PFAFF

Q&A Session for January Chat - Pfaff creative Grand Hoop and 3D Software
Date: January 17, 2006
Starting time: 07:43 pm

Linda Howard - 08:32 pm
Q: Are we supposed to be hearing this because all I am getting is a picture of the seaweed demonstration?

Kim Novak - 08:37 pm
A: Linda, You can only hear Kathy's lesson if you have called in. Phone # 866 - 469 - 3239 (toll free)

Nancy Schroeder - 08:56 pm
Q: I have been disconnected. Now what?

Kim Novak - 08:58 pm
A: Nancy, we are pretty much done with the talking lesson. Rest of the time will be spent on Q&A

Janice Ray - 08:59 pm
Q: Will you be having a session on the endless hoop anytime soon?

Kim Novak - 09:01 pm
A: Janice, We don't have a creative Endless Hoop lesson on the schedule for the next few chats, but I am sure we can work it in sometime.

Beverley Bishop - 09:00 pm
Q: Did you say we would be able to view this training session later? If so do we need to do something to save it?

Kim Novak - 09:01 pm
A: We will be posting this lesson as a video file on the www.pfaffusa.com website in the chat section. You will be able to click and watch.

Elizabeth McDonough - 09:01 pm
Q: can you take designs from the Pfaff cards and resize them in the software?

Trina Richardson - 09:02 pm
A: Yes, you can. The Resize function within 3D Embroidery or 3D Stitch editor will allow you to do that.

Jean Coale - 09:01 pm
Q: What are the size limits for the grand hoop?

Kim Novak - 09:02 pm
A: 225 by 250

Nancy Vogel - 09:01 pm
Q: how do you save a design as an esq. file?

Kim Novak - 09:03 pm
A: Nancy, You can only save a design as an .esq. file on your creative 2170 -- not in the software.

Lynsey Reuber - 08:59 pm
Q: No questions, Kathy; but I just wanted to thank you for the lesson.

Kim Novak - 09:04 pm
A: We're glad you enjoyed it and we hope you learned a lot!

Sigrid Klein - 08:59 pm
Q: I too did only see a few pages of your screen (the 1st one came up after 35 minutes and then I saw a few more but it stopped after another 10 min. Any idea what went wrong?

Kim Novak - 09:04 pm
A: Sigrid, We are not sure why you were unable to view all of the screens. This is our first live experience so thank you for being patient while we work out the kinks.

Lauri Kendall - 09:04 pm
Q: what will some of the upcoming topics in this wonderful new format??

Kim Novak - 09:06 pm
A: Lauri, stay tuned to pfaffusa.com where we will post the topic for next month in the Pfaff Chat section.

Sandy Goodson - 09:02 pm
Q: can you scan cross stitch graphs into cross stitcher so you don't have to enter one stitch at a time

Trina Richardson - 09:06 pm
A: Yes, even if you have a chart with symbols you can use the wizard feature.

---

carrie philpott - 09:06 pm
Q: I can never get the A side of mycreative Grand Hoop designs to align with the B side. any ideas?

Trina Richardson - 09:07 pm
A: You may have to calibrate your hoop for the sides to line up correctly.

Bev Herbst - 09:06 pm
Q: Not a question but wanted to say thanks and let you know that the technology worked fine for me with a high speed connection.

Kim Novak - 09:07 pm
A: Bev, we are glad you could join us to learn more about 3D software

---

Elizabeth McDonough - 09:04 pm
Q: when will the dealers get in the new Star Foot?

Kim Novak - 09:07 pm
A: Elizabeth, the Sewing Stars Foot is still coming. It was introduced as a limited edition -- only so many were to be made, but the response was so huge we went back and asked for more to be produced. We are expecting more soon.

Geri Ericson - 09:03 pm
Q: You made is seem so easy!

Kim Novak - 09:07 pm
A: Now you can split your designs just as easily!

Shirley Schooley - 09:07 pm
Q: In order to get a 100% size template for my grand hoop, I have been moving the A file into the 140x225 hoop, printing that, then moving the B file into the 140x225 hoop printing that, & taping the two pieces of paper together. Do you have a better idea?

Trina Richardson - 09:08 pm
A: This is a very good way to get the 100% template.

---

carrie philpott - 09:09 pm
Q: How do I calibrate my hoop?

Trina Richardson - 09:09 pm
A: I believe that we have the instructions available on the website. Look for a PDF file that you can download

---

Beverly Flynn - 09:07 pm
Q: How soon is the video going to be available at the Pfaff Web site?

Kim Novak - 09:09 pm
A: Beverly, the video will be available via a link on the regular Pfaff website sometime next week.

Carol Coleman - 09:06 pm
Q: If we don't register the live session, can we view the archived presentation?

Kim Novak - 09:10 pm
A: Carol, yes there will be a link on the Pfaff Chat page that will allow for the replay of this lesson.

Nancy Vogel - 09:08 pm
Q: How can this info be applied to the endless hoop?

Kim Novak - 09:11 pm
A: Nancy, you really don't need to use design splitter for the endless hoop if you are using the endless feature in your 3D embroidery software.

Linda Ryers - 09:09 pm
Q: I really appreciate this lesson. I have never used the split function before. Any new products coming out soon?

Kim Novak - 09:11 pm
A: Here at Pfaff we are preparing for our Get Creative meetings with our Pfaff dealers. We have many exciting products that will be coming in the next month or so.

Joyce Erickson - 09:09 pm
Q: Will there ever be a larger hoop size where you won't have to split the design first

Kim Novak - 09:11 pm
A: Joyce, Pfaff is always working on new things.....

Elizabeth McDonough - 09:12 pm
Q: I've registered several times to get the new Pfaff newsletter but still have not. Are they sent out in batches?

Trina Richardson - 09:13 pm
A: We do send them out as a group. You may need to add us to your approved mail list. The newsletters may have ended up in your spam or junk mail inboxes.

Kim Novak – 09:20 pm
A: Elizabeth, Pfaff is also upgrading our server in order to make sure all of the email newsletters are sent. Our database grew faster than we anticipated and our server can not handle the number of emails we need to send. Please know that we are working on this new solution and it should be ready very soon.

Colette Majchrowski - 09:10 pm
Q: Will there ever be a session on how to actually use the Grand Hoop on your machine? I would like to learn what all the icons on the machine mean.

Kim Novak - 09:13 pm
A: Colette that is a great suggestion. We can probably work on a creative Grand Hoop lesson for one of our chats -- stay tuned

---

Elizabeth Rose - 09:11 pm
Q: could we please be notified by e-mail when new machine update comes out

Kim Novak - 09:14 pm
A: Elizabeth, there have been so many new Pfaffies we have to upgrade our server to make sure you all get our email. So look for even more emails from Pfaff when this new server uplinks in the very near future.

Shirley Schooley - 09:13 pm
Q: Can I ask a question about my 4872 serger? If not, I understand.

Kim Novak - 09:14 pm
A: Shirley, Go for it -- all questions are welcome

Gail Huber - 09:07 pm
Q: Thanks for a great chat! I love the format!

Kim Novak - 09:16 pm
A: We're glad you enjoyed it. We are planning a lot more exciting things for this program this year.

---

carrie philpott - 09:12 pm
Q: will you have classes on software at the Sew Expo this year?

Kim Novak - 09:16 pm
A: Carrie, The local Pfaff dealer will have software demos in the booth during Sew Expo -- no hands on classes

---

Lynsey Reuber - 09:15 pm
Q: Kathy are the Get Creative meetings for the dealers only?

Kim Novak - 09:16 pm
A: Lynsey, Yes, Get Creative meetings are just for Pfaff authorized dealers and their employees

---

Elizabeth McDonough - 09:14 pm
Q: I've checked both places and they have not gone into the spam or junk boxes. Several others have not gotten them either.

Trina Richardson - 09:16 pm
A: The only other things I can think of is: with some product registration you may have opted out of receiving any communication from us, or you have changed your email address since signing up for the newsletter

---

Carol Crisp - 09:16 pm
Q: The clips for my creative Grand Hoop are really tight and difficult to get on and off - any tips?

Trina Richardson - 09:18 pm
A: The educators in Canada are telling me that you may find it easier to push up on the inner hoop from the wrong side when you are trying to get the clips off.

Rose PRyor - 08:59 pm
Q: Thanks. This was a great experience. I got it all. Will it work with purchased designs....?

Kim Novak - 09:19 pm
A: Yes Rose it will

Rose Farabaugh - 09:00 pm
Q: Will we have a session on the creative endless hoop?

Kim Novak - 09:19 pm
A: We welcome that suggestion and will consider it for future lessons.

PFAFF

Shirley Schooley - 09:16 pm
Q: The manual says to use ELx705 needles, and then talks about ballpoint needles, topstitch needles, etc. I have only used the ELx705. Can I use a regular Universal needle safely?

Kim Novak - 09:20 pm
A: Shirley, You need to use EL system needles with your serger. The groove in the shaft is slightly different and allows the needle to pass close to the loopers without the thread breaking. EL needles should be available in a variety of sizes.

Jane Chartrand - 09:03 pm
Q: Not a question, but just saying thanks for the recent surveys we had the opportunity to submit.

Kim Novak - 09:21 pm
A: Jane, Thank you for taking the time to respond. These will help Pfaff to develop new products and other areas in the future.

Pamela Barnett - 09:17 pm
Q: I don't have the 3-d software yet. Are there any changes that help align the two files with the old custom software? I have a hard time getting them perfect.

Trina Richardson - 09:21 pm
A: The original VIP software does not have the creative Grand Hoop as one of the available hoops to work in. You may want to see your dealer as to your upgrade options.

Carol Crisp - 09:18 pm
Q: Love the creative 2170 workbook! I have learned so much doing the lessons.

Kim Novak - 09:21 pm
A: Carol, we are glad you are learning so much from it.

Rose PRyor - 09:20 pm
Q: have to scroll to see the other questions and answers. Is this as it is supposed to be?

Kim Novak - 09:21 pm
A: Rose, yes you will have to scroll to read all the questions. There are too many to see all at once.

Michelle Flashman - 09:16 pm
Q: I love the building blocks designs and software lessons!

Kim Novak - 09:22 pm
A: Michelle, Thanks for your feedback!

Shirley Schooley - 09:21 pm
Q: Will we have a creative 2170 update this Jan/Feb as was true last year?

Kim Novak - 09:22 pm
A: Shirley, say tuned to your local Pfaff dealer and the Pfaff website.

Sandy Goodson - 09:13 pm
Q: I really appreciate the software lessons

Kim Novak - 09:24 pm
A: Join us again in February! We will be showcasing all of the new Pfaff products.

Rose PRyor - 09:23 pm
Q: Does the creative 2134 take a direct connection from the computer to the machine?

Trina Richardson - 09:25 pm
A: The Pfaff creative 2134 does not have a direct hook-up to the computer. The part that you need to communicate is the Pfaff Smart Card Station II. The part # is:820488096

Michelle Flashman - 09:22 pm
Q: Regarding precise positioning: If the previous design is supposed to be on the sm screen when you send the next design over in order to find a match point - how do you get rid of the design you are done with in order for the next design to stitch out?

Kim Novak - 09:25 pm
A: Michelle, When you are using precise positioning it is not necessary to save the first design on the screen. You have the stitch out still in the hoop area to match to, but the only thing on your screen is the design that you want to join.

Carol Crisp - 09:23 pm
Q: Is there a limit to the number of stitches that can be done in the creative Grand Hoop ?

Trina Richardson - 09:26 pm
A: I have tried to fill it up and did not find a limit.

Deborah Pokallus - 09:22 pm
Q: I have a creative 2144, I haven't done that last upgrade because I'm afraid my manual will become obsolete. Is there a way to get a creative 2170 manual?

Kim Novak - 09:26 pm
A: Deborah, You can purchase a Pfaff creative 2170 workbook from your local Pfaff dealer.

Diane Nelson - 09:23 pm
Q: Can we use these lessons to teach at our local Pfaff dealer?

Kim Novak - 09:27 pm
A: Diane, Yes, you can use these lessons to teach at your local Pfaff dealer.

Linda Ryers - 09:21 pm
Q: Will there be a book on 3D digitizing?

Trina Richardson - 09:27 pm
A: we would love to offer this kind of book but we have not found an author who has written one.

---

carrie philpott - 09:27 pm
Q: Is the 2170 work book different from the instruction manual that comes with the machine?

Kim Novak - 09:28 pm
A: carrie, yes it is different. The workbook goes into greater detail with the features of the machine and how to use them.

Nancy Vogel - 09:17 pm
Q: How exactly is the thread manager used? I have loaded my threads; and want to retrieve

Trina Richardson - 09:29 pm
A: The Thread Manager is designed to be used to create your own color pallet. We do have instruction on how to use it in your 3D Configure PDF files within the Reference Guide folder. Please refer to them.

Sandy Goodson - 09:14 pm
Q: can you use the creative endless hoop for quilting borders or are quilts too bulky for the hoop?

Kim Novak - 09:29 pm
A: Sandy, Yes, you can use the endless hoop for quilting borders. You are limited in width, so more narrow borders will be easier. Also, if you are using lofty batting it might be better to embroider your borders first and then quilt the layers.

Beverly Flynn - 09:05 pm
Q: Do we need to sign up and get a password each time that there is new lesson? Are the lessons only once a month?

Kim Novak - 09:29 pm
A: Beverly, Yes each chat will work the same way as this with registration opening the week before the chat.

Colette Majchrowski - 09:28 pm
Q: I bought the workbook when I first got my 2140 -- it was wonderful! I learned so much! It is a wonderful investment and I recommend it wholeheartedly.

Kim Novak - 09:30 pm
A: Colette, we are glad you enjoy it.

Geri Ericson - 09:20 pm
Q: I noticed on the 3d configure for send 1, that I have "center design" selected, is this correct for creative Grand Hoop

Trina Richardson - 09:30 pm
A: The Center Design option should not be checked if you are using the creative Grand Hoop.

Jane Chartrand - 09:28 pm
Q: Thanks for the lesson & answer to my questions. I look forward to the next chat. I'm going to my Dealer's on Friday & will ask about the BOM as well.

Kim Novak - 09:30 pm
A: Jane, the BOM is a great program available to all Pfaff dealers, have fun with it!

Rose PRyor - 09:22 pm
Q: The chat screen keeps reverting to my questions which are at the end of the list, and I have to scroll to see the other questions. Is this right?

Kim Novak - 09:31 pm
A: Rose, We think that this is how it is supposed to work. This is our first live chat with so many participants, some things we are still learning.

Kathy Ockuly - 09:31 pm
Q: What is the Star Foot

Kim Novak - 09:31 pm
A: Kathy, it is an open toe foot that has a guide to keep the fabric from tunneling.
This was requested by our Sewing Stars such as Jenny Haskins, Betty Cotton, and more.

Sandy Goodson - 09:22 pm
Q: are there any lessons or designs for using heavy thread in the bobbin

Kim Novak - 09:32 pm
A: Sandy, So far we do not have any lessons for bobbin work, however, Pfaff is always working on new things.

Rose PRyor - 09:32 pm
Q: what is the BOM program ?

Kim Novak - 09:33 pm
A: Rose, the BOM program is a block of the month program. There is one currently available with 3D software. Each month you will learn to create beautiful embroidery designs in your 3D software.

Carol Crisp - 09:14 pm
Q: Does Pfaff having any more Grand Hoop designs available? Any chance of making the web design shop easier to enter for people using other browsers ?

Trina Richardson - 09:33 pm
A: We do offer a number of design collections for the creative Grand Hoop. I believe that they all have the "Grand" in the title. Grand Holiday, Grand Garden, Grand Elegance, Grand Flora and Grand Blossoms to name a few.

Dianne Carver - 09:33 pm
Q: Just a comment. I have really enjoyed this chat. I do look forward to the next chat.

Kim Novak - 09:34 pm
A: Dianne, we look forward to having you!

Deborah Pokallus - 09:33 pm
Q: This is wonderful information! I'm so excited. Will the Q&A be included in the transcript as well?

Kim Novak - 09:34 pm
A: Deborah, yes there will be a transcript available.

Rose PRyor - 09:28 pm
Q: 3d Digitizing would be a good topic for this kind of chat.

Kim Novak - 09:35 pm
A: Rose, great suggestion. We will look into having this as a topic for chat with a digitizing expert.

Roseann Richardson - 09:35 pm
Q: I don't know why I have a green square next to my name on the participants. I did get to view the session and want to thank all of you. Was able to follow in the quiet of my home. Maybe I am not connected.

Kim Novak - 09:35 pm
A: Roseann, We think that each person logged in has a green square next to their own name on their screen. When I look at your name there is nothing next to it, but I have a green square next to my name. Nothing to worry about.

Gail Huber - 09:23 pm
Q: I lost sound, but again thanks! What a great way to learn this wonderful software! Take care....

Kim Novak - 09:35 pm
A: Gail, we hope to see you all again next month.

Jane Chartrand - 09:01 pm

Q: Is there a way to see x/y coordinates in the software & match the design up to them in the SM?

Trina Richardson - 09:35 pm
A: The 3D Stitch Editor does have an X and Y coordinate section and this may work. I however have not tried it myself.

---

carrie philpott - 09:30 pm
Q: Kim - can it be ordered on-line? I'm over 100 miles from any Pfaff dealer. The one who sold me my machine didn't even mention that it exists!

Kim Novak - 09:36 pm
A: carrie - Pfaff does not sell any products online with the exception of embroidery designs in the Pfaff Web shop.

Geri Ericson - 09:35 pm
Q: how do we get the step-by-step of the sample you demo'd?

Kim Novak - 09:36 pm
A: Geri, The step - by - step lesson will be posted as a download on the website sometime next week.

---

carrie philpott - 09:38 pm
Q: Thanks Kim. I'll see if I can get a copy at the Sew Expo Pfaff booth. I think I'll have quite a shopping list by then!

Kim Novak - 09:38 pm
A: carrie - that is a great idea. If your Pfaff dealer is far away, a show is the perfect place to do that shopping!

Carol Crisp - 09:39 pm
Q: Thanks again and good night!

Kim Novak - 09:39 pm
A: Good night!

Pamela Barnett - 09:39 pm
Q: thank you, this was great

Kim Novak - 09:39 pm
A: Thanks for joining us!

Michelle Flashman - 09:39 pm
Q: I have a Grand Quilter and Frame and Pfaff serger - will there be lessons like what you offer here for using your other machines

Kim Novak - 09:40 pm
A: Michelle - we are going to be expanding our lessons to other machine and products in the Pfaff line.

Michelle Flashman - 09:07 pm
Q: Thanks for this great lesson. Should we be using plastic bobbins for embroidery - do you recommend something else?

Kim Novak - 09:41 pm
A: Michelle, For embroidery, You can use your regular bobbins and wind your own with bobbin thread or you can use the Bobby-cot prewound bobbins -- these have cardboard sides. We do not recommend using Nebbs prewound bobbins. They are slightly larger.

Ellen Ballard - 09:42 pm
Q: Do All dealers participate in the BOM?

Kim Novak - 09:42 pm
A: Ellen - it is available to all US Pfaff dealers if they choose to participate.

Sherrill Kline - 09:42 pm
Q: Thank you for this session, 3D Stitch Editor is new to me and I am trying to learn this software.

Kim Novak - 09:43 pm
A: Sherrill, enjoy.