

autodigitizing

General Questions

Question: What is autodigitizing?

Autodigitizing is an embroidery software program which will automatically create stitches from an artwork image. With the technology used in autodigitizing you can create embroidery designs, lettering and SnapShot embroideries with just a few clicks of your mouse.

Question: Where can I get the autodigitizing program?

You can purchase the autodigitizing program from an authorized Husqvarna Viking or Pfaff dealer. Please see the Dealer locator section of the website for additional assistance.

Question: What comes with the autodigitizing program?

When you purchase the autodigitizing program you will receive a package containing the installation CD for the program, an in-depth instruction manual and the Security device (Dongle) which is needed to operate the software program.

Question: What are the system requirements for autodigitizing?

The autodigitizing program will run on a computer with the following:

PC computer with Pentium Processor or 100% compatible. (600MHz recommended)
Windows operating system (98/NT/2000/ME/XP).
Minimum 64MB RAM (128 or higher recommended). As with all graphic intense programs, more RAM is always preferred as the software will run smoother and faster.
60MB free hard disk space for installation.
SVGA Monitor, 800x600 resolution, High Color (1024x768 resolution, 16 million color recommended)
CD ROM/ DVD drive for installation
Pointing device (Mouse)
USB port for security device (LPT port device available)

Note: autodigitizing will not directly communicate with your embroidery machine. You will need the machine transfer device/program recommended by your embroidery machine manufacturer.

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Technical Questions

Will autodigitizing work with Microsoft Windows XP Service Pack 2?

Yes, from the testing we have done autodigitizing program will work with Windows XP SP2 installed.

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- Windows operating system (98/NT/2000/ME/XP).
- Minimum 64MB RAM (128 or higher recommended). As with all graphic intense programs, more RAM is always preferred as the software will run smoother and faster.
- 60MB free hard disk space for installation.
- SVGA Monitor, 800x600 resolution, High Color (1024x768 resolution, 16 million color recommended)
- CD ROM/ DVD drive for installation
- Pointing device (Mouse)
- USB port for security device (LPT port device available)

Note: autodigitizing will not directly communicate with your embroidery machine. You will need the machine transfer device/program recommended by your embroidery machine manufacturer.

Question: What does "E1D03 – Dongle not found" mean?

This error message will appear if the security device (Dongle) is not attached to the computer when the autodigitizing program is accessed.

- If you have the Dongle attached via a Switch box (LPT) or Hub (USB) then try attaching the Dongle directly to the computer.
- Look in the Device Manager (Start -> Settings -> Control Panel -> System -> Device Manager (XP/2000 Hardware, then Device Manager)) for the an indication the Dongle driver is installed correctly. You should see "Software Security Token" or "Universal Serial Bus Controllers" one of which should have "Rainbow USB SuperPro" listed under it. If there is a yellow mark in front of the Rainbow USB SuperPro the device driver is not installed correctly. Please re-install the driver. Please see the instructions [here](#).
- You may want to install the latest Dongle driver. For the driver and instructions on how to install it please visit www.rainbow.com. Follow the instructions for the "End User".
- If the above steps have not resolved the issue please contact your dealer for additional assistance.

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Question: Is autodigitizing compatible with Windows XP?

Yes, autodigitizing will install and operate on a computer running Windows XP.

If During the installation you receive a message stating that the Universal Serial Bus Controllers have not passed Windows Logo testing please choose the "continue Anyway" option.

The Dongle drivers contained in version 1.0 & 2.0 were drivers that had been developed before Windows XP was released. They will not harm your computer. The drivers contained in autodigitizing version 3.0 and 4.0 are Windows XP compatible and have passed the testing.

Question: What types of artwork images will autodigitizing work with?

Artwork images are available in a wide variety of formats. The formats that **autodigitizing** will read are: BMP (Windows Bitmap), WMF (Windows Meta File), JPG (JPEG Bitmap) GIF (CompuServe Bitmap), EMF (Windows Enhanced Meta File), TIF (Tagged Image Format) and PNG (Portable Network Graphic).

If your artwork image is in a different format then you will need to use a graphics program to re save it in one of the supported artwork formats.

Question: What embroidery machine formats will autodigitizing understand?

The autodigitizing program works with most of the standard home and industrial embroidery machine formats. Supported formats are: EXP, DST, PCS, PES, PEC, HUS, SEW, JEF, XXX & EMD. If the format you need is not listed then we recommend that you use the DST format as it is an industrial standard format and is likely supported by the transfer method you use to send embroideries to your embroidery machine.

Question: How do I get the embroidery designs I create to my embroidery machine?

The autodigitizing program is designed to create embroidery designs in a variety of machine formats. Users can have any number of different embroidery machines and therefore will need to have the transfer device for that brand.

Most brands have a "Reader/Writer" or "Station" of some kind. Others may rely on a "cable" for direct communication. Some even use special software program(s) to "write" to a floppy disk which can be placed into the embroidery machine. Please contact your embroidery machine dealer for additional information regarding the transferring of embroidery designs to your particular machine.

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Question: What is a Filmstrip and what do I use it for?

The Filmstrip in autodigitizing is used to preview the stitching order of every section of the embroidery design. The filmstrip allows you to lock/unlock sections of a design for changes; you can control what elements are seen on the work area by adjusting the "visible" option, you can even insert color changes and adjust the stitching order. These are just some of the reasons the Filmstrip is such an important feature in the program.

Question: What is the maximum design size that autodigitizing will save?

When saving a design in the autodigitizing program you can create designs with sizes up to and beyond 1000mmx1000mm, however your embroidery machine will limit your design size to the dimensions of its stitching area.

When exporting designs to different machine formats you may encounter a few different messages:

- "Error on Exporting file EC-#####". This error message appears when you have tried to export a design using a machine format that cannot handle the size of the design. Some machine formats have a "safety" on them preventing you from saving a file which cannot be stitched by the particular machine. Some machine formats have a maximum design size (stitch count) or stitching area (physical size height/width). Choose another machine format when exporting.
- "Some unit has not been generated. Do you want to continue?" This message will appear if the design itself has been adjusted in some way but has not been re-generated for accurate stitch count. Simply click on the generate option before going to Export and you will avoid this message.

Question: How big should my artwork image be for use in autodigitizing?

The best size for an artwork file to be is 1000x1000 pixels. Images larger than this will drain the amount of available working memory for creation, thus slowing down your computer or potentially causing it to crash or freeze. Images drastically smaller than this will have too little and may not give you the results you were expecting.

You can use the basic Windows Paint program (comes with any windows operating system) to figure out the size of the artwork file. In Paint, go to "Image" then "attributes" and you will be able to specify "pixels".

Question: Do I need to have autodigitizing version 1.0 2.0 or 3.0 installed to upgrade to version 4.0?

No, when you are downloading the upgrade to version 4.0 of the autodigitizing program you do not have to have the original version installed. We actually prefer you to uninstall the previous version and then install the new version, however it is not necessary