

Q&A Session for February Chat - New Products
Date: February 21, 2006
Starting time: 07:00 pm

Sandra McDonald - 07:09 pm

Q: My name looks different than the others. There is a green diamond. What does that mean?

Kim Novak - 07:13 pm

A: Sandra, the symbol next to your name just means that you are logged in

Kathy Burke - 07:13 pm

Q: I just bought the new thread holder and it worked great!

Kim Novak - 07:14 pm

A: Kathy, Isn't the creative Spool Stand great? It's perfect for so many different types of threads.

Estona Bretz - 07:18 pm

Q: What does constant needle piercing power mean?

Kim Novak - 07:25 pm

A: Estona, Constant needle piercing power means that you don't get power surges and regardless of the weight of your fabric and the speed at which you are sewing, the machine feeds the same.

Joan Mathew - 07:15 pm

Q: Can home sewists obtain a stand-alone bobbin winder as an accessory piece? I have a Creative 2140/44/70.

Kim Novak - 07:28 pm

A: Joan, I am not aware of a stand alone bobbin winder. The creative 2170 has a separate bobbin winding motor though that allows you to wind a bobbin while you are embroidering.

Laura Croom - 07:29 pm

Q: Is Pfaff coming out with a larger rectangle hoop than the one that comes with the 2170?

Kim Novak - 07:29 pm

A: Laura, Pfaff is always working on new things.

Becky Persico - 07:13 pm

Q: A number of years ago my niece in Birmingham, Al received 6 Saturdays of 2-hour lessons. I only had 2 sessions. Has policy changed?

Kim Novak - 07:31 pm

A: Becky, Individual dealers determine the # and length of the lessons.

Ellen Hyland - 07:30 pm

Q: What are the Inspira designs? What is the difference between Pfaff and Inspira?

Kim Novak - 07:36 pm

A: Ellen, Inspira is a separate brand that offers many notion and accessory items as well as embroidery designs. These collections are always multi format and can be distributed by other than Pfaff dealers.

Pfaff designs can be purchased at Pfaff dealers only

Carol Crisp - 07:32 pm

Q: What does the name "Inspira" come from? How are the collections different from "Pfaff" collections? Sorry if this is a dumb question!

Kim Novak - 07:39 pm

A: Carol, One of the differences between Pfaff and Inspira collections would be that the Pfaff collections come with a booklet providing all of the pertinent info about the design -- color changes, size, stitch count, etc. Inspira has a PDF file on the CD.

Laura Croom - 07:40 pm

Q: What's the chance of a larger hoop then the one presently available with the 2170?

Kim Novak - 07:40 pm

A: Laura, Pfaff is always working on new things.

Connie Steele - 07:39 pm

Q: Will top of the line emb. machines go to the drop in bobbins in the future?

Kim Novak - 07:41 pm

A: Connie, Is this something that you would like to see on a top of the line Pfaff? Why?

Linda Houchins - 07:27 pm

Q: I would like to see the center line on the 3D software show up as a different color or a little bolder than the rest of the grid. That way when you print out templates you would see the center lines.

Kim Novak - 07:42 pm

A: Linda, Thank you for your feedback. We will pass it on.

carrie philpott - 07:15 pm

Q: can we have our wish lists filled at the Pfaff booth at Sew Expo

Kim Novak - 07:44 pm

A: Carrie, the Pfaff booth at Sew Expo should be fully stocked....remember, its first come, first served!

Kathy Burke - 07:20 pm

Q: Will we be getting a USB connection in the near future?

Kim Novak - 07:47 pm

A: Kathy, Are you looking for a direct USB cable or a USB stick? We do already have a USB cable available that fits into one of the card slots on your creative 2140/2144/2170.

Connie Steele - 07:43 pm

Q: I noticed it was available on some of the smart machines? It would be easier to access the bobbin during sewing.

Kim Novak - 07:48 pm

A: Connie Thanks for your feedback. Nothing is impossible with Pfaff -- we'll pass on your request.

Carol Crisp - 07:48 pm

Q: Whoops, that didn't post correctly. I meant to say it would be great if the design name selected could be a dramatically different color to make it easier to see. It is very subtle at the moment.

Jill Hanigosky - 07:50 pm

A: Thanks Carol- we'll pass on your request.

Dianna Sides - 07:42 pm

Q: When doing the 3D flowers do you need to assemble as you go, or do you sew all the parts first

Kim Novak - 07:50 pm

A: Dianna, for the 3D flowers on #378 Accessorize with Crystals, you will stitch individual parts first, then assemble them in the hoop as the last step.

Paula Ramsey - 07:52 pm

Q: Will Pfaff continue to offer free updates to the 2144?

Kim Novak - 07:52 pm

A: Paula, Pfaff will continue to offer free updates to the creative 2140/2144/2170 until there is a radical technology change.

Dianna Sides - 07:46 pm

Q: Do our dealers have these items now; are they still coming?

Kim Novak - 07:54 pm

A: Dianna, These items are available to Pfaff dealers now. Check with your local store for availability.

Bonnie Emmett - 07:55 pm

Q: Kathy, Can you tell me about any upcoming updates on the software?

Katherine Soja - 07:57 pm

A: Bonnie, Pfaff is always working to make our products better, stay tuned.

Ellen Hyland - 07:11 pm

Q: I recently purchased the GrandQuilter; will there be a place on the Pfaff website for questions and answers?

Kim Novak - 07:57 pm

A: Ellen, You can email a question to Pfaff customer service at anytime, write to pfaff@pfaffusa.com. There are also tips and hints on the GrandQuilter page of the website.

Beverly Flynn - 07:58 pm

Q: The January presentation was also excellent. It was nice to be able to download the instructions and then do it yourself. Will this continue?

Jill Hanigosky - 07:59 pm

A: Beverly, we will be continuing with this format of Chat from now on.

Dianna Sides - 07:58 pm

Q: Will there be another truck show like they had earlier

Jill Hanigosky - 08:00 pm

A: Stay tuned to the Pfaff USA website for full details on all of our events. We are working on having another Pfaff Creative Experience Tour.

Mary Cumbee - 08:00 pm

Q: Do you have an instruction on using the webex?

Katherine Soja - 08:01 pm

A: On the webex site there is a participant use file you can download.

Dianna Sides - 08:00 pm

Q: What is next month chat going to be on?

Jill Hanigosky - 08:01 pm

A: Dianna- The March Chat will focus on Home Dec Ideas

Bonnie Emmett - 07:58 pm

Q: I have the 7.2 update and was wondering if there would be any others coming up.

Katherine Soja - 08:02 pm

A: Bonnie, the latest update is 7.25 that include a change in the size of the creative Grand Hoop. Now you can use the whole 225 x 250.

Beverly Bishop - 08:02 pm

Q: I recently bought the new Sewing Stars foot and just love it. I would highly recommend it to everyone. I find I am using it as my main foot.

Jill Hanigosky - 08:03 pm

A: Beverly - Great! We are glad you are enjoying it.

Shirley Schooley - 08:01 pm

Q: When I bring a design into Emb. Artist (and don't do anything to it), I often (usually) have to do a combine before I can do a print preview. Am I doing something wrong?

Katherine Soja - 08:03 pm

A: If you make any changes, such as rotating or mirror image, or changing colors you will need to combine the design before printing.

Ellen Hyland - 07:57 pm

Q: What is the Sew Expo and where is it held?

Kim Novak - 08:03 pm

A: Ellen, Sew Expo is one of the largest consumer sewing shows in the country. It is held in Puyallup, WA in the beginning of March -- March 2-5 this year. I think

Bonny Bratten - 08:03 pm

Q: Thank you. This was great. I just wish I could have gotten in on the January chat about the Grand Hoop.

Jill Hanigosky - 08:04 pm

A: Bonny- the lesson is online until April 1st.

carrie philpott - 08:04 pm

Q: thank you!

Jill Hanigosky - 08:04 pm

A: Your welcome- thanks for joining us.

Lucy Maro - 07:17 pm

Q: If I can hear your voice on the computer speakers, can I hang up the phone?

A: Yes you can. You do not need to call in if you can hear the hosts and presenters on your computer speakers.

Dianna Sides - 07:20 pm

Q: I am glad that you have an earlier time now for the chat.

A: We hope you all enjoy the new time and the split sessions.

Linda Winters - 07:34 pm

Q: What is the Fantasy Hoop?

A: Fantasy hoop is for the 7570. It is a multi position hoop.

Louise Eagan - 07:58 pm

Q: I'm new to the chat sessions. How often do you offer a chat session?

A: Chats are held the 3rd Tuesday of the month. Registration for chat will start on the 2nd Tuesday of each month. You will need to register each month. Please only register if you are planning on attending. These chats fill up fast so register early.

Q&A Session for February Chat - New Products

Date: February 21, 2006

Starting time: 08:15 pm

Joann McCoskery - 08:31 pm

Q: I need to update my machine on line, would I just download the latest version, or start from the oldest to the newest? I have Pfaff 2140 machine

Kim Novak - 08:41 pm

A: Joann, You would need to load version 01.04.4, this includes all of the previous updates as well as the latest features.

Marcia Spencer - 08:30 pm

Q: Besides chenille, is there anything else the chenille foot can be used for? Thanks.

Kim Novak - 08:42 pm

A: Marcia, The Chenille foot would also be very nice for sewing on any thick or wide ribbon, even thicker embellishments like braiding. Use your imagination; you never know what you will come up with!

Barbara Krafcik - 08:41 pm

Q: Why is Pfaff going to the drop-in bobbin?

Kim Novak - 08:45 pm

A: Barbara, a drop in bobbin has been requested by many people on a machine at this price point.

Phyllis Obermeyer - 08:44 pm

Q: I am excited about the thread stand; will that fit on the creative 2140?

Kim Novak - 08:46 pm

A: Phyllis, it certainly will. The new creative Thread Stand will fit on all machines from the select line up.

MURIEL HAGEN - 08:41 pm

Q: does the new 300e get designs directly from the computer?

Kim Novak - 08:48 pm

A: Muriel, the new smart 300e receives designs directly from the computer via a USB cable. It comes with 30 built in designs and 202 in the 3D Intro program.

Jan Owsley - 08:43 pm

Q: What is the status of the star foot?

Kim Novak - 08:49 pm

A: Jan, the sewing stars foot became available to dealers in January, check your local dealer for their individual availability.

Gwen Radford - 08:47 pm

Q: What is the correct (best?) format for the creative 2144? I have seen some really lovely designs on line, but I don't know what format I should get? What do you suggest? Thanks

Kim Novak - 08:51 pm

A: Gwen, generally you want to look for designs in the VIP or VP3 format.

Joann McCoskery - 08:52 pm

Q: can you use VIP for the 2140 also?

Kim Novak - 08:53 pm

A: Joann, yes, you can use VIP formatted designs on the creative 2140.

Gwen Radford - 08:53 pm

Q: I've already got some in PCS (since that's what they seemed to think Pfaff used). Will those be OK? I'll make sure I ask for the VIP or VP3 in the future. Thanks again

Kim Novak - 08:53 pm

A: Gwen, PCS is an older format, but it will still work for you.

Marcia Spencer - 08:50 pm

Q: Not a question, but instead an idea for a future chat - I'd like to see a Pfaff Chat on using the directional stitches to create borders. Thanks.

Kim Novak - 08:54 pm

A: Marcia, Thank you for logging on and giving your input. Feedback is always appreciated.

Joann McCoskery - 08:50 pm

Q: what does the star foot do?

Kim Novak - 08:57 pm

A: Joann, the sewing star foot is a special edition foot named after our Pfaff Sewing Stars. It is an open toe appliqué foot with an arm that keeps your fabric from tunneling as you sew all of your favorite decorative stitches.

Joann McCoskery - 08:54 pm

Q: I have a young son who has been learning some quilting and such; he enjoys it, would you recommend one of the new smart machines for him?

Kim Novak - 09:00 pm

A: Joann, a smart by Pfaff machine would be great for any beginner. The 100s or the 200c. If he finds he is interested in embroidery, the 300e would also be a great introduction. Best of luck to you and your son!

Gwen Radford - 09:00 pm

Q: The 3D flowers are absolutely gorgeous! What size are they?

Kim Novak - 09:01 pm

A: Gwen, we're glad you like them! They vary in size; the largest is approximately 3-4 inches.

Margaret Kohnke - 08:49 pm

Q: My dealer doesn't carry Cactus Punch. Can he order designs I would like?

Kim Novak - 09:03 pm

A: Margaret, if you aren't sure if your dealer is a distributor of Cactus Punch designs, I would recommend asking if he would be able to special order them for you.

MURIEL HAGEN - 09:03 pm

Q: not a question I made a flower last week at embroidery class, they are beautiful

Kim Novak - 09:04 pm

A: Muriel, thank you for your input, we're glad you liked it!

LeAnne Law - 09:02 pm

Q: Will our Pfaff dealer have the 3D flower designs or do we need to order them from the Pfaff site. I agree with Gwen, they are gorgeous.

Kim Novak - 09:05 pm

A: LeAnne, those designs are not available on the consumer site. Check with your local Pfaff dealer for availability.

Patricia Kittle - 08:41 pm

Q: I work for a new dealer and am teaching the 2170 embroidery class. I was wondering if Pfaff has any resource material me dealer can access for me to use

Kim Novak - 09:07 pm

A: Patricia, there are lots of embroidery projects available on the website. Be sure to check out the archived projects as well.

Patty Roberts - 08:48 pm

Q: Will the creative 2144 accept a Compact Flash Card with adapter? The adapter resembles our cards very much.

Kim Novak - 09:09 pm

A: Patty, the Compact Flash Card will not be recognized by your creative 2144. The Pfaff card is specially formatted to communicate with your machine.

Barbara Krafcik - 09:07 pm

Q: I need that mini-iron stand!

Kim Novak - 09:09 pm

A: Barbara, the mini iron stand certainly is great!! Check with your local Pfaff dealer.

Gwynn Wilhelm - 08:42 pm

Q: I'm getting an echo with the sound and everything is being repeated 2-3 times. Is there something I should adjust?

Kim Novak - 09:11 pm

A: Gwynn, I would suggest turning down your speakers; that might help...

Phyllis Obermeyer - 09:17 pm

Q: If this is my first time here, is there a way I can view the webex from January?

Katherine Soja - 09:18 pm

A: yes go to the Pfaff chat website to download.

Rebecca Holdsworth - 09:18 pm

Q: Lace is beautiful!!!

Kim Novak - 09:19 pm

A: Rebecca, we're so glad you like it. Endless possibilities.

Joann McCoskery - 09:22 pm

Q: thank you for showing the samples, I never would have thought of how to use the tapestry in bloom CD without seeing it

Kim Novak - 09:23 pm

A: Joann, we hope you, and all of the other participants leave this web cast feeling inspired and ready to SEW!!!

Joann McCoskery - 09:20 pm

Q: for the quick and easy quilting designs, what foot would you recommend me to use with them?

Kim Novak - 09:25 pm

A: Joann, if you mean the Golden Thread designs, you could use your open toe free motion foot, your darning foot, or any other foot that you are comfortable with.

Rebecca Holdsworth - 09:20 pm

Q: Fantastic!

Kim Novak - 09:25 pm

A: Have a great night everybody, see you next month!

Joann McCoskery - 09:18 pm

Q: what design is that on the pillow case? it is very pretty

Kim Novak - 09:27 pm

A: Joann, on the pillow case Barbara Brooks used our Endless Needlework collection # 383 and embellished it with those gorgeous L'Orna Crystals.

Joann McCoskery - 09:27 pm

Q: yes I am very inspired, I thank you all for the chat, and for all of the help tonight, how would I be able to join a chat again?

Jill Hanigosky - 09:27 pm

A: Joann, there will be another registration just as you did this month available the second week in March.

Patty Roberts - 09:27 pm

Thank you for an exciting time!

Phyllis Obermeyer - 09:27 pm

Q: Thank you! Yes enjoyed it very much.
