Cutio user guide

Plan a sheet cutting job from the first part entry to a checked layout, workshop documents and reusable offcuts.

Guide edition 1.0 | October 2026

This guide explains the English Cutio 1.0 workflow for sheet materials: setting up a project, entering or importing parts, generating and editing a cutting layout, reviewing costs and preparing output. It also covers labels, hinge marks, DXF and offcut inventory.

Start with a small complete job

Follow the practice project first. Then use the task chapters for your own materials and parts. Keep the editable project, verify every required part and review the final output before the workshop uses it.

Your task	Read
Try Cutio with a small example	01 Your first cutting project
Prepare real job data	02–06 Projects, catalogs, parts and import
Generate and check the arrangement	07–08 Optimization and layout workspace
Record stock and prepare output	09–13 Offcuts, costs, labels, hinges and output
Resolve access or workflow problems	14–15 Trial, support and troubleshooting

Before production
Cutio supports planning and documentation. Check actual stock, machine capability, measurements and all workshop instructions before cutting or drilling. A software validation result does not replace these checks.

Contents

Choose a task, or follow the chapters in order for your first project. The chapter titles and page numbers below are clickable.

01 Your first cutting project 3

02 Project files and settings 4

03 Sheet materials and edge banding 5

04 Parts dimensions grain and edges 6

05 Import a cutting list from Excel 7

06 Recognize a photo or PDF 8

07 Cutting settings and optimization 9

08 Review and adjust the layout 10

09 Reserve and record reusable offcuts 11

10 Review costs and project prices 12

11 Print and calibrate part labels 13

12 Add hinge position marks 14

13 Print layouts and export geometry 15

14 Trial account access and support 16

15 Checks before cutting and troubleshooting 17

Using this guide

Menu paths use > between levels. Bold text identifies controls or important settings. The practice dimensions are illustrative; use values verified for your equipment and materials. The online guide and downloadable PDF contain the same task guidance. In the PDF, the footer returns to the contents page.

01 Your first cutting project

Create a small practice job, generate a layout, and learn what to check before making workshop output.

Practice inputs
The dimensions below are an illustrative exercise. They are not a machine setup recommendation or a promised optimization result. Use a practice project rather than a live customer job.

1. Choose **Project > New project**. Enter a project name such as Practice job. Open **Tools > Project settings** and choose **Millimetres (mm)**. Check currency, tax and paper size.
2. Open **Materials > Shared material catalog**. Check that the catalog **Length unit** is mm. On **Laminate**, click **Add**. Enter Code DEMO-18, Name / color Practice board, Sheet length 2800, Sheet width 2070, and Thickness 18. Leave **Grain direction must be preserved** off for this exercise. Enter a practice Sheet price in the catalog currency, then **Save**.
3. On **Parts**, use **Add part** to enter the three rows below. Select DEMO-18 for every row, **Rotation Yes**, **Grain Free**, and **No** for all four edges.

Length	Width	Quantity
600	400	2
800	300	2
1200	100	1

4. Set **Saw kerf** and **Edge margin**. For this practice exercise, 3.2 mm and 10 mm match the initial application values. For real work, use values checked against your saw and stock.
5. Choose **Project > Save** and save a practice .lamproj file. Click **Layout**. The list asks for five physical parts. Check that every instance is placed, the material is correct and no required part remains unplaced.
6. Open the validation status and review any issue. Inspect the layout and **Cost calculation**, then use **Print / PDF** to review the output. Save the project again.

The example is intentionally small: the longest part is 1200 mm, well within the sheet dimensions after the illustrative margins. Your actual sheet use and utilization depend on the settings and the generated arrangement.

02 Project files and settings

Keep the editable project alongside the documents you send to the workshop.

Start or reopen work

Choose **Project > New project** to open a new project in its own tab. Fill in **Project** and **Customer** at the top of the window. Use a name that identifies the job and its revision. **Project > Open project...** opens an existing .lamproj file. Several projects can be open in tabs; check which tab is active before editing or importing.

Save deliberate versions

1. Use **Project > Save** after entering parts, changing settings, reviewing prices or arranging a layout. Choose a folder and filename on the first save.
2. Use **Project > Save as...** to keep a separate revision before major changes, import or a new optimization attempt.
3. After reopening a saved file, check its project identity, parts and layout before continuing. A PDF or Excel report does not replace the editable .lamproj file.

Action	Shortcut
New project	Ctrl+N
Open project	Ctrl+O
Save	Ctrl+S
Save as	Ctrl+Shift+S

Check regional settings early

Open **Tools > Project settings** for the length unit, currency, tax label/rate and paper size. The length unit can be mm or in. Layout output supports A4 or Letter. Previously saved projects keep their own settings. Check the displayed unit whenever you enter dimensions; some specialist dialogs, including offcut inventory, use millimetres explicitly.

Currency labels do not convert prices
Changing currency does not convert monetary amounts or update the shared catalog. Enter the appropriate prices and rates in the selected currency before using a quotation.

Recover carefully

Closing a changed project offers **Save**, **Discard** or **Cancel**. **Project > Open previous saved version...** opens a backup in a new tab; save recovered work as a separate file. **Project > Recover unsaved work...** is the entry point for unsaved recovery. Check the recovered contents before replacing current work. Recovery is a safety net, so continue to save normally.

03 Sheet materials and edge banding

Build a clear catalog before entering a job. Material identity, dimensions and grain all affect the result.

Add a sheet material

1. Open **Materials > Shared material catalog** and select **Laminate**.
2. Click **Add**. Enter a unique **Code**, **Name / color**, **Sheet length**, **Sheet width**, **Thickness** and **Sheet price**.
3. Enable **Grain direction must be preserved** for directional material that must not rotate. Check the catalog **Length unit** and currency, then **Save**.
4. To correct an existing entry, select it and use **Edit**. Review the entry before using it in a live project.

Add edge banding

1. In the same catalog, select **Edge** and click **Add**.
2. Enter **Code**, **Type**, **Thickness**, **Color / finish**, **Band width**, **Material price** and **Application price**.
3. Check the rates and **Save**. Edge prices are per metre, so do not enter a per-roll price as a per-metre rate.

Item	What to verify
Sheet material	Unique code, descriptive name/color, full sheet dimensions, thickness, grain rule and sheet price
Edge banding	Unique code, color/finish, type, thickness, band width, material rate and application rate
Units and currency	Use the values shown in the catalog dialog; do not assume they match the current project

Laminate entries require a code and name; edge entries require a code and color. Duplicate codes are rejected. Distinct codes are especially useful for Excel import, where exact material and edge codes avoid ambiguous matches.

Shared catalog versus project prices
Changing the catalog does not automatically change prices already saved in an existing project. Review **Project materials / prices** in **Cost calculation** when a job should use revised rates. Check dimensions and assignments separately rather than assuming a price update verifies the entire job.

Before entering real parts, compare the catalog entry with the stock label and the piece you will cut. Similar names can conceal different thicknesses, finishes, sizes or grain requirements.

04 Parts dimensions grain and edges

Each row describes a part specification. Quantity determines how many physical copies the job needs.

1. On **Parts**, click **Add part**. Enter **Length**, **Width** and **Quantity**. Dimensions must be positive; quantity must be a positive whole number.
2. Select the correct **Laminate**. Set **Rotation** to **Yes** only when turning the part is acceptable, and choose **Grain Free** or **Lengthwise**.
3. Assign **Top edge**, **Bottom edge**, **Left edge** and **Right edge**. Choose **No** on each unbanded side.
4. Repeat for other sizes or specifications. Select unwanted rows and use **Delete selected**. Check the list before clicking **Layout**.

Field	Meaning
Number	Assigned automatically in row order and not editable
Length and Width	The intended cutting dimensions used for nesting
Quantity	Number of physical instances of this specification
Rotation and Grain	Orientation permission, subject to both part and material grain restrictions
Four edge columns	The banding specification for each physical side

Keep the physical sides straight

Top and bottom edges run along the entered **Length**. Left and right edges run along the entered **Width**. Identify these sides in the original part orientation, then check their markings on the layout and labels. A rotated drawing can otherwise make a correct row look unfamiliar.

Grain restrictions take priority
Rotation Yes does not override **Grain Lengthwise** or a material with **Grain direction must be preserved**. If a part will not rotate, check both the row and the catalog material.

New rows inherit the previous row's laminate, or the first catalog material. They begin with Quantity 1, Rotation Yes and Grain Free. Treat these as defaults to review, especially when the job mixes materials.

Enter cutting sizes deliberately

Cutio nests the entered Length and Width. Do not assume edge-band thickness is automatically deducted to turn a finished dimension into a cutting dimension. Determine the required cutting sizes for your manufacturing process and verify them before output. After changing dimensions, quantities or specifications, generate a new layout and review it again.

05 Import a cutting list from Excel

Use the built-in template and review every imported row before generating a layout.

Excel import replaces the current parts table
Save your work before importing. Start a new project when the workbook describes another job. Import is not an append or merge operation.

1. Choose **Templates > Excel import template** and save the workbook. It includes Instructions and Catalog sheets.
2. Replace the sample parts with your own. Keep the standard header row. **Length**, **Width** and **Quantity** are required.
3. Use exact laminate and edge codes from the catalog. For an unbanded side, leave the cell empty or enter **No**. Use **Yes/No** for Rotation and **Free/Lengthwise** for Grain.
4. Save as .xlsx with the completed parts worksheet active. Cutio reads the active worksheet, so do not leave the Instructions or Catalog sheet active.
5. Choose **Import > From Excel**, select the workbook and read the result and warnings.
6. Check all dimensions, quantities, materials, edges, grain and rotation. Correct errors in the Parts table, save the project, then generate and validate a fresh layout.

Template columns

The standard order is Number, Length, Width, Quantity, Rotation, Top edge, Bottom edge, Left edge, Right edge, Laminate and Grain. Cutio recognizes column headings automatically rather than asking you to map columns. Displayed part numbers are assigned in imported row order.

Units and custom workbooks

Recognized English headings include Length or L, Width or W, and Qty or Quantity. Explicit mm or in dimension headings must agree. Without a unit suffix, dimensions are interpreted using the current project's length unit. Do not mix mm and in headings in one import. The built-in template is the simplest way to preserve the expected structure.

Watch for material fallback
A missing or unrecognized laminate can cause the first catalog material to be selected, with a warning. Correct the assignment rather than accepting a plausible-looking layout. Review unmatched edge entries as well.

For a reliable handoff, keep the original workbook, the checked project and its final workshop PDF together. Re-importing a corrected workbook replaces the table again; save a revision first.

06 Recognize a photo or PDF

Recognition assists data entry. Compare the result with the source and explicitly approve the rows you intend to add.

Check what you are uploading
Recognition is an online OpenAI API feature using your own API key. Selected PDFs are sent as whole files; images are prepared and sent for recognition. Upload only content you are allowed to share with OpenAI. Do not assume zero retention. Review the applicable OpenAI API data policies before uploading confidential material.

1. Open **Tools > OpenAI API settings** to enter your key privately. Keys entered through this settings dialog are saved using the system credential store and are not included in project files.
2. Choose **Import > From photo / PDF**, then **Add files**. Set **Source units**, **Default material**, **Default edge banding**, **Grain** and **Allow part rotation** to match the source.
3. Choose a **Recognition mode**: **Accurate — recommended**, **Fast / economical** or **Basic / lowest cost**. Click **Start recognition**.
4. In **Review recognized data**, compare every required source row with the result. Verify dimensions, quantity, material, all four edges, grain and rotation. Review warnings; an AI outline is approximate.
5. Use **In project** checkboxes to include rows. Blue highlighting only selects rows for editing. Resolve unclear edge sides explicitly; “one length edge” does not identify top versus bottom.
6. Click **Confirm checked rows**. Correct any row still unconfirmed. Editing a row clears its confirmation, so confirm it again. Click **Add to project** when all checked rows are valid and confirmed.

Review and export carefully

Rows provides grouped review commands. **Delete unchecked rows** removes them from the review window; **Undo delete** restores the last deleted group. The source file is unchanged. **All rows to Excel** exports every remaining row, including unchecked, unconfirmed and invalid rows; the Review sheet keeps review notes. Treat that workbook as review material.

Handwritten forms and connection problems

Use **Templates > Customer order form** for structured handwritten intake. Enter dimensions in mm, one digit per box, and follow the edge-count instructions. Keep all four black corner markers visible in photographs. Recognition still needs review.

Connection errors require internet access; key errors require a valid key; credit or model errors require checking OpenAI API billing or project access. API use may incur OpenAI charges. Do not assume a ChatGPT subscription includes API credit. Never include an API key in a project, workbook, screenshot or support message.

07 Cutting settings and optimization

Use inputs that reflect the saw and the stock. A compact arrangement is useful only when the job can actually be cut.

Set kerf and margins

On **Parts**, set **Saw kerf** to the width of material removed by a cut. Set **Edge margin** to the reserved border around the sheet. Check these values against the actual equipment and stock. Initial application values are not a universal recommendation.

Choose an optimization mode

Open **Additional settings** and choose **Optimization mode**. The available choices are:

- **Vertical panel saw — guillotine cutting with backfill (recommended)**
- **Balanced — fewer sheets and simple cutting**
- **Minimum waste — multiple optimization strategies**
- **Horizontal strips — guillotine cutting**

Use a mode appropriate to your process, then examine its actual cutting arrangement and validation. A mode name is not a guarantee of mathematically minimum waste or compatibility with a particular machine.

Include other stock sizes

1. In the layout workspace, choose **Sheets > Available sheets / offcuts...**.
2. Click **Add offcut / other sheet size**. Select the material, enter the exact remaining dimensions, quantity and unit price, and leave **Use** enabled for stock to include.
3. Confirm with **OK** and run **Layout** again. Available stock is considered before adding new full sheets. For tracked inventory and reservations, follow the offcut chapter.

Generate and compare

Click **Layout**. Cutio opens the Layout tab and reports sheet count. Correct any named row with invalid dimensions, material or quantity. For a part that does not fit, check the usable sheet dimensions after both margins and the part's rotation/grain restrictions. If a generated layout fails validation, the previous layout is retained.

Regenerating replaces manual arrangements
Save a separate project revision before experimenting. **Layout** generates a fresh arrangement; it does not preserve your manual placement as a locked cutting plan. Compare only complete, validated results, then save the chosen project.

08 Review and adjust the layout

Check every material and every required part, then make deliberate manual changes where needed.

Read the result

Use **Material** to choose the material shown and **Fit all sheets** to bring its sheets into view. Headers identify material, sheet number, size and source. Part labels show number and dimensions; the banding legend explains edge markings. Check required quantities and **Unplaced parts**.

Click the validation status to open **Layout validation**. **Results** lists issues; double-click an issue to locate the part or sheet. **Cutting steps** shows the available through-guillotine-cut sequence. Its coordinates start at the sheet's upper-left corner and mark the start of the kerf. This is a planning list, not a machine control file.

Validation is a production checkpoint
Layout validated means the current software checks passed. **Draft — not approved for cutting** still needs review. Physically verify material, sizes, grain, edges, stock and machine capability. High utilization does not make an incomplete or draft layout ready to cut.

Move or rotate a part

- Drag a part to a valid position or another sheet of the same material. Green preview means valid placement; red means it will not fit. Boundaries, margins, nearby parts and kerf clearance are checked.
- Right-click a part to rotate it 90 degrees. Rotation is refused if disabled, grain is locked or the rotated part does not fit at that position.
- Drag a part into **Unplaced parts** to park it temporarily. **List** groups copies compactly; **Diagram** shows them to scale. Dragging a grouped list row places one copy at a time.

Navigate and finish

Search unplaced parts by number or dimensions. **Top** clears the search and returns to the beginning. Resize the free-zone divider when needed. The mouse wheel zooms; F11 toggles full screen. **View > Grid spacing** changes placement increments. Dragging also snaps near sheet and part edges, so use the green preview to judge the result.

Use **Sheets > Add a blank full sheet** for extra placement space and **Sheets > Remove empty sheets** to remove unused blanks. Manual changes trigger validation and cost recalculation. Return all required parts from the unplaced area, inspect validation again and save. Running **Layout** again replaces the arrangement.

09 Reserve and record reusable offcuts

Keep planned stock, reservations and physically completed cuts separate so the inventory remains trustworthy.

1. Choose **Sheets > Offcut inventory...** in the layout workspace.
2. Use **Add existing offcut** only for a rectangular piece that physically exists. Record material, dimensions, quantity and storage location. Length follows the material grain axis; this dialog uses millimetres.
3. Select a suitable piece and choose **Use existing offcut**. Enter the total quantity to reserve for this project. Check material, thickness and grain, then regenerate the layout to include the stock.
4. If it is no longer needed, select the piece and use **Release reservation**. Closing the project does not release its reservations.
5. After the job is physically cut, identify the rectangular outputs you will actually keep. Use **Mark as reusable offcut** for the intended outputs in the layout, then choose **Sheets > Cutting completed / update inventory...**.
6. Review the selected outputs and storage location. Check **I confirm that cutting is physically complete.** and click **Update inventory** only when that is true.

Stage	What it means
Reservation	Stock is set aside for a project. This is not consumption and does not change prices.
Marked reusable output	A planned rectangular remnant. Marking alone does not add inventory.
Cut completed update	Used reserved offcuts are consumed, unused reservations are released and selected new rectangular offcuts are added.

Do not complete inventory before cutting
Resolve layout errors and place every required part before confirming completion. A layout that looks ready is not evidence that the physical cut has occurred. Record only the pieces you will actually retain.

Identify stock and protect the record

Use **Offcut labels** for available or reserved pieces and **Back up inventory** to save a separate inventory backup. Store labels where they remain attached to the corresponding piece and use a storage location you can find in the workshop.

If inventory updates but the project cannot be saved, reopen inventory and save the project. Do not repeat the inventory transaction.

10 Review costs and project prices

Use the actual layout and the correct project rates before relying on a total.

1. Validate the parts and generate a layout. Open **Cost calculation** to review sheet count, part area, actual utilization, actual waste and costs.
2. Open **Project materials / prices**. Check this project's sheet prices, edge-material rates and application rates.
3. Choose **Update prices from catalog** only when you intend to adopt the current catalog prices. Review proposed changes before applying them, then save.
4. Under **Project prices**, check **Cutting rate**, **Edge allowance** and **Profit markup**. Expand **Additional costs** for **Fixed overhead** and **Overhead percentage**. Review the tax choice and rate.
5. Check **Total price**. Use **Excel report** to save an .xlsx report. Keep it with the corresponding project revision.

Understand the calculation

Input	How to interpret it
Sheets	Sheet cost follows sheets in the layout. Check full sheets and available stock used.
Cutting	The cutting estimate uses total part perimeter. It is not measured machine travel.
Edge allowance	Increases the edging length used for material and application costs.
Markup overhead and tax	Review the entered values and selected tax settings for this specific job.

Project prices are retained

Prices are stored with the project. Updating the shared catalog does not automatically update an existing job. Price-only changes recalculate cost without moving parts. If parts or cutting specifications change, generate and validate a new layout before relying on the calculation.

Currency is a label change without exchange conversion
Tools > Project settings changes the project currency label, not the monetary amounts. No automatic currency conversion should be assumed. Enter every affected price and rate in the selected currency. Project currency changes do not change shared catalog prices.

If project and catalog currencies differ, use project-price controls to enter the appropriate amounts. A draft or incomplete layout can produce a misleading quote. Check the source quantities, missing parts, sheet allocation and rates rather than judging readiness from the total alone.

11 Print and calibrate part labels

Produce a label for each part using geometry that matches your label stock and printer.

1. Check that the parts table has valid dimensions and quantities. A layout is not required for part labels.
2. Choose **Project > Export > Part labels**.
3. Choose a **Preset** or **Custom**. Check **Label width**, **Label height**, every margin and the horizontal and vertical gaps against the A4 label stock.
4. Choose **Print test page**. Print on plain A4 paper at 100% scale before using adhesive labels.
5. Measure the first and last label positions. Adjust margins and gaps as needed, then click **Update preview**. Inspect all content and resolve size warnings.
6. Use **Print** or **Save PDF**. Keep A4 portrait and 100% scale in the printer or PDF print settings.

Calibrate in the right order

Symptom	Check first
Every label is displaced alike	Top and left margins and the printer's printable area
Alignment drifts across a row or down a page	Label dimensions and horizontal or vertical gaps
Text clips or does not fit	Label size and text length; increase size or shorten text
Labels look scaled or spacing changes	Print scaling; use 100% rather than fit to page

Preset margins are starting values, not a guarantee of alignment on your printer. Compare measured positions on plain paper with the physical label sheet. Correct the label geometry rather than using page scaling to hide a mismatch.

Label stock has its own paper requirements
These labels use A4 portrait. This is separate from the project's A4 or Letter landscape layout output. Labels close to a sheet edge may need borderless printing; check the printer's unprintable margins.

Keep a known good setup

Label settings are saved for all projects. **Restore preset defaults** returns to the selected preset's starting geometry. Recheck calibration if you change printers, paper stock or driver settings. Before applying labels, compare the part number, dimensions and any edge information with the corresponding physical part and the current project revision.

12 Add hinge position marks

Use hinge marks to communicate positions on a specific physical part.

1. In the layout workspace, select exactly one physical part and click **Hinges**. For grouped parts, select an individual instance in the free-zone diagram.
2. Check the displayed original part height and orientation before entering offsets.
3. Set **Number of hinges**, **Original top edge to first center**, **Original bottom edge to last center** and **Side**.
4. Review the listed center positions and click **Save**. Use **Remove hinge marks** when the annotation should be cleared.
5. Save the project and inspect the marks in the output you will use in the workshop.

Read orientation consistently

Top, bottom, left and right refer to the annotation's original orientation. The marks follow the part when it is rotated in the layout. Compare the intended door orientation with the original part orientation before choosing the side or measuring an offset.

Check	Question to answer
Physical instance	Did you select the correct copy of the part?
Original height	Are the offsets measured along the intended height?
First and last centers	Do the top and bottom offsets match the design?
Side	Is the hinge side correct in the original orientation?
Output	Do the visible marks correspond to the saved project?

Position marks are not drilling settings
The circles identify hinge positions. Cup diameter, drilling depth and the drilling distance from the side edge must be set on the machine. The annotation does not replace the hardware manufacturer's specifications or a checked machine setup.

If the parts table and layout differ, update the layout before editing hinge annotations. If the design changes later, recheck the selected part, offsets and final output rather than assuming earlier marks are still appropriate.

For repeated parts, inspect each relevant physical instance. A compact grouped display is convenient for selection, but it is important to verify which copy carries the annotation before releasing the job.

13 Print layouts and export geometry

Save workshop documents from the reviewed layout and retain the editable project for later changes.

Print or save the layout PDF

1. Click **Print / PDF** after generating and checking the layout. Cutio validates the current result before opening the preview.
2. Use **Fit** and the minus/plus zoom controls to inspect every page. Check project/customer details, material, sheet dimensions, parts list, banding legend and validation status.
3. Choose **Print** for the printer dialog or **Save PDF** for a PDF filename and location. The PDF includes all layout sheets. Paper follows **Project settings**, with A4 or Letter in landscape orientation.

Treat draft output as a draft
A non-approved result requires confirmation to continue as a draft and is marked **Draft — not approved for cutting**. Fix issues before releasing production instructions. Invalid dimensions that cannot be rendered block output. Screen zoom and the free-zone view do not change the production page layout.

Export DXF

1. Choose **Project > Export > DXF > Current sheet...** or **All sheets...**.
2. For a single sheet, verify **Material and sheet**. All sheets includes every material in the project.
3. Choose whether to include **Part numbers (LABELS)** and **Dimension labels (DIMENSIONS)**.
4. Use **Save DXF...** and choose a new filename or output folder. Existing files are not overwritten. Open the result in downstream software and check dimensions and layers.

Property	Meaning
Scale and origin	1:1 in millimetres, origin at each sheet's bottom-left corner
SHEET	Reference sheet boundary
PARTS	Part contours
Unplaced parts	Excluded from the export

DXF preserves the current geometry. It does not repair errors, enlarge gaps or prepare machine paths. Saw gaps can be too small for a router. Prepare tool compensation, machine settings and cutting paths separately. Note that DXF's bottom-left origin differs from the upper-left origin used in Cutting steps.

14 Trial account access and support

Check the application status when access is restricted, and keep credentials out of support material.

Trial and existing purchases

On the welcome screen, choose **Start Free Trial** for the 14-day trial. Initial activation needs internet access. The trial requires no email or credit card and does not automatically charge you. Reinstalling does not restart the trial.

Use **Already purchased? Sign in** to access an existing purchase. Sign-in uses your email and a one-time code. The account supports purchase access, license recovery and account/device management. Review the current purchase options in the application; this guide does not fix prices or available plans.

Offline verification and viewer access

A trial's offline verification period is limited to a maximum of 72 hours per signed verification and never extends beyond the trial end. Reconnect and use **Refresh status** when verification is required. Photo/PDF recognition needs internet access even when the desktop license is valid offline.

If you cannot activate now, **Continue in Viewer Mode** permits opening and viewing projects; saving and recovery remain available. Editing and production actions that require an active license are restricted.

Devices and payment status

Open **License > License and activation** to check status. If the license is in use on another computer, open **My devices** to review it. Release the old computer before activating the new one. Signing out alone does not free the server device seat. If payment status is pending or unclear, refresh the existing order before trying to purchase again.

Ask for help with enough context

Contact Cutio support. Include Cutio version, the action you attempted, the exact error text and whether the problem affects one project or several. For an output problem, include relevant settings such as units, paper size, kerf and margin.

Share only the necessary information
Remove customer or confidential data from screenshots and example files where possible. Never send an OpenAI API key, password, one-time sign-in code or payment credentials. For recognition failures, describe the error without copying the key. Keep an original project backup before preparing a simplified support example.

15 Checks before cutting and troubleshooting

Use this final pass whenever inputs, stock, settings or the arrangement change.

Before releasing the job

- Confirm the correct project revision, material codes, thickness and physical stock.
- Check units, intended cutting dimensions, quantities, grain, rotation and the four physical edges.
- Check kerf, margins, available stock and the selected optimization mode.
- Place every required part and review validation for every material and sheet.
- Inspect the final PDF, labels, hinge marks or DXF that the workshop will actually use.
- Save the .lamproj file. Complete the inventory transaction only after physical cutting.

Problem	Checks and next step
A part will not fit	Check material sheet size, both margins, entered dimensions and grain/rotation restrictions. Correct inputs, then regenerate.
A part will not rotate	Check Rotation, part Grain and the catalog grain rule. Confirm enough clearance at the current position.
Excel shows the wrong material	Read import warnings, correct missing/unmatched codes and inspect every imported assignment.
Recognized rows cannot be added	Use In project checkboxes, fix invalid or unclear values, then Confirm checked rows again after edits.
The layout looks incomplete	Check Unplaced parts and all materials. A grouped list may still contain multiple physical copies.
The quote looks wrong	Check project prices, currency, rates and sheet use. Regenerate if parts changed; currency changes do not convert amounts.
Output is marked draft	Open Layout validation, locate issues and correct the result before production.
An offcut is still reserved	Closing a project does not release stock. Use Release reservation when it is no longer needed.

When a result is uncertain
Save a separate copy before experimenting. If a transaction may already have succeeded, inspect the current state before repeating it. For persistent errors, keep the exact message and contact support with a minimal example.