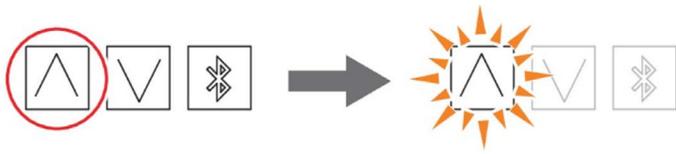


## Loading Media into Your Cameo® 4 Pro

The Cameo® 4 Pro has a cutting width of up to 24 inches, which means you can create even bigger and better projects than any other Silhouette cutting machine. However, the 24-inch cutting mat and other wide media can become misaligned in the machine if it is not loaded correctly. This can lead to poor feeding and inaccurate cuts. To avoid cutting mistakes due to loading issues, follow these steps to ensure your media is properly aligned, giving you perfect cuts every time. For more information, refer to our [video guide](#) on loading your Cameo Pro.

1. Press Load once before loading any media into the machine. The Load button will blink, indicating that it is ready to load media.



*Note: We recommend using the auto-load feature of your Cameo Pro when using wide media. While you may also load media by pressing the Load button on the front of your machine, it's important to hold wide media taut so it loads properly. If the Load button doesn't blink when you press it, you may have turned off or disabled your machine's auto-load feature. To turn it back on, open Silhouette Studio, go to the Send panel, right-click on your connected machine, and make sure "Enable Media Sensor" is checked.*



2. Align the left edge of the media or cutting mat with the proper guideline on the left side of the machine. Use the left-hand guideline with a cutting mat and the right-hand guideline for rolled media.

*Note: There is 1.96mm between the cutting guidelines and the non-moving roller, which is the dot on the metal roller bar in front of the blade carriage, as seen in the left image below. Media with margins, like some rolled vinyl, will be misfed into the machine if this material line is tilted. In this case, use the left-hand guideline for your media. Or, place the media onto a cutting mat before feeding it into the machine to ensure accurate cuts.*



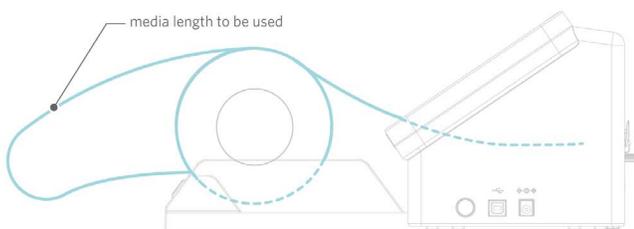


3. Align the edge of the media with the bottom of the roller bar, making sure the two are parallel.
4. Hold the media firmly on both sides, keeping it taut. About 3 seconds later, the Cameo Pro's auto-load sensor will automatically load the media.
5. Before cutting, make sure that the media is not tilted after loading and that the roller bar is parallel with the edge of the media or cutting mat.

### Troubleshooting Cutting Issues with Your Cameo® 4 Pro

If your Cameo Pro is still cutting inaccurately after you've loaded your media following these instructions, look over these tips and make sure there aren't any other loading and cutting issues that need to be resolved.

- ▶ Make sure that the media is aligned with the appropriate guideline on the left side.
- ▶ Check that the rollers on the roller bar are set correctly using the proper guides on the machine. When cutting wide media, the plastic pinch roller should line up with the center arrow on the machine, as seen in the image to the right.
- ▶ Ensure that the roller bar is locked into place using the lever on the right side of the machine. The lever should be pushed up when cutting media.
- ▶ Leave plenty of room behind the Cameo Pro so media does not hit any surrounding objects when it is fed out the back of the machine.
- ▶ Use the correct settings for the media you're cutting. Increasing the blade length and pressure settings unnecessarily may lead to inaccurate or poor cuts. Instead, perform a test cut of your material and adjust the settings as needed.



- ▶ When cutting rolled media, use the Roll Feeder at the front of the machine and unroll the amount of material you plan to use before loading. This will reduce resistance when media is fed through.
- ▶ If your rolled media is curling downward when you attempt to load it into the machine, flatten the curl so it loads properly.
- ▶ For additional help, contact our Customer Support team at [support@silhouetteamerica.com](mailto:support@silhouetteamerica.com).