HELPFUL TIPS FOR SVG/DXF/ EPS CUT FILES

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The majority of the information included here is for SVG and DXF file formats and for users using either Silhouette or Cricut programs.

When downloading cut files, you will download a zipped folder of all your files. There may be more than one zipped folder to download. You will need to unzip/extract this folder(s) prior to using the files. Skipping this step will result in an inability to open the files in your cutting software.

TO EXTRACT/UNZIP: Right click on the folder of files you downloaded and select 'Extract All.' This will take your files, unzip them, and place the usable files in a NEW folder. Remember where that folder is saved on your computer! And remember to open the files from that folder, and not the initial zipped folder, as they are both still saved on your computer, unless you delete the zipped folder after extracting.

You will receive 2 to 3 cut files for each design. These files will either be in SVG, DXF, and EPS format. These three files are your cut files. NO tracing is required for these files. Cut lines are already embedded into each file. You will also likely receive a PNG photo file. This is NOT a cut file. It is simply a preview of the design. It may have a transparent background or it may have a white background. This all depends on the designer's preferences. Not all of these files will be usable by you in your software. The file type you can use is dependent on the software you use. Below are two of the most popular softwares and the file formats you can use with each.

- **SILHOUETTE FREE BASIC EDITION: The DXF file is the ONLY compatible cut file. NO TRACING NEEDED!**
- **SILHOUETTE DESIGNER EDITION UPGRADE: You can use both the SVG and DXF cut files. NO TRACING NEEDED!**
- **CRICUT DESIGN SPACE: You will want to use the SVG file.**

Please note again, that the PNG file is NOT a cut file. It has no cut lines. In theory, if you wanted to trace your design, this is the file you would use, but since you purchased cut files, you would be creating a lot of extra work for yourself, as well as a lot of headaches!

Silhouette users should also check their import settings if never done before to avoid any difficulties importing. Simply go to Edit> Preferences> Import Options and check the following for both the SVG and DXF option: Fit to Page, Make White Lines Black, and Join Lines Into Polylines.

TROUBLESHOOTING

1. WHY CAN'T I GET MY FILES TO INSTALL ONTO MY COMPUTER?

These are files, not a font. Fonts get installed onto a computer, while files do not. Instead of trying to install, you will want to open the file from within your program. File>Open is the method you should use for Silhouette (or you can also drag and drop). Design Space users should utilize the Upload Images option.

2. HOW COME I GET AN ERROR THAT MY PROGRAM DOES NOT SUPPORT THE FILE WHEN I TRY TO OPEN THE SVG FILE IN SILHOUETTE STUDIO?

Most likely you are trying to open an incorrect file type for your software. Remember, SVG files cannot be opened in the free basic edition of studio, so try the DXF file instead.

3. HOW COME WHEN I CLICK ON THE FILE, IT EITHER DOESN'T OPEN OR IT OPENS UP IN A WEB BROSWER?

When attempting to open a file from within the folder it is saved in, your computer needs to be told which program to use to open that file. SVG files often default to a web browser. To avoid this, open up the file from WITHIN your software, by clicking on File>Open in Silhouette or doing an image upload in Design Space.

4. I KNOW EXACTLY WHERE I SAVED MY FILES, BUT WHEN I GO TO OPEN THEM, THE FILES AND/OR FOLDERS ARE MISSING. WHERE DID THEY GO?

Well, they didn't go anywhere. I assure you they are still in the folder you placed them in. But it does sound like they need to be extracted/unzipped. Your files will appear 'missing' when they need to be extracted. View the information above and unzip those files/folders.

5. MY DESIGN WILL NOT CUT IN SILHOUETTE! I THOUGHT SVG FILES WERE SUPPOSED TO BE CUT FILES?

SVG files definitely are cut files, but it just sounds like cut lines are not turned on in your software. Select your design, then click on the icon in the upper right that is called Cut Settings. It will look like the tip of a Silhouette blade. The cut style is likely set to 'No Cut,' which means your design will not cut no matter what you do. Just change that to 'Cut' and you should have no problems now.

6. I AM HAVING DIFFICULTIES TRACING THE PNG. WHERE AM I GOING WRONG?

Close out of the PNG file and don't worry about tracing. Cut lines are already embedded in the other three files, so you are adding a lot of extra work for yourself. Open up either the DXF, SVG, or EPS files (see above for the file type you should use for Silhouette or Cricut users), turn cut lines on, and work with those files instead.

7. I AM WORKING WITH THE DXF FILE IN SILHOUETTE BASIC EDITION, AND IT DOESN'T LOOK LIKE ANY OF THE FILES I HAVE PURCHASED FROM THE SILHOUETTE STORE. I DON'T KNOW WHERE TO BEGIN!

DXF files import as outlines only with no colors and no layers. You may need to group like pieces/colors/layers together to cut. Use the PNG photo as a guide if needed. SVG and EPS files import differently with colors and layers. For those file types, you would simply use the ungroup option to separate layers as needed.

8. I OPENED THE SVG, BUT IT DOESN'T LOOK LIKE THE WHOLE DESIGN IS THERE. THERE ARE PIECES MISSING OR IT LOOKS LIKE A BLACK BOX.

Unless the designer made a mistake (which does happen!), the pieces are most likely there, just either hidden, transparent, or every layer imported as the same color. First select the whole design by hitting Control plus 'A' on your keyboard. Then make everything transparent using the fill color. Also check that the fill line is any other color besides transparent so you can see the outlines of the design. You will likely now be able to see the layers you couldn't see before.

9. I OPENED MY FILE IN SILHOUETTE, BUT NOTHING IS THERE. IT LOOKS BLANK.

The design might have imported either very small or somewhere off the mat. Use the zoom out icon and zoom out as far as it will go. Then use your keyboard and hit Ctrl plus the letter A to select everything. If there still appears to be nothing in the file, contact the designer for guidance. If you were able to locate the design off the mat and want to avoid this in the future, go into your import settings (Edit> Preferences> Import Options) and check the following for both the SVG and DXF option: Fit to Page, Make White Lines Black, and Join Lines Into Polylines.

10. I AM USING CRICUT DESIGN SPACE AND THERE ARE SO MANY TINY PIECES TO EACH DESIGN THAT I AM GETTING FRUSTRATED. IS THERE AN EASY WAY TO GROUP THOSE PIECES TOGETHER?

Yes! First select any layers you don't want to group together and select the little 'eye' icon next to it in the layers panel. This will hide that layer from view. Then draw a bounding box around all the pieces you want to group together. Once everything is selected, go back to the layers panel and select Attach. This will group everything together. Now select the eye icon next to those hidden layers and they will reappear.

11. I WOULD LIKE TO UNGROUP THE DESIGN IN SILHOUETTE, BUT UNGROUP IS NOT AN OPTION. IT IS SHADED OUT SO I CANNOT SELECT IT.

If you run into this problem in Silhouette, the easy fix is to use the release compound path option instead. Then group all the pieces together you need together, and make sure you make those pieces a compound path again so you don't lose out on pieces that may be hidden. It helps to make the fill color transparent when doing this so you can see all the pieces.

Thank you for reading, should you have any further questions please email us on hello@thehungryjpeg.com

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