

Laserbot

Laser engraving at events: a guest takes a photo, AI turns it into a sketch, and the operator sends the finished design to a LaserPecker engraver.

Software version 1.4.2 · build 13.09.2026 · for event operators and organizers

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1. What is Laserbot

Laserbot is a Windows application that controls LaserPecker engravers and turns guest photos into finished items right during the event. A typical flow:

- 1 At the tablet by the stand, the guest picks a design, takes a selfie and, optionally, enters a name, email or text for an inscription.
- 2 The job enters the **queue**. The software crops the photo, processes it with AI in the selected style and applies an engraving effect.
- 3 The operator places the blank, checks the area with the laser highlight and confirms engraving — from the computer or from their own phone.
- 4 The guest receives a receipt with the job number and collects the item using this number.

What you need

- A Windows 10/11 computer with internet access (for the license and AI processing).
- A LaserPecker engraver connected via USB. Work area markings and material presets are provided for **LP4** and **LP5**.
- An API key for at least one AI provider (OpenAI, Gemini or Ksuse) — if you want photo stylization.
- Optional: a tablet with the **Laserbot Client** app for guests, the operator's phone, a receipt printer (ESC/POS, 58 or 80 mm tape), and an interatouch.app account — if guests will upload their own photos from their phones.

2. Quick start before the event

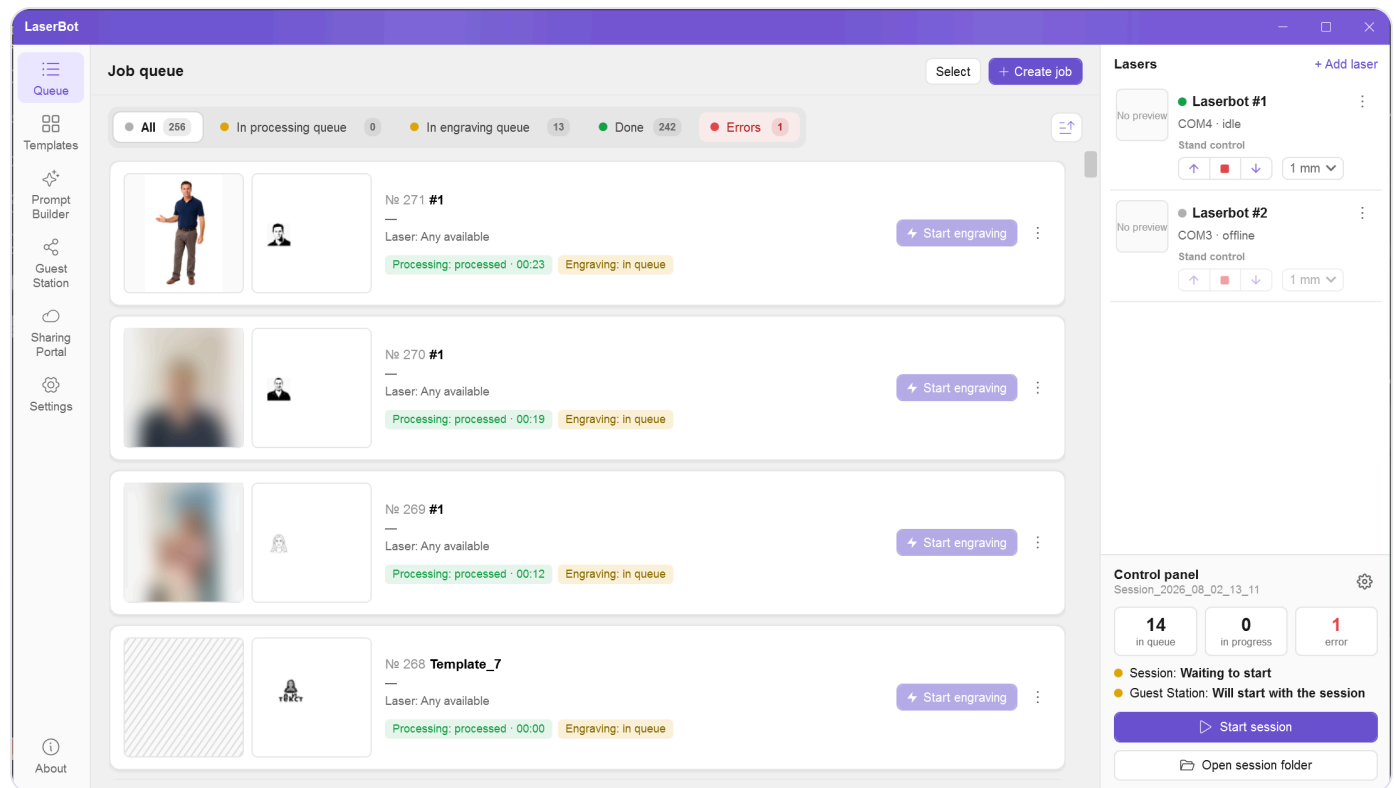
A short checklist. Details are in the corresponding sections.

- 1 **Create a session** for the event: the gear icon in the **Control panel** → + **Add session**. → Sessions
- 2 **Add lasers**: + **Add laser** in the right panel, select the COM port. Each session has its own list of lasers. → Lasers
- 3 **Check your AI keys** in **Prompt Builder** → **Configure** → **Check key**. → Prompt Builder
- 4 **Set up templates**: layers, photo processing style, material and engraving parameters. Run **Test template** on a real blank. → Templates
- 5 **Connect the guest app**: open the **Guest Station** section and scan the QR code in the Laserbot Client app. The most reliable option is a dedicated network via the Windows Mobile hotspot. → Guest Station
- 6 If needed, enable **receipt printing**. If guests will upload their own photos from their phones, bind an event in **Sharing Portal**.
- 7 Click **Start session**. From this moment the software accepts guest jobs and processes photos.

Important

Without a running session, AI processing does not run, engraving is unavailable, and guests cannot submit jobs. You can still create jobs manually — they will be processed once the session starts.

3. Main window

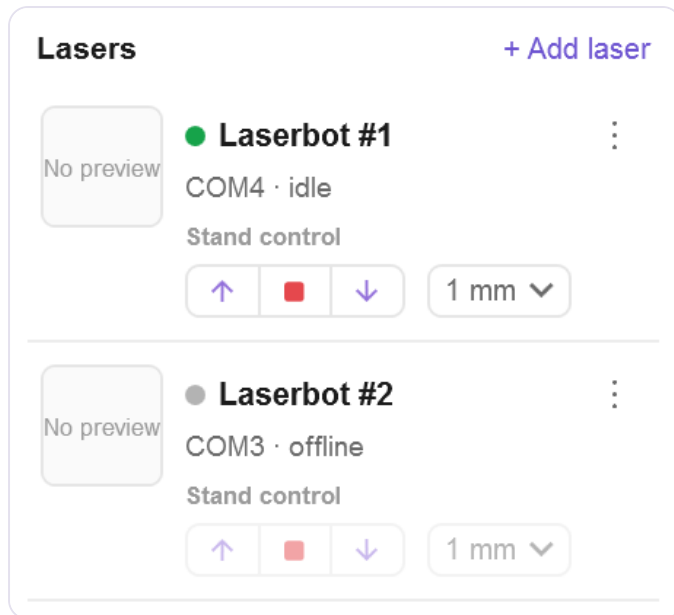


Main window: sections on the left, the selected section in the center (here, Queue), lasers and the session control panel on the right.

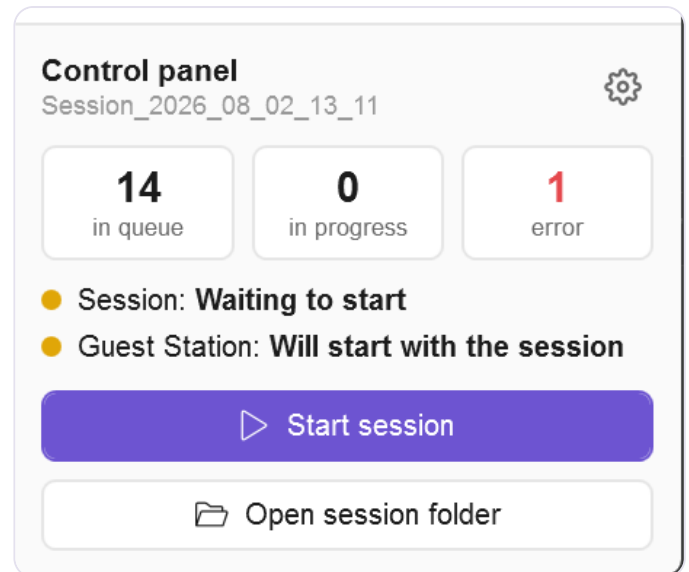
Left column — sections

Section	Purpose
Queue	All session jobs, their statuses, starting engraving. Opens at startup.
Templates	Item designs: layers, photo processing, laser parameters.
Prompt Builder	AI provider keys and photo processing styles (prompts).
Guest Station	Local server for the guest app and the operator page.
Sharing Portal	Connecting a cloud event so guests can upload their own photos.
Settings	Language, stand, markings, folders, receipt printing.
About	Version, updates, license status.

Right panel



The Lasers block: status, COM port, stand control.



Control panel: counters, session and Guest Station status.

- **Lasers** — a card for each engraver: a status dot, port, the three-dots menu (**Edit**, **Delete**) and the **Stand control** block. While engraving, the card shows the job number and a thumbnail of the design.
- **Control panel** — session name, gear icon (session manager), counters **in queue** / **in progress** / **error**, the **Start session** (**Stop session**) and **Open session folder** buttons.

Starting and stopping a session

On start, the software begins processing photos (2 jobs at a time), attaches engraving handlers to all added lasers and, if enabled, starts Guest Station.

On stop:

- running engravings are aborted and get the **cancelled** status;
- unfinished processing returns to the queue;
- Guest Station stops.

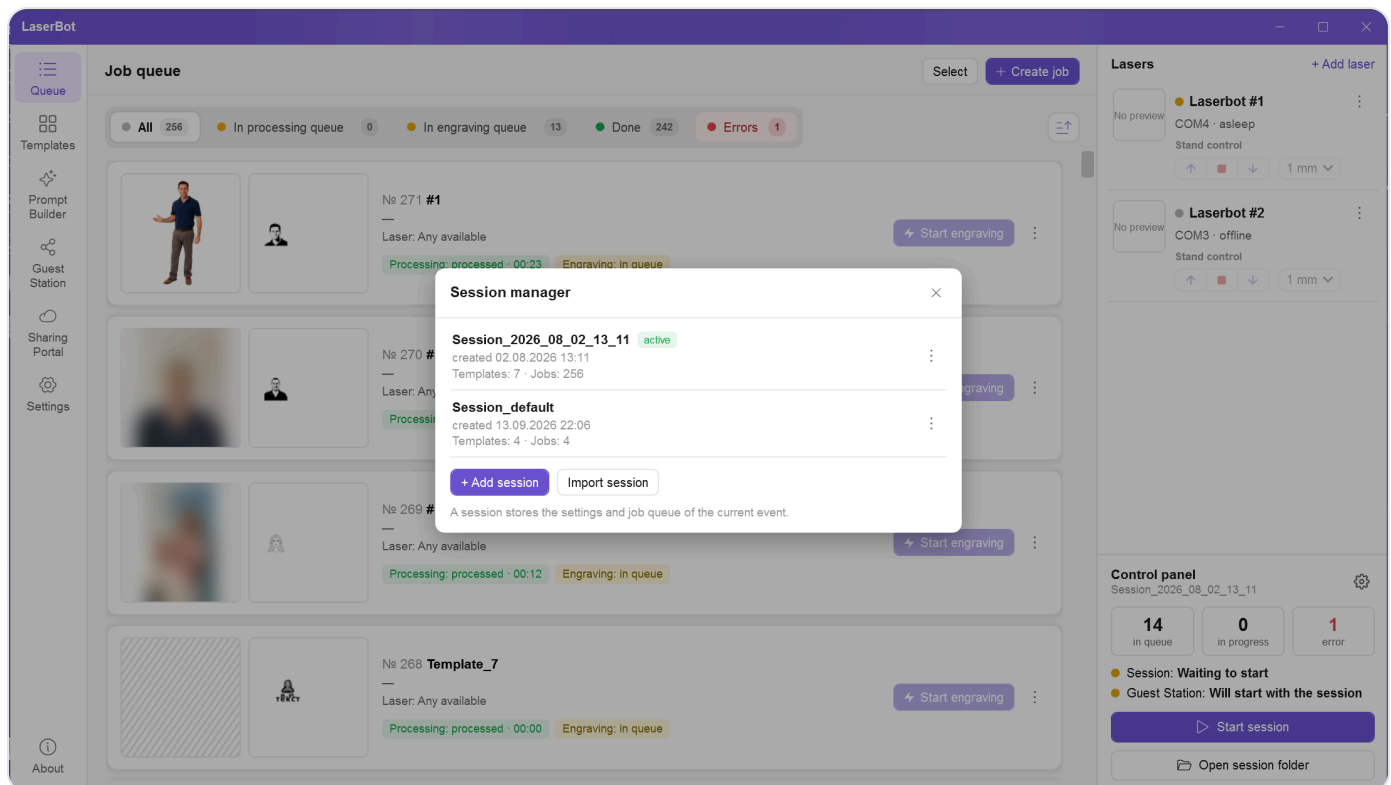
Added a laser while the session is running?

Stop and start the session again — only then will the new laser start receiving jobs.

4. Sessions

A **session** is the "event folder". It stores templates, prompts, the list of lasers, the job queue, original photos and results. It is convenient to create a separate session for each event.

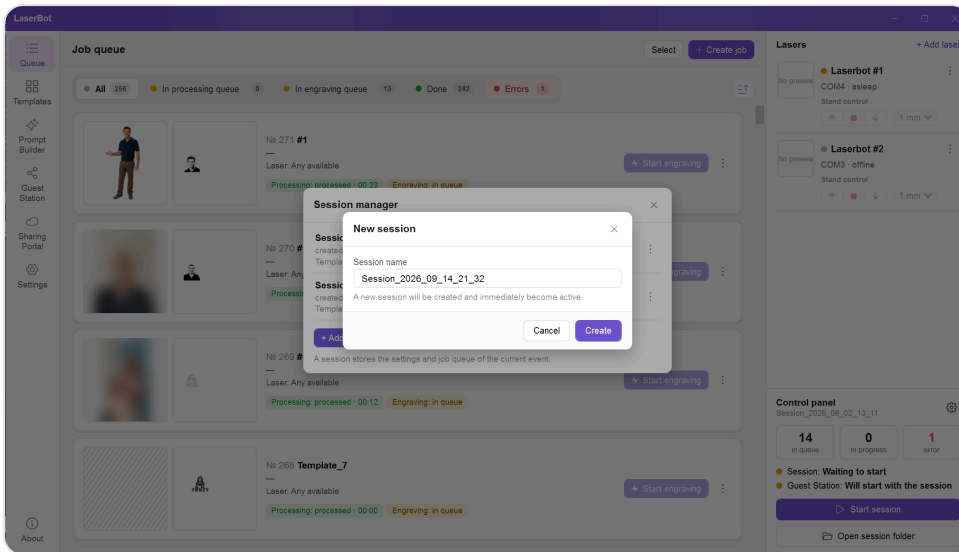
Shared across all sessions: AI provider keys, the Sharing Portal account, stand settings, Guest Station and receipt settings.



The Session manager opens with the gear icon in the Control panel. The current session is marked "active".

Creating a session

1. Click **+ Add session**.
2. Enter a name or keep the suggested one (`Session_YYYY_MM_DD_HH_MM`). The characters `\ / : * ? " < > |` and a trailing period are not allowed.
3. Click **Create**. The new session becomes active immediately.

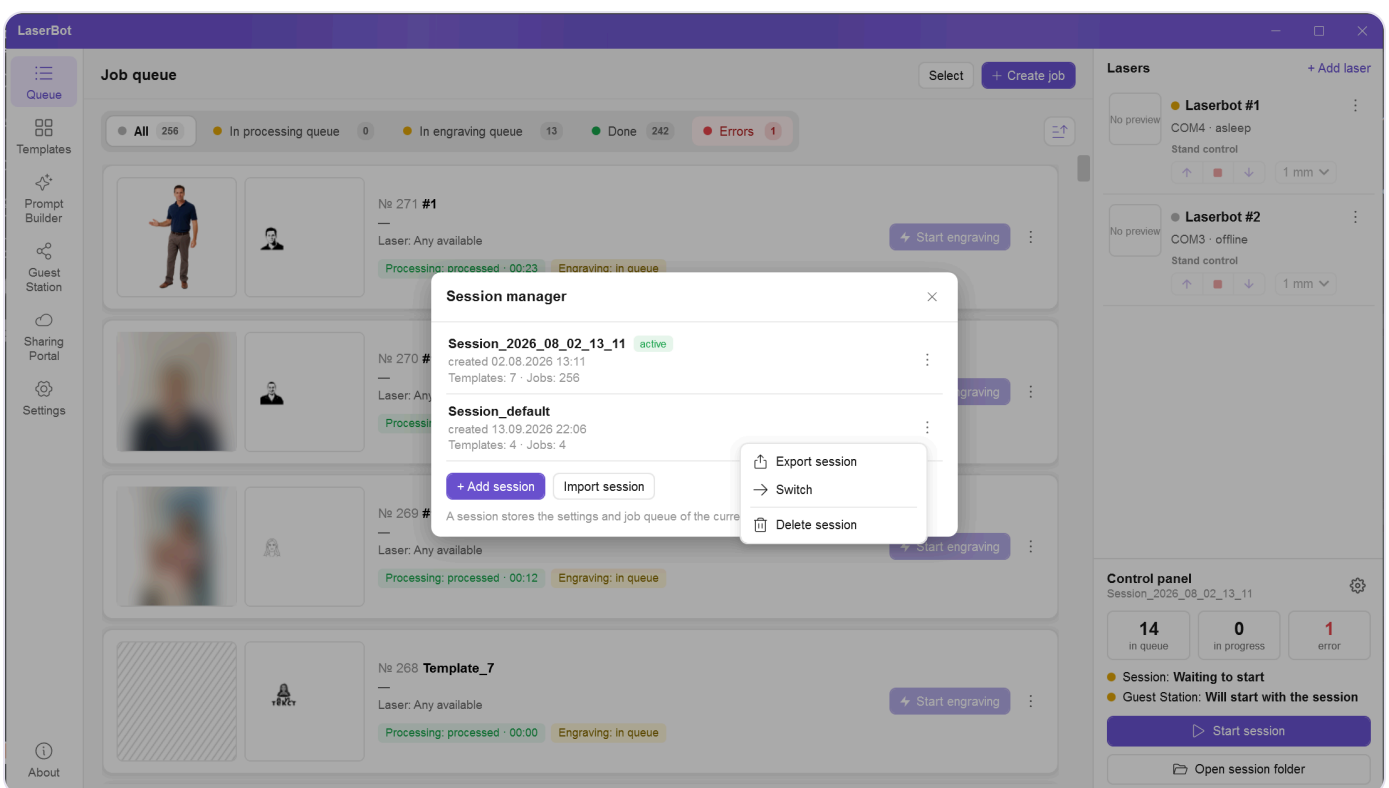


The New session window.

Don't forget the lasers

A new or imported session has an empty laser list — add the lasers again.

Session actions



The three-dots menu of a session: export, switch, delete.

- **Switch** — make the session active. Changes to the current session are already saved automatically; the new one opens in the "Waiting to start" state.

- **Export session** — save templates, prompts and their files to a `.zip` . Jobs, guest photos and lasers are **not included**. Useful for moving ready designs to another computer or to the next event.
- **Import session** — create a new session from an archive. The laser of each template is reset to "Always ask". The imported session does not become active — switch to it.
- **Delete session** — deletes the session folder **permanently**, including the queue, original photos and results. The active session cannot be deleted.

While running

While a session is running, you cannot switch, create or import sessions — stop it first. Export is always available.

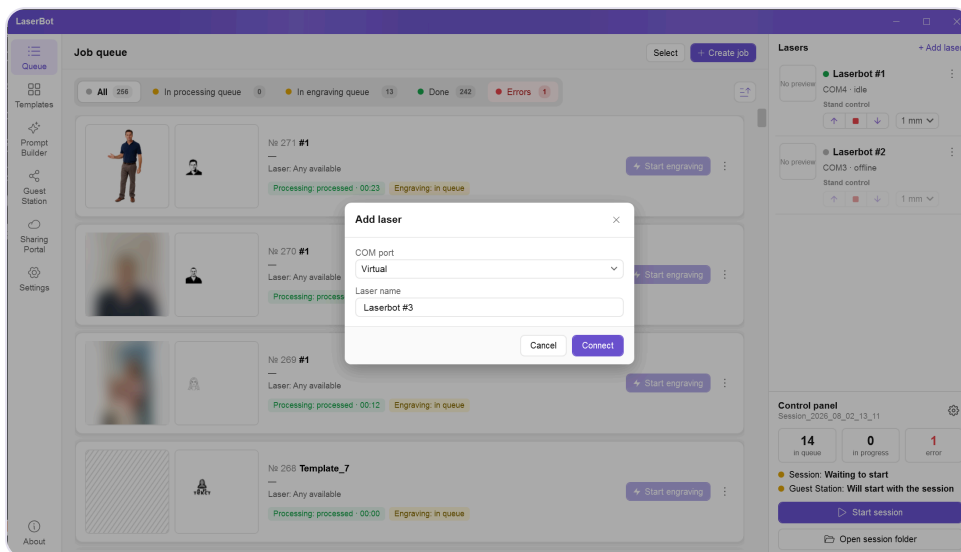
5. Lasers and stand

LP5: USB key required

The LP5 laser model requires a USB key. Make sure the USB token is inserted into the laser — without it, engraving is blocked.

Connecting a laser

- 1 Connect the LaserPecker via USB and turn it on.
- 2 Click + **Add laser** in the right panel.
- 3 Select the **COM port** and change the name if you like.
- 4 Click **Connect**. The model (LP4, LP5, etc.) is detected automatically.



The Add laser window. The "Virtual" option is a simulator for training without a real device.

Port not in the list?

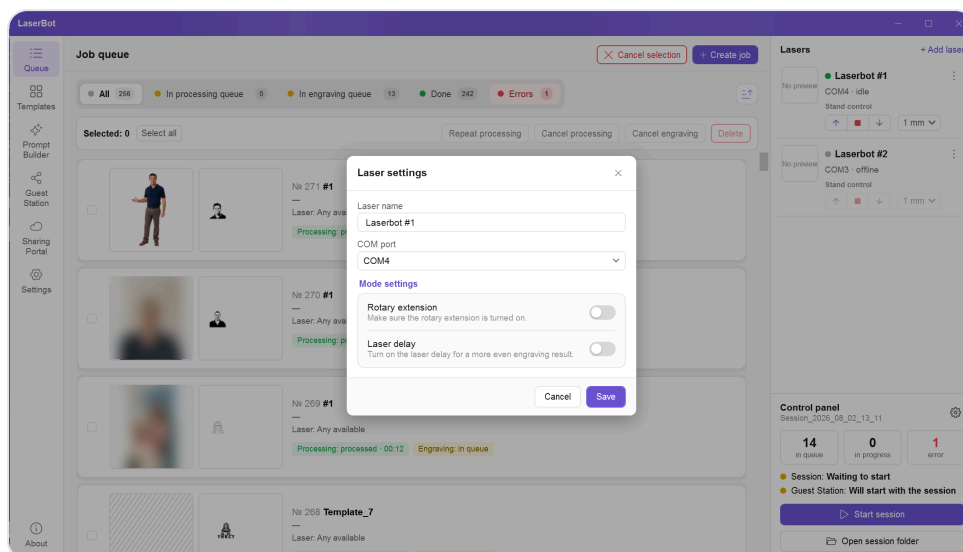
Check the cable and power, install the CH340 USB adapter driver and reopen the window. Only free ports with this adapter are listed.

Laser statuses

Label	Dot	Meaning
idle	green	The device is connected and ready.
busy	green	Engraving or a test is in progress.
asleep	yellow	The port exists but the device does not respond (e.g., in sleep mode).
connection error	red	Communication failure — check the cable.
offline	gray	Port not found: cable disconnected or device off.

Area highlight, tests, stand control and engraving are available only in the **idle** state. An LP5 without its security key shows "No security key" — engraving is blocked.

Laser settings and deletion



Three-dots menu → **Edit**. Available only when the session is stopped.

- **Laser name and COM port.**
- **Rotary extension** — turn on if you engrave cylindrical items (cups, tumblers). "Cylinder" templates are sent only to lasers with the rotary turned on, and flat templates only to lasers without it.
- **Laser delay** — for a more even engraving result.

Mode settings are written to the device itself, so the laser must be connected. When a laser is deleted, templates bound to it switch to "Always ask".

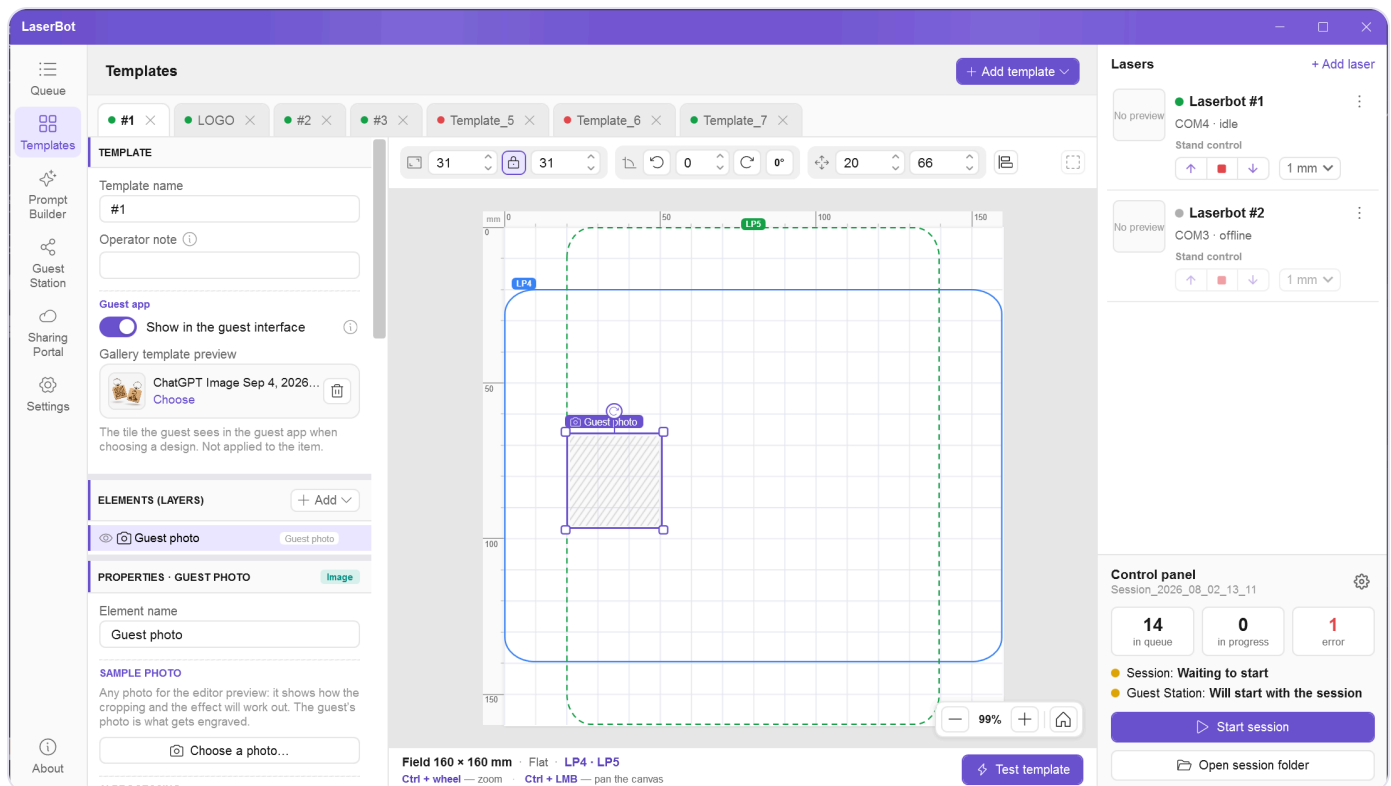
Stand control

In the laser card: ↑ — raise, ■ — stop, ↓ — lower. The **1 mm** button sets the step per press (1–50 mm). Stand control is unavailable while the rotary extension is connected.

Automatic lifting after engraving and lowering before it are configured in Settings → Lasers.

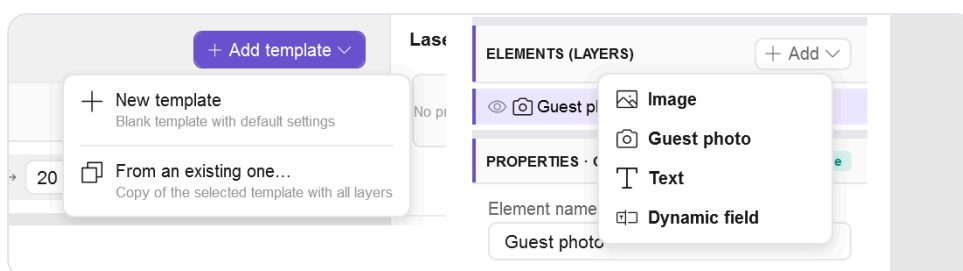
6. Templates

A **template** is the item design: which layers to engrave, how to process the guest photo, which material and parameters to use. A session can hold up to **10 templates**.



Template editor: template tabs at the top, properties on the left, canvas with the 160 × 160 mm field in the center. The blue frame is the LP4 work area, the green dashed frame is LP5.

Creating, copying, deleting



Left — Add template, right — Add layer.

- **New template** — a blank template with default settings.
- **From an existing one...** — a copy with all layers, material and parameters.

- The cross on a tab deletes the template (with confirmation, cannot be undone). The only template cannot be deleted.
- Tabs can be dragged to change their order.

Do not rename or delete a template while it has jobs in the queue

Otherwise their processing fails with "The job template was not found — it may have been deleted or renamed."

TEMPLATE block

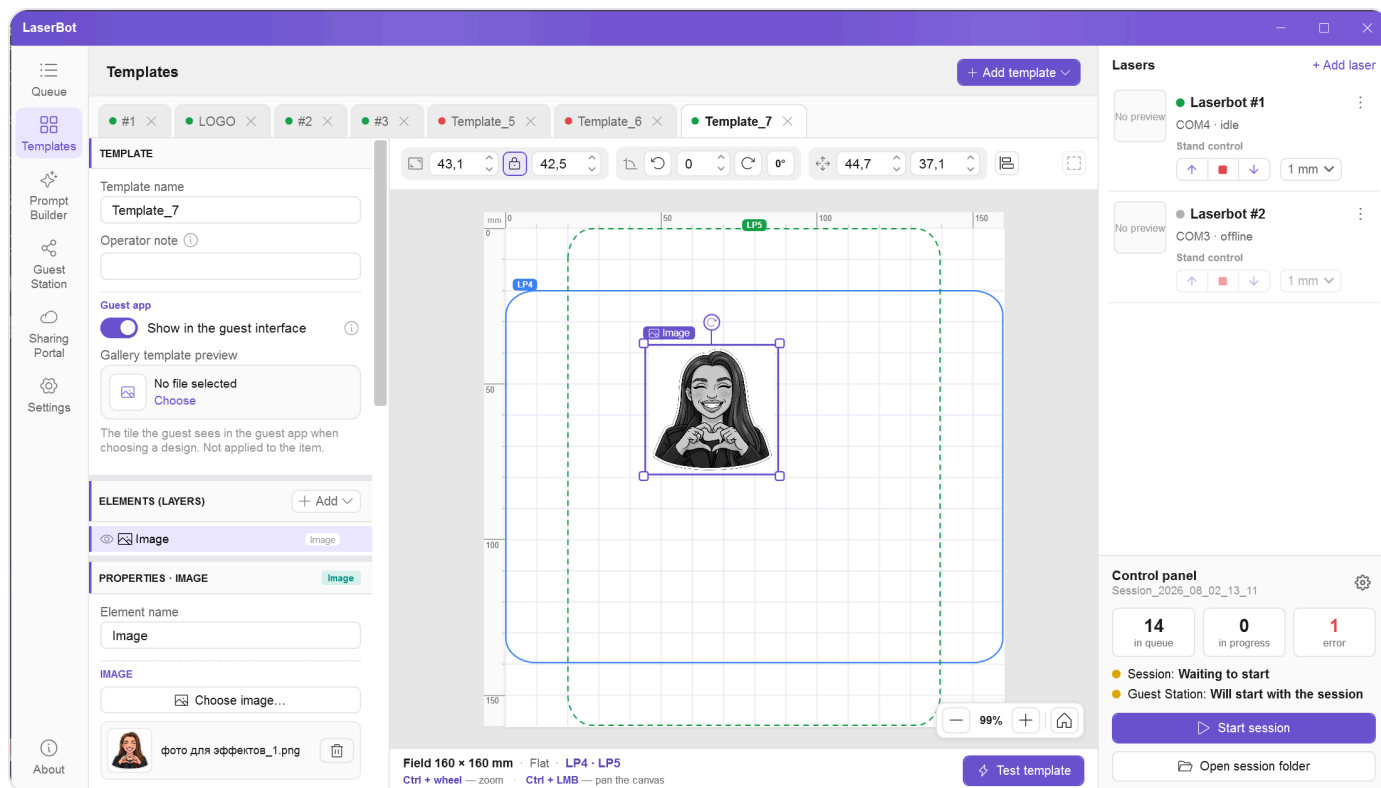
- **Template name.**
- **Operator note** — an internal note, visible only to the operator next to the template name in the queue (e.g., "Check the engraving area!").
- **Show in the guest interface** — whether the template is available to guests in the guest app.
- **Gallery template preview** — the tile the guest sees when choosing a design. It is not engraved, but it is printed on the receipt.

Layers (elements)

Type	Purpose
Image	A logo or picture from a file (PNG, JPG, BMP, WEBP). Fits entirely inside its frame.
Guest photo	The placeholder for the guest's photo. Only one such layer per template.
Text	A fixed inscription: font, size (dynamic or static), spacing, weight, alignment, arc.
Dynamic field	Text entered by the guest (name, date, etc.): hint, required flag, max characters.

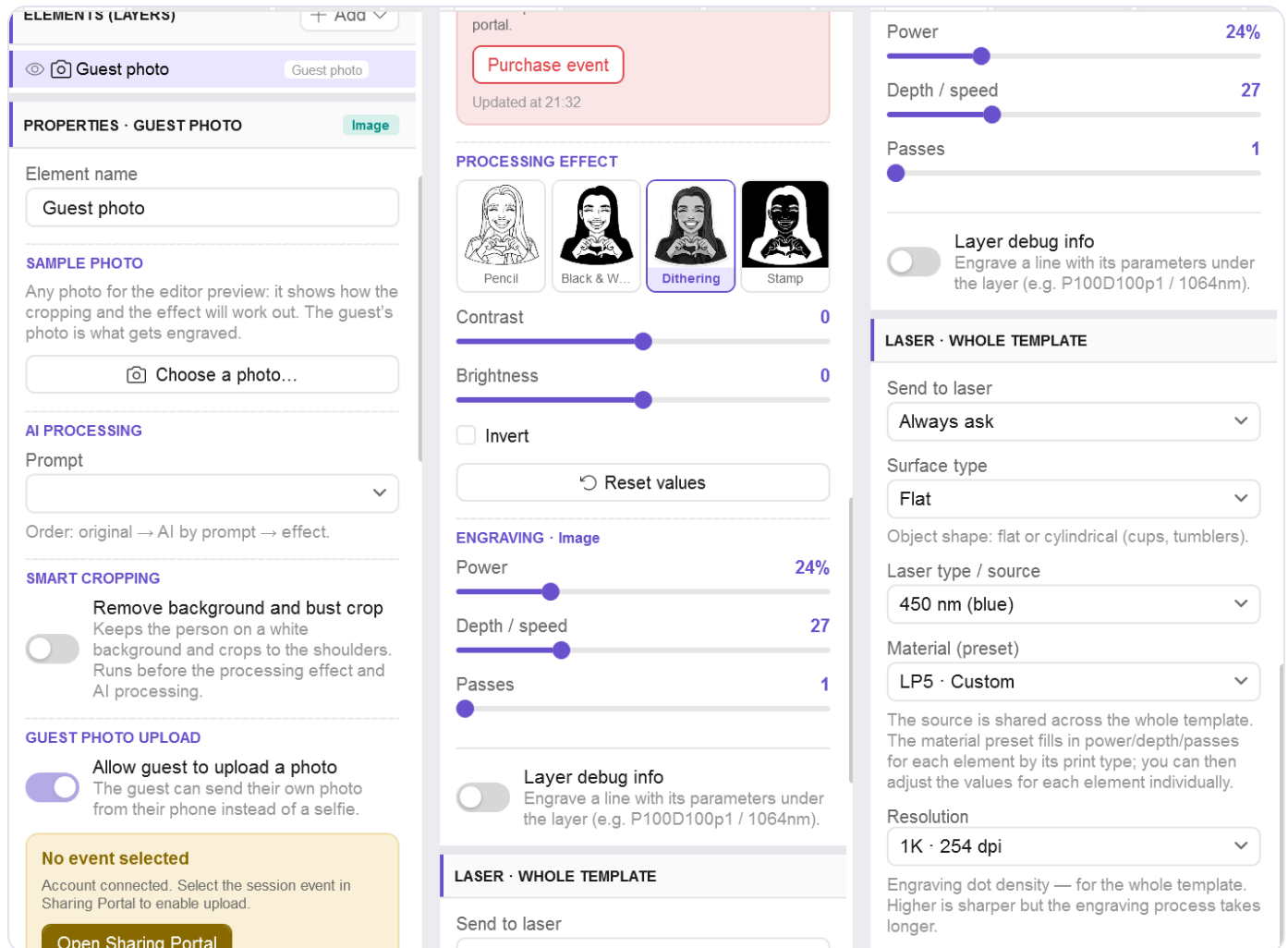
Each layer has size (mm), rotation and position. The toolbar above the canvas helps align a layer to the field edge or center.

- The eye icon hides a layer — hidden layers are not engraved.
- **Ctrl + wheel** — zoom, **Ctrl + LMB** — pan the canvas or select a group of layers.
- **Ctrl+Z / Ctrl+Y** — undo and redo.



A template with an Image layer.

Setting up the Guest photo layer



Properties panel of the Guest photo layer (three fragments, top to bottom): sample photo, AI and cropping → effect and engraving parameters → laser settings for the whole template.

The photo is processed as a chain: **original** → **smart cropping** → **AI by prompt** → **effect**.

1. **SAMPLE PHOTO** — any photo for the editor preview. The guest's photo is what gets engraved.
2. **AI PROCESSING** → **Prompt** — a style from Prompt Builder or "Original" (no AI). AI does not run in the editor: the preview shows cropping and the effect.
3. **SMART CROPPING** — **Remove background and bust crop**: the person stays on a white background. You can choose the **Crop level** (Shoulders / Chest / Waist), **Edge feather**, **Margin size** and **Aspect ratio** (As is / Square).
4. **GUEST PHOTO UPLOAD** — **Allow guest to upload a photo**: the guest can send their own photo from their phone instead of a selfie. Requires a connected Sharing Portal with an active event.
5. **PROCESSING EFFECT** — how the image is turned into dots/lines for the laser (see the table below).

Effects

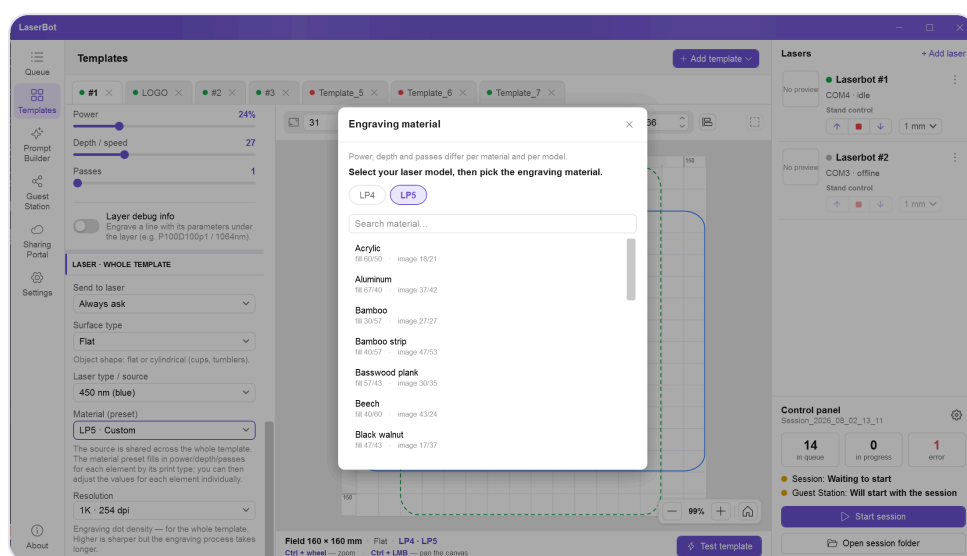
Effect	Parameters	Result
Pencil	Threshold	Pencil drawing made of lines
Black & White	Threshold, Invert	Black-and-white raster
Dithering (<i>default</i>)	Contrast, Brightness, Invert	Halftones as dots — best for photos
Stamp	Threshold	Inverted "stamp"

Layer engraving parameters

- **Power** (0–100), **Depth / speed** (0–100), **Passes** (1–20).
- **Frequency, kHz** — only for LP5 with the 1064 nm IR source.
- **Layer debug info** — engraves a line with the layer's parameters under it. Useful when tuning settings on a test blank.

LASER · WHOLE TEMPLATE

- **Send to laser:** "Always ask", "Any available" or a specific laser.
- **Surface type:** "Flat" or "Cylinder" (for cylindrical items; requires the rotary extension, the laser model and the item's diameter/circumference).
- **Laser type / source:** 450 nm (blue) or 1064 nm (IR).
- **Material (preset)** — fills in power, depth and passes for all layers.
- **Resolution** — dot density. Higher is sharper but takes longer.

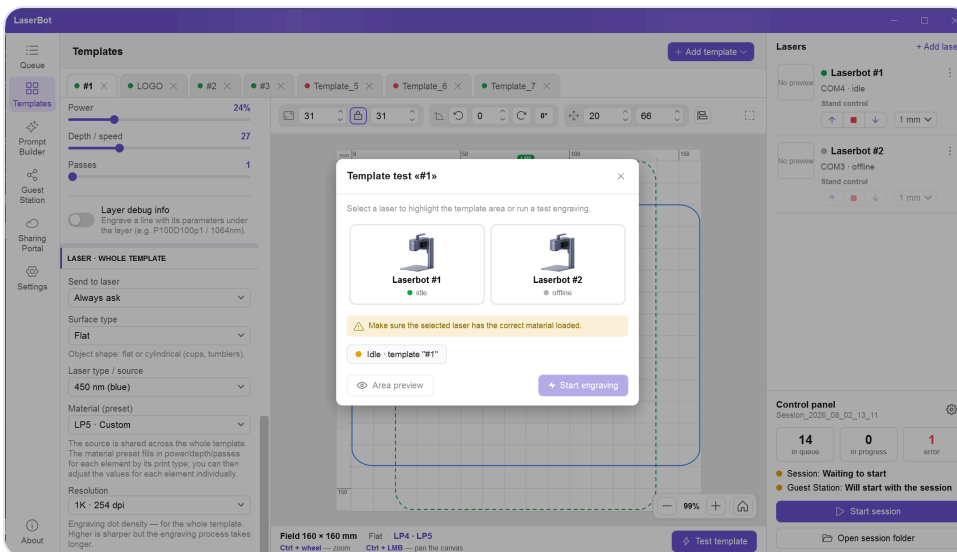


The Engraving material window: pick the model (LP4/LP5) and the material. Each material shows power/depth values for fill and for image.

Manual edits

If you change power, depth or passes manually, the material switches to "Custom". Changing the source, model or resolution re-applies the preset and overwrites manual values (except in "Custom" mode).

Test template



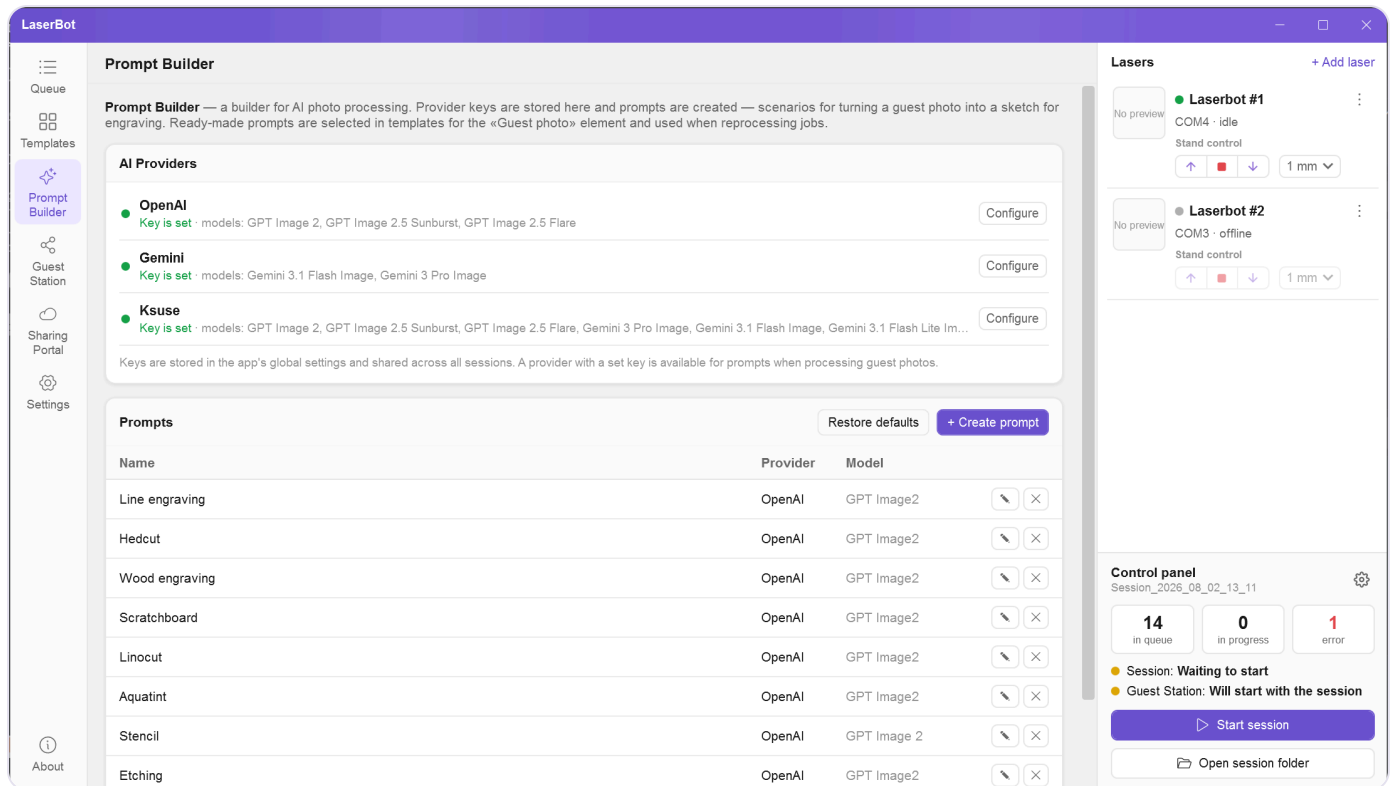
The **Test template** button at the bottom of the editor. A running session is not required for a test.

1. Select an idle laser and make sure the right blank is loaded.
2. **Area preview** — the laser highlights the outline of the layers. A bar appears at the top with **Highlight brightness** and an **Exit** button. Clicking a layer highlights only that layer; when you move a layer, the highlight follows. For cylinders there is **Scroll**.
3. **Start engraving** — test engraving of all visible layers. To stop — **Abort job**.

Test specifics

In a test, the Guest photo layer is engraved from the sample photo **without AI and without cropping** — only the effect is applied.

7. Prompt Builder — AI photo processing

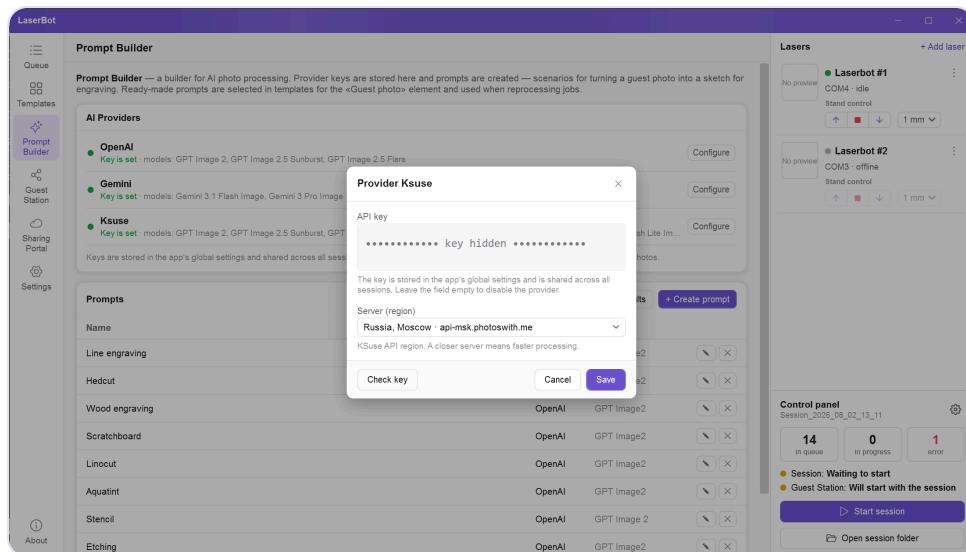


Prompt Builder: AI providers and the list of prompts (styles).

AI Providers

Provider	Models
OpenAI	GPT Image 2, GPT Image 2.5 Sunburst, GPT Image 2.5 Flare
Gemini	Gemini 3.1 Flash Image, Gemini 3 Pro Image
Ksuse	GPT Image and Gemini models through one service, with a choice of server region

1. Click **Configure** next to the provider.
2. Paste the **API key**. For Ksuse, choose the nearest **Server (region)**.
3. Click **Check key**. You should see "The key works — the provider responded to the request."
4. Click **Save**.

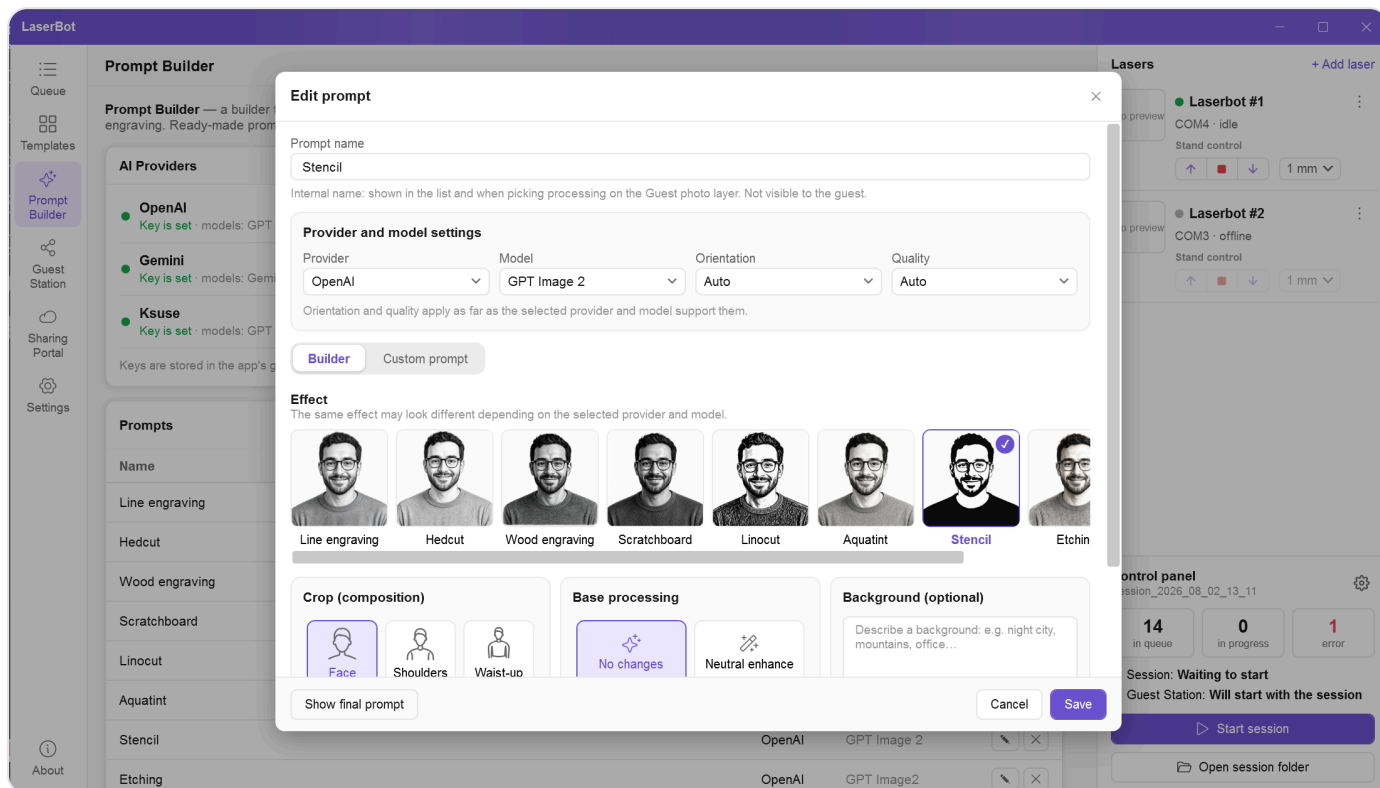


Provider settings window (the key is hidden in the screenshot).

Keys are shared across all sessions. To disable a provider, clear the key field. Do not show the open key window to outsiders.

Prompts (styles)

Each new session already contains 9 ready-made styles: Line engraving, Hedcut, Wood engraving, Scratchboard, Linocut, Aquatint, Stencil, Etching, Line art. The **Restore defaults** button brings back deleted ones.



The prompt create/edit window in Builder mode.

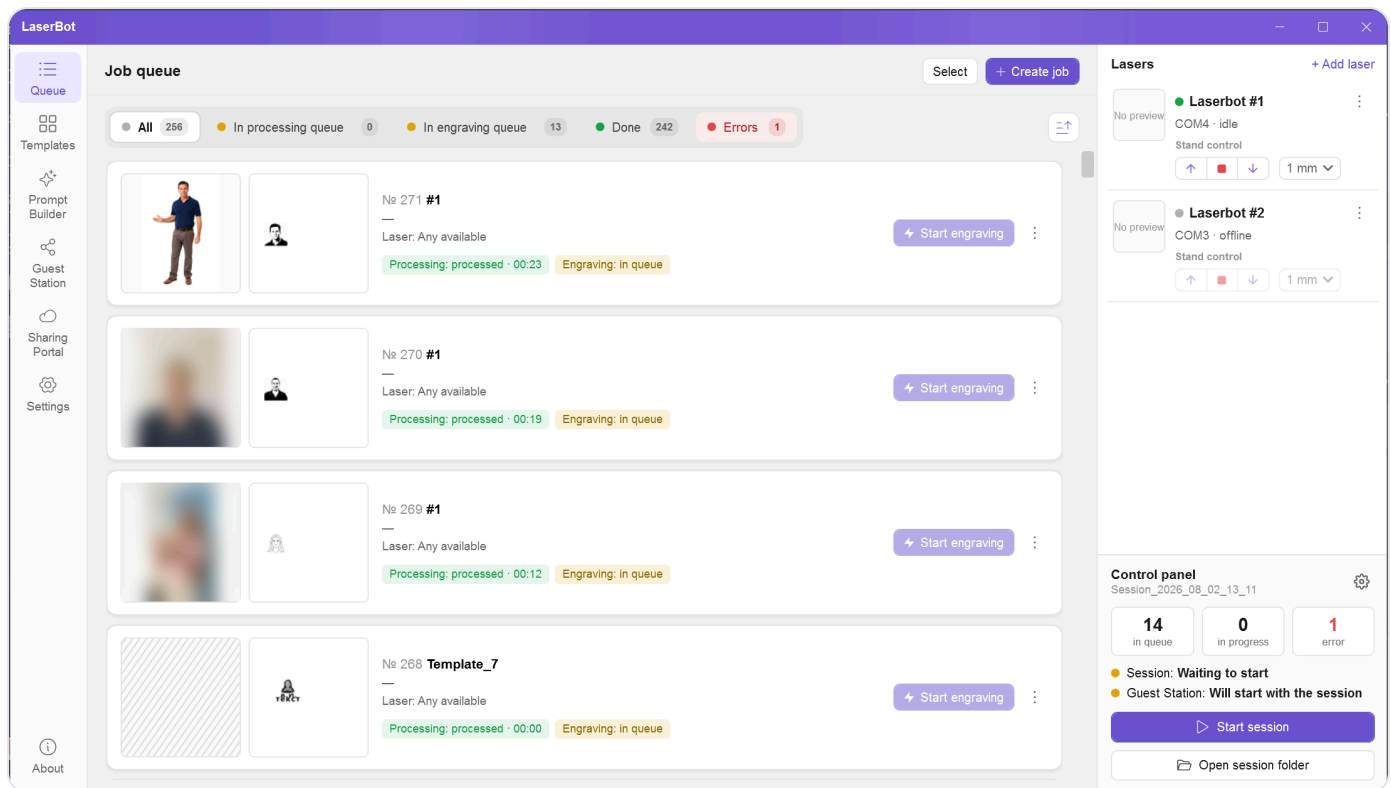
- **Prompt name** — internal name, not visible to guests.
- **Provider, Model, Orientation, Quality** — higher quality means slower and more expensive processing.
- **Builder**: pick an **Effect** (cards with examples), **Crop (composition)** (Face / Shoulders / Waist-up), **Base processing**, and optionally **Background (optional)** and **Refinement (optional)** (up to 1000 characters). **Show final prompt** — view the assembled text.
- **Custom prompt** — write the whole request text yourself.

A ready prompt is selected in a template on the Guest photo layer. The same style may look different with different providers and models — test on sample photos before the event.

Deleting a prompt

Templates that used it switch to "Original" — reconfigure them.

8. Job queue and engraving



The job queue. A card shows the source photo, the final design, number, template, laser and two statuses. Guest photos in the illustrations are blurred.

Filters and sorting

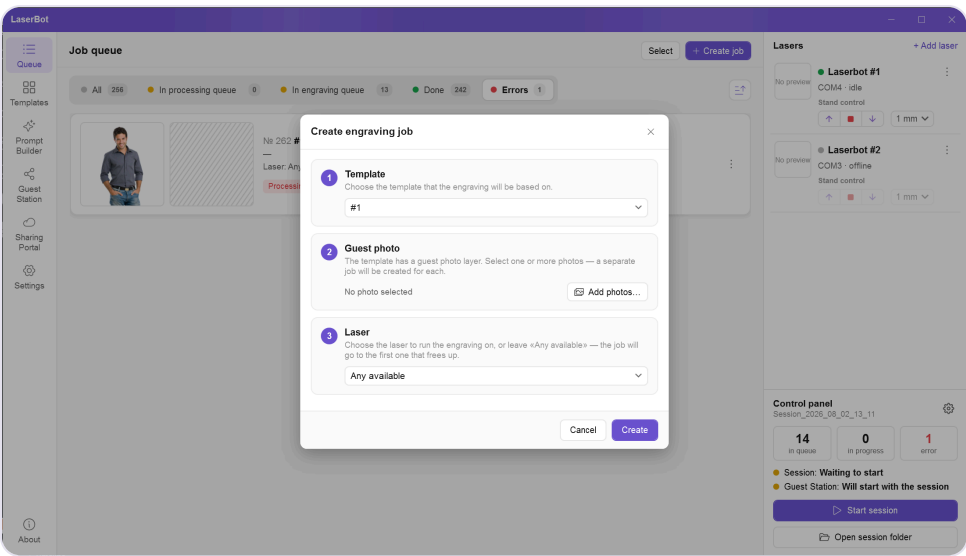
The tabs **All**, **In processing queue**, **In engraving queue**, **Done**, **Errors** show the number of jobs. If there are errors, the tab is highlighted in red. The button to the right of the tabs toggles the order: newest or oldest first.

Statuses

Each job has two independent statuses — **Processing** (image preparation) and **Engraving**:

Status	Meaning
in queue	Waiting for its turn.
in progress	Processing or engraving is running (a timer is shown).
processed / done	The stage completed successfully.
failed	The stage ended with an error — see Details.
cancelled	The stage was cancelled by the operator or by stopping the session.

Creating a job manually



The Create job button.

1. **Template** — choose the design.
2. **Guest photo** — Add photos.... You can select several files: a separate job is created for each photo.
3. **Field data** — if the template has dynamic fields (marked ones are required).
4. **Laser** — a specific one or "Any available".
5. Click **Create**.

Starting engraving

- 1 When the job shows "Processing: processed", click **Start engraving** (the session must be running).
- 2 In the "Confirm the engraving job" window, check the preview, guest data, engraving zone and layer parameters. Select a laser.

- 3 Place the blank and click **Show engraving area** — the laser highlights the outline. Adjust the item position.
- 4 Click **Engraving**.

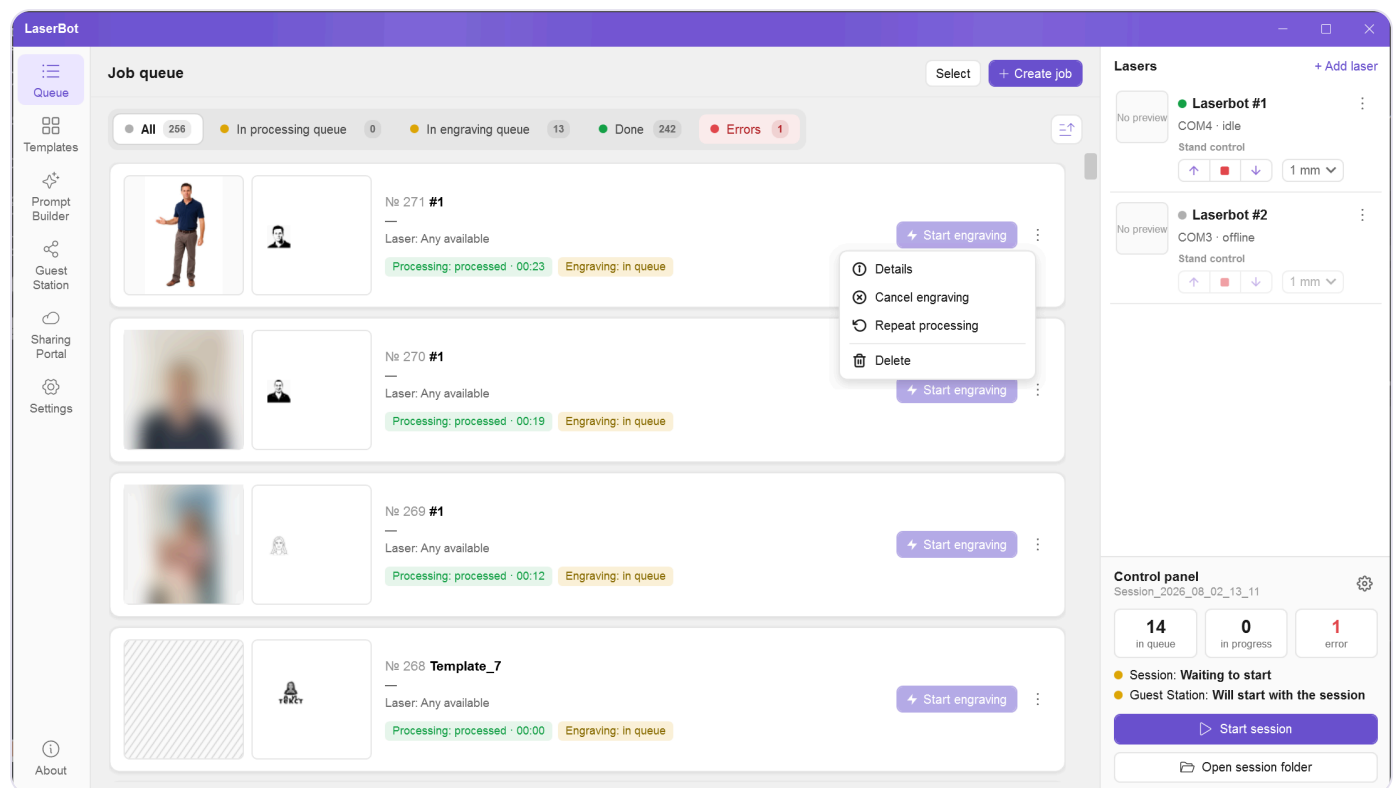
If the laser is busy, the job goes into its queue. When the laser frees up, the job shows the **Item placed — start** button. **The operator confirms each next engraving manually** — this guarantees the blank is in place.

While engraving, the job has an **Abort** button. It works immediately, without confirmation.

Auto-lower stand

If auto-lower is enabled in settings, the confirmation window has an **Auto-lower stand** switch. Turn it off for the job if the stand has already been lowered manually.

Job actions

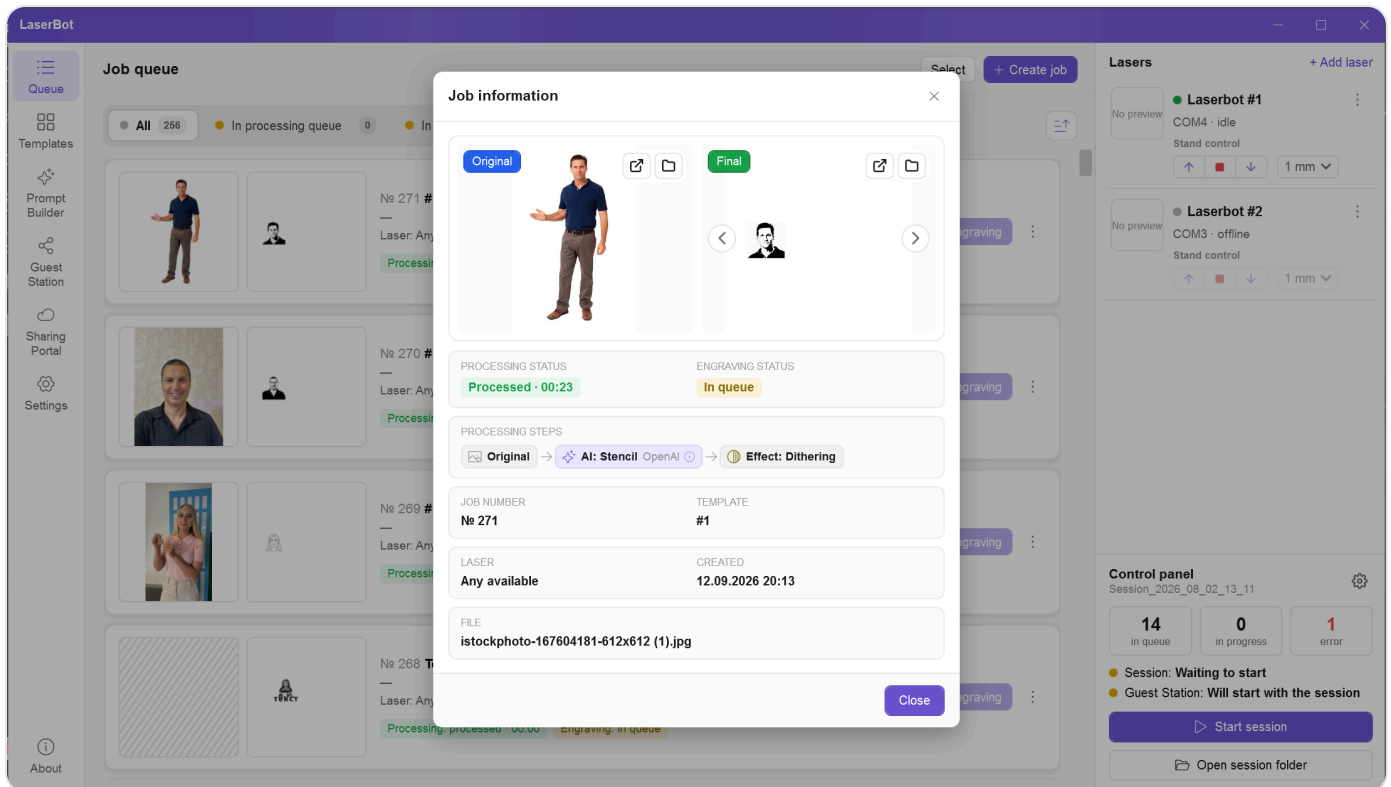


The three-dots menu of a job. The available items depend on the status.

- **Details** — the Job information window.
- **Cancel processing / Cancel engraving** — remove the job from the corresponding stage.
- **Repeat processing** — process the photo again with the current template settings (e.g., after an AI error or a style change).
- **Repeat engraving** — return the job to the engraving queue without regenerating the image.

- **Delete** — remove the job from the list without engraving.

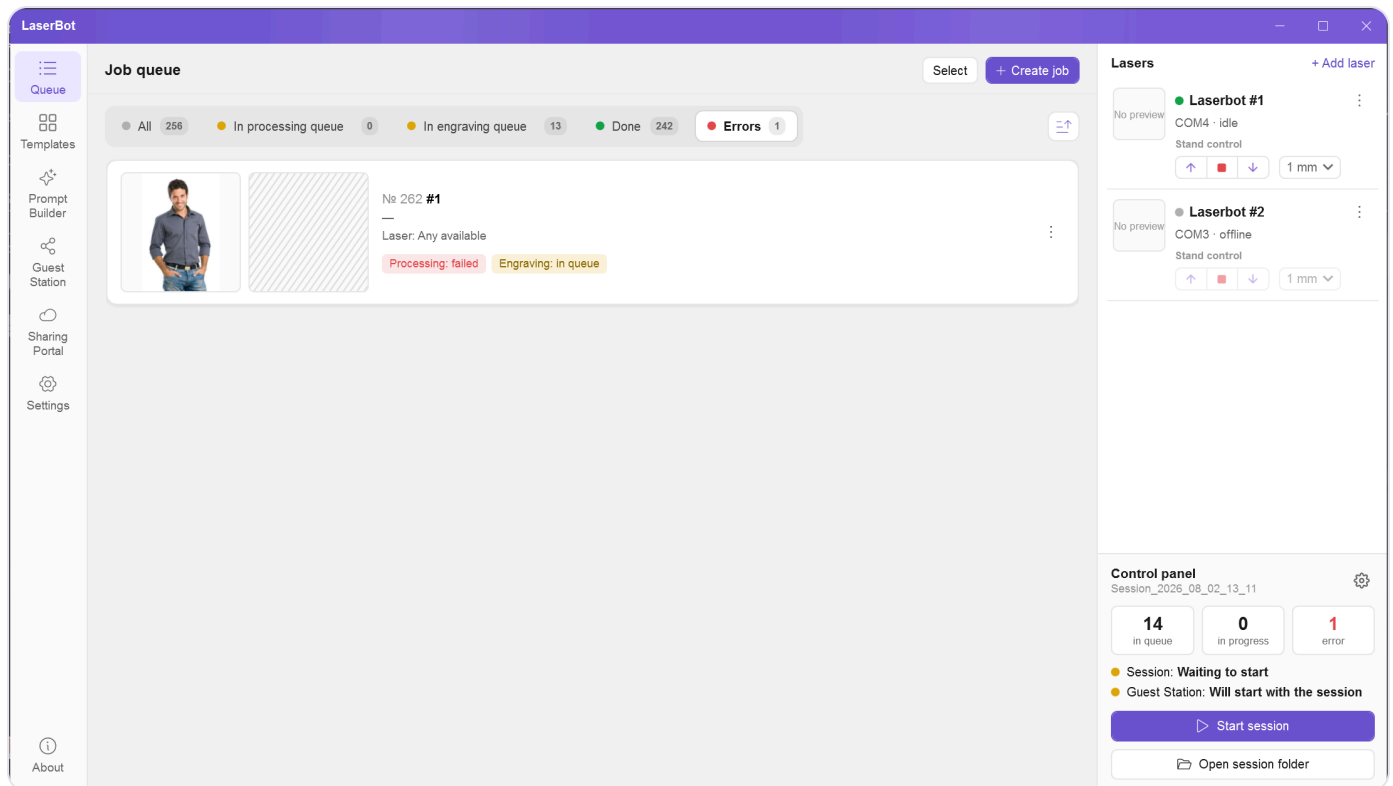
Job information



Original and final image, statuses, processing steps, number, template, laser, date and file.

The **PROCESSING STEPS** block shows the chain: original → cropping → AI (style and provider) → effect. The buttons above the images open the file or show it in Explorer. Dynamic field values can be corrected with **Edit** — for example, a typo in a name before engraving.

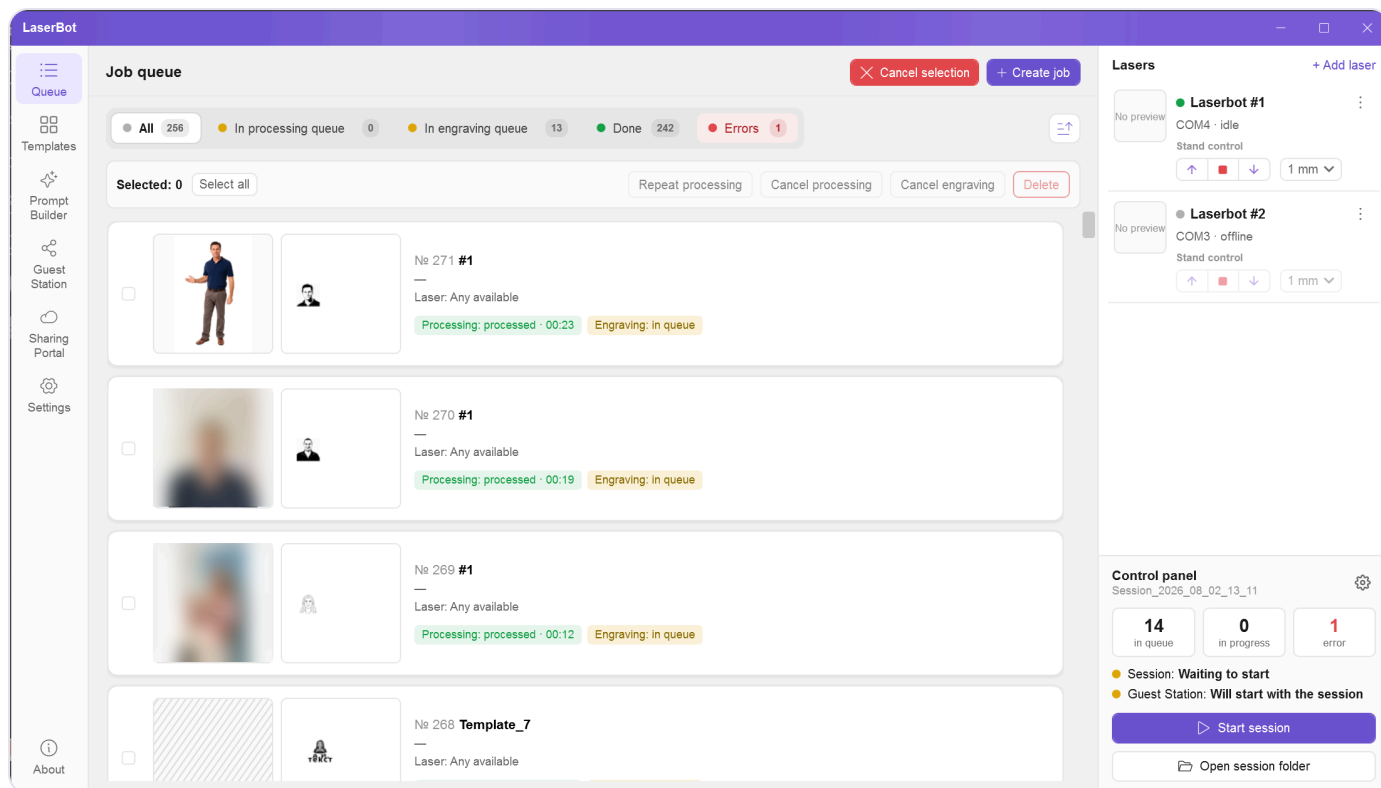
Handling errors



The Errors tab collects all jobs with problems.

Open **Details**, read the error text, fix the cause (see Troubleshooting) and choose **Repeat processing** or **Repeat engraving**.

Bulk actions

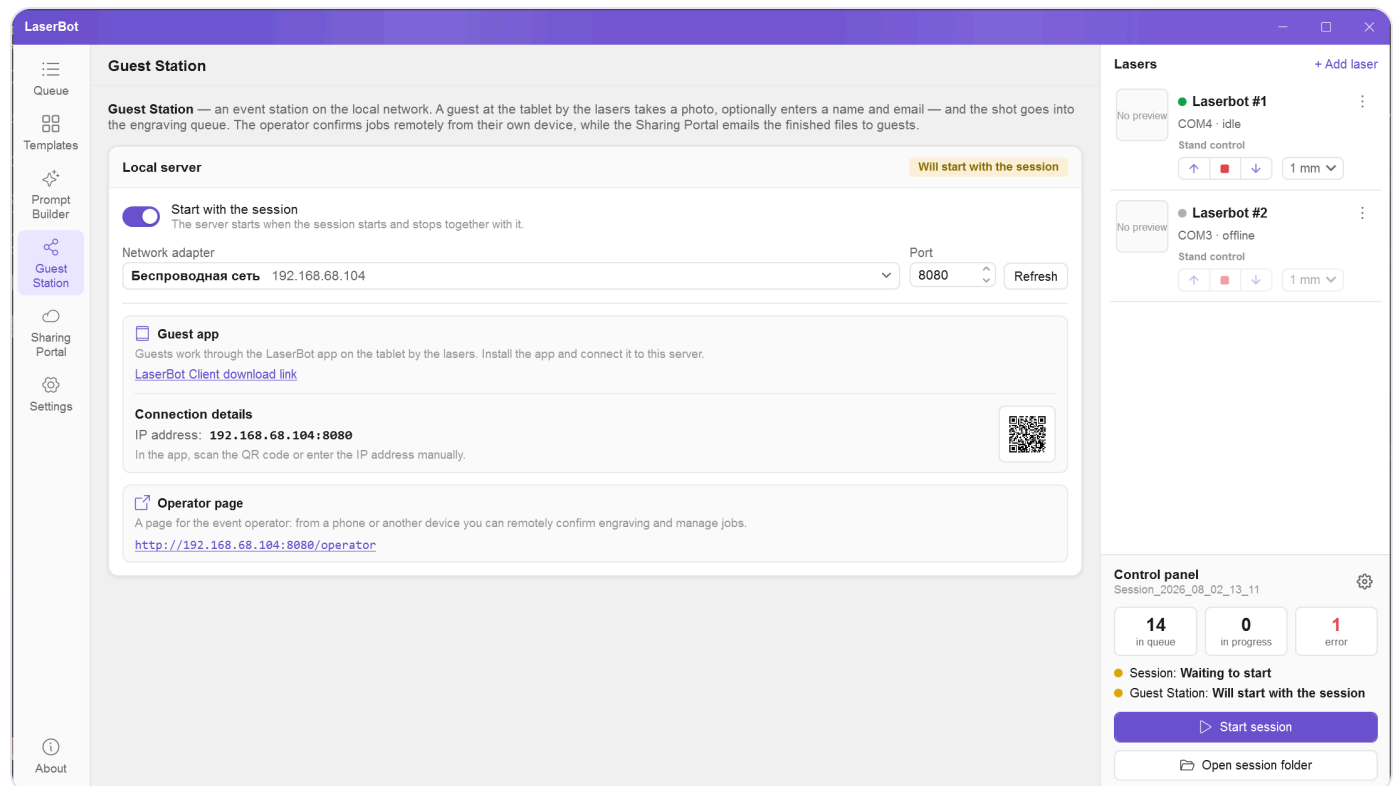


The **Select** button shows checkboxes on the cards.

Check jobs (or **Select all** on the current tab) and apply: **Repeat processing**, **Cancel processing**, **Cancel engraving**, **Delete**. Deletion is permanent; running engravings are aborted. To exit the mode — **Cancel selection**.

9. Guest Station and operator page

Guest Station is a built-in server on the local network. The guest app on the tablet and the operator page in a phone browser work through it.



The Guest Station section: local server, connection details for the guest app and a link to the operator page.

Recommended local network: Windows Mobile hotspot

The most reliable option is not to depend on the venue's Wi-Fi, but to share your own network directly from the Laserbot computer. This way the tablet, the operator's phone and the computer are guaranteed to be on the same network without restrictions.

- 1 Press **Win + I** — **Settings** opens.
- 2 Go to **Network & internet** → **Mobile hotspot**.
- 3 Under **Share my Internet connection from**, choose which connection to share (Ethernet, Wi-Fi or cellular).
- 4 Set the network name (SSID) and password.
- 5 Turn on the **Mobile hotspot** toggle.

- 6 Connect the tablet with the guest app and the operator's phone to this network by entering the password.

Which adapter to choose in Guest Station

After turning on the hotspot, click **Refresh** next to the adapters and select the hotspot adapter — usually "Local Area Connection* N" with the address `192.168.137.1` .

A dedicated router with only the station's devices connected also works well.

Setup

1. Connect the computer, the tablet and the operator's phone to **the same network** — preferably the computer's hotspot or your own router.
2. Select the **Network adapter** — the one the computer uses for that network. The default **Port** is 8080. The adapter and port can be changed only while the server is stopped.
3. Keep **Start with the session** on — the server starts and stops together with the session.
4. Install the **Laserbot Client** app on the tablet ([Laserbot Client download link](#)).
5. In the app, scan the QR code from **Connection details** or enter the IP address with the port manually.

If the app reports a connection error, see [The guest app cannot connect](#).

Use a closed network

The operator page opens without a password: anyone who knows the address on this network can control the queue and lasers. Do not connect the station to the venue's public Wi-Fi.

What the guest sees

The tablet shows templates with "Show in the guest interface" turned on. The guest picks a design, takes a photo, fills in the fields and submits the job. The software shows the notification "Guest Station: new job", and the guest receives the job number and the number of jobs ahead. If the session is stopped, the app reports that jobs are not being accepted.

Operator page

Open the **Operator page** link `http://<IP>:<port>/operator` in a phone browser (or scan its QR code from the link menu). The page contains:

- a session status indicator and the **Run template** and **Stop all** buttons;
- a laser strip with stand control;
- the queue with the same tabs, search by job number and paging (updates automatically);

- on a job card — the main button for the situation (**Start engraving**, **Item placed — start**, **Abort**, **Redo processing**, **Engrave again**), **Details** and **Reject**;
- an engraving confirmation window with laser selection and area highlight — as in the app.

Run template — queue a template without a guest photo (for a batch of identical items). **Stop all** — abort all current engravings.

"Stop all" is a software stop

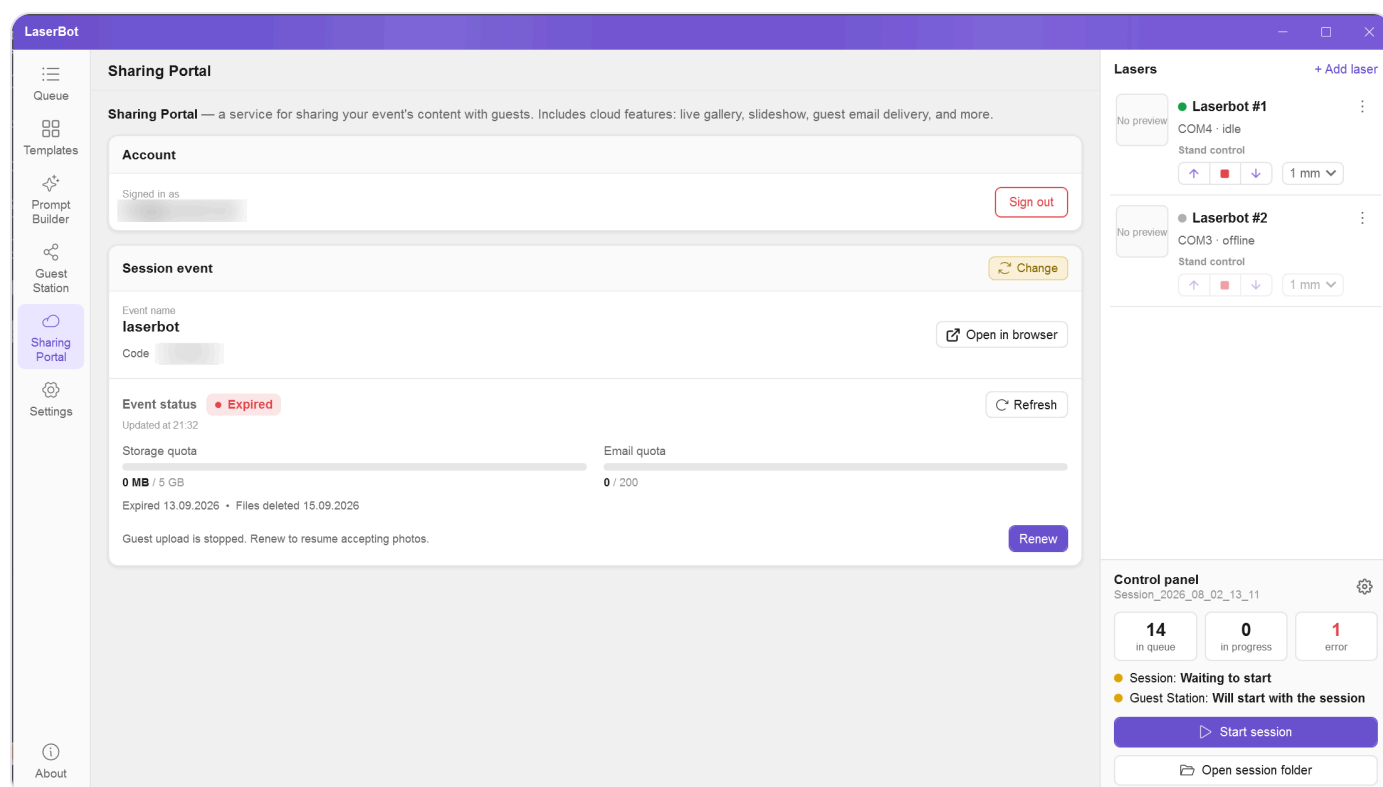
In case of fire, press the physical emergency stop button on the device.

If the app does not respond for more than 15 seconds, the page shows "No connection to the app". Check that Laserbot is open and the session is running, then click **Reload page**.

10. Sharing Portal

In Laserbot, the interatouch.app cloud service is used **only for guest photo uploads**: a guest can send their own photo from their phone instead of taking a selfie on the tablet. No other sharing features are available in Laserbot.

If you don't need guest photo uploads, you can skip this section.



The Sharing Portal section: account and the event of the current session (personal data hidden).

1. **Connect interatouch.app account** — a sign-in page opens in the browser. Sign in and pick an event: the software receives the data automatically.
2. In the **Session event** block, check the name and code. **Change** — pick another event.
3. Check the **Event status**. If it is "Expired", guest upload is stopped — click **Renew**.
4. In the template, on the Guest photo layer, turn on **Allow guest to upload a photo**.

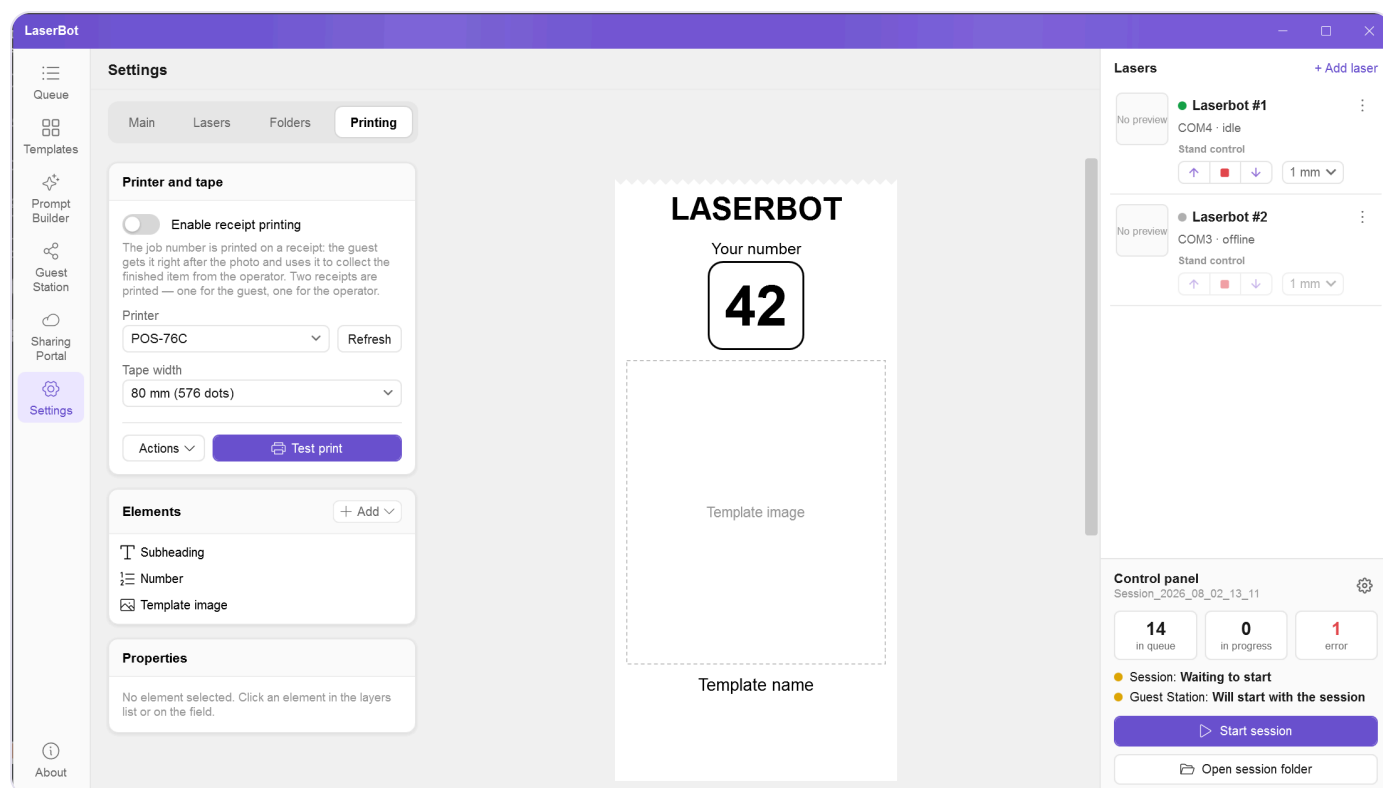
The account is shared across all sessions, while the event is bound to each session separately. **Sign out** disconnects the account and resets the event of the current session.

Sign-in doesn't complete?

The software receives the browser's response on a local port of the computer. Make sure the firewall or antivirus does not block localhost, and sign in again.

11. Receipt printing

The job number is printed on a receipt: the guest gets it right after the photo and uses it to collect the item. Two receipts are printed for each new job — one for the guest and one for the operator.



Settings → Printing: printer, tape, receipt elements and a live preview.

Setup

1. Connect the receipt printer and install it in Windows.
2. Turn on **Enable receipt printing** and select the **Printer** (**Refresh** if it is not in the list).
3. Set the **Tape width**: 80 mm (576 dots), 58 mm (384 dots) or a **Custom** width in dots — if the print is shifted or cut off.
4. **Test print** — check the result.

Layout

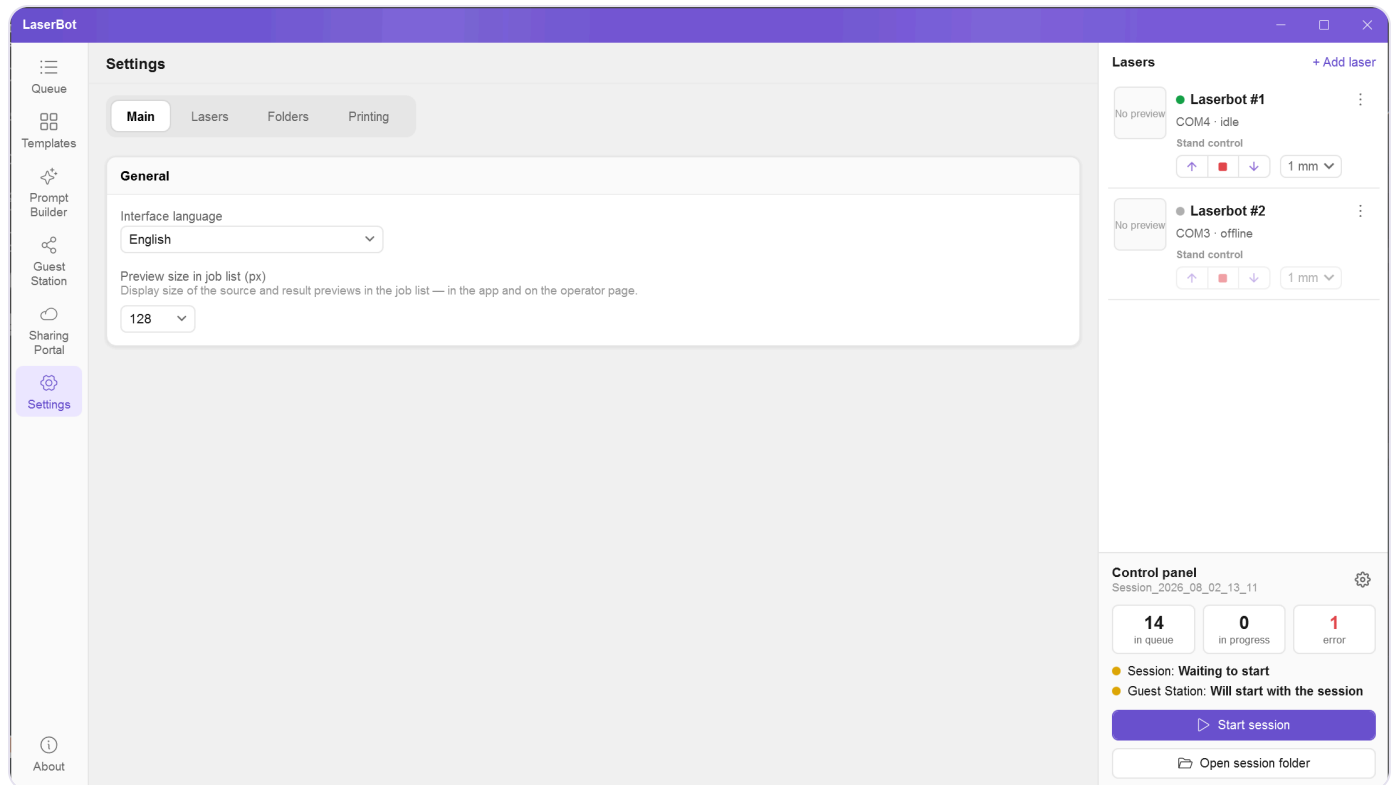
The receipt base: the "LASERBOT" logo, a subheading (default "Your number"), the number in a frame, the template preview and its name. The **Add** button in the **Elements** block adds your own text or picture to the guest receipt. They can be dragged and resized directly on the preview. Turn on dithering for photos and turn it off for line-art logos.

Actions menu

- **Print preview** — how the receipt will look on paper.
- **Edit numbering** — set the starting number and reset the counter (existing jobs are unchanged).
- **Reprint** — print a receipt by job number, 1–20 copies.
- **Reset template** — remove the added elements.

12. Settings

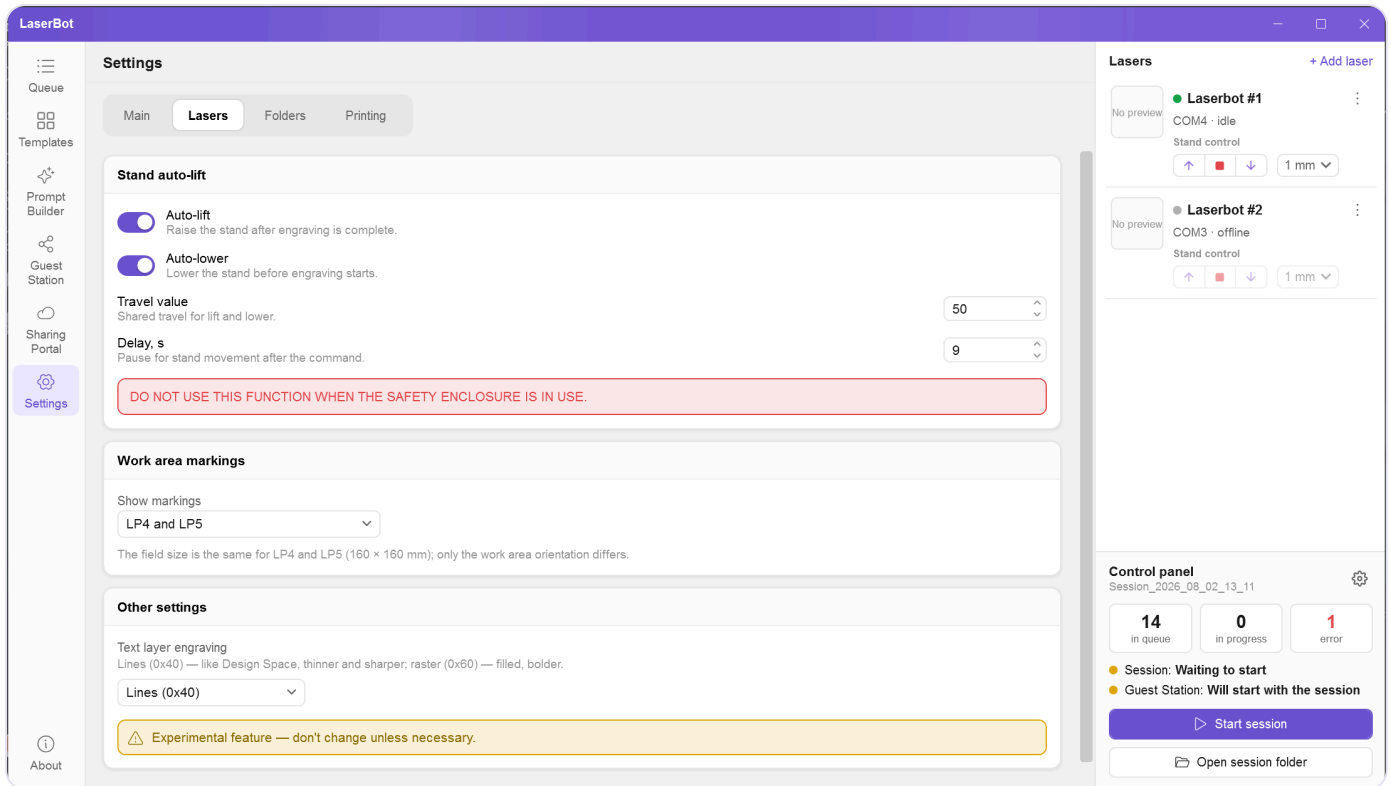
Main



Interface language and preview size in the job list.

- **Interface language** — Russian, English, Spanish, Portuguese. Changes immediately, no restart required.
- **Preview size in job list (px)** — thumbnail size in the app and on the operator page.

Lasers



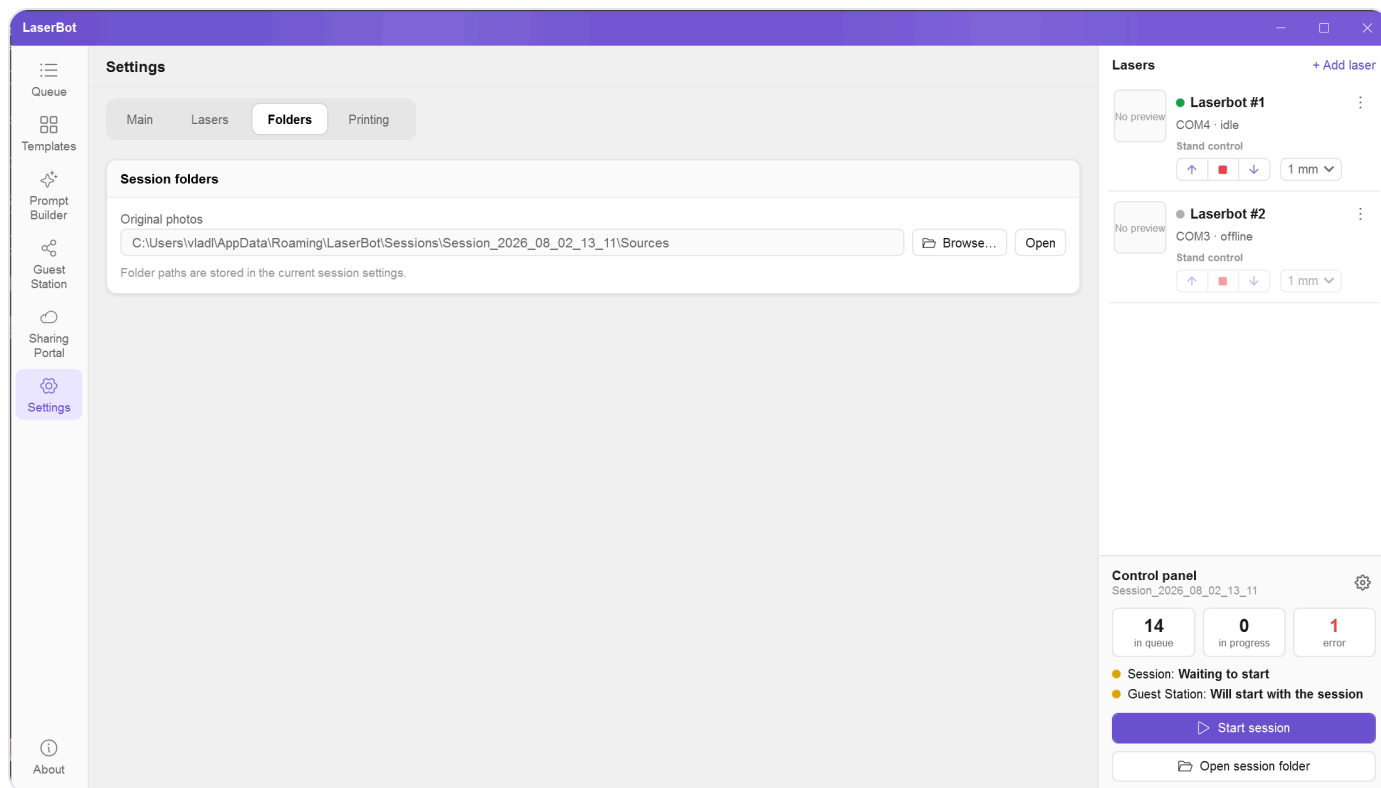
Stand auto-lift and auto-lower, work area markings, text engraving mode.

- **Auto-lift** — raise the stand after a successful engraving.
- **Auto-lower** — lower the stand before engraving. You must confirm a warning when enabling it.
- **Travel value** — how far the stand rises and lowers; **Delay, s** — pause for stand movement.
- **Show markings** — LP4/LP5 work area frames on the template canvas.
- **Text layer engraving** — "Lines (0x40)": thinner and sharper; "Raster (0x60)": filled, bolder. Experimental feature — change only if necessary.

Stand auto-lower

The laser does not report the actual stand position. If auto-lower is enabled and the stand is lowered manually, it will keep moving down before engraving and may damage the equipment. **Do not use auto-lift and auto-lower with the safety enclosure.**

Folders



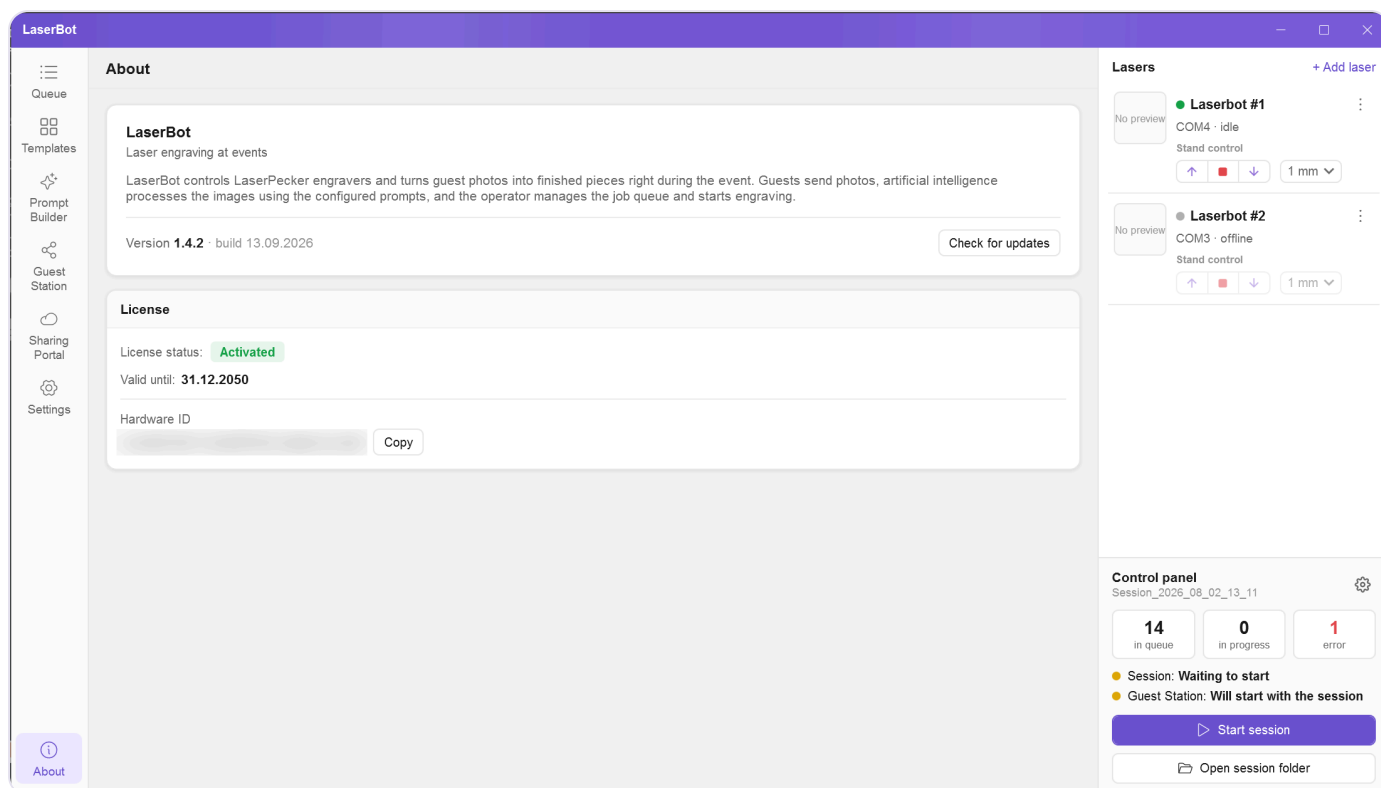
The folder where original guest photos of the current session are saved.

To save originals to, for example, a separate drive, click **Browse....** The path is stored in the current session settings.

Printing

See Receipt printing.

13. License and updates



The About section: version, update check, license status and validity, Hardware ID (hidden in the screenshot).

Activation

On first launch the activation window opens:

1. **Sign up** or **Sign in** at interatouch.app and confirm your email.
2. Get a license in your account (**Open account** — the Hardware ID is filled in automatically).
3. Enter the key (32 characters; hyphens, spaces and letter case don't matter) and click **Activate**.

Message at startup	What to do
Your copy of Laserbot is not activated yet	Complete the activation steps above.
Hardware changed	The Hardware ID has changed (hardware replacement, BIOS update). Click Transfer license and activate with the new key.
A license for this device was found, but it isn't linked to your interatouch.app account yet	Open linking page , finish linking on the site, then click Check .
Update required	The version is out of date — click Update .
No connection	Connect to the internet and click Restart .

Updates

The software reports a new version at startup; to check manually — **Check for updates**. The update window shows the changelog and size. Click **Download**, then **Install**: the software closes, updates and starts again (administrator rights may be required). If the download is slow, choose another **Download server**.

Don't update during an event

Installation closes the software and interrupts the station.

14. Safety

- **Never leave a working laser unattended.** If a flame appears, the software shows an alarm, but you must extinguish it immediately and stop the device with the physical emergency stop button. "Abort" and "Stop all" are software commands.
- **Before each engraving**, check the area with the highlight and make sure the right material is on the selected laser.
- **Stand auto-lower** is dangerous if the stand was lowered manually and is incompatible with the safety enclosure.
- **Stopping a session** immediately aborts all running engravings.
- **Deleting a session** permanently erases its data, including original photos in the default folder.
- **The station network** must be closed: the operator page is not password-protected.
- **API keys** give access to paid services. Do not show the provider window to outsiders and do not share settings files.
- **Guest photos** are personal data. After the event, export what you need and delete the session if you don't need to keep the photos.

15. Troubleshooting

Photo processing

Message	Solution
No API key set for provider...	Prompt Builder → Configure → enter the key.
The provider rejected the API key	The key is wrong, revoked or out of funds — check your provider account.
No connection to the AI provider	Check the internet and repeat processing.
The provider returned an error (code N) / did not return an image	Try again later or switch the model in the prompt. Sometimes the provider rejects specific photos — try another one.
The selected AI processing was not found	The prompt was deleted — pick the style again on the Guest photo layer.
The job template was not found	The template was deleted or renamed — restore the old name or create the job again.
No guest source photo	The original file was deleted or the folder is unavailable.
No suitable laser for template...	The template surface type doesn't match the laser: "Cylinder" needs the rotary, "Flat" needs it turned off.

Laser and engraving

Message	Solution
Failed to open port	The port is used by another program (e.g., LaserPecker Design Space) or the cable is disconnected. Close other programs and reconnect USB.
The laser did not respond / stopped responding during engraving	Check the cable and power, wait for the "idle" status and repeat engraving.
The laser did not start engraving	Make sure the lid is closed and the device is ready.
LP5 security key not inserted	Insert the security key into the device.
Protective cover removed / lid or door not closed	Install the enclosure correctly and close all lids.
Emergency stop triggered	Release it on the device and try again.
Fire detected / fire alarm	Extinguish immediately , inspect the item and the device.
Laser error (code N)	Check the indicator on the device and the LaserPecker manual.
"Start engraving" button is inactive	Start the session and wait until processing finishes.

The guest app cannot connect

If the tablet app shows a connection error after you enter the IP address, check in order:

1. **The session is running** in Laserbot, and Guest Station has the adapter of the network the tablet is connected to.
2. **Same network.** The computer and the tablet must be on the same Wi-Fi. A common mistake: the venue has several networks with similar names.
3. **Wi-Fi connection is not lost.** The tablet or the computer may have dropped off the network or reconnected to another one (e.g., cellular data).
4. **Network profile is "Private".** If Windows marks the network as **Public**, incoming connections are blocked. Open **Settings** → **Network & internet** → **Wi-Fi (or Ethernet)** → **connection properties** and choose **Private network**.
5. **App permissions on the tablet.** In the tablet settings, Laserbot Client must have all permissions allowed, including network / local network access (and camera).
6. **VPN is off.** With a VPN turned on on the computer or the tablet, the app cannot connect to the local network.

7. **Network address.** If the computer's IP address starts not with 192.168. but with, for example, 172. , 10. or another range, it is most likely a corporate or guest network of the venue with restrictions where devices cannot see each other.

Recommendation

Use your own router or the Windows Mobile hotspot — this eliminates most network problems.

Network and operator page

Problem	Solution
Guest Station: could not bind ports	The port is used by another program — set a different one (e.g., 8081) and reconnect the guest app.
The template is not shown to the guest	Turn on "Show in the guest interface" in the template.
"No connection to the app" on the operator page	Check that the software is open and the session is running, then reload the page.

Receipts

If a receipt does not print, check that printing is enabled, a printer is selected and it is visible in Windows. If the print is shifted or cut off, set a custom tape width in dots (some 80 mm printers print 512 dots).