

# Installing HQ Pro-Stitcher® Premium Software

**⚠ CAUTION:** Before installing any Pro-Stitcher software, ensure your tablet is compatible. Important tablet compatibility information can be found at [www.HQProStitcher.com](http://www.HQProStitcher.com).

## TOOLS REQUIRED:

- USB drive

**✍ NOTE:** The USB port is in the black box behind the tablet for all systems except for HQ Infinity. On the HQ Infinity the USB ports are on the left side of the machine under the blue lighted power switch.

## DOWNLOADING THE UPDATED PRO-STITCHER PREMIUM SOFTWARE

Begin by downloading the updated software from the Pro-Stitcher website.

1. Insert a USB drive into the USB port of a computer connected to the Internet.
2. In a browser window, navigate to the HQ Pro-Stitcher website: [www.HQProStitcher.com](http://www.HQProStitcher.com) and select **Software Update**.

3. Select **Download** to download the most recent version compatible with your tablet. The zip file will be saved to the Downloads folder on the computer.

4. Locate the *PSPUpdate[Version#].exe* zip folder. Right-click the folder name and select **Extract All** to unzip the updated files.
5. Copy the unzipped *PsPreInstall.[Version#].exe* and the *PSPUpdate [Version#].exe* files from the folder to the USB drive.
6. After the files are copied to the USB drive, unplug the USB drive from the computer and plug it into the USB port on HQ Pro-Stitcher.

## UPDATING THE HQ PRO-STITCHER TABLET COMPUTER

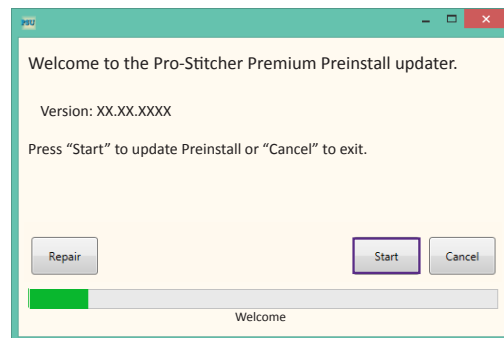
**✍ NOTE:** The PS PreInstaller updates your tablet with required support software and must be run prior to updating Pro-Stitcher Premium software.

1. Exit the HQ Pro-Stitcher software by selecting **Shut Down**, then **Exit to Windows**.

2. Touch the gray bar at the top-left corner of the screen to open the on-screen keyboard. If you have an HQ Infinity, select the keyboard icon after touching the gray bar.

**✍ NOTE:** If the keyboard does not pop up when you touch the grey bar or keyboard icon, select the yellow File Explorer folder shortcut in the taskbar at the bottom of the window desktop and skip to Step 4.

3. Press the **Windows** key on the keyboard (it turns white). Then press the **letter e** to open a File Explorer window.
4. Locate the USB drive in File Explorer. Select the *PsPreInstall.[Version#].exe*.
5. Select **Start** when this screen appears.



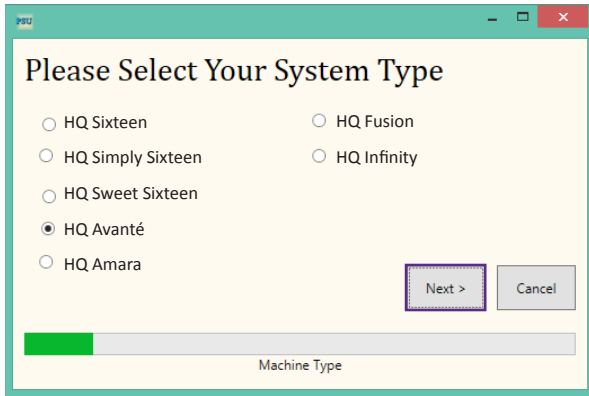
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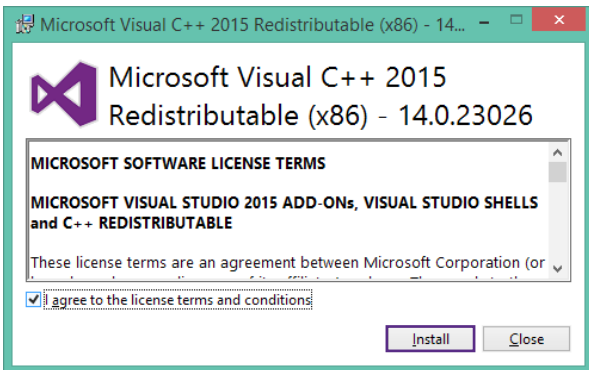
6. If prompted, select the type of Handi Quilter machine you have and press **Next**.



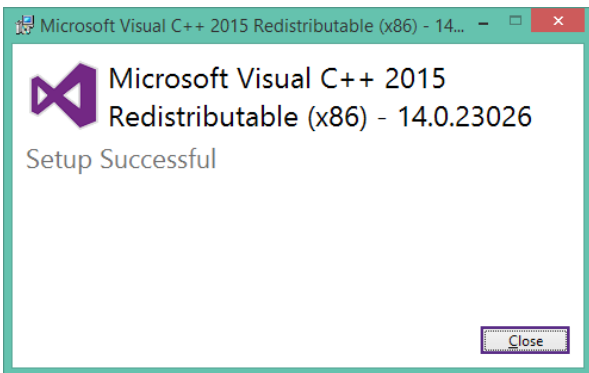
7. Select **Confirm** to continue.

**NOTE:** If prompted, follow steps 8 through 15. If you receive messages that the redistributable and Dot Net packages are already installed, hit okay and proceed to step 16.

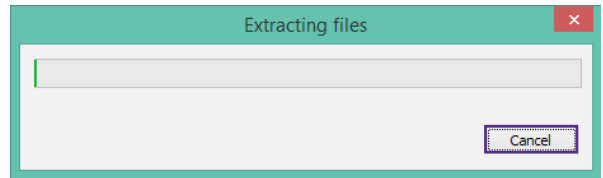
8. When the Visual C++ Redistributable installer appears, select the "I agree..." box and then select **Install**.



9. Select **Close**.

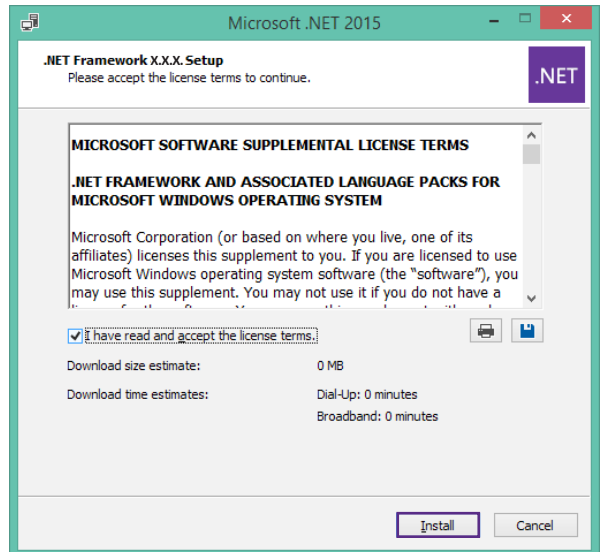


10. Wait for up to several minutes for the next step to finish.

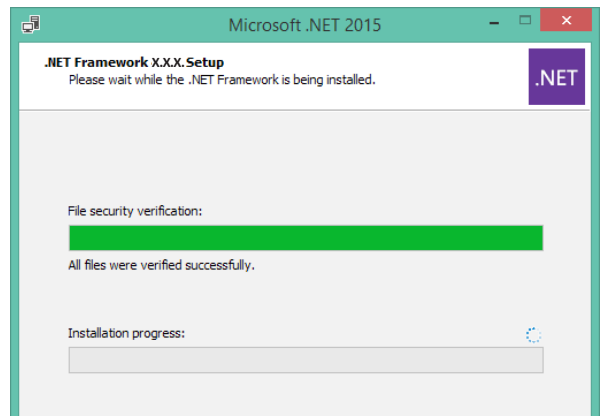


11. Mark the "I have read..." box and select **Install** to begin installing the X.X.X. Framework files required for HQ Pro-Stitcher.

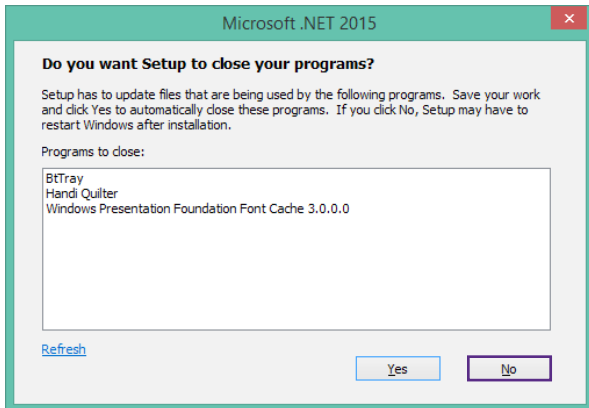
**IMPORTANT:** If the .NET installer indicates that you have a more current version, close the message box and continue to follow the on-screen instructions to complete HQ Pro-Stitcher installation. Reboot the tablet computer when it is finished.



12. Wait until the installation finishes. This may take several minutes.



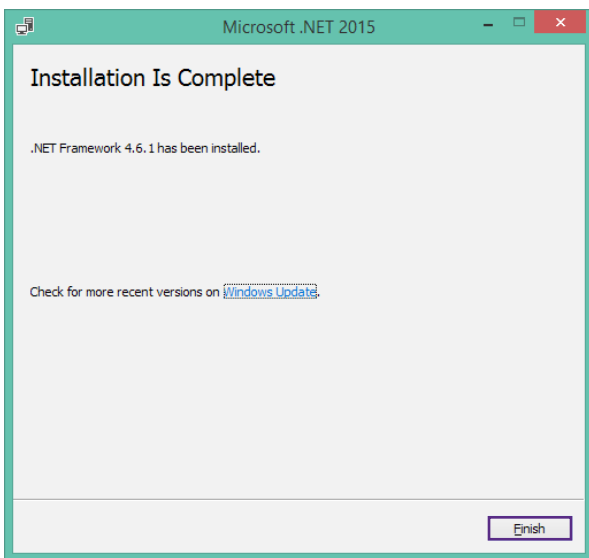
13. If you receive a message asking you to close some programs, select **No**.



16. When you see the Installation Completed message, press the **Close** button.



14. Press **Finish** when the installation is complete.

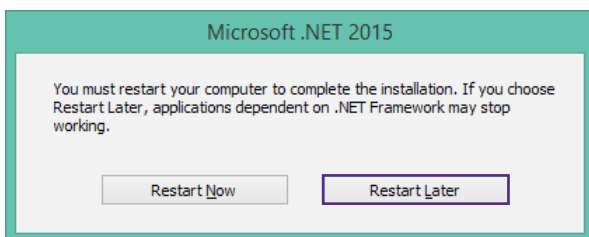


17. Upon completion, the Pro-Stitcher software will automatically try to start up, but you will receive an error message due to the .NET software installation not being fully complete. Close the message, which returns you to the Windows desktop.

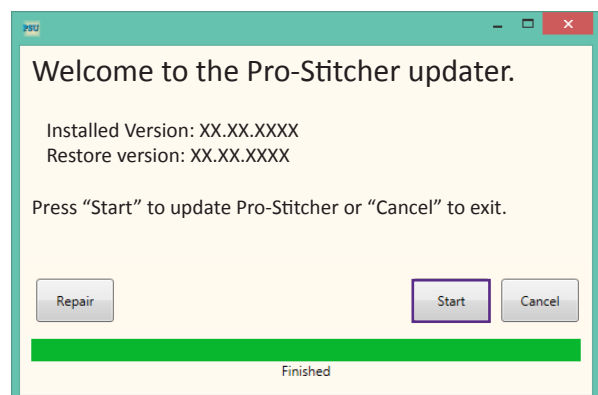
18. Reboot the computer following the instructions in the tablet manual to complete the installation process.

## UPDATING THE HQ PRO-STITCHER SOFTWARE ON THE TABLET COMPUTER

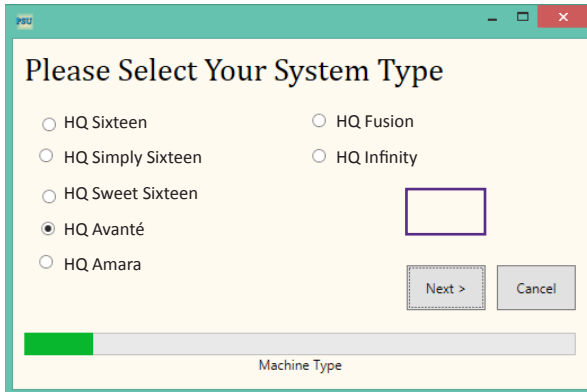
15. When prompted to restart the computer, select **Restart Later**.



1. Open the Pro-Stitcher software. Within the Pro-Stitcher Software, select **Update** under the File Tab.
2. Select the PsPUpdate.[Version#].exe.
3. Select **Start** when this screen appears.



4. If prompted, select the type of Handi Quilter machine you have and press **Next**.



5. When you see the Installation Completed message, press the **Close** button.
6. Reboot the computer to complete the installation process. To restart the tablet computer, select **Shutdown**, then **Reboot** under the File tab.