

DesignerPlus V6 FAQs

ADVANCED APPLIQUÉ

1. I am trying to use the Advanced Appliqué feature in the software; I have everything selected, but the icon is not highlighted why?

If you have a picture in the background and it is also selected, the Advanced Appliqué icon is not activated. First, deselect the picture.

ART CANVAS:

1. I'm in Art Canvas and I cannot select an object. What is wrong?

If an object has already been converted to stitches and you return to Art Canvas, you will not be able to select the stitched object. You may need to select the Select Object icon before selecting the object—this depends on which tool you have been using.

2. I can't get my eraser tool to work in Art Canvas view, why?

Make sure you have something selected.

3. Will all the layers of a vector objects be turned into stitches?

Yes they will. If this is an issue on a particular design - resize the design while still in vector format, then "flatten" the image to remove any overlapping areas by converting it to a bitmap image.

4. I drew a line with the Artistic Media icon and when I converted it to embroidery, it converted to a single outline, why?

The software interprets the line as a single line, not a filled object even if you fill the calligraphy line with color. If you draw an enclosed object with the Pen tool, then fill the object with color and convert to embroidery, the drawn object will convert to a fill stitch.

5. My hints don't show in Art Canvas, how do I find them?

Go to Help/Graphics Help/Hints. Select Hints and the hint menu will open.

6. How do I close my file in Art canvas?

Click on File and select Close, it will close the file; NOT the program.

7. How do I use the Smart Drawing tool in Art Canvas?

Select the tool, draw an object or a line and wait a few seconds for the object to convert to a recognized shape.

8. When converting a banner that has been drawn in Art Canvas and filled with color, parts of the banner do not fill, why?

The banner that is created is interpreted by the software as an object made of outlines, not as a filled object.

9. Which tools do not transfer the effects from Art Canvas to Embroidery Canvas?

- Artistic media
- Blending tool
- Contour tool
- Extrude
- Interactive Fill
- Drop Shadow
- Transparency Tool
- Pattern, Texture, and Fountain Fills

10. How do I select multiple objects in Art Canvas?

Select the Select Tool and hold down the shift key while clicking on each object.

11. Can I get an outline in Art Canvas to convert directly to a satin outline in Embroidery Canvas instead of a single outline?

Yes, first change the size of the outline to 2 pt.

12. Can we open and use Corel Draw Essentials 4 as a stand-alone program?

Yes, it can be used as a stand-alone program.

13. Is Paint Shop Pro still an option with the artwork touchup tool?

No, Corel PHOTO_PAINT Essentials 4 is the program that will be opened within the BERNINA Embroidery software.

14. I converted a vector drawing to an embroidery design and wish to change the fill. The only options for changing the fill stitch are satin, step, and fancy—why?

When you click on the icon, “Convert text to embroidery;” the object will be converted to satin fill and only three options for changing the fill will be available. Be sure to use the Convert to embroidery icon.

AUTO DIGITIZING

1. In Auto Digitizing, does it matter whether you choose outlines or borders first?

The order of selection does not make a difference.

2. I loaded a WMF file, switched to Embroidery Canvas and auto digitizer / magic wand icon is grayed out, why?

Make sure you converted the WMF to a bitmap first.

3. What do the terms found in the dialog box for converting to bitmaps mean?

Resolution: This is the amount of detail that the image has—the higher the resolution, the sharper the image and the larger the file

Color Mode: This determines the number and kind of colors that the image will have.

Other Options:

Dithered: Simulates more colors than those available.

Apply ICC Profile: This standardizes the colors used according to the International Color Consortium.

Always Overprint Black: This will prevent gaps between black + underlying objects when printing.

Anti-aliasing: This smoothes the edges of the bitmap.

Transparent background: Makes the background of the bitmap transparent.

4. Is there an explanation of vectors and bitmaps in the manual?

Click on the Art Canvas mode. Go to Help and open the CorelDRAW help menu. In the Index tab, type in Vector Graphics and click on description.

BLOCK EDITOR

1. Am I limited to the current colors in Block Editor?

Yes, but remember you can change the colors of the block in the Quilter program.

2. Why do I get a \$ when I make a new folder?

The \$ sign denotes a custom library.

3. When designing a block, my color bled into an adjacent block in the Block Editor program, why?

Be sure and have Smart Snap + Snap to Grid activated and that all lines meet.

4. Can I design a block; then digitize it?

Yes, it is a jpeg.

5. I designed a block and then added colors. After changing my mind, I reshaped a line and all the colors were removed. Why?

This is the way that the software is supposed to behave. Reshaping an area can change the geometric; therefore, colors are removed.

6. Since updating to version 6, I have been trying to add a new block to my new library, but I do not get a choice to add a new block, only View & New Category appear on screen with a right click. What is happening?

The software development team is aware of this and are working diligently for a solution. This will be corrected with a patch.

7. Do I have to start a whole new block in quilter when I want to create a variation of an existing block?

Yes - there is no option for "save as."

8. Why can you not view the rotary cutting instructions or block construction in print preview of the block editor?

Only portions which can be rotary cut will be shown in the instructions and you must make sure that all lines are completely closed.

CARVING STAMPS

1. I cannot select part of a design for stamping when I draw a bounding box around the area—what is wrong?

Make sure the object is ungrouped first; then select the part you wish to use as a stamp.

2. I clicked on the Use Stamp, but the stamp will not stamp a step fill, what is wrong?

Make sure that the design that you are using for a stamp is deselected first; then stamp the fill. The only fill types that can be stamped are step, fancy, and satin.

3. I have digitized a stamp, but I want to convert the stamp to a raised appearance, how can I do this?

Select the object that has the stamp, click on the Appearance tab and place a check mark in front of Raised stamp. Only enclosed objects can be converted to the raised appearance.

4. The carving stamps in the Use Stamp option of the docking window are not visible, why?

Widen the docking window and they should appear.

5. I thought I created a stamp, yet when I look in my Stamp Library, it is not there.

You must get a message that the stamp was created successfully. You must either press Enter to let the software decide on reference points or you must set the reference point with two clicks before this message appears. Also check to see if you saved it in another place.

6. During the Carving stamp exercise, when the stamp was raised, some of the stitches disappeared. Are there limitations with Carving stamp sizes?

Yes, there are size limits since the raised stamp converts to satin stitches. With large stamps, the satin stitches are too long.

7. Can I go back and change or delete an individual carved fill?

YES! Use the reshape object tool to resize, move, rotate, or delete a carved stamp.

8. How do I remove a stamp?

Select the object, navigate to the Appearance tab, and click on Clear All Stamps.

9. Here is a list of things to know for carving stamps:

- When stamping an object, make sure the stamp is not selected on the screen—it won't stamp the fill if the object is selected.
- If you don't want to use the entire object as a stamp, you must ungroup the object to select just parts of the object.
- If you want to stamp only one object with a stamp, select that object and the stamp will not stamp other adjoining objects. If an object is selected, you will not be able to stamp any other object.
- If you wish to stamp across adjoining objects, make sure no objects are selected.
- When digitizing a stamp, in order to have access to changing it to a raised stamp, you must make sure when the object is digitized, the last click of the object is over the first click
- You must select the object in order to change the stamp to a raised stamp.

- To select an object to use for a stamp, the bounding box must completely encompass the object.

COLOR TOOLS

1. I undocked my Color Selection Bar and cannot close it down.

You must re-dock the Color Bar by clicking on the “x.” If the “x” is not visible, move the color bar onto the design screen by clicking and dragging on the title bar; then click on the ‘x.’”

2. My Color Wheel is grayed out, why?

Make sure you have something selected.

3. Why is my design so small in the color wheel?

There is a direct correlation between the size of the embroidery displayed in the Embroidery Canvas and in the Color Wheel window. Also, only objects shown on the screen will be shown in the Color Wheel window.

COMPATIBILITY QUESTIONS:

1. Can v6 software and Explorations and Art Design co-exist on my computer?
Yes

2. Will v6 work on a Mac?
While some Macs can run BERNINA Embroidery software, Bernina of America does not offer software support for a Mac.

3. What about Windows 7?

Version 6 is currently being tested on Windows 7.

4. Can I run version 5 and version 6 on the same computer?

They can be installed on a computer that has sufficient resources, but the programs cannot be open at the same time. You may wish to install v5 on a portable drive.

5. Will v6 affect my current Corel Suite?

No - it installs as a separate program.

COMPUTER + PROGRAM QUESTIONS

1. What kind of computer should I tell my customers to purchase to successfully run the software?

See the list of computer specifications suggested for v6.

2. It is important to keep your computer clean. Follow these suggested maintenance tips.
 - Run Windows Disk Cleanup regularly.
 - Run Windows Disk Defragmenter regularly.
 - Make sure your computer has not exceeded 80% of its hard drive capacity.
 - Make sure your computer has ample RAM memory, and an adequate graphics card.
 - Delete Recovery & back-up files regularly.

DOCKING WINDOWS

1. My scroll bar on the right of the screen is missing.

The docking window is covering it up. Double click on the title bar of the docking window to get it back in place.

2. Why can't I have two docking windows open at the same time?

You need to make sure that the docking windows are not nested in one docking window. Float the docking windows by double clicking on the title bar. Click and drag them on the screen so that you can see multiple docking windows.

FEATURES

1. How does V6 Quilter compare to EQ6?

The BERNINA Quilter program is integrated into the V6 BERNINA Embroidery Software and as you are planning your project, you are working with the actual embroidery design file. Any changes made to the size and positioning etc. may be saved to the design file and the designs are ready for incorporation into the completely planned quilt project. While EQ6 does allow you to look at embroidery images (picture files) in the planning of a quilt, no changes are made to the design file and some type of embroidery software is needed to send the design to the machine for stitching out.

FORMATS

1. Can you tell me if you can use the .jef format in the new software?

V6 will save a variety of different file formats but it does not support the .jef formats.

LETTERING

1. I can't move multiple letters when reshaping lettering; what am I doing wrong?

Select the lettering and click on reshape. Select each diamond control point within lettering while holding down the control key. If you wish to move the combination off the baseline, keep cursor on one of the diamond control points while holding down the control key; then move the letters.

MULTI-HOOPING

1. Can you override the splitting knife and tell the software where to split the design exactly?

No, the software makes the split decision for you following recommended guidelines. These guidelines cannot be overwritten.

OUTLINE/ HALO EFFECT

1. I am applying the halo effect to a design that is within a satin stitch frame. I have all objects selected in the design and the frame, but the outlines are only placed outside the frame only, not within the satin stitch frame, why is this happening?

Make sure that you check "Outline holes" in the dialog box.

PRODUCT LEVELS

1. Can consumers use the Shift 4 to change software level?

Yes

PRODUCT SUPPORT

1. Will there be a Tutorial CD?

There are videos posted on the website that explain use of the new features.

SAVING FILES

1. When saving a file, do you need to be in Design mode?

No, you may save in design view or artistic view.

THUMBNAILS:

1. Why can't I see the thumbnail image of .WMF icons when browsing through the Artwork folder in my software? I am using a Vista computer.

Vista does not show image thumbnails (only the generic icon) of WMF files due to a security vulnerability.

An easy solution to browse these files is to use the Microsoft picture manager – just right click on the .WMF icon and select “Open with” from the drop down box. Then select the Office Picture Manager and use Thumbnail view – all your graphics are now visible.

UPDATE

1. We can update from V.4 to V.6, but how do we make it work if we have Vista and version 4 can't be loaded on that computer?

Insert the Installation DVD and when promoted to insert the v4 dongle, follow the instructions. Version 4 does not have to be installed on the Vista computer to update the dongle.

2. How much is the update to Ver.6 from Ver.5?

The suggested retail price for the v6 update is \$499.

3. If a customer created a custom Thread Chart in V5, is there any way to preserve it or manually move it into V6?

Yes, you can make a copy through Windows Explorer and paste it in after the installation.

Open Windows Explorer. Open C:/Program Files/BERNINA/Embroidery Software/RES. Copy the thread chart that you named in v5 and locate this same path for v6. Paste the chart there and you should be able to open your thread chart.

WRITE TO MACHINE

1. Why can't a design be sent to the 730 USB stick through Write to machine icon?

Radio button is selected but OK is grayed out.

Under Configuration, make sure that the option for 200/730 is also checked.