

Frequently Asked Questions Overview:

Thread Converter Pro

Do I have to register the software?

Product registration is not required to preview the software but is recommended. Registration of the product will allow us to provide important product update notifications.

Why do I see other programs other than Thread Converter Pro?

You can also preview any of our Floriani programs in Demo mode within the Thread Converter Pro software. All features within the six programs are fully functional and lack only the ability to save the stitch file.

The demo option is available in your program menu:

Start->All Programs->Floriani->Floriani Demo

How do I learn how to use Thread Converter Pro?

[Click here for detailed online support manual.](#)

What happens if my download fails and I need to try to re-download?

If the download fails after you register the product please email us at support@florianisoftware.com We will provide a direct link for product access.

Download for update

Often the programs that are on some computers block the download feature....

Use this link:

[http:// www.florianisoftware.com/download/updates/FlorianiSetup.exe](http://www.florianisoftware.com/download/updates/FlorianiSetup.exe)

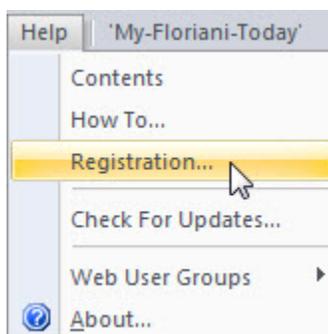
Tip: please check your version

1. Click the Help on the top menu
2. Click About
3. Version Number.....
4. *DO NOT INSTALL THE CURRENT UPDATE ON THE CURRENT VERSION!*

Installations Instructions

Please print out these instructions so that you can read them as you do each step!

1. Open the Floriani Embroidery software program and go to Help and Registration.



2. Select (software purchased) and complete the form.

Welcome!

Please enter your registration information for the following software:
 Floriani's Embroidery Suite 2008

You must complete this form in order to complete the installation process.

Registration Information:

*First Name: [] MI: [] *Last Name: Anderson

Company Name: RNR Distributing

*Address: 7521 Turnback Way #113

*City: Knoxville *Zip/Postal: 37919

*State/Province: TN *Country: USA

Work Phone: 201 804 5262 Fax: []

*Home Phone: 201 804 5262

*Email Address: @rnr-distributing.com (ie. account@provider.com)

*Serial Number: CPWQQLN 1777JBC

Reg. Number: RNC CPWQQLN 1777JBC

Activation: []

(* Fields marked with an astrisk are required)

Register Now

Select the Software Program You Purchased
 (you must select the correct program or your software will not activate - your serial number is associated with the module you purchased)

Fill out all the information correctly

Your 16 digit Serial Number goes here
 (it must be typed in using all CAPITAL letters and the dashes are required)
 (this number is located inside your CD case)

Your Registration Number will automatically fill in. This is NOT your serial number.
 (this number is required to gain an activation code - again, this number will automatically be filled in for you DO NOT change it)

Click "Register Now" when ALL information is entered in correctly

3. Your 16 digit Serial Number is located inside your CD case. Then you will see a 20 digit Registration Number that is different from your Serial Number. It automatically pops into the Registration Number field.

Capitol letters and "-" (dashes) are required.
 Activation Number is left blank.

IMPORTANT - The next step pertains to if you are online during your installation. It is recommended that you are online during registration as you will be able to activate your software immediately. If you are not online during this registration, you will have to send us information so we can generate a Activation Number for you. This may take 24 - 48 hours to generate. So, make sure you follow the steps that pertain to you -- online or not online during this registration/activation.

If you are on the internet at the time you are installing:

1. Click Web Register (one time only).
2. Wait until the code appears in the Activation Number field
3. Scroll down and accept terms.
4. Close Floriani Software down completely and then open it again.

If you are not online at the time you are installing:

1. Click Register Later one time (when you come back to this screen your information will be the same.)
2. Submit Registration Number to us so we can send you the Activation Number. Tip: this takes a bit Longer....

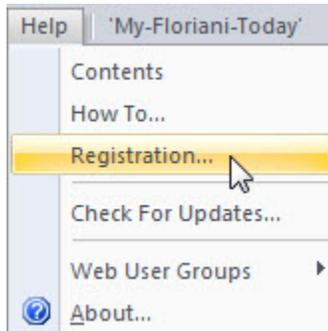
***When you receive the activation number from us: Open the software and go to Help->Registration. Select your software module and insert the activation number and click on Register Now (one time only). Next, accept terms and conditions. Finally, reboot your computer. The software will be activated.

Registering 2 or more software modules

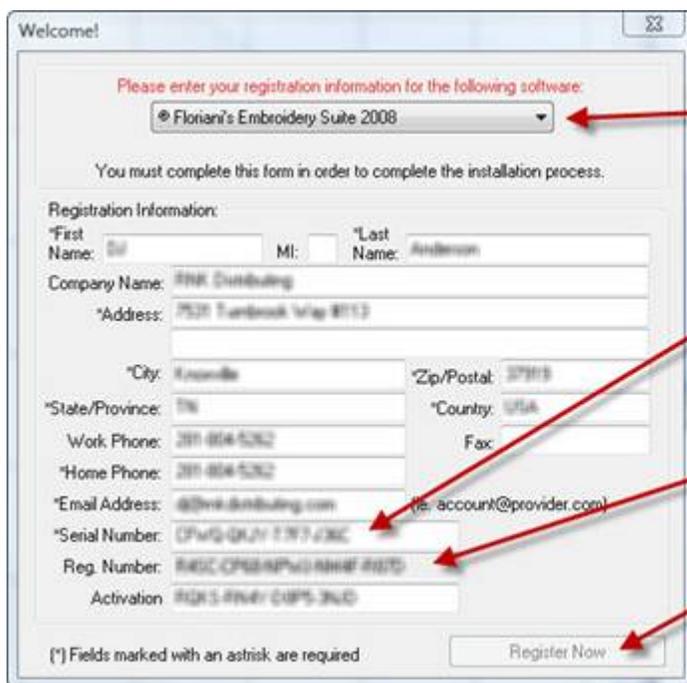
These instructions apply only to those who have purchased two or more modules separately (the suite does NOT apply as it installs all modules at one time).

Please print out these instructions so that you can read them as you do each step!

1. Open the Floriani Embroidery software program and go to Help and Registration.



2. Select (software purchased) and complete the form.

A screenshot of the registration form titled 'Welcome!'. The form contains the following fields: a dropdown menu for software selection (set to 'Floriani's Embroidery Suite 2008'), a message 'You must complete this form in order to complete the installation process.', and a 'Registration Information' section with fields for: *First Name (filled with 'Bill'), *Last Name (filled with 'Anderson'), Company Name (filled with 'RNR Distributing'), *Address (filled with '7521 Turnback Way #113'), *City (filled with 'Knoxville'), *Zip/Postal (filled with '37915'), *State/Province (filled with 'TN'), *Country (filled with 'USA'), Work Phone (filled with '201-804-5262'), Home Phone (filled with '201-804-5262'), *Email Address (filled with 'bill@rnr.com'), *Serial Number (filled with 'CP4G-GRJ1-TN7-2BC'), Reg. Number (filled with 'R5C-CP5R-PP4-NN4-R5D'), and Activation (filled with 'RGR1-RNR1-CP5-3AC'). A 'Register Now' button is at the bottom right. Red arrows point from the text on the right to the software dropdown, the Serial Number field, the Reg. Number field, and the Register Now button.

Select the Software Program You Purchased (you must select the correct program or your software will not activate - your serial number is associated with the module you purchased)

Fill out all the information correctly

Your 16 digit Serial Number goes here (it must be typed in using all CAPITAL letters and the dashes are required) (this number is located inside your CD case)

Your Registration Number will automatically fill in. This is NOT your serial number. (this number is required to gain an activation code - again, this number will automatically be filled in for you DO NOT change it)

Click "Register Now" when ALL information is entered in correctly

3. Your 16 digit Serial Number is located inside your CD case. Then you will see a 20 digit Registration Number that is different from your Serial Number. It automatically pops into the Registration Number field.

Capitol letters and "-" (dashes) are required. Leave Activation Number line blank.

IMPORTANT - The next step pertains to if you are online during your installation. It is recommended that you are online during registration as you will be able to activate your software immediately. If you are not online during this registration, you will have to send us information so we can generate an Activation Number for you. This may take 24 - 48 hours to generate. So, make sure you follow the steps that pertain to you -- online or not online during this registration/activation.

If you are on the internet at the time you are installing:

1. Click Web Register (one time only).
2. Wait until the code appears in the Activation Number field
3. Scroll down and accept terms.
4. Close Floriani Software down completely and then open it again.

If you are not online at the time you are installing:

1. Click Register Later one time (when you come back to this screen your information will be the same.)
2. Submit Registration Number to us so we can send you the Activation Number. Tip: this takes a bit Longer....

***When you receive the activation number from us: Open the software and go to Help->Registration. Select your software module and insert the activation number and click on Register Now (one time only). Next, accept terms and conditions. Finally, reboot your computer. The software will be activated.

Now, you have to Activate the second software program:

Do NOT reinstall the Floriani software.

Follow the same instructions as above, however, this time select the other software module from the drop down list and use the serial number that applies to this module.

Congrats...you are ready to use both modules...They will appear as 1 software package.

Additional Activation

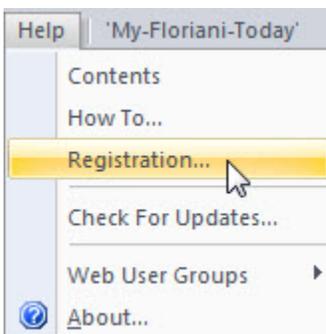
Contact us on the HelpDesk with your SERIAL NUMBER:

<http://www.florianissoftware.com/support/registration.htm>

Give us your Serial Number and complete information and we will activate your software again.

Please print out these instructions so that you can read them as you do each step!

1. Open the software program and go to Help and Registration.



2. Click Register Now (One Time).

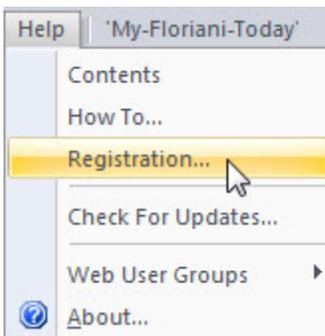
3. Close Floriani out completely.
4. Double click the icon on your desktop to start Floriani.
5. You are active!

Off Line Activation

If you do not have access to the internet during the activation process, please do the following:

Please print out these instructions so that you can read them as you do each step!

1. Open the software program and go to Help and Registration.



2. Select (software purchased) and complete the form (see below)

 A screenshot of a registration form titled 'Welcome!'. The form contains the following fields:

- Software Program: Floriani's Embroidery Suite 2008 (selected in a dropdown menu)
- Registration Information:
 - *First Name: [] MI: [] *Last Name: Anderson
 - Company Name: PINK Distributing
 - *Address: 7521 Turnbrook Way #112
 - *City: Knoxville *Zip/Postal: 37919
 - *State/Province: TN *Country: USA
 - Work Phone: 281-804-5282 Fax: []
 - *Home Phone: 281-804-5282
 - *Email Address: @pinkdistributing.com (e. account@provider.com)
 - *Serial Number: CFWG-DLW-777-1382
 - Reg. Number: R81C-CP58-NP4G-888F-R15D
 - Activation: R1213-R1214-01P5-3u1D
- * Fields marked with an asterisk are required
- Register Now button

 Red arrows point from the form to the following instructions:

- From the software program dropdown to: **Select the Software Program You Purchased (you must select the correct program or your software will not activate - your serial number is associated with the module you purchased)**
- From the Serial Number field to: **Your 16 digit Serial Number goes here (it must be typed in using all CAPITAL letters and the dashes are required) (this number is located inside your CD case)**
- From the Reg. Number field to: **Your Registration Number will automatically fill in. This is NOT your serial number. (this number is required to gain an activation code - again, this number will automatically be filled in for you DO NOT change it)**
- From the Register Now button to: **Click "Register Now" when ALL information is entered in correctly**

3. Your 16 digit Serial Number is located inside your CD case. Then you will see a 20 digit Registration Number that is different from your Serial Number. It automatically pops into the Registration Number field.

Capitol letters and **"-" (dashes)** are required.
Leave the Activation Number blank.

IMPORTANT - The next step pertains to if you are online during your installation. It is recommended that you are online during registration as you will be able to activate your software immediately. If you are not online during this registration, you will have to send us information so we can generate a Activation Number for you. This may take 24 - 48 hours to generate.

If you are not online at the time you are installing:

1. Click Register Later one time (when you come back to this screen your information will be the same.)
2. Submit Registration Number to us so we can send you the Activation Number. Tip: this takes a bit longer....
3. When you receive the Activation Number from us: Open the software and go to Help->Registration. Select your software module and insert the Activation Number and click on Register Now (one time only). Next, accept terms and conditions. Finally, reboot your computer. The software will be activated.

Register Now Grey

The only reason that the "Register Now" button does not highlight is:

1. You may not have selected your software purchased in the drop down box
2. You may not have capital letters or dashes in the Serial Number area
3. You may not have filled in all of the required fields.

Upgrade and C2S Upgrade info

If you are interested in updating Floriani version which offers new features, please download the file here: <http://www.florianisoftware.com/download/updates/FlorianiSetup.exe>

Thread Converter Pro and the Demo

The Thread Converter Pro is a demo disk as well. So, you not only get the Thread Converter Pro, but you also can demo our Floriani Embroidery Modules!!! This demo will allow you to do everything you can do in the full version but will not give you the ability to save a design. In order to save a design and stitch it out you will need to purchase the module first.

To use the demo:

1. Click **Start** button on your computer
2. Click **All Programs**
3. Locate and Select the **Floriani** tab
4. Click **Floriani Demo** and select the program that you wish to demo. You are able enjoy all the features except Save.

Thread Converter Pro - How to use

Thread Converter Pro is in your software module automatically. There are no buttons to click on as it is integrated into the software program.

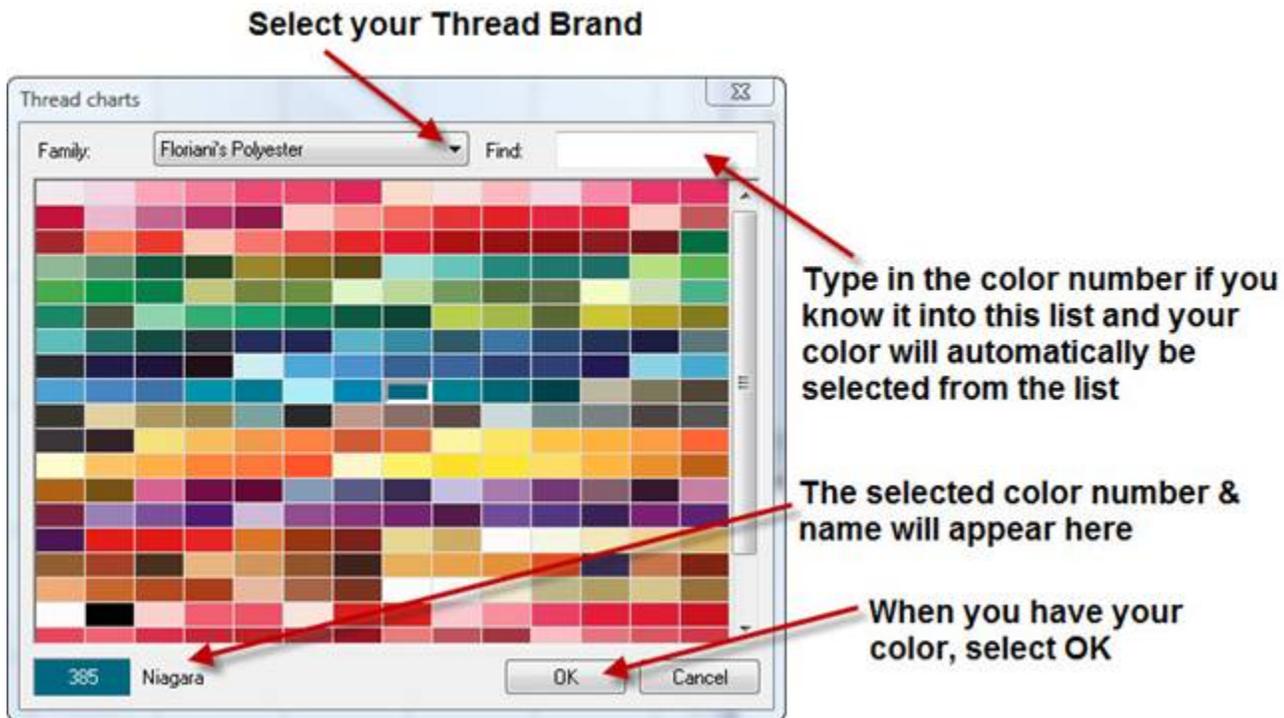
To utilize the features of the Thread Converter Pro do the following:

1. Open a design in the software
2. To change a color, select by left mouse clicking the color at the bottom of the screen that you do not like or wish to change within the design.



Located at the bottom of the program

3. A popup color chart will appear on your screen.



4. Use the "Family" drop down box to select the Color Chart you would like to select your color from.
5. Select the color you would like to use (Hint - you can type the number in the upper right hand corner in the "Find" box for quicker access to your color).
6. Click OK to apply your new color. When you save the design, it will save it with the new color in it.

Webinars

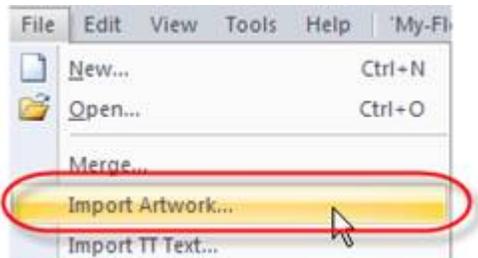
If you would like to be notified when the Webinar DVDs are available or wish to order our past webinars:

Send us an email to:

- webinar@rnkdistributing.com
- Please include the following information:
- Your Name
- Your Address
- Your Phone Number
- Your Preferred Email Address
- We do charge for the shipping. \$10 per DVD.

Scan/Import Artwork

1. Go to File->Import Artwork



2. Import Artwork (a box will pop up)



3. At the top there is a drop down menu that says "Look in," select the drop down arrow go the folder that has your artwork files (look above).

4. Select the file and click on the OPEN button

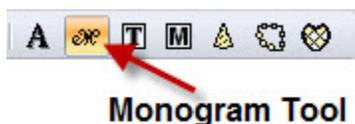
5. Your artwork should now be displayed whether it is vector or your .jpeg.

Decor Button

The Decor button (in the properties box) is for certain Monogram fonts only

To access monogram fonts:

1. Select the "Monogram" tool



2. In the properties box, type in the monogram text

3. Select a font containing a green "M" icon next to the font name (these are found at the bottom of your list of fonts)

4. Select a "Decor" style from the drop down list.



Monogram Fonts that work with "Decor" option have a GREEN "M" logo before the name of the font. (no other fonts will have the decor option available)

Decor selector (this will only work with monogram fonts that have a green "M" icon next to the font name. These are located at the bottom of your font list.)

5. Select "Apply"

Magic Wand

To use the Magic Wand Tool (note: the magic wand is greyed out until you select a stitch type: "run," "satin," "steil," or "complex fill").

1. Open software program
2. Bring up a new document
3. Load your artwork
4. Select a stitch type tool (across the top tool bar) there is they are color coded, black = running stitch, red = satin stitch, orange = complex fill etc....
5. Once you select a stitch type you can now select the Magic Wand Tool.

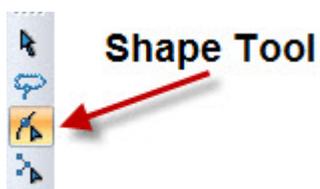
The Digitizing Tools Available to use with the Magic Wand Tool



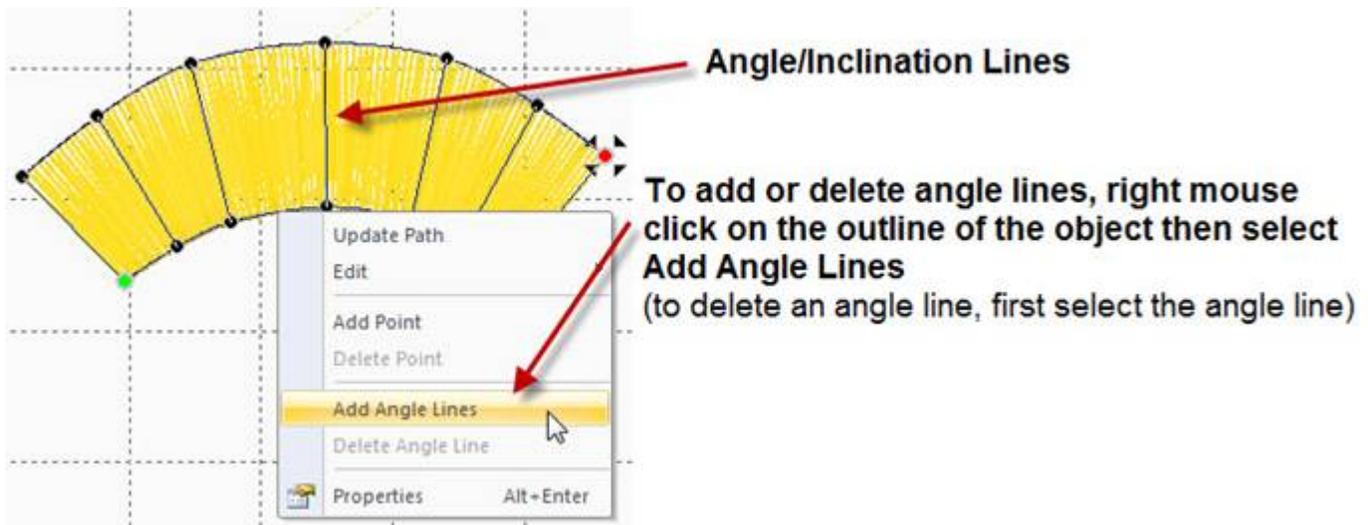
To use, first select the digitizing tool, then select the Magic Wand Tool (you must have an image open in the background first)

Angle/Inclination Lines

1. Select the section of the design you wish to work change the angle lines of
2. Click on the Shape icon (third icon on the left hand tool bar)



3. The line with the black circles on each end is the inclination/angle line.



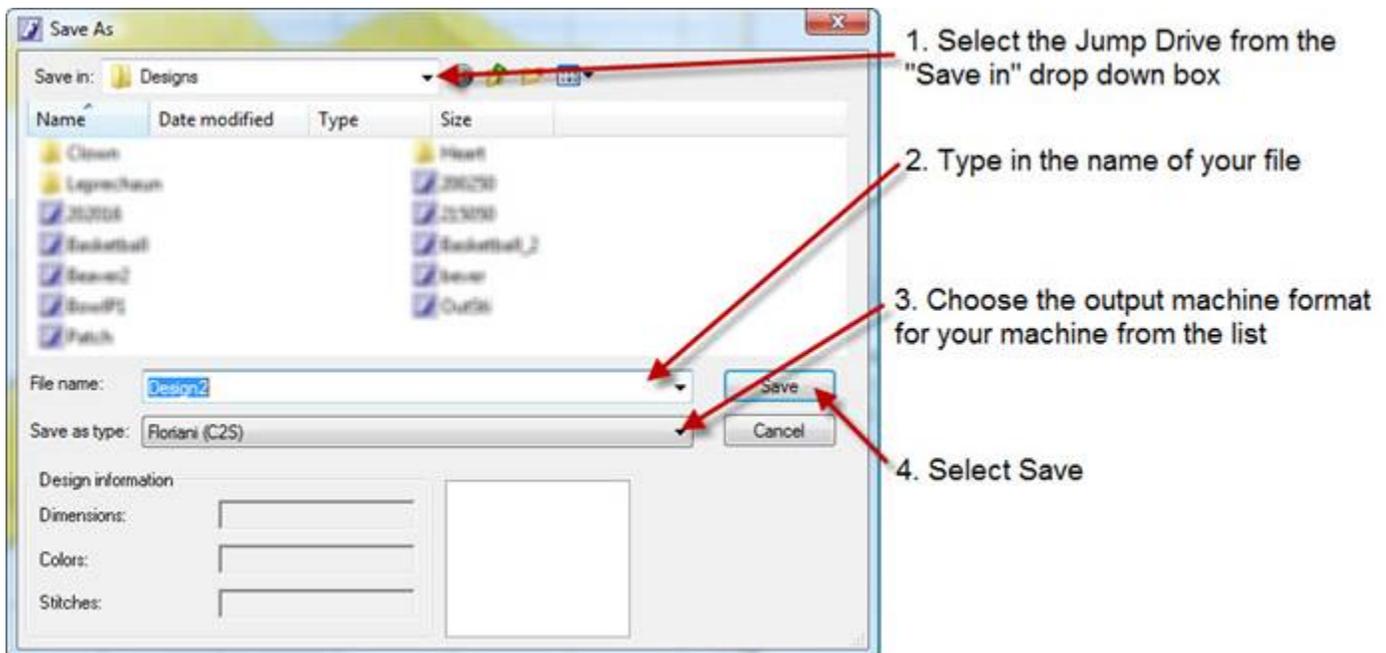
4. If you need to add more inclination/angle lines to satin stitched only right click on the line around the section, a menu will pop up select add angle line.

5. Left click on edge of section where you want another angle line.

How to transfer designs to machine

If your machine has a USB port, you can save your design to a jump drive and put it into the side of your machine.

1. Open the design in the software.
2. Select File->Save As
3. Click the "Save in" drop down box and select your Jump Drive from the list.



4. Save the file using the desired name and design format.

Save to a StitchLink Box (if you have one) It must be installed and setup PRIOR to use.

1. With the file open in the software, select File->Save As
2. From the "Save in" list, select the Stitch Link Box
3. Name the file in the "file name" box if necessary
4. Select your machine sew format type from the "Save as type" drop down menu.
5. Select "Save"

If you have a Magic Box (you must first create a link to your card box)

1. With the file open in the software, select the "Card Box" icon (see below)



Card Box Icon

(located at the upper left-hand corner of the software screen)

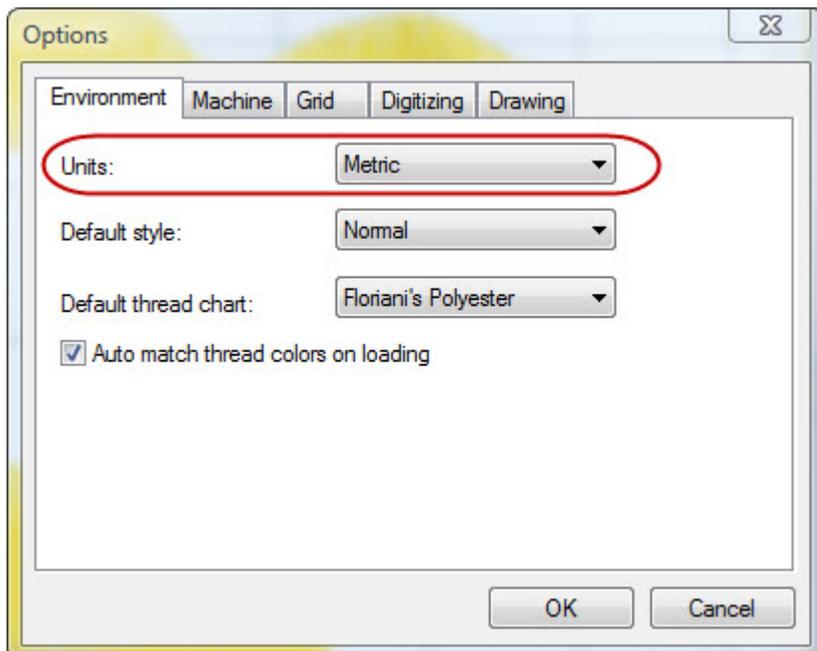
2. Find your card box on your computer from the "Open" drop down box
3. Name your file
4. Select "Save"

Hoop Issue-Pfaff or other machine hoops

For your Pfaff or other machine hoops you can create a hoop in the software that is the size of your design field 360x200.

To create a 360x200 hoop:

1. Select **Tools -> General Options** from the menu bar
2. For the "Units" make sure that "Metric" is selected (see below)



3. Press OK when "Metric" is selected

4. Left click on the hoop icon on the left hand toolbar (see below)



5. Go to NEW, a dialog box will pop up enter in your width and height, select rectangle

(when you create your design make sure you don't have a stray stitch outside the embroidery area anywhere, then you should not have any trouble at all with your design fitting into your machine hoop).

Shopping Cart

To purchase this software all you need to do is go to our website, select the dealer of your choice and you will automatically be routed to our online shopping cart. To access this go to <http://www.florianissoftware.com/retailersearch> and key in your zip code and follow the screen information.

tempADWizColorize.bmp error message

This message indicates that your software is not pointed to a paint program. This happened in earlier versions of the software (prior 3.02 and Vista)

Please Click:

1. File
2. New
3. Tools
4. Autodigitize

You should see a design in the path line, ie;
(C:/ProgramFiles/G7Solutions/Click2Stitch/Images/Bitmaps/airplane02.wmf)

We will use this design and path...

1. Click Next.
2. Click Next.
3. You should now be In the Color Reduction Page...
4. In the Image Editing line, there is a button with ...
5. Click the ...button.
6. Click your path into C:/windows/system32/mspaint.exe
7. When you Open the mspaint.exe, your design will open up.
8. Click the X in the upper right corner.

9. Click Finish.
10. Close out of Floriani.
11. You are done!!

Difference between Help Desk & Forum

For all of your Technical/Registration questions:

<http://www.florianissoftware.com/support/registration.htm>

For all your how to questions use the forum:

<http://www.florianissoftware.com/forums/>

CheckList for active Registrations

To Check your Registration:

1. Click Help
2. Click Registration
3. Click the drop down box located at the top of the popup window (see below)

The screenshot shows a 'Welcome!' dialog box for registration. At the top, it says 'Please enter your registration information for the following software:'. Below this is a dropdown menu titled 'Please select...' which is open, showing a list of software modules. The first module, 'Floriani's Embroidery Suite 2008', is selected and has a red circle around the 'R' registration mark next to it. The registration form includes fields for 'First Name', 'Company Name', 'Address', 'City', 'Zip/Postal', 'State/Province', 'Country', 'Work Phone', 'Home Phone', and 'Email Address'. A 'Register Now' button is at the bottom right. Three red arrows point from the instructions to the menu bar, the dropdown box, and the 'R' mark.

1. Click **Help -> Registration** from the menu bar
2. Select the drop down box
3. If the software is registered properly, you will notice an "R" registration mark next to the modules that you own (if you don't see the "R" your product is not registered properly)

4. If you are activated correctly, you will see an R with a circle around it (in front of the software you own) to let you know that you have registered and activated your software correctly.

If you DO NOT see an "R" (registered trademark) next to the module(s) you own, these are the possible reasons:

- You are a new user of the software and have not registered the program during the installation

If you have had the software registered before and it no longer is registered:

- Is this the original computer you loaded the software on and registered?
- Did you use a registry cleaner?

- Did you use a System Restore Point?
A registry cleaner and System Restore can disturb the Registry Keys and may make your software appear in a demo mode. Please contact us with your Serial Number and we will email you back.

PED Basic Issue

Your hoop must always be connected to your machine in the 130mm x 180mm format unless your machine ONLY sews in a 100mm x 100mm format, then you will need to select the 100mm x 100mm option in the top left corner of the PED Basic screen.

- Start with that size/format and "apply" that size/format before you start importing any designs.
- Save.
- You will be able to write the designs to your PED Basic card.
- If your design is a bit large; rotate it to fit before you save the hoop and design information to the card.

Tip: Are you using the updated software for the PED Basic?

3 kinds of Satin Stitch

We have three types of satin stitch:

- The **Steil** (the blue icon on the top toolbar)

1. Left click the path you want the line to follow
2. When you have created the line needed, right mouse click to apply the stitches.

- The **Classic Satin** (red and yellow icon) this is a block digitizing stitch that is created in a point-counter point method.

1. Left mouse click on the lower side of the line you want to create as a satin stitch.
2. Left mouse click on the upper side of the line above the first point.
3. Left mouse click on the lower side of the line just down from the first stitch
4. Left mouse click on the upper side of the line just above the previous stitch
5. Repeat this until you have created the entire line
6. Right mouse click to apply the stitch

- The **Satin** stitch (red icon on the top toolbar)

1. Left mouse click down one side of your satin stitch object
2. Right mouse click to set the first side of your satin stitch and to begin the second side.
3. Begin creating the second side of your satin stitch object
4. When second line is created, right mouse click to apply the satin stitch

Bernina Format

Floriani Software can read the Art format.

We cannot write at this time to the Art format. The designs can be converted into designs/fonts via the *.exp, *.pes format. The Bernina 630 and 640 will only accept the EXP version and the Bernina 730 will accept the PES version.

Because the current Bernina Sewing machine models are not fast enough to keep up with the computers and the new Bernina V5 software, you will have to save in V4 (via the Bernina Software) for the time being.

Too Many Color Changes

When you have a color repeated in a design and wish to combine the colors so you do not have unnecessary thread changes.

1. Bring up design
2. Go to EDIT menu
3. Select RESEQUENCE BY COLOR

This will combine all possible colors in your design.

***Keep in mind that you may need to resequence you design for proper sewing. By using this method for resequencing you can end up with mixed results. For instance, a satin stitch border to an object may now stitch out before the fill stitch resulting in the fill stitch sewing over the top of the satin stitch border--covering the intended border stitch. You may still need to resequence the design some manually and add a few color changes.

Newsletter

If you wish to locate a newsletter

http://www.florianissoftware.com/products/*/*/5878

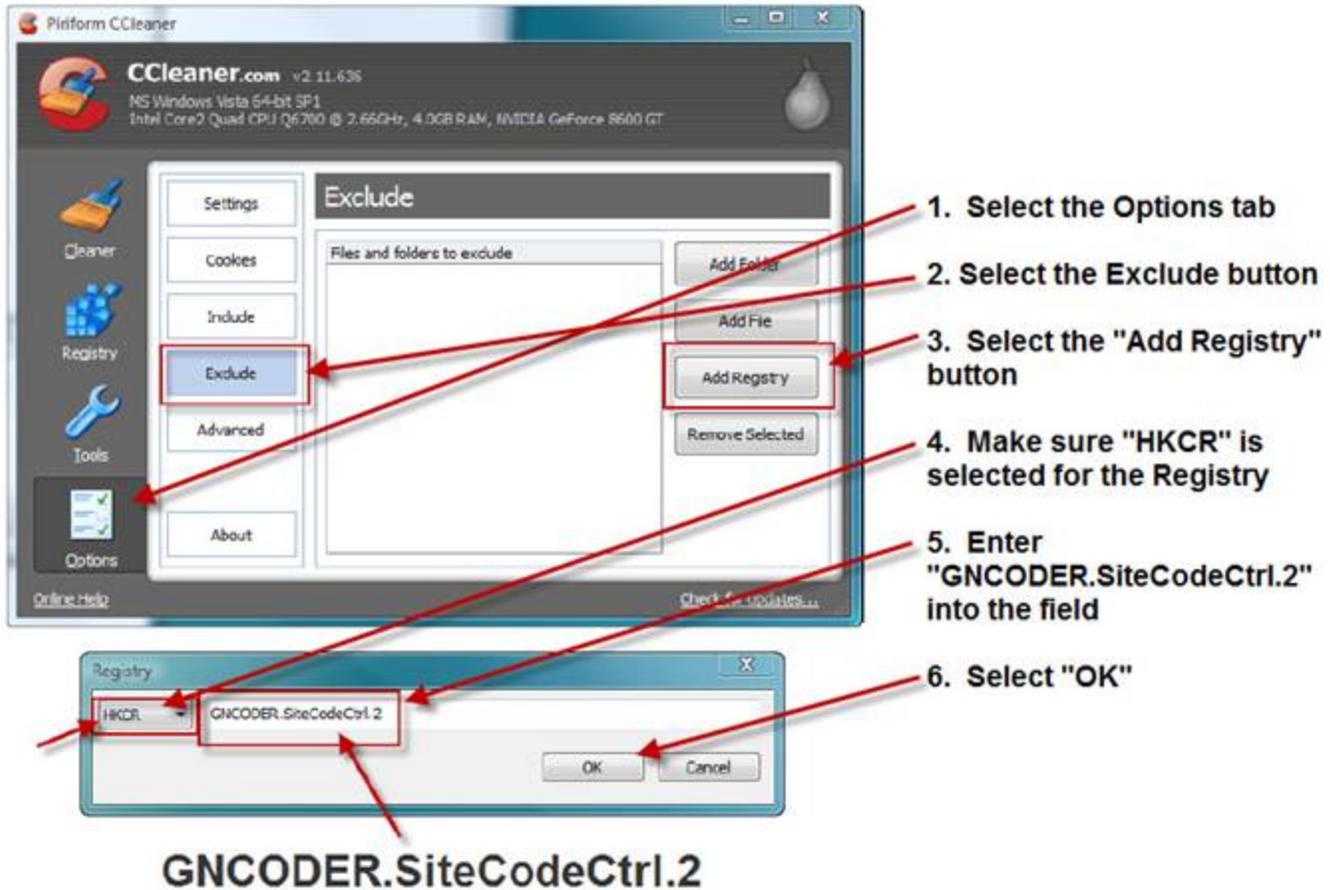
CCleaner

We do not endorse this software....some of us use it and are familiar with the specific settings.

Put this number GNCODER.SiteCodeCtrl.2 into CCleaner

Here is how:

1. Open CCleaner
2. Click Options (see below)
3. Click Exclude (see below)
4. Add Registry (see below)
5. Make sure "HKCR" is selected (see below)
6. Type this in as you see it: GNCODER.SiteCodeCtrl.2 (see below)
7. Select "OK"



Library

There are files being uploaded periodically for your educational viewing. You may want to review them and they could become a great resource for you.

http://www.florianissoftware.com/products/*/*/661

Purchase Info/Fonts Link

At this time, we do not offer any additional fonts.

Resources



- There is an online manual: Click Help/Contents and follow the information to do tutorials.
- There is a free forum to ask questions and receive answers from Walt, Kathi, Stitch and many of the members: <http://www.florianissoftware.com/forums/>
- If you run into technical/installation difficulties you have this HelpDesk and we will be happy to help you. <http://www.florianissoftware.com/support/registration.htm>
- There are Videos in the Library: http://www.florianissoftware.com/products/*/*/661

Vista - Install issues

For Install issue on computers containing Windows Vista:

1. First, restart your computer and see if that helps. If not, try to register again.
2. This time please close any adware, spyware, and/or the antivirus programs that you have open.
3. Then try to register the program again.