

Pro-Stitcher Troubleshooting Tips

ISSUE	TROUBLESHOOT/SOLUTION
Tablet will not turn on	<ul style="list-style-type: none"> • Check that battery is not flat • Check that all cables are plugged in and power turn on at wall • If battery needs charging it is best to do so from the wall and not the machine.
Pro-Stitcher did not start properly	<ul style="list-style-type: none"> • Shutdown tablet (if screen frozen then hard shutdown) • Turn off machine & turn off power at the wall. Leave for at least 5 minutes to cycle out residual power and then restart machine. Allow to fully power up and then turn on Pro-Stitcher. <p>Note: you may have to do this a couple of times if tablet still not performing as it should</p>
Pro-Stitcher stops with error message Motor communications error Buffer Underflow error Excessive Strain Error or any other error.	<ul style="list-style-type: none"> • Clear error message • <u>Ensure your Design and Workspace are saved!!! (PSL no workspace)</u> • Try to re-connect motors if they are disengaged • Reposition design to existing quilting • Continue to quilt • If error message reappears, clear the message and Exit To Windows. • On the Desktop screen locate the PS Program Icon and touch the icon with a long hold. Release your finger and a menu box appears. Select "Run As Administrator" • If Pro-Stitcher still plays up then Shutdown tablet and turn off machine at the wall and cycle out power for at least 5 minutes. • After initial error message/s if the screen is frozen then do a hard shutdown, turn off machine at the wall and cycle out the power for at least 5 minutes. • Excessive Moto Error – check the motor torque and increase it slightly and make sure you are utilising Opti Sitch with Acceleration at 50% of Speed.
Machine/Pro-Stitcher faulted and now won't perform as it should	<ul style="list-style-type: none"> • Think about the sequence of functions or things you were doing on the Pro-Stitcher and write these down immediately so that if required you can relay this information to HH Tech. • Then proceed with the above steps for Error Message
Buffer underflow – what is it?	<ul style="list-style-type: none"> • Buffer Underflow is when data is not getting from the Windows Buffer to the Motors quickly enough. <i>"The error occurs when a program or device reads or writes less data than is required, causing the buffer to empty. This can happen for a number of reasons, including interrupted data flow - the flow of data from the original source, such as hard drive, is interrupted for long enough to empty the buffer. There is a Buffer on the tablet's hard drive that "sits" between the software program and the robotics. If the Buffer is fed with data at a lower speed than the data being read from it, or is constantly getting interrupted by other resources, you can experience a Window Buffer Underflow error. It requires the motors reading from the buffer to pause its processing, while the buffer refills. For us, with Pro-Stitcher, this may be something in the computer tying up the CPU. It can be cause by Windows looking for updates or install updates while you are using Pro-Stitcher software".</i> Patricia Fraser-Sliney National HQ USA Educator. <p>Keeping the tablet disconnected from the WiFi and in Airplane mode will help combat these underflow issues. If the buffer issues persist, please contact HH Tech as there could be other causes that need pursuing.</p>

Opti Stitch: Speed and Acceleration	<ul style="list-style-type: none"> • When Customize button is turned on (green) you can set your own speed settings. It is best to keep the Opti Stitch Acceleration at 50% of the Speed setting you choose. I.e: 25/50 or 40/80. This will reduce jerky machine/stitches. Working your machine at faster rate is fine, just remember the 50% ratio. • If the Customize button is not green, then Pro-Stitcher will attempt to navigate the Speed and Acceleration based on the program's built-in algorithms.
<p>Can't line up after thread break or bobbin ran out because I forgot to disengage gears</p> <p>Machine hit a bar while stitching</p>	<ul style="list-style-type: none"> • You will need to Reposition <ul style="list-style-type: none"> ○ Take the crosshairs on the screen to the where the issue happened, go back a few stitches to be able to overstitch to secure stitching (best to try find a position on a "point" rather than a curve). ○ Go to "Pro-Stitcher Tab" and select "New Start End" on the ribbon. Touch the "Start" button on the Side Panel and see that the green start point moves to the crosshairs. Then press the Start button again to turn off the function. ○ Move the machine needle to the same point on the quilt. ○ Open the "Modify Tab" and select "Reposition" on the ribbon bar. Select "Start Point" on the Side panel. • Drag and Drop <ul style="list-style-type: none"> ○ Take the crosshairs on the screen to the where the issue happened, go back a few stitches to be able to overstitch to secure stitching (best to try find a position on a "point" rather than a curve). ○ From the Side Panel select "Drag" ○ Move the machine to the same point on the quilting ○ From the Side panel select "Drop" • Go to Pro-Stitcher Tab and Select Quilt from the Ribbon. Check your pullups/tie offs are on or off as per your preference. Select Run to quilt.
Can't line up at start of row after rolling on	<ul style="list-style-type: none"> • Drag and Drop <ul style="list-style-type: none"> ○ Find a significant point on the Pro-Stitcher screen on the row you just stitch out. Bring the crosshairs to that point and zoom in so you have it perfect. Touch "Drag" ○ Roll on the quilt. Baste the edges. Attach clamps ○ Find the same significant point on the quilt from the last line of stitching you can see. Take the needle to that point and touch "Drop". • Reposition Start Point: best with start points at the bottom of the design <ul style="list-style-type: none"> ○ In the "Move Start End" function, move the start point to the start of the last row you stitched on the screen. ○ Roll on the quilt. Ensure you leave the start point at the start of the last row you stitched visible. ○ Move the needle to the last start point you left visible. ○ In the Reposition function press Start Point. ○ In the "Move Start End" function move the start point to the next row on the screen. ○ In Pro-Stitcher press "Run".
Stitches Per Inch/ Basting	<ul style="list-style-type: none"> • The Baste function under Pro-Stitcher is a pre-set stitch length that you can toggle on and off without adjusting your stitches per inch setting. • Note: If you adjust SPI on the Machine's Screen (not PS) it will also be adjusted in the PS program and vice versa.
Screen Freezing	<ul style="list-style-type: none"> • Slow down touching buttons – take your time and be deliberate so as not to 'confuse' the tablet. Screen Freezing can occur on touch screens – when this happens do a hard shut down.

Can't see crosshairs or all of the information ie: designs, frame space etc	<ul style="list-style-type: none"> • Press the "House" button on bottom left of screen. This zooms out so everything can be seen; designs, area and crosshairs. Can't see that icon but you can see the time? Then hide the task bar as it is covering the bottom of the Pro-Stitcher screen. • For Pro-Stitcher Lite, pressing the "Frame Space" button on bottom left of screen to zoom out to see the entire Frame Space area
Crosshairs are not moving	<ul style="list-style-type: none"> • Check above steps • Check cables are plugged firmly into encoders – unplug & re-plug. • Re-boot Pro-Stitcher
Machine is moving but not stitching	<ul style="list-style-type: none"> • This is known as Air Stitching. Ensure that the Stitch function is selected in the Side Panel under the Quilt option from Ribbon Bar • Ensure tablet is not in SIM mode. There are 3 modes for the Carriage Gears. • Quilting – Engaged Gears: Orange Crosshairs • Free motion – Disengaged Hears: Purple Crosshairs • Simulation Mode – Gears engage but can't quilt: Green Crosshairs
"Run" Button Greyed out	<ul style="list-style-type: none"> • Make sure you are in the Quilt function on the Ribbon Bar under Pro-Stitcher Tab • If above is confirmed and still greyed out, double check no other functions are active • If all the above is confirmed, save design and shutdown. Cycle out power then restart machine and Pro-Stitcher
My E2E design is creeping across the quilt	<ul style="list-style-type: none"> • Always ensure that you make your E2E design about 2" larger than your quilt size, allowing you an inch either side and top and bottom for fabric movement. • If you notice your design is creeping across the quilt, try reposition each row using the drag and drop method from a point that is central on the quilt. The centre of the quilt has next to no movement unlike the edges of the quilt where the fabric and wadding can 'shrink' or 'move' easily. • Always use clamps. • Always measure your quilt, keeping it square as you roll on. • If problem persists then let HH tech know as you may need the belts on the carriage gears to be checked and tightened.
General Notes:	<ul style="list-style-type: none"> • Always ensure your machine and PS are plugged into a quality surge protector. • Always unplug machine from power when not in use. • PS Connect: Updating Windows can be done on Tablets that connect to the internet and should be checked monthly. • PS Connect: Ensure tablet is always kept disconnected from the internet and in airplane mode – unless updating. • PS Connect: If your tablet is a Windows 10 version and is asking you to update to Windows 11 that is ok. • The "Question Mark" icon is your best friend. Touch that button and then any icon on the screen and the help box will appear to tell you about the function and/or how to utilise the function • Baseline is your friend: You should baseline after you make changes to a design. Any change such as; resize, crop, swap start end, fill/stretch etc etc. Having said that, if you fill and stretch and then want to use "Wrap" function, do not baseline until you have wrapped. You should always Baseline a saved design when you bring it back onto your screen. • Machine software should be up to date to run with newer versions of PS software • Always check software updates and what issues they resolve and which issues are known and what their work arounds are. This information is listed under each software update on ProStitcher.com • Always use a Glide Foot when running Pro-Stitcher