

Forcell 3rd Generation Cutting Machine

FAQ

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forcell.pl

Database Update and Basic Operation

Does the cutting machine work without an internet connection?

No. The cutting machine requires an active internet connection for proper operation.
To check the connection status, go to: Settings → System Information → Network Test.
If the status indicator is green, the connection is working correctly. If it is red,
a connection error has occurred.

What should I do if the cutting machine cannot detect the Wi-Fi network?

Turn the cutting machine off and then back on again, and try reconnecting to the network.
You can also connect the machine using an Ethernet cable via the RJ45 port.

Why does the cutting machine stop cutting during operation?

Check the internet connection and try restarting the cutting process.

How do I update the database?

To update the database, go to: Settings → Data Update, then select Data Update again
and confirm. Wait until the update process is complete.

How do I cancel cutting while the cutting machine is operating?

To cancel cutting, press the power button.

Film Cutting

Does the cutting machine automatically recognize the film type, or do I need to select it manually?

The cutting machine automatically recognizes the film type using the QR code. If the QR code is damaged or unavailable, the material must be selected manually from the menu.

How do I choose the correct cut type?

The cut type should primarily match the film material you want to use. Also check whether you are cutting a standard, matte, or privacy film. Please note that available options may vary depending on the device model.

If you are using soft films (Flexible: Clear, HD, Matt, Privacy, Super Buffer), select either the Front or Back tab.

When selecting the cut type, pay attention to the cutouts for the camera, sensors, or camera island. Selected models also allow side protection films to be cut. When using privacy or matte films, choose a cut type that includes openings for the sensors and camera.

Front Full – full front coverage film
Case Friendly / Front Shell – film designed for use with a phone case

If you are using hard films (7H, 9H), select the 5H-7H-9H tab.

When selecting the cut type, pay attention to the camera island cutout. When using privacy or matte films, choose a cut type that includes openings for the sensors and camera. Hard films are not intended for phones with curved displays.

What should I do if the QR code does not work or is damaged?

Before inserting the film into the cutting machine, check and remember the film type. Then insert the film and manually select the material from the menu.

What should I do if the cut is misaligned or inaccurate?

Recalibrate the cutting machine. If the cut is still inaccurate, replace the blade and calibrate the machine again. If the issue persists, contact us so we can verify the cutting template.

What should I do if the cutting machine cuts through the film?

Recalibrate the blade. If the issue persists, contact your supplier.

Film Application

Why doesn’t the film adhere perfectly to the screen?

This is usually caused by selecting the wrong cut type for the film being used.
Check the film material again and select the correct option on the display. If the issue persists, contact us so we can verify the cutting template.

What should I do if bubbles appear after application?

Try gently removing them using the included squeegee.

Can the film be repositioned after application?

No. Once applied, the film should not be removed and reapplied.

What is the included precision needle used for?

The precision needle is used to create camera cutouts in selected films. This is done after the film has been cut for the selected device model.

Blade Replacement and Calibration

How often should the blade be replaced?

Blade replacement frequency depends on the material most commonly used.
When cutting soft films (Clear, TPU, TPH), one blade lasts for approximately 500 cuts.
When cutting hybrid films (7H, 9H), blade lifespan is approximately 200–300 cuts.

Can replacement blades be purchased separately?

The starter kit includes three blade inserts. Additional blades can also be purchased separately from our website.

How can I tell if the blade is worn out?

A worn blade reduces cutting precision. Film edges may become frayed or uneven.

Is calibration required after every blade replacement?

Yes. Otherwise, the cutting result may not be accurate.

How do I know which cutting value to select during calibration?

Carefully inspect the calibration card and count the cuts. The number of the last visible cut is the value that should be selected on the screen.

Can I perform calibration using any TPU film instead of the calibration card?

Yes. Calibration can also be performed using any TPU film.

On-Screen Errors

The message “HTTP-001 Gateway Timeout” appears during operation. What should I do?

This may indicate that maintenance work is currently being performed on the server. Most maintenance operations are short, and the cutting machine should resume normal operation shortly.

The message “Blade not detected” or “Cutting not supported, replace blade” appears during operation. What should I do?

Remove and reinstall the cutting module. You can also recalibrate the device. If the message still appears, replace the blade and recalibrate the cutting machine again.