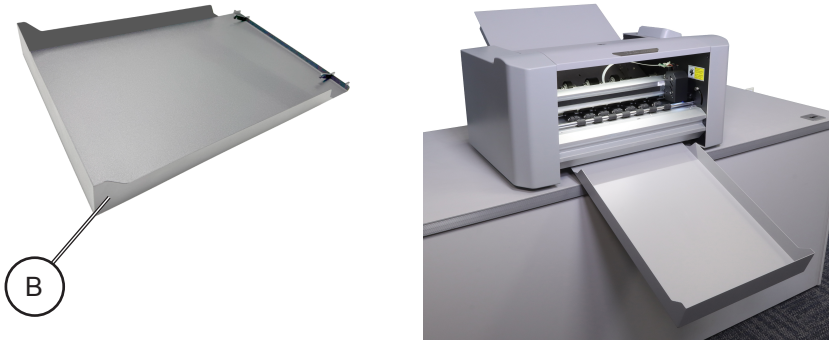
1.4.2 Cutter preparation

Caution:
It is recommended that minimum of two people carry out this task.

Warning:
Keep fingers away from base of cutter when being lowered!



1. Carefully lift up the main unit [A] and place it on a stable surface. Leave enough space in front of the machine to install exit tray.



2. Hook the exit tray [B] under the main unit. Slide the exit tray the under the main unit, lift exit tray upwards. Make sure the tray is hooked.

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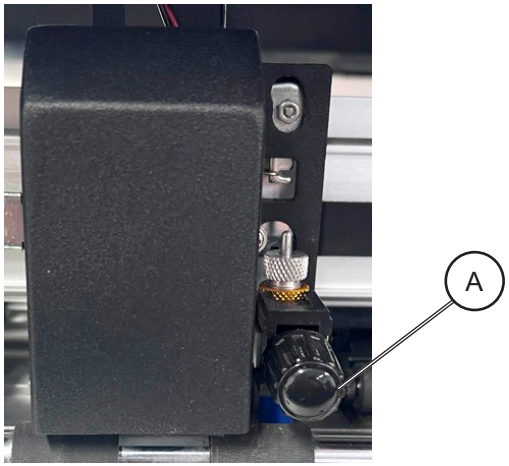
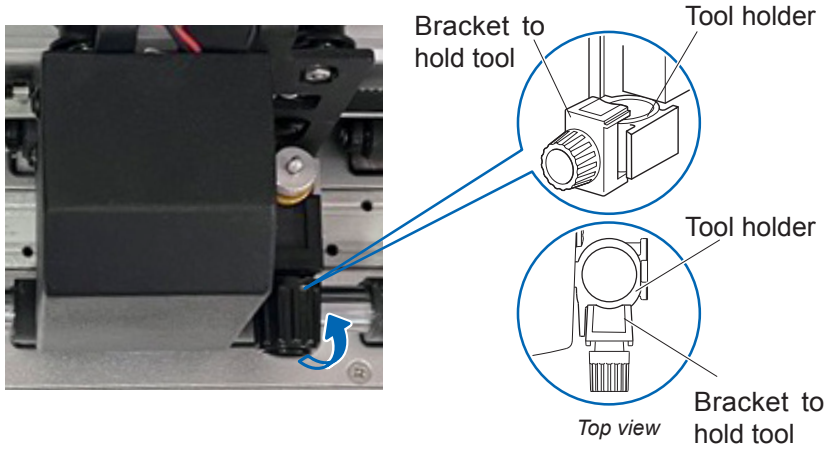
1.4.3 Tool Carriage and Tools installation

The tool carriage is mounted on the beam that travels across the cutting area. The Tool carriage contains a tool holder which enables you to easily and efficiently switch between different blade holders if required, or fit a pen for calibration purposes.

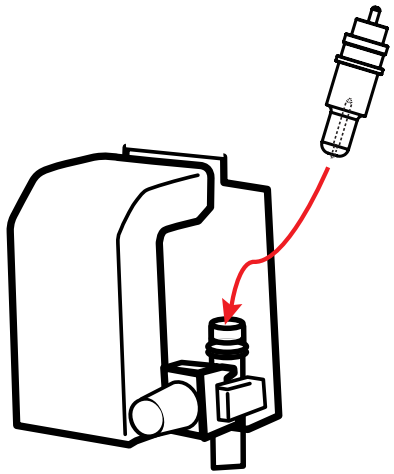


The Tool holder holds the item described as Tool1 [A], typically the cutting blade.

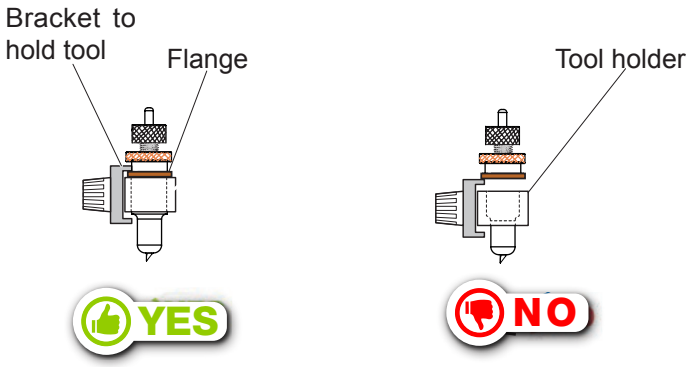
Tools installation



1. To install a tool into your Cut-True DDC20 loosen the tool bracket screw [B] sufficiently to enable a blade holder or calibration pen to be inserted in Tool position 1 up to its flange.



2. Push the Blade Holder or Calibration Pen all the way into the tool holder until the tools' flange completely touches the upper part of the holder.



3. Make sure that the tool bracket is engaged on top of the tool's flange, and then tighten the screw.
   It is important, the Bracket to hold the Tool, is over the Flange as this will hold the tool down. (If the Flange is above the bracket that holds the tool, the tool height will be incorrect and the tool may gradually move up during operation).

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1.5 Software installation

The Cut-True Pro software is a professional cutting package that creates cutting files directly from Illustrator or CorelDRAW using the vector lines you have drawn, Cut-True Pro communicates directly with your cutter and ultimately cuts your jobs.

There are two installation versions of Cut-True Pro, a plug-in (which requires Adobe Illustrator® (MAC or PC) or CorelDRAW® (PC)) which creates the cutting jobs directly from your vector lines and can either send your jobs directly to the cutter (PC only) or create a cut file that can be retrieved at any time using a QR code (automatically added to the sheet) (MAC & PC clients) then users can cut a different computer (acting as a production server).

Cut-True Pro Software for your Cut-True Cutter is supplied on the included CD, however it may also be downloaded from Formax Customer Center.

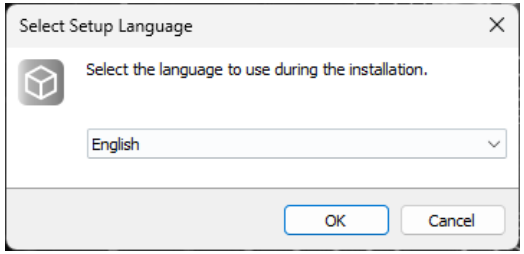
Note: Cut-True Pro requires a Minimum display resolution: 960×830.

1.5.1 Cut-True Pro Installation and Activation

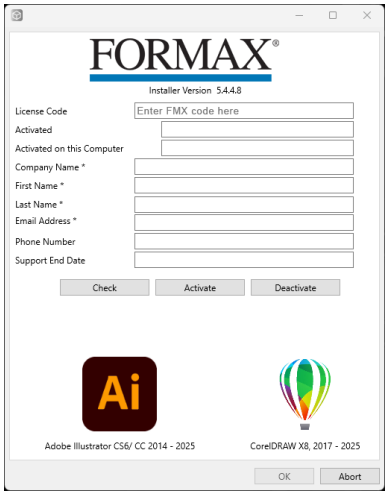
1. Run the installation program: SetupCut-TruePro.exe

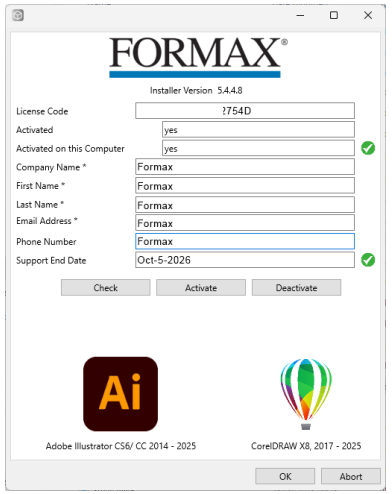
The setup program requires various confirmations for the installation of the program.

On some computers you could be asked the system administrator's password to execute the installation, in the case you do not have this information; contact the technician who administrates your system.

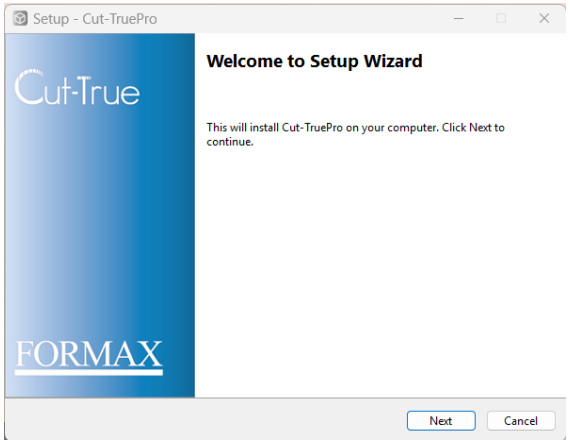


2. Select preferred language and click [OK] to proceed with installation.

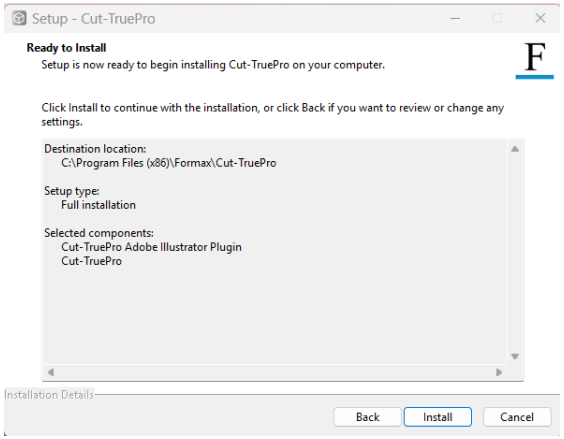




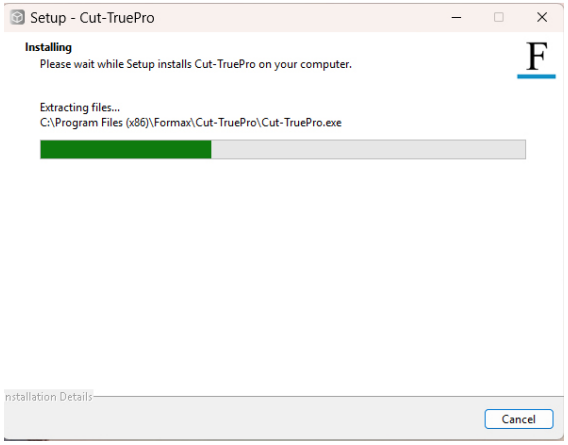
3. Enter the License code from the card supplied with your Cut-True Pro software and fill out your details. Click [Activate].



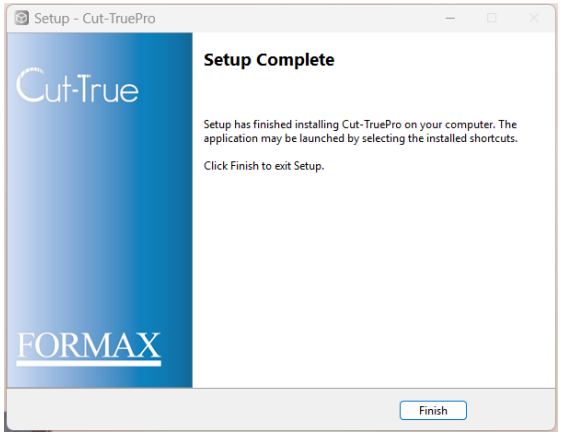
4. Click [Next] to proceed with Cut-True Pro installation.



5. Click [Install] to continue with the installation.



6. Wait until the installation is complete.



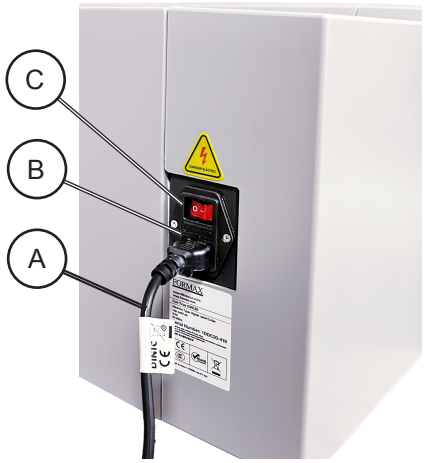
7. Click [Finish] to finalize installation.

1.6 Connecting and powering on the cutter

1.6.1 Turning on the cutter

Warning:
Before connecting the machines to the power supply, make sure that each cover on each module has been reinstalled and that any part of the machine that was disassembled during installation was put back in place. Do not connect the machines to the power supply if covers are off or if any module is (even partially) disassembled. Make sure you use a proper grounded plug in the wall outlet. Never plug in the module to a non-grounded plug.

1. Securely plug the power cord [A] into the mains socket [B] on the rear panel and connect to an electrical outlet of the specified voltage.
2. Turn on the power using the mains switch [C].



3. Press the [Enter] key to prompt the cutter head to automatically return to its Home position. Once it reaches the Home position, the cutter will be in an Online state, fully prepared and ready for use.

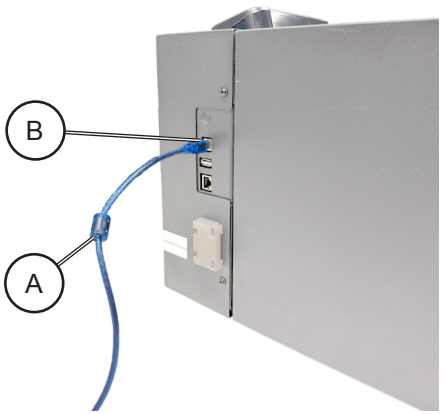
1.6.2 Connecting to computer

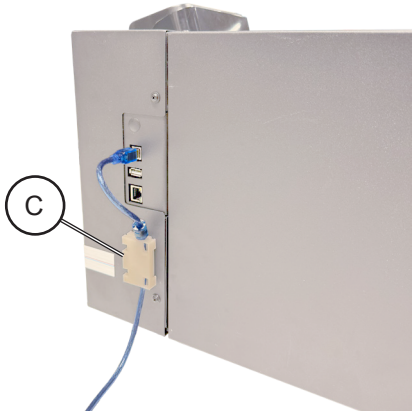
The Cut-True Pro software includes the USB and Ethernet drivers built into the software. There is no need to install any addition drivers.

Note: Operation can not be guaranteed in the following circumstances:
1) When connection is made through a USB hub or an add-on USB board.
2) When you are using a custom-built computer that has been modified.

For optimal results, please ensure the following:

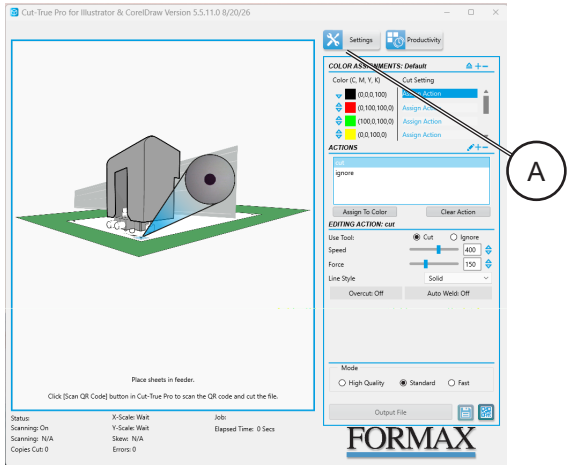
- Do not connect or disconnect the USB/Ethernet cable while you are installing the Color Cut Pro software.
- Do not connect or disconnect the USB/Ethernet cable while starting up the computer.
- Do not connect or disconnect the USB/Ethernet cable while switching on the cutter.
- Do not disconnect the USB/Ethernet cable within a 5 second period of connecting it. (It does not always recognise the fact it was subsequently disconnected and won't reconnect again until you power-cycle both devices)
- Do not disconnect or connect the USB/Ethernet cable while you are cutting a job, or while data is being transferred.



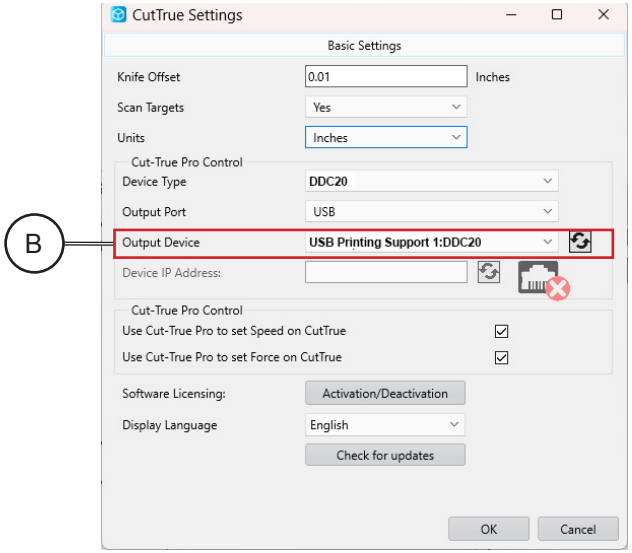


1. Plug the USB cable [A] into the USB socket [B] on the rear panel and connect to your Windows PC; or plug the Ethernet cable into the socket on the rear panel and connect to your Ethernet socket. Use the wire clip [C] to secure the wire and to prevent it from being pulled out.

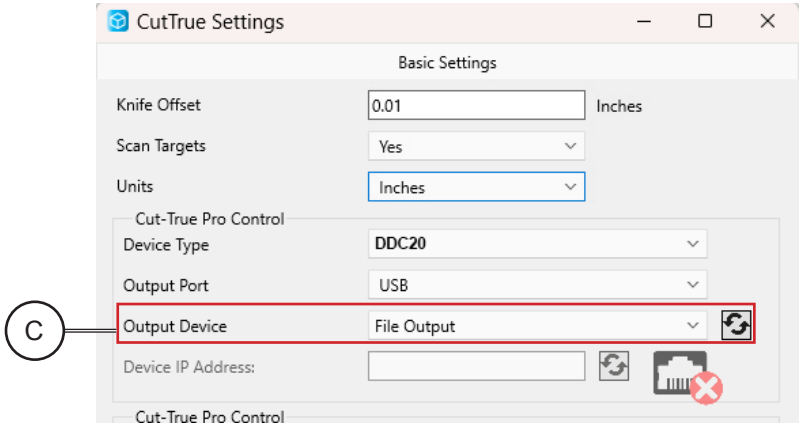
1.6.3 USB Connection confirmation



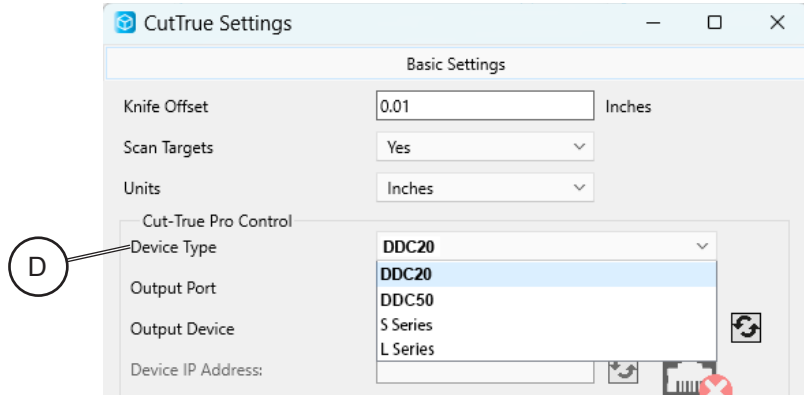
1. Launch Cut-True Pro.
2. When the Cut-True Pro application launches, click on the Settings button [A].



3. The Cut-True Pro Settings dialogue box will appear.
4. If the connection to your cutter is successful then under the Output Device option you will see the term ‘USB Printing Support: x’, where ‘x’ is your cutter type, or ‘Ethernet Direct connect’[B].



5. If the Output Device shows, [File Output] then the connection has not been successful [C]. Switch off the cutter and wait 10 sec. Unplug the USB cable from your computer, and try a different port, then switch back on the Cut-True engine. Repeat steps 1 to 4.



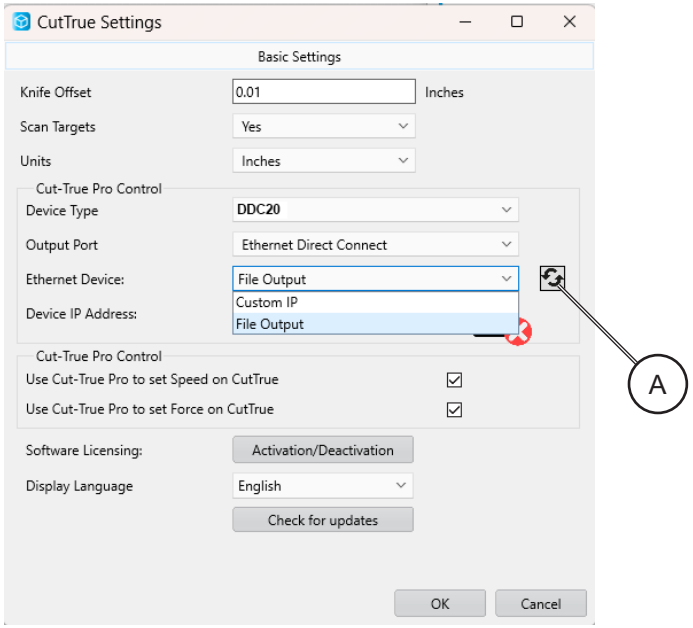
6. After confirming successful connection, select Device Type DDC20 from drop-down menu [D].
7. Click [OK] to confirm and close the settings dialogue box.

1.6.4 Switching to Ethernet

1. On the cutter, press ‘Set’ until you get to ‘comm mode’, from here press up/down until you have Ethernet showing on the screen, press 'Enter', then restart the machine by pressing the ‘Reset’ button.

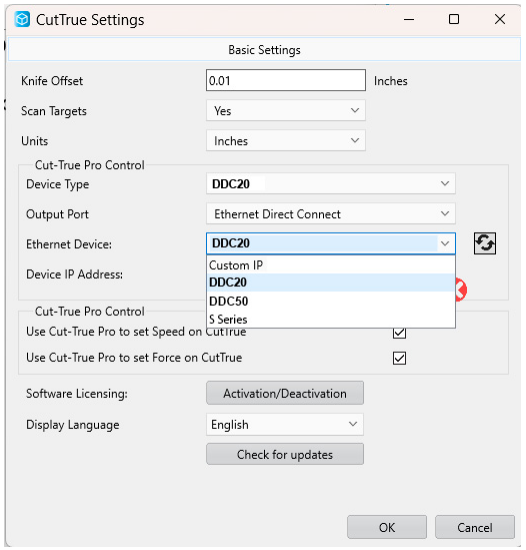
Note: To switch back to USB, follow the same steps but instead, press 'Enter' on USB and restart the machine.

2. Once restarted wait 5-10 seconds for the machine to get its IP address.
3. Press 'Enter' to display the IP address on the screen, once this is visible you know the machine is connected to the network.

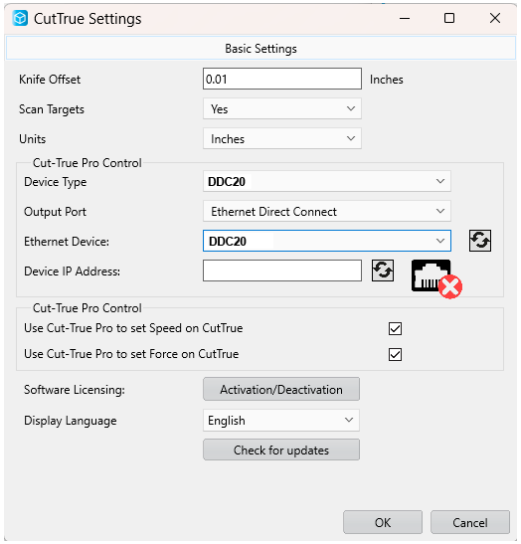


4. In Cut-True settings tab change output port from USB to Ethernet in the drop-down menu.
5. Press the refresh button [A] next to Ethernet Device.

6. The DDC20 should appear in the drop-down menu as pictured.



7. Select the DDC20 and the ‘Device IP Address’ box will auto populate with the IP address.



8. The cutter is now connected via IP address

1.7 Checking the installation

1.7.1 Test Cut

The Test Cut function allows you to check your blade depth/force settings on your Cut-True DDC20 cutter.

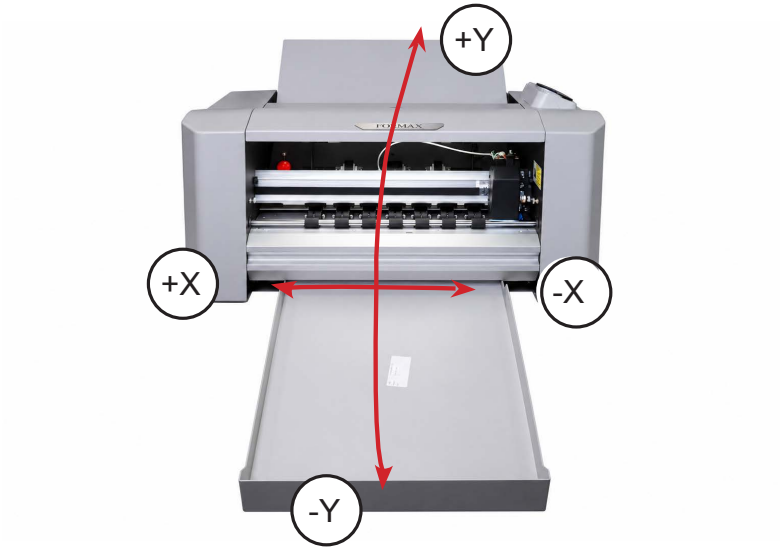
Warning:
Do not press [TEST] until you have loaded a sheet of media. The Test Cut function will draw a Triangle shape using Tool 1 at the tools' current location.

Note: The Test screen is very useful for checking your blade depth and the pressure/force used during cutting, prior to starting a job.
After the Blade tool has been loaded and you have manually adjusted the blade depth to a level you believe is correct. Load a sheet of your media, and perform a test cut, following the instructions below. Then adjust the blade and pressure accordingly. Checking and adjusting the settings for your specific media prior to a production saves time and eliminates waste.

Performing a Test Cut to check depth/force:



1. Place a blank sheet of paper into the feed tray - SRA3 recommended.



2. Press [TEST] button. The DDC20 will now cut a Triangle Shape using Tool1 (The blade).
3. Press [ENTER] button.
4. If after performing the test cut the cut is too deep or not deep enough, adjust the force and press [TEST] again. This will move the head to the left and perform another test cut with the new force
5. Once cut is at desired depth, press [ENTER] and the machine will eject the sheet.



6. Press [ENTER] button. The DDC20 will then eject the media forwards so you can check the cut quality/depth and pressure.



Note: The minimum level of exposed blade will provide the best quality on sharp inverted turns and extend your cutting strip life. Too much Blade, will result in the Blade cutting through your media and cutting into the cutting strip. This will reduce your blade life, create poor quality cutting on sharp inverted turns and damage the cutting strip reducing the cutting strip life.

7. Check the result of the test cut on the ejected sheet, if the cut depth is not sufficient, (or it is too excessive) then select the Tool and adjust the Force using the Left arrow and Right arrow keys on the panel until you can cut your material correctly.
8. When new settings are applied, repeat the test cut until the desired cut is achieved. There is no need to move the carriage while performing a new test cut since the carriage will shift to the left side each time a new test cut is performed.

Intentionally blank

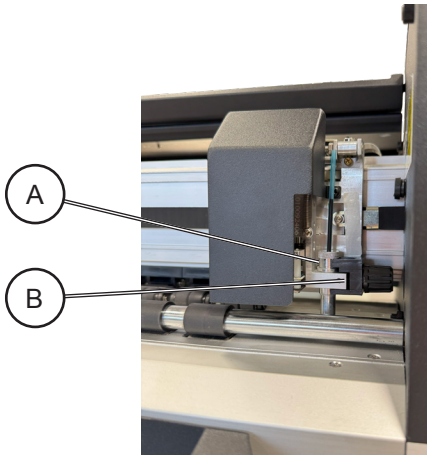
1.7.2 Calibration of the Vision3 sensor offset to the Cutting Blade

The Cut-True DDC20 engine includes a Vison3 sensor which is an 8th Generation ARMS system (Automatic Registration Mark Sensor). The Vision3 sensor uses a CCD camera to automatically detect registration marks, the position of the registration marks on your sheet allows Cut-True Pro to compensate for any scale or skew errors and adapt cutting lines enabling highly accurate cutting to elements printed on the media.

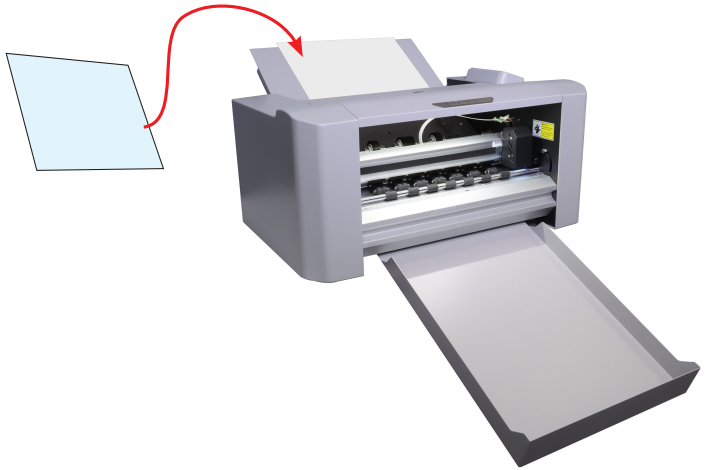
The Vison3 sensor is mounted offset to the cutting blade holder, so your Cut-True Pro application must be calibrated to compensate for the offset (distance) from the Sensor to the cutting blade.

Calibrating the Vison3 camera offset is done by the cutter automatically.

To use the AutoFind feature to set the Vison3 sensor offset, use the Pen Calibration Tool [A]. The pen tool is used to draw a circle, the centre of which is used to define to point of the cutter blade, then the Vison3 ARMS sensor reads the location of the circle and the software calculates the offset automatically.



1. Place the Calibration Pen Tool [A] in to Tool Holder [B].



2. Load blank paper sheet(s) into the paper stacker. Adjust the self centering side guides to the edges of the media. Ensure they are not too tight against the side of the media.
3. Set force on front.
4. Press Set, navigate to Camera check and press Enter
5. Press File Button on Keypad
6. The DDC20 feeds the sheet and draws a circle. The camera will then read the circle and updates Tool Offset X and Y on the DDC20.
7. If mark has drawn but is not readable, repeat steps above adjusting the force on the front screen.