## 1. What does the LED indicator mean?

| Light Status	What it stands for
Solid White	The D1 Pro is powered on and in the standby state, Wi-Fi configuration never set.
Solid Green	The D1 Pro is powered on and in the standby state, Wi-Fi configuration set.
Blinking Blue	The D1 Pro is framing or processing.
Blinking Red	The D1 Pro moved during offline processing. / The TF card is missing or the file is missing in the TF card during offline processing.

2. One of the position limits can be fixed in different positions on the Left Plate, why?

Size differences among 5W, 10W, and 20W lasers.
With 20W lasers, which are larger in size, the limit plate is supposed to be fixed as below.
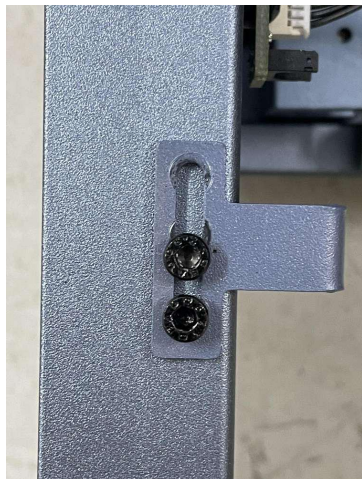
With 5w and 10w lasers, which are smaller in size, it can be fixed in either position.
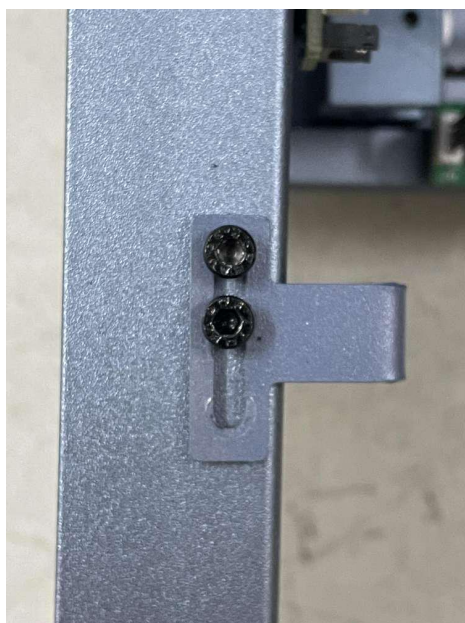
3. How to make the middle plate parallel to the front and rear plates?

Step 1. Find the coupling shown below.

Step 2. Use a hex wrench to loosen the fixing bolts on the coupling.

Step 3. Hold the coupling with one hand and push the X-axis to the top with the other hand until the ends are aligned.

Step 4. Tighten the bolts to fix the coupling.

4. What to do when the laser shakes during processing?

1. Set the speed to below 105 mm/s and try again.
2. Do not select the **Grayscale** as **Bitmap mode** when it is a bitmap file you are engraving.
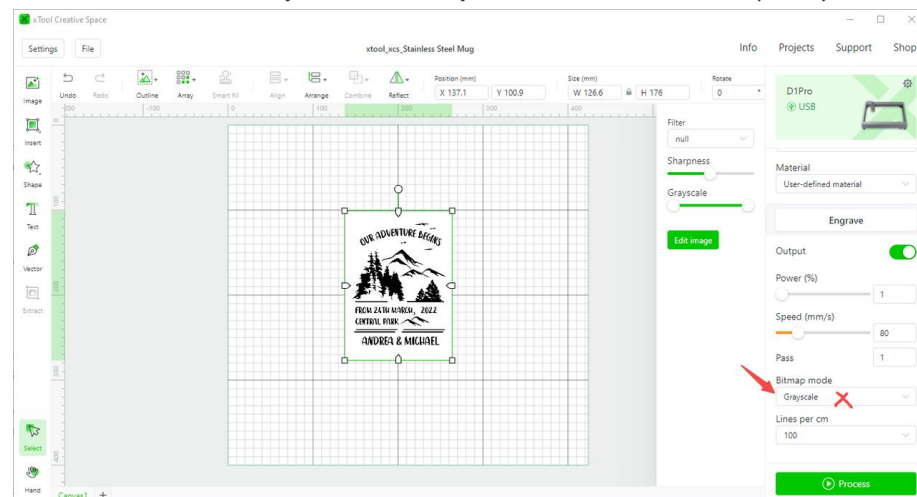
3. Switch to a Wi-Fi connection if it was a USB connection when the problem occurred.

5. Why does the power of the laser head decline?

1. Contaminated protective lens

Solution: Clean the lens and nozzle on the laser module with an official xTool maintenance kit or an alcohol-free dust cloth.

2. Damaged protective lens

Solution: Replace the lens. The maintenance package provides one lens. If you need more, you can contact our after-sales services to buy.

3. Contaminated nozzle

Solution: Clean the nozzle. It is recommended that you use an air pump.

4: Clogged nozzle

Solution: If you use a machine without an air pump, it is recommended that you put an xTool official sticker or other sticker on the air inlet of the nozzle, otherwise dust will adhere to the lens, which is easier to accumulate around the laser beam outlet, causing power attenuation, which in turn affects the processing performance.

Pay attention to regular cleaning of lenses: clean them at least once an hour in extremely harsh use environments.

6. What to do with the Limit Switch alarm?

1. Check and make sure the limit sensors are not blocked or contaminated.

2. Check and make sure the limit sensors are properly connected.

3. Replace the limit sensor(s) if physically damaged.

(If you need a detailed video of the operation, please contact our professional customer service on Amazon)

7. Why does it not frame after pressing the button as instructed in XCS?

1. Turn off D1 Pro, reinstall the TF card and turn it on before trying again.

2. If the problem persists, exchange the TF card with another one in case it was damaged.

8. What to do to avoid contamination of the laser protective lens?

It is recommended to use the official right-angle air nozzle or air nozzle plug without the use of an air pump, otherwise, it will increase the speed of dust contaminating the lens or accumulating in the light outlet hole.

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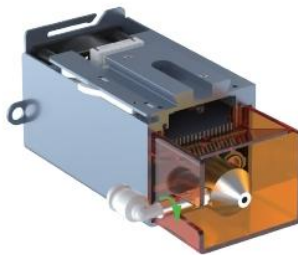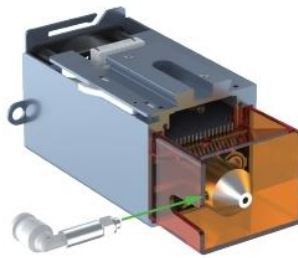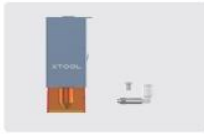
9. Why did the machine hit the rear plate during processing?

1. Replace the X-axis assembly and the left baffle limit baffle.

2. Change the tie line position of the connecting line: change from the side of the X-axis profile to the top of the X-axis profile to ensure that the machine avoids interference with the tailgate during the limit operation; add a sleeve at the junction of the right Y-axis and the X-axis to avoid wire friction at this position.
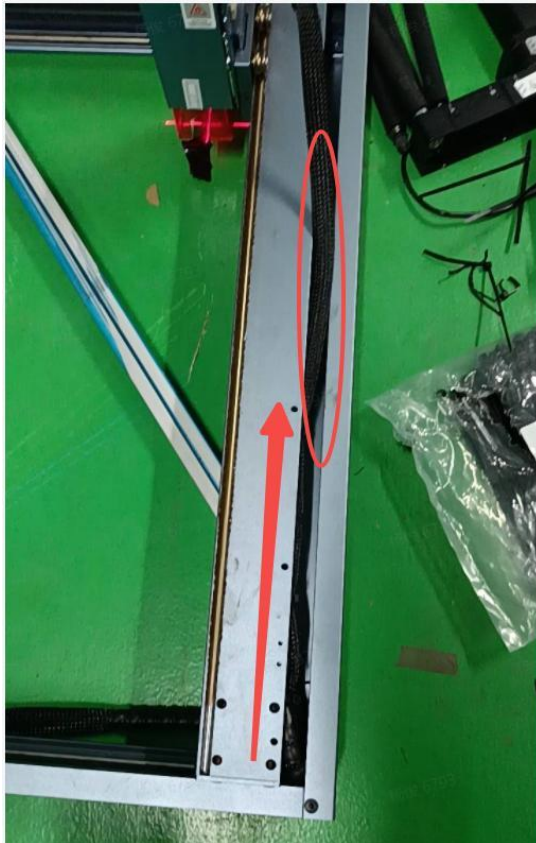
10. What to do when the laser shakes during framing?

1. Switch off the machine, reinstall the TF card and switch on the machine again.

2. Press the **RESET** button on the motherboard.

3. Replace the TF card with another one.

11. Why and what to do when D1 Pro is detected but not able to be connected via USB?

Reason: firmware issue.

Solutions:

1. Restart the machine and try again.

2. Update firmware referring to **https://support.xtool.com/hc/en-us/articles/7488237385751-How-to-Upgrade-xTool-D1-Pro-Firmware#h_01GA3PVV2NTCMYJN8GKZ6VGX2G.**

3. Replace the motherboard.

12. Why does the laser not move in the X-axis or Y-axis direction?

X-axis:

1. Check both ends of the X-axis motor cable. If it is loose or not inserted in place, re-plug it properly.
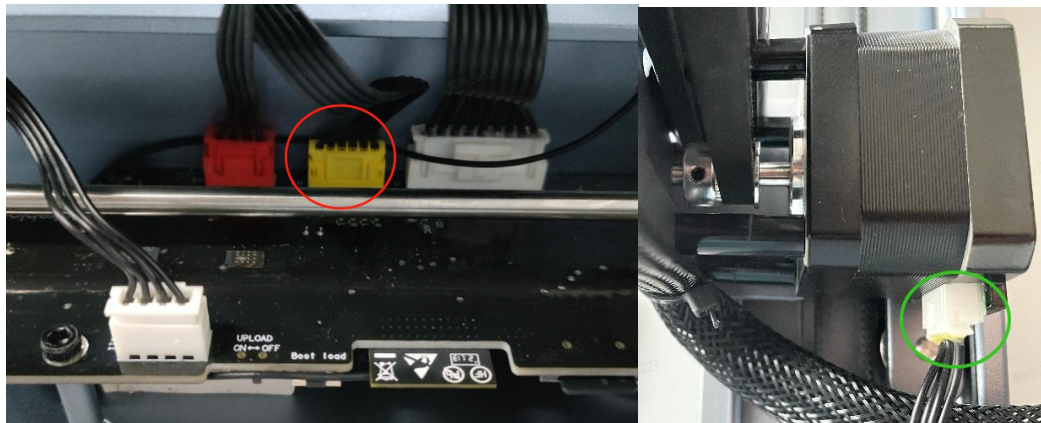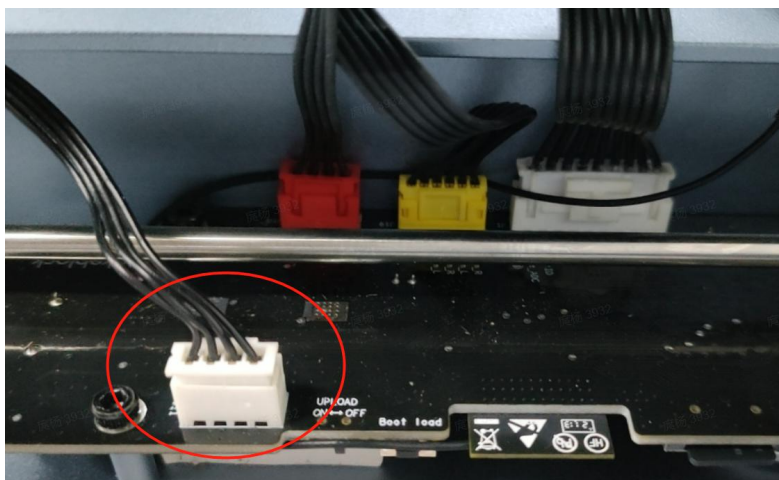

2. Turn the machine over and check the X-axis timing belt. If it is not installed properly, reinstall it.
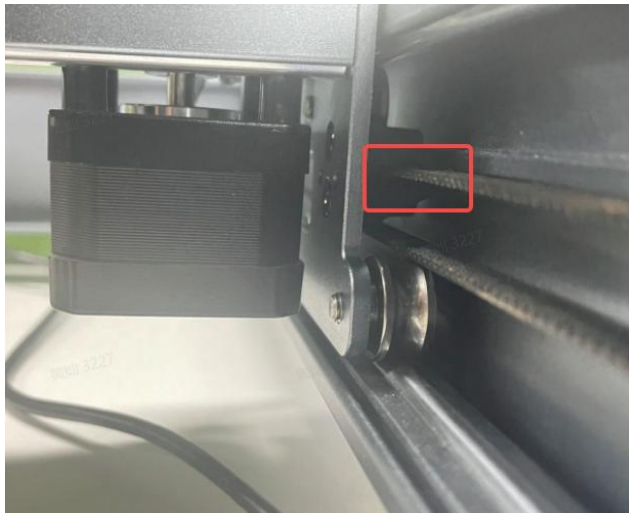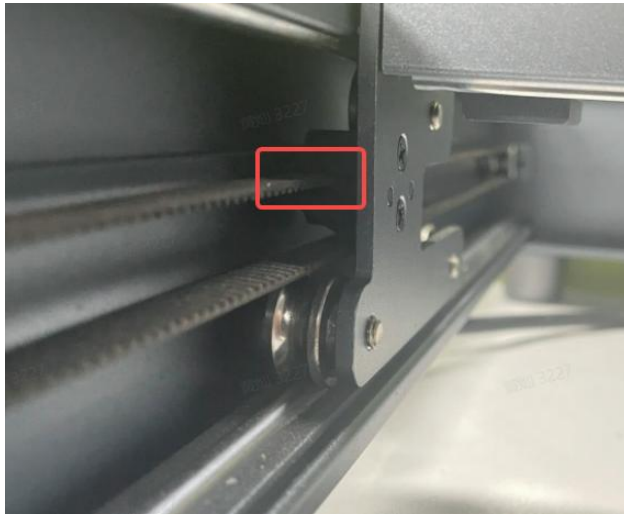
3. Check whether the X-axis motor wire including the pins on each end is damaged. If it is, the wire needs to be replaced. Check whether any of the X-axis socket pins on the motherboard is damaged. If it is, the motherboard needs to be replaced.

4. Move the laser manually in the X-axis direction. If it is hard to do so, which is probably with the X-axis timing belt and wheel, they need to be replaced.

5. If the laser can be moved without a problem manually (from left to right), exchange the X-axis motor wire and the Y-axis motor wire on the motherboard end and try Framing a square and check.If the X-axis still cannot move, there could be a problem with the X-axis motor cable and the X-axis motor, which need to be replaced. If the X-axis can move, but the Y-axis cannot move, there could be a problem with the X-axis drive of the motherboard, and the motherboard needs to be replaced.

Y-axis:

1. Check both ends of the Y-axis motor cable. If it is loose or not inserted in place, re-plug it properly.

2. Check whether the Y-axis timing belts on both the right and left sides are installed properly. If not, reinstall them.

3. Check whether the Y-axis motor wire including the pins on each end is damaged. If it is, the wire needs to be replaced. Check whether any of the Y-axis socket pins on the motherboard is damaged. If it is, the motherboard needs to be replaced.

4. Move the laser manually in the Y-axis direction. If it is hard to do so, which is probably with the Y-axis timing belt(s) and wheel(s), they need to be replaced.

5. If the laser can be moved without a problem manually (from front to back), exchange the X-axis motor wire and the Y-axis motor wire on the motherboard end and try Framing a square and check. If the laser can not move in the Y-axis direction, there could be a problem with the Y-axis motor cable and the Y-axis motor, which need to be replaced. If the laser can move in the Y-axis direction, there could be a problem with the Y-axis drive of the motherboard, and the motherboard needs to be replaced.

13. D1 Pro can not connect to XCS via WiFi, why?

1. Check whether the WiFi network is in good condition. Switch to another WiFi network or your cell phone hotspot and try again if you may.

2. Check if the WiFi antenna beneath the Front Plate is loose. If it is, tighten it.

3. Make sure it is the same WiFi network your D1 Pro and XCS are connected to.

4. Exit any VPN or PC Manager software, and relaunch XCS to try again.

14. How to switch the positioning mode between Red cross and Laser spot?

: Now that your D1 Pro is turned on and connected to your computer, click on ⚙ **> Working parameters**, select **Red cross** or **Laser spot** as the positioning mode.
For the Red cross, once selected, a red cross will emerge every time the D1 Pro is turned on.
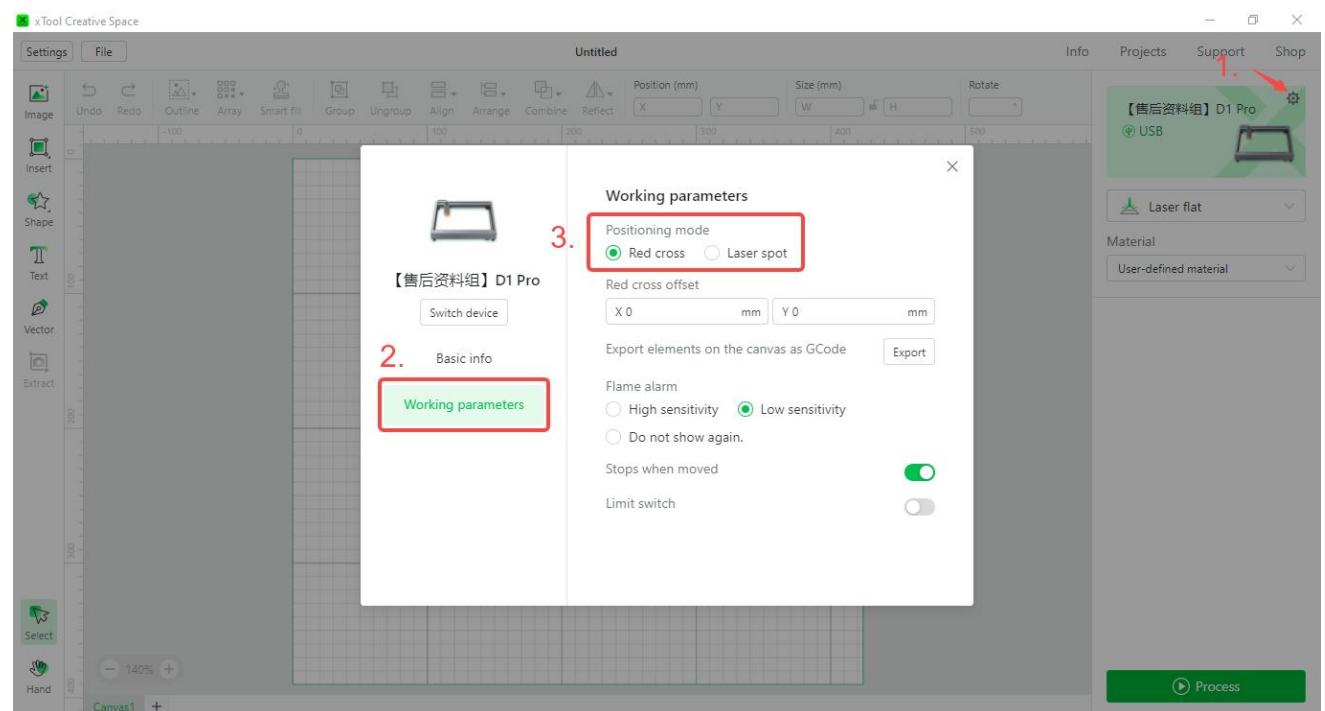
If the **Laser spot** is selected as the positioning mode, you have to click **Process > Enable** every time for the laser to emerge.
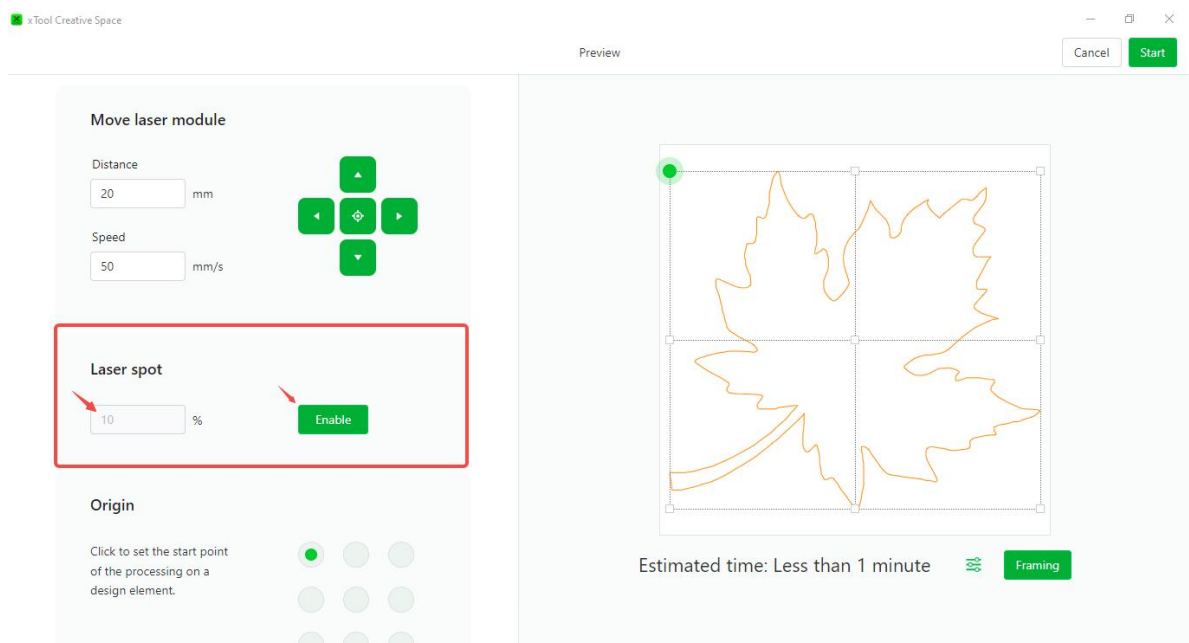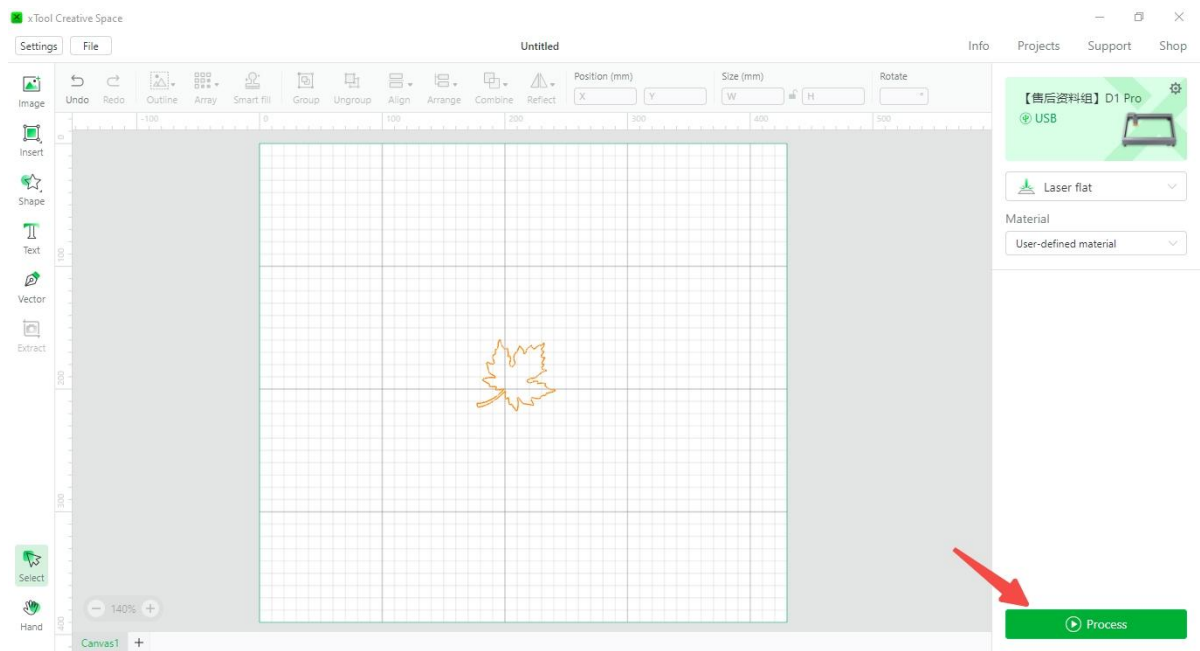
Note: the maximum Laser power value for positioning can be set to 10%.