



Q&A Session for April Pfaff Chat - Have Fun with 3D Sketch
April 18, 2006
7:00 pm

Shirley Rauscher - 07:18 pm

Q: If I see the 3D sketch on my left hand side screen, it is OK right?

Sara Boughner - 07:20 pm

A: Yes, that is ok.

Carol Woodson - 07:22 pm

Q: Can this be used in free motion quilting or do you have to use a hoop?

Sara Boughner - 07:22 pm

A: Yes, you do need to use a hoop.

Irene Olsen - 07:18 pm

Q: I have the program now but haven't used it yet. Am excited to see it work

Kim Novak - 07:24 pm

A: Hi Irene, Congratulations on being one of the first to own this new program!!! Hopefully you'll get some good tips tonight!

Janice Ray - 07:24 pm

Q: Can this be used with any software, or must it be used with Pfaff only?

Sara Boughner - 07:26 pm

A: This program is designed to be compatible with your Pfaff creative 2170. It is a stand alone program, if you have other software, you can use this by itself.

Carol Woodson - 07:23 pm

Q: Does this program adjust density?

A: Density is controlled by the speed in which you draw. Draw slow more stitches, draw fast less stitches.

Sherri Wehner - 07:26 pm

Q: I have had the program and pen and tablet for 5 days now so that means nothing is getting done around the house. It is a wonderful program and very addicting!!!!

Kim Novak - 07:29 pm

A: Hi Sherri, Don't you just love new toys? What have you created so far?

Fannie Mosier - 07:27 pm

Q: what's a dongle?

Sara Boughner - 07:30 pm

A: Fannie, a dongle is basically a key you plug into a USB port on your computer. If you don't have the dongle you can not access the program. It is a sort of security device.



Irene Olsen - 07:31 pm

Q: I am sure I will, it's exciting and looks so promising for fun!

Kim Novak - 07:31 pm

A: You're right Irene. Its lots of fun!

Kathy Fernandez Sierra - 07:50 pm

Q: If I already have a Wacom drawing tablet in use with my PC, can I use it, or do I need the Inspira Tablet

Sara Boughner - 07:53 pm

A: Kathy, you can probably use your tablet with the software; however, Software Support is only supporting the Inspira drawing tablet and pen created by Wacom.

Kathy Fernandez Sierra - 07:53 pm

Q: Do we have access to the artwork you were showing us (color and monochrome)? If so, where do we find it?

Sara Boughner - 07:55 pm

A: Kathy, that artwork and a couple more pieces are included in the program.

Donna Russell - 07:53 pm

Q: Can you trace traditional quilting stencils by laying them over the tablet?

Sara Boughner - 07:56 pm

A: Donna that is one way of doing it. You could also scan the design into your computer and embellish.

Karen Hingson - 07:55 pm

Q: If I have a quilt pattern on a piece of paper, how do I get it into 3D Sketch to trace it and stitch it out?

Sara Boughner - 07:57 pm

A: Karen, I would suggest scanning it into your computer.

Sherri Wehner - 08:01 pm

Q: My computer guy said to use a USB extension cable (3 foot) and plug the dongle into one end and plug the other end into your computer. That way you are not plugging and unplugging the dongle. What do you think? It works for me.

Sara Boughner - 08:03 pm

A: Sherri, that sounds very helpful for those of us with a desktop without an easily accessible USB port. You only have to stand on your head the first time you hook it up!

Donna Russell - 08:02 pm

Q: In the appliqué function, can we first create the running stitches for fabric placement and then add the satin stitches for completing the appliqué?



Sara Boughner - 08:03 pm

A: Donna, yes you can.

Karen Hingson - 07:24 pm

Q: Will 3D Sketch work with EQ5 drawing tools?

A: Yes it will.

Linda Stanley - 07:39 pm

Q: When I digitize I like to save steps as a .can file. Then progress from there. Can we do this in 3D Sketch?

A: I am sorry you cannot.

Linda Crawford - 07:40 pm

Q: When you change colors, does it do a tie off for you?

A: It does not tie off. You will just place a few small stitches on top of each other to tie off.

Karin Larson - 07:41 pm

Q: Kathy this is a good demo.

Linda Crawford - 07:47 pm

Q: In doing the calligraphy, I saw the red circle with the X, were you doing something specific or is it automatically?

A: That is the Stop command. When you place a stop, the machine will stop until you start it up again.

Geraldine Barnes - 07:50 pm

Q: how do we get it from the computer to the machine?

A: Just like you would any other design with your cable from your computer to your machine or with a card.

Kathleen Roush - 07:51 pm

Q: I Love 3D Sketch. I already have a Wacom tablet. Is there any way to get the rest of the kit without the tablet or CD.?

A; I am sorry; all the options include the tablet.



Shirley Rauscher - 07:52 pm

Q: It is amazing! Does it take long for delivery? How much does it cost? I do have 3D suite.

A: See your local dealer for availability.

Elizabeth Rose - 07:52 pm

Q: can you use grand hoop

A: Yes you can.

Elizabeth Rose - 07:56 pm

Q: can we leave this dongle in PC all the time

A: Yes you can, unless you have a laptop or keep moving your PC. Do not move your PC with the dongle inserted.

Donna Russell - 07:57 pm

Q: Can any design/artwork that you can scan in or bring in to the program be resized just like the ones that are available already in the program?

A: Yes they can.

Janice Ray - 07:59 pm

Q: Is this software going to create Vp3 files or will it be our option to create files such as hus or pes?

A: The program is multiformated. So you choose!

Dianna Sides - 07:59 pm

Q: Is it better to leave the dongle in or if you should take it out when not sewing

A: You can keep the dongle in as long as it isn't being bumped or you are not moving your computer.

marilyn moreland - 07:59 pm

Q: I've got a dongle which is a purple one I have the 3d file assistant does that mean I have to get the option 1 still or option 2? what color dongle is needed?

A: I believe you are using the purple VIP dongle and not 3D. The 3D dongle is either red or a dark purple. IF you have the VIP dongle you will need Option 1.



Suzanne Rather - 08:01 pm

Q: I have 2 dongle on red with 3D, one purple with Creative, can I purchase one and use on both?

A: You will need Option 1 because you have the red dongle.

Monica Cespino- Dowd - 08:01 pm

Q: Can your file be saved as a CAN . file and changed later in 3d digitizing or sketch?

A: You can always save the design as a vp3 and then bring it into 3D Digitizing to edit or even save the .can file.

Linda Crawford - 08:01 pm

Q: Is the one icon a single straight stitch? I am not sure how to use that option?

A: When you chose that and click once it will place one single stitch.

Dianna Sides - 08:02 pm

Q: Just want to let you know how much I enjoyed the information tonight

Kathy Fernandez Sierra - 08:02 pm

Q: Thanks!

Donna Russell - 08:02 pm

Q: Great!

Karen Hingson - 08:02 pm

Q: Do you recommend a particular hoop for quilting?

A: Whatever hoop will fit the work you are doing. You will need to set the size.

Elizabeth Rose - 08:03 pm

Q: Thank you

Linda Crawford - 08:03 pm

Q: Thank you so much for your time. Awesome software! I have been telling all my coworkers (other engineers) about it!! ;-))



Q&A Session for April Pfaff Chat - Have Fun with 3D Sketch

Date: April 18, 2006

Starting time: 08:07 pm

Micki Romary - 08:24 pm

Q: I just bought the new 3D Suite on April 11 and also bought the 3D Sketch program. How soon will I receive my software disk in the mail?

Sara Boughner - 08:31 pm

A: Hi Micki, Congratulations on your new purchase! The 3D Sketch program should come about 2-3 weeks AFTER you register your Suite. You can register by mail or online if you haven't already done so.

Annette Anthony - 08:18 pm

Q: When do you expect that the 3D Sketch will get to Denver dealers

Sara Boughner - 08:32 pm

A: Annette, This program is available to all dealers now, but it has been in very high demand, you'd have to ask your area dealer when they are expecting it.

Ellen Gratz - 08:32 pm

Q: Hi Kim, its Ellen from Jeff's. Should I be seeing something on my screen??? I'm not.

Kim Novak - 08:32 pm

A: Hi Ellen, You should be seeing slides from a PowerPoint right now -- Kathy is reading the text. but you should be able to see it as well. Do you have anything at all on your screen?

Barbara Konsker - 09:09 pm

Q: Can you scan in fabric and save it as a picture to be embellished?

Sara Boughner - 09:09 pm

A: Barbara, I am looking forward to trying that myself. You should definitely be able to do that.

Deborah Brokenburr - 09:08 pm

Q: Hello, I have a tablet by Wacom. not the one with this program. Will it work?

Sara Boughner - 09:11 pm

A: Deborah, It probably will work; however, Software Support will only support the Inspira branded Wacom tablet that comes with the package.



Sally McAward - 09:10 pm

Q: Does it stitch out in the sequence that you draw? Or, can you go back and add stitches if it looks somewhat sparse?

Sara Boughner - 09:11 pm

A: Sally, it does stitch in the order that you draw.

Diane Null - 08:21 pm

Q: Has anyone tried Sketch yet? It's terrific

Sheri Lalk - 09:00 pm

Q: Do you have to use the pad with the program or can you use a mouse?

A: You can you is your mouse.

Peggy Wight - 09:01 pm

Q: Can you save your design as a VIP design?

A: Yes you can. This is a multi-format program, however I would suggest you save your designs as .vp3 to make sure you save your thread colors.

Sheri Lalk - 09:02 pm

Q: if you already have a pad can you use that?

A: Yes you can, however all 3 Options contain the Inspira tablet and pen.

Barbara Konsker - 09:02 pm

Q: is the pad that you purchase with the program the only pad that works with the program?

A: No, however it is the only tablet Pfaff will support.

Barbara Konsker - 09:04 pm

Q: can you embellish already digitized embroidery designs as well?

A: Barbara, yes you can! Give your designs that may appear flat some dimension. Add stitches or elements.

Marian Doss - 09:05 pm

Q: will it be easy to use the program without the sketch pad?

A: For best results you will want to use the tablet. Some have used the mouse, but you do not have as much control.

Barbara Konsker - 09:06 pm

Q: When drawing stitches, how is the density of the layers of stitches adjusted, if at all?

A: The density is controlled by the speed in which you draw your stitches. The slower you draw the more stitches you place and if you draw faster fewer stitches will be placed.

SuEllen Nugent - 09:06 pm

Q: does stippling work with the endless hoop?

A: Yes, you will just need to be careful how you place stitches at the ends so they easily line up.

Peggy Wight - 09:08 pm

Q: Thank you so much for the demo . It is definitely something I want. I almost bought a drawing pad at Christmas--I'm glad I didn't.

ANNE Tormo - 09:09 pm

Q: I have the original Creative suite, not the 3d. Which option would be appropriate for me?

A: Anne, please purchase Option 1.

Lynsey Reuber - 09:09 pm

Q: Kathy, How long did it take you to get comfortable using the pen and tablet...enough to be able to demonstrate the software and hardware?

A: It took me about a day.

Katherine Burke - 09:09 pm

Q: How is the appliqué part of the program used. Also are there video tutorials?

A: You can use the Quilt Motion or Free motion to place your running or double running stitches for placement. Use Stop. Then you can use your Horizontal Zigzag or Rotational Zigzag for your satin stitch.

Audrey Shimshack - 09:09 pm

Q: I would like a class on scanning a graph picture into the cross stitcher and programming it to stitch out.

A: Thank you for your suggestion.



Margaret Kohn ke - 09:09 pm

Q: When is cropping of a picture done in the program?

A: Cropping is done during the setup of your design using the Wizard. So this is done before it is brought into your design area.

Lynsey Reuber - 09:11 pm

Q: Thanks!

Sandy Goodson - 09:11 pm

Q: can you use the tablet for other applications like word

A: Yes you can!

Ellen Ballard - 09:11 pm

Q: I already have a Wacom tablet. is there any chance that I would be able to just get the program?

A: Ellen, all 3 Options are only available with the tablet.

mary childers - 09:12 pm

Q: put your pen in the heritage spring clip leash scissor holder.from the small emb scissors.in place of the scissors works well

Marian Doss - 09:13 pm

Q: Are there any other books that give more ideas on using this graphics program or any other program?

A: Not at this time.

Katherine Burke - 09:14 pm

Q: Are the pens the same as the stylist that come with are machines?

A: No they are not. These look like pens with a little tip and 2 buttons.

Gail Huber - 09:14 pm

Q: Kathy great job again! I love the program it's been easy to use and a lot of fun!



Barbara Konsker - 09:15 pm

Q: Thanks, Kathy for all the information - I can hardly wait until I get mine.

Ellen Ballard - 09:15 pm

Q: Thank you! I'm really looking forward to using this program.

Dorothy Watson - 09:16 pm

Q: Have others commented that the audio breaks up frequently?

A: The audio breakups are due to the fact that you are using the internet for voice. Just like you would have breakups if you were using Internet phone with Yahoo. It depends on the speed of your connection and sometimes requires that your internet catches up with your computer.