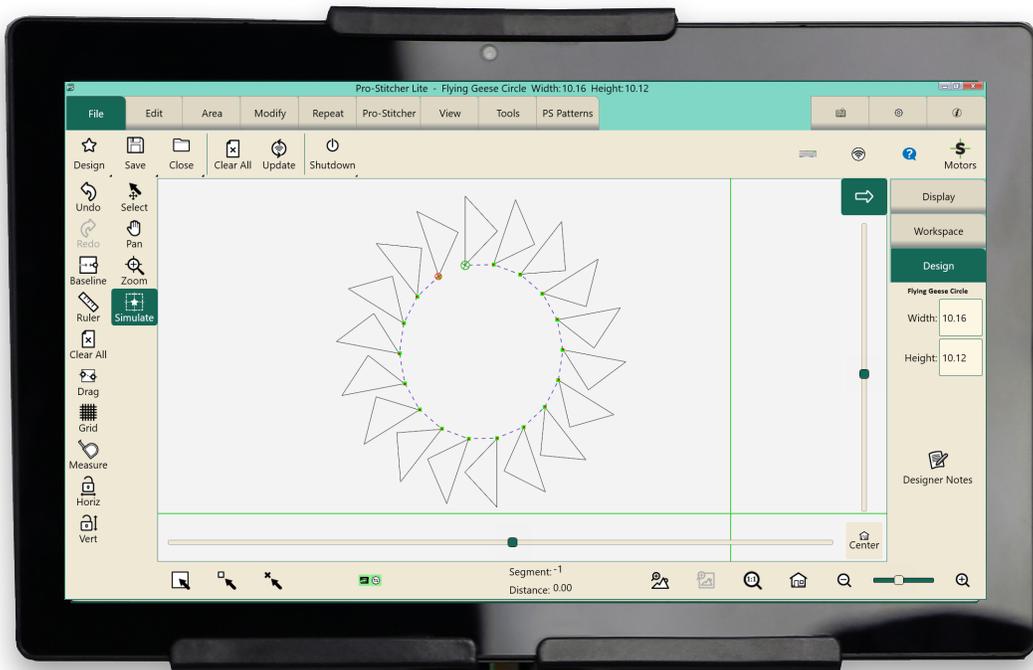


# Pro-Stitcher® LITE

FOR

# MOXIE™ MOXIE™ XL



IN50001 • VERSION 1.5

## INSTALLATION INSTRUCTIONS

on the HQ Loft™ Frame or the HQ Little Foot™ Frame

BEFORE YOU BEGIN

3D INTERACTIVE INSTRUCTIONS  
FOR THIS PRODUCT CAN BE FOUND IN



**Handi Quilter**  
BY QUILTERS FOR QUILTERS

## Online Resources

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# Important Safety Instructions

## Save these instructions

This machine is intended for household use. These are the original instructions.

## Disclaimer

Pro-Stitcher and its Representatives are in no way legally responsible or liable for damage to the Pro-Stitcher Lite when used improperly or not in accordance with the guidelines stated in this manual or when used on machine quilting frames not recommended by Handi Quilter.

## Read all instructions before using

When using any machine, basic safety precautions should always be taken, including the following:

## **WARNING: To reduce the risk of burns, fire, electric shock, or injury to persons:**

- The Pro-Stitcher Lite robotic system should never be left unattended when plugged in. Always unplug the machine from the electric outlet immediately after using and before cleaning.
- Do not allow to be used as a toy. Close attention is necessary when Pro-Stitcher Lite is used by or near children.
- Use this system only for its intended use as described in this manual. Use only attachments recommended by the manufacturer as contained in this manual.
- Never operate this system if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the system to the nearest authorized dealer or service center for examination, repair, electrical or mechanical adjustment.
- Never operate the system with any air openings blocked. Keep ventilation openings of the
- system free from the accumulation of lint, dust, and loose cloth.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, shut down the tablet, then shut down the machine and unplug from power source.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Keep fingers away from all moving parts.
- Always unplug the machine from the electrical outlet when making any user servicing adjustments mentioned in the instruction manual.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Use only the power cord set provided by the manufacturer or a certified replacement set from the manufacturer.
- Connect this appliance to a properly grounded outlet only. See Grounding Instructions.

# Read these instructions before using the machine

## *To use the system safely*

1. Keep hands and loose clothing away from wheels, gears or other moving parts.
2. Turn the system off and unplug the cord in the following cases:
  - when you have stopped using the machine
  - when you replace or remove the quilting machine needle or any other part
  - in case of failure when you use the system
  - when you check or clean the machine
  - when you leave the system unattended
3. Connect the machine directly to the wall outlet. Do not use extension cords.

## *To increase the life of your system*

1. Do not store this system in areas exposed to direct sunlight or high humidity. Never use or store the system near a heater, an iron, a halogen lamp or other hot things.
2. Clean the tablet screen with a soft, lint-free rag. If necessary, dampen the rag with a small amount of isopropyl alcohol. Do not use any other cleaners on the tablet screen.
3. Use only neutral soaps or detergents to clean the carriage. Benzene, solvents and scouring powders can damage the machine and therefore should never be used.
4. Do not drop or bump the system.
5. Always consult the manual to replace or fix any other part of the system.

## *To repair or adjust the system*

- If the system breaks down or needs adjustment, first check the troubleshooting chart in the appendix to inspect and adjust the system yourself.
- If unable to fix, contact your local retailer.

California Residents:

**CALIFORNIA PROPOSITION 65 WARNING  
PROPOSITION 65 DE L'ETAT DE CALIFORNIE  
CALIROFNIA - PROPUESTA DE LEY NÚM. 65**



**WARNING:** *Cancer and Reproductive Harm*  
**ADVERTENCIA:** *Cáncer y Daño Reproductivo*  
[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

## Recommended Use and Storage

1. It is recommended that our products be operated within in a temperature range of 60°F to 90°F.
2. Store products in a climate-controlled environment with the following provisions:
  - Store machine in the original packaging, which contains the internal supports designed specifically to maintain and protect the machine during transport or storage.
  - Detach cables and accessories before packing.
  - To best protect your electronics, store them in the original packaging, especially any that arrived in anti-static containers.
3. Storage or use in an environment other than what is recommended may result in
  - Damaging condensation
  - Rust
  - Premature wear
  - Overheating
  - Poor performance
  - Shortened battery life
4. The tablet warranty, if applicable, is VOID if the tablet is stored in temperatures below 32°F or above 110°F. Do not leave the tablet in a vehicle or other enclosed space where the temperature may exceed 110°F.
5. If the product is stored at a temperature above or below the recommended operating range, allow the machine to acclimate to the operating environment before use.

## Low Power Protection Mode

**FOR CHUWI BRAND TABLETS ONLY**—If the battery of the tablet is left uncharged for a long time, it will enter a power protection mode. At this time, when you plug in the tablet to charge, there will be no battery icon prompt, and the tablet will not turn on immediately.

To turn on and charge your tablet normally again, follow these instructions:

1. Plug in the charger to the tablet.
2. Press and hold the power button on the tablet for 15 seconds.
3. Confirm that the LED light turns red.
4. Charge the tablet for at least 1 hour.
5. Power on the tablet as normal.

 **NOTE:** The above instructions may not apply to your particular Pro-Stitcher tablet. If you cannot solve the issue following these instructions, please contact Pro-Stitcher's technical support.

## Conservez ces consignes

Cette machine est destinée à un usage domestique.

### Avertissement

Pro-Stitcher et ses représentants ne sont en aucun cas juridiquement responsables des dommages causés à Pro-Stitcher Lite lorsque celle-ci est utilisée de manière inadéquate ou non conforme aux consignes énoncées dans ce manuel ou lorsqu'elle est utilisée sur des cadres de machine à quilter non recommandés par Handi Quilter.

### Lisez toutes les consignes avant d'utiliser le produit

Lorsque vous utilisez une machine, vous devez toujours prendre des précautions de sécurité de base, notamment ce qui suit : lisez toutes les consignes avant d'utiliser le produit.

## AVERTISSEMENT : pour réduire le risque de brûlures, d'incendie, de choc électrique ou de blessures :

Ne jamais laisser la machine à quilter Pro-Stitcher Lite sans surveillance lorsqu'elle est branchée.

Débranchez toujours la machine de la prise électrique immédiatement après usage et avant de la nettoyer.

- Ne pas l'utiliser comme un jouet. Il est nécessaire de faire preuve de vigilance lorsque cette machine à quilter est utilisée à côté ou à proximité d'enfants.
- Utilisez cette machine à quilter uniquement pour l'usage prévu décrit dans ce manuel. Utilisez uniquement les accessoires recommandés par le fabricant décrits dans ce manuel.
- Ne jamais utiliser cette machine à quilter si le cordon ou la fiche est endommagé, si elle ne fonctionne pas correctement, si on l'a fait tomber ou endommagé, ou si elle est tombée dans l'eau. Renvoyez la machine à quilter au revendeur ou centre de service après-vente agréé le plus proche pour examen, réparation, ou réglage électrique ou mécanique.
- Ne jamais utiliser la machine si des ouvertures d'air sont bloquées. Gardez les ouvertures de ventilation de la machine libérées d'accumulation de peluches, poussières et morceaux de tissu.
- Ne jamais faire tomber ou insérer un objet dans une ouverture.
- Ne pas utiliser à l'extérieur.
- Ne pas utiliser là où des aérosols (vaporisateurs) sont utilisés ou de l'oxygène est administré.
- Pour déconnecter, arrêtez l'ordinateur, puis débranchez tous les câbles.
- Ne pas débrancher en tirant sur le cordon. Pour débrancher, saisir la fiche, non le cordon.
- N'approchez pas les doigts des parties mobiles.
- Débranchez toujours la machine de la prise électrique pour retirer des couvercles, lubrifier, ou pour tout autre réglage d'entretien de l'utilisateur mentionné dans le manuel d'instruction.
- Cet appareil n'est pas destiné à être utilisé par des personnes (y compris les enfants) dotées de facultés physiques, sensorielles, ou mentales réduites, ou manquant d'expérience ou de connaissances, sauf si elles ont été formées et encadrées sur l'utilisation de cet appareil par une personne responsable de leur sécurité.
- Utilisez uniquement le cordon d'alimentation fourni par le fabricant ou une pièce de rechange certifiée par le fabricant.

# Lisez ces consignes avant d'utiliser la machine

## ***Pour utiliser la machine en toute sécurité***

1. N'approchez pas les mains et les vêtements amples des roues, des engrenages ou des autres pièces mobiles.
2. Mettez la machine hors tension et débranchez le cordon dans les cas suivants :
  - lorsque vous avez fini d'utiliser la machine
  - lorsque vous remplacez ou retirez l'aiguille ou une autre pièce de la machine à quilting
  - en cas de défaillance lorsque vous utilisez la machine
  - lorsque vous inspectez ou nettoyez la machine
  - lorsque vous laissez la machine sans surveillance
3. Connectez la machine directement à la prise murale. Ne pas utiliser de rallonges.

## ***Pour augmenter la durée de vie de votre machine***

1. Ne pas ranger cette machine dans des endroits exposés à la lumière directe du soleil ou à une forte humidité. Ne jamais utiliser ni ranger la machine à proximité d'un radiateur, d'un fer à repasser, d'une lampe halogène ou d'autres objets brûlants.
2. Nettoyez l'écran d'ordinateur avec un chiffon doux non pelucheux. Au besoin, humidifiez le chiffon avec une petite quantité d'alcool isopropylique. Ne pas utiliser d'autres produits de nettoyage sur l'écran d'ordinateur.
3. Utilisez uniquement des savons ou détergents neutres pour nettoyer le chariot. Le benzène, les solvants et les poudres à récurer peuvent endommager la machine et ne doivent donc jamais être utilisés.
4. Ne pas faire tomber ou cogner la machine.
5. Consultez toujours le manuel pour remplacer ou réparer toute autre pièce de la machine.

## ***Pour réparer ou régler la machine***

- Si la machine tombe en panne ou doit être réglée, consultez d'abord les consignes de dépannage figurant en annexe pour inspecter et régler vous-même la machine.

# Congratulations on Your Pro-Stitcher Lite® Purchase

Pro-Stitcher is proud to offer you easy-to-use robotic systems for computer-guided quilting using the latest technology with the best value for your money. We provide inspiration and education to enhance your transition into computer-guided machine quilting.

Because the world of computer-guided quilting is constantly changing, we invite you to stay up-to-date by checking our website frequently for news, software updates, tutorials, and more.

## Go to [www.ProStitcher.com](http://www.ProStitcher.com) for:

- Updates to the Pro-Stitcher Lite software (provided free as long as you own your machine)
- A full-color version of this manual that can be downloaded and printed
- Updates to this manual
- Step-by-step tutorials to help you learn how to use Pro-Stitcher Lite
- News about hardware upgrades and new machines
- Links to educational information: webinars, retreats, and more

## Want to be in the know?

Sign up to join the Pro-Stitcher email newsletter to receive notice of updates, upgrades, special offers, contests, new products, and free stuff. Join by going to [www.prostitcher.com](http://www.prostitcher.com), scroll down, and click “Join our mailing list.”

## Machine Packaging Information

Keep the carton and packing materials. You will need them in the event that you need to return the machine to the retailer or send it for repair. If you do not pack the system properly or if you do not use the correct packaging materials, the system could be damaged. Pro-Stitcher is not liable for damage that occurs during return shipping.

## Pro-Stitcher Contact Information

Pro-Stitcher

501 N 400 W  
North Salt Lake, Utah 84054

Toll-free phone: (855) 777-5257  
Email Address: [support@prostitcher.com](mailto:support@prostitcher.com)  
Website: [www.ProStitcher.com](http://www.ProStitcher.com)

This product must be grounded. In the event of malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**DANGER** – Improper connection of the equipment-grounding conductor can result in a risk of electric shock. The conductor with insulation having an outer surface that is green with or without yellow stripes is the equipment-grounding conductor. If repair or replacement of the cord or plug is necessary, do not connect the equipment-grounding conductor to a live terminal.

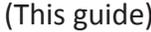
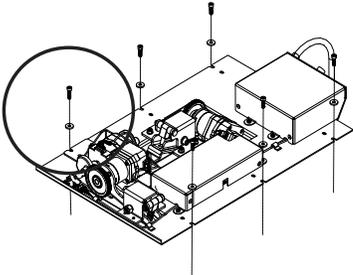
Check with a qualified electrician or serviceman if the grounding instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

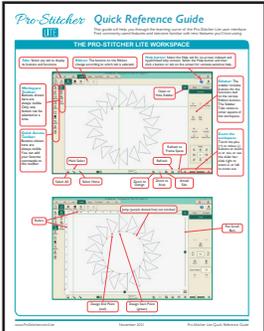
Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

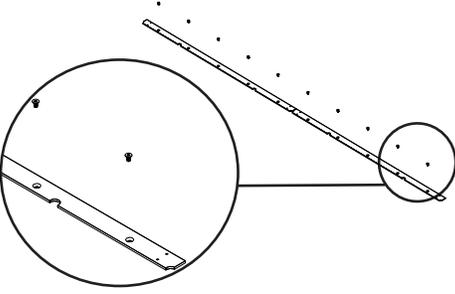
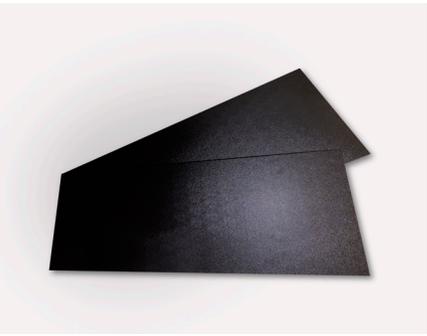
# Parts List

This list shows the parts of the Pro-Stitcher Lite for the Moxie/Moxie XL quilting machine.

 **NOTE:** The parts photographed in this manual may look different from the ones you received.

Item	Quantity	Photo
A. Pro-Stitcher Lite Installation Instructions (This guide)	1	
B. Blue X-axis Flexirack: QM10065-10	1	
C. X-axis Flexirack clamps and screws: QM10010 (Clamps) QM10015 (Screws)	4 4	
D. 3/32-inch drill bit: QM10113	1	
E. Pro-Stitcher Lite Tray Assembly (without carriage): QM50000  Screws and washers: QM10170 (Screws) QM12015 (Screw) - circled QM10302 (Washers)	1  5 1 6	
F. Tablet bracket: QM50000-2	1	
G. Bracket mounting screws QM11097 (Moxie - short screws) or  QM13237 (Moxie XL - longer screws)	3 of each	

Item	Quantity	Photo
H. Y-axis mounting bracket assembly: QM50000-7 (Moxie ONLY) OR QM50000-10 (Moxie or Moxie XL)	1	
I. Y-bracket machine screws QM10185	4	
J. Power cord: QM20304	1	
K. Tablet power cable Power cable from machine to tablet: QM20147	1	
L. USB Cable Communication cable from tablet to machine: QM20148 (Moxie-shorter cable) or QM20189 (Moxie XL-longer cable)	1 of each	
M. Pro-Stitcher Lite tablet: QM20887-14 PS Tablet   <b>NOTE:</b> The model of the Pro-Stitcher Lite tablet may be different from the one pictured.	1	
N. Pro-Stitcher Lite USB flash drive: QM21869	1	
O. Quick Reference Guide-PS Lite: QM30012	1	

Item	Quantity	Photo
P. Communication cable QM20145 (Moxie)	1	
P-clip, 1/4 inch, nylon QM10291	1	
Washer QM13246	1	
Screw QM10945	1	
Hex Key L 3mm (not pictured) QM10287	1	
Hex Key L 2.5mm (not pictured) QM10286	1	
<b>Parts for the HQ Little Foot Frame ONLY</b>		
<p>Q. Flexirack Mount Kit for Pro-Stitcher Lite on Little Foot Frame QM50007</p> <p><b>Contains:</b></p> <p>Mount-Flexirack PSL QM10306</p> <p>Screws QM10307</p> <p>Pan head screws QM10749</p> <p>Hex Driver 2.5mm (not pictured) HQ1400-21</p>	<p>1</p> <p>2</p> <p>10</p> <p>4</p> <p>1</p>	
<b>Parts for the HQ Loft Frame ONLY</b>		
S. 8-Foot Loft Frame Table Top Kit-PS QF01501-PSL	1	

# Installing the Pro-Stitcher Lite Assembly on the HQ Moxie/Moxie XL

These instructions are for installing Pro-Stitcher Lite on the Moxie/Moxie XL machine. Pro-Stitcher recommends installation by an authorized Pro-Stitcher retailer if available.

## Tools required

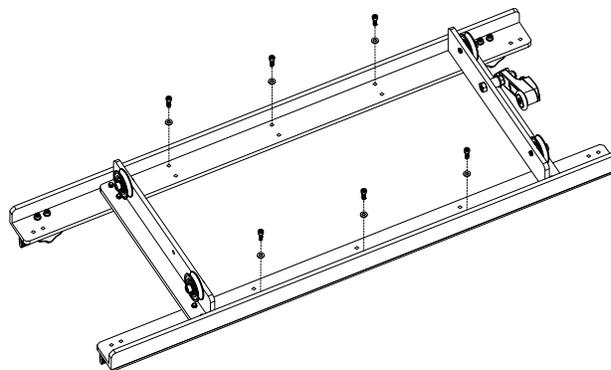
- Power drill
- 2.5mm hex wrench
- 3mm hex wrench
- 4mm hex wrench
- 5mm hex wrench
- 9/16-inch open-end wrench
- 5/16-inch nut-driver (optional)
- Slotted screwdrivers (one large and one small)
- Phillips screwdrivers (one large and one small)

## Installing the Pro-Stitcher Lite Tray Assembly

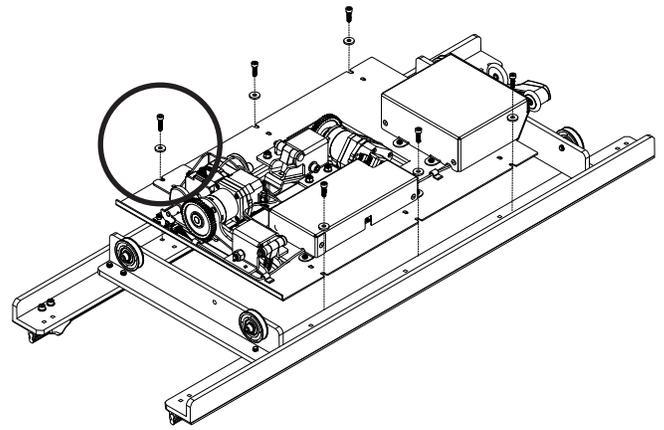
These instructions are for installing the Pro-Stitcher Lite Tray Assembly. These instructions are for both the HQ Loft Frame and the HQ Little Foot Frame.

1. Locate the Pro-Stitcher Lite tray assembly, screws, and washers (*see Parts List, item E*).
2. Place the Moxie/Moxie XL carriage (*not shown in Parts List*) upside down on a protected flat surface with the wheels up toward the ceiling.
3. Remove and discard the six screws and washers which are located in the **outside inserts** holding the track supports to the top of the carriage as shown.

➡ **IMPORTANT:** There will still be two outside screws close together on each end of the track support holding the tracks in position and in place on the carriage at this point. Do not remove these screws. They are keeping the tracks aligned in position.



- Place the Pro-Stitcher Lite tray assembly (see *Parts List, item E*) onto the Moxie/Moxie XL carriage and place the one new longer screw and washer into the **outside insert** (location circled in the image). Note the position of the longer circled screw and washer. It goes through an additional layer of metal bracket requiring it to be longer.
- Fasten the tray with the five remaining new screws and washers into the **outside screw inserts**, where you originally removed the old screws.

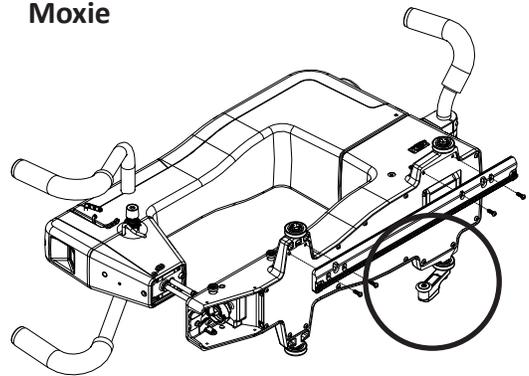


## Install the Y-Rack

- Carefully lay the quilting machine on its left side as shown (looking from the front).

➤ **IMPORTANT:** Take care not to put any undue weight or pressure on the machine encoder, which is circled. You may want to carefully place the two bottom wheels just off the front edge of the table, with a second person holding the machine.

Moxie

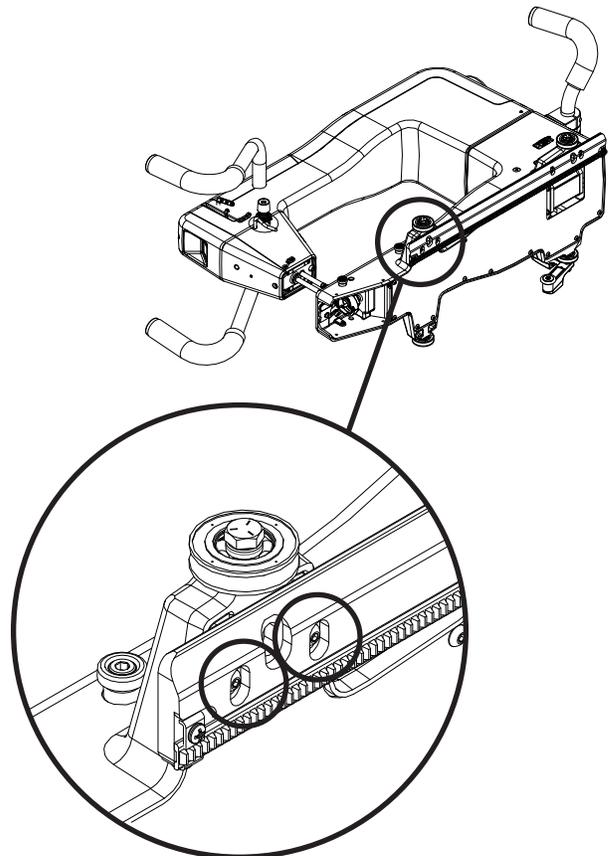


- Remove and discard the four screws, as shown, from the bottom cover on the right side of the machine (the side with the thread tensioner and thread guides). These screws will be replaced with longer screws.

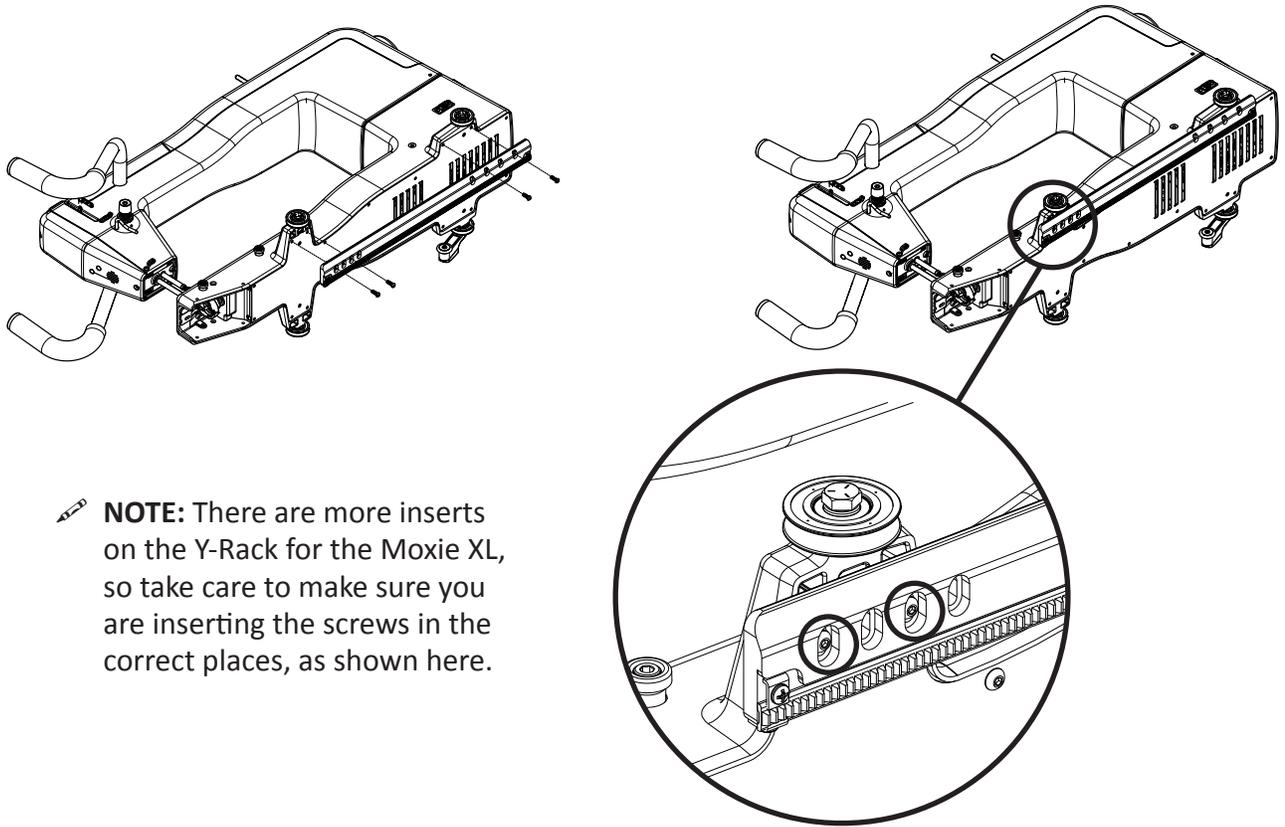
- Attach the Y-Rack (see *Parts List, item H*) to the bottom of the front and rear base plates with the four new longer screws (see *Parts List, item I*). Orient the Y-rack so that the blue Flexirack is toward the middle of the machine, while the bolt inserts are toward the outside. Use a 2.5mm hex wrench to tighten the four screws.

✎ **NOTE:** The smaller inserts in the Y-rack are used to fasten it to the machine.

⚠ **CAUTION:** Be careful not to overtighten the screws as the base plate inserts can strip easily.



## Moxie XL



 **NOTE:** There are more inserts on the Y-Rack for the Moxie XL, so take care to make sure you are inserting the screws in the correct places, as shown here.

## Frame Assembly Note

If you have not already assembled the frame you will need to do so now. Use the assembly instructions provided with the frame to assemble the frame.

## Table Top Kit Assembly (HQ Loft Frame Only)

If you don't already have a table top on your frame, you will also need to install the table top now. It will provide a surface for mounting the X-rack.

Use the Table Top Kit (*see Parts List, item 5*) assembly instructions to install the table top. The instructions come with the Table Top Kit but are also included on page 16.

If you have the HQ Loft Frame set up and the Table Top Kit is assembled, go to page 17.

## 4-Wheel Track System (HQ Little Foot Frame Only)

If you are using the Little Foot Frame, you will need to change the tracks from the 8-wheel system to the 4-wheel system.

Use the 4-wheel Track System assembly instructions to install the track system. The instructions come with the 4-Wheel Track system but are also included on page 20.

If you have the HQ Little Foot Frame set up and the 4-Wheel Track System is assembled, go to page 22.

# HQ Loft Frame Table Top Installation Instructions

## Parts List

PART NUMBER	DESCRIPTION	QTY
QF01501-RAW	4-Foot Table Top Section	2
QF00043	Double-sided Foam 118 inches	1

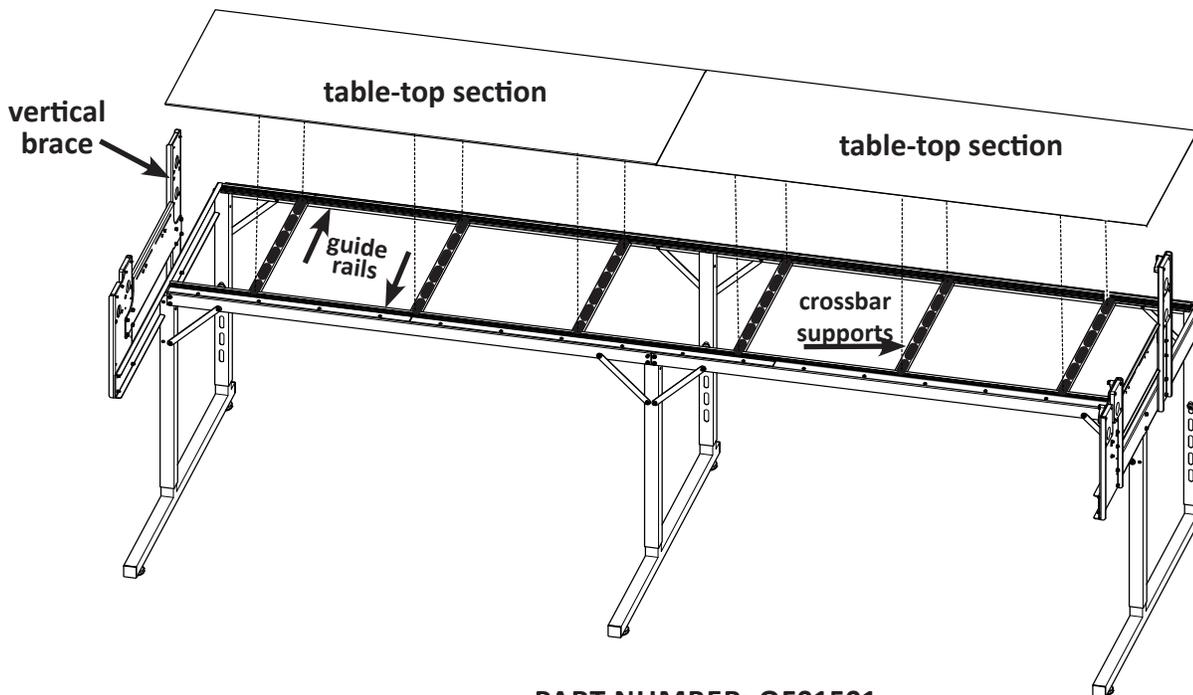
### Tools Needed:

- Scissors for cutting foam tape (not included)

- **IMPORTANT:** Removing the frame poles will make it easier to place the table-top sections.
- **IMPORTANT:** Before installing table-top sections, confirm that guide rails and tracks are in the correct position, by placing the machine and carriage on the tracks and rolling it from end to end, checking for smooth movement and no binding.

1. Cut the double-sided foam tape to fit the crossbar supports and apply the adhesive side of the foam tape to all six cross-bar supports.

2. Remove the protective cover from the tape on the three crossbar supports on the right side of the frame.
3. Remove the clear backing from the smooth bottom side of both table tops. The textured side goes up.
4. Starting at the right vertical brace, butt the end of one table-top section against the brace and align it between the guide rails. Make sure the table-top section is between the front and rear guide rails and does not overlap the lip of either guide rail. Do not press the section down into the foam tape until both table-tops are in place.
5. Remove the protective cover from the foam tape on the three remaining crossbar supports.
6. Butt one end of the second table-top section end against the end of the installed table-top section and align between the rails. When correctly positioned, press the table-top sections firmly onto the foam tape.



PART NUMBER: QF01501

# Installation on the Loft Frame

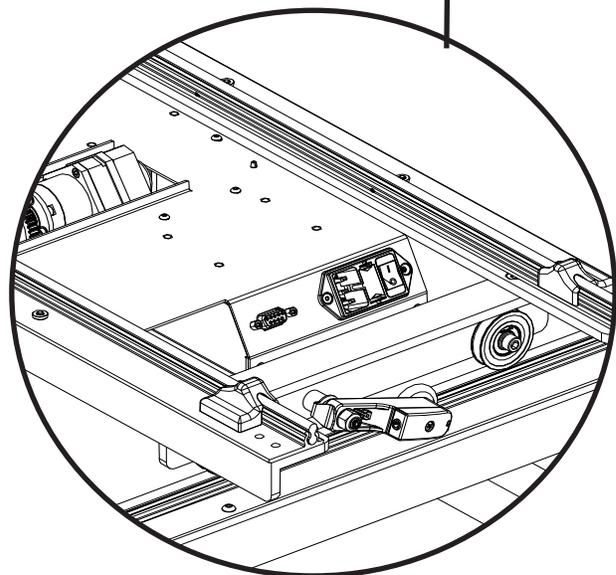
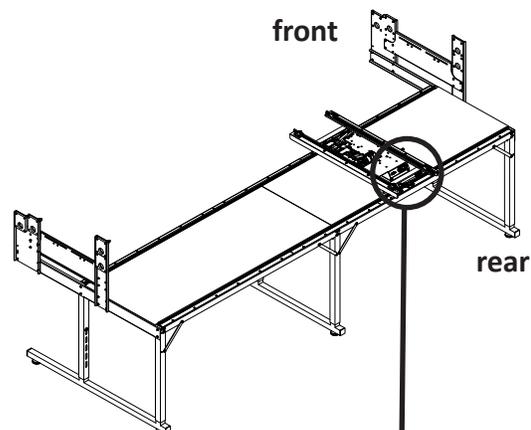
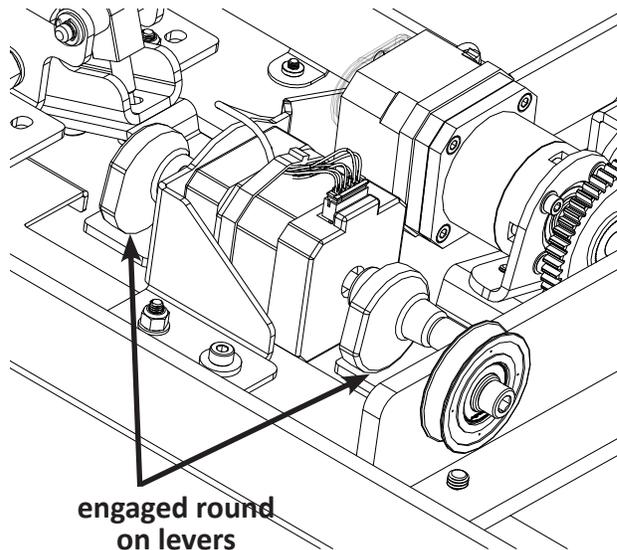
## Install the Flexirack on the Loft Frame

(For Installation Instructions for the HQ Little Foot Frame, go to page 22.)

Locate the blue 10-foot Flexirack (see *Parts List, item B*) and your carriage with the Pro-Stitcher Lite tray assembly mounted.

-  **NOTE:** Unroll and straighten the blue Flexirack allowing it to relax so it will be easier to lay it onto the table top.
  
-  **IMPORTANT:** Looking at the bottom side of the tray/carriage assembly, ensure the black discs are in the engaged position. The black discs are engaged when the round part of the eccentrics are on the X and Y levers. The black discs are disengaged when the flat part is on the levers. Rotate the black discs by hand as needed to engage them with the black gears.

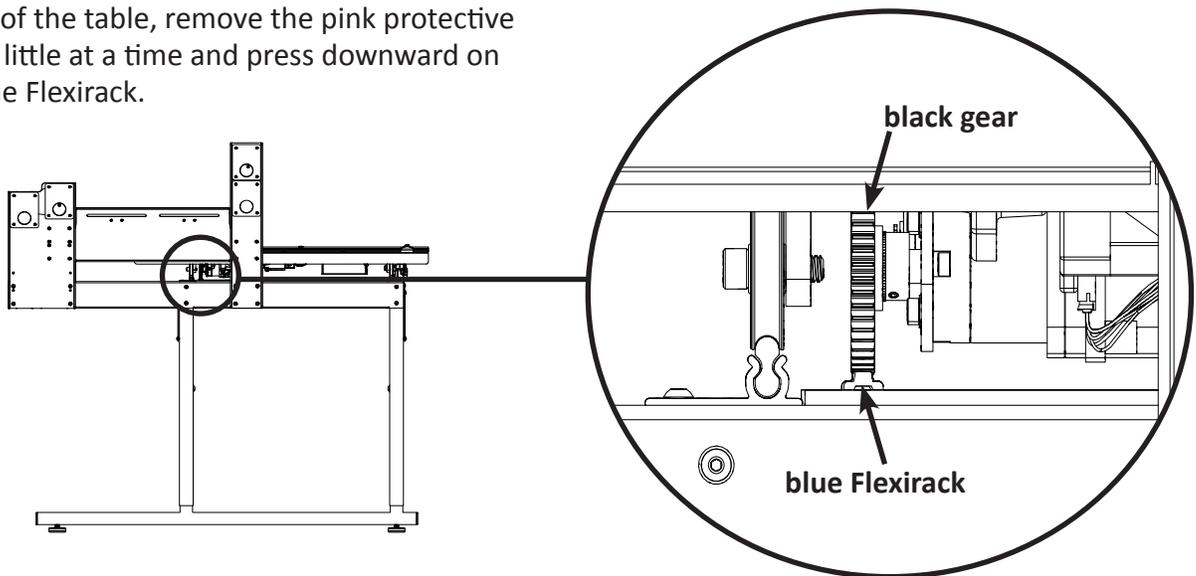
1. Place the carriage on the frame, aligning wheels with the tracks, with the carriage encoder and power cord receptacle at the rear of the frame.



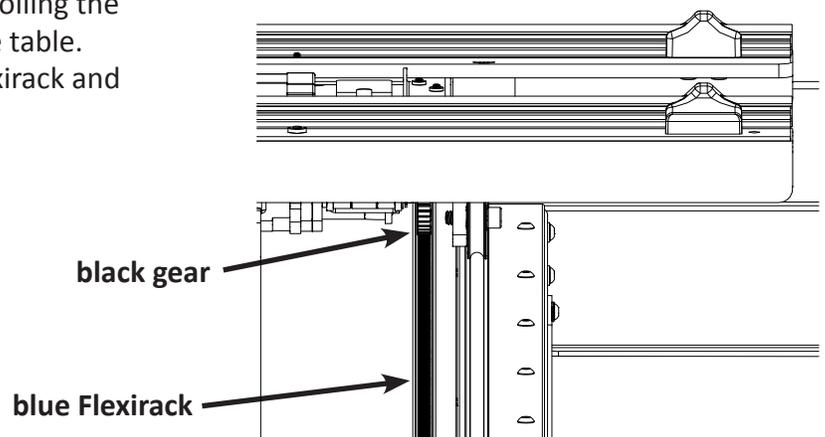
2. The blue Flexirack and the black gear need to be aligned with one another. The blue Flexirack will be mounted to the FRONT of the table. Starting at one end of the table, begin mounting the blue Flexirack to the front of the table while aligning it to the front black gear on the Pro-Stitcher Lite carriage.

 **NOTE:** Once you align the blue Flexirack with the center of the black gear, you may find it helpful to measure the distance between the blue Flexirack and the track support. With this dimension, you can create a spacer to aid you in keeping the blue Flexirack straight the entire length of the table.

3. Use the carriage or spacer as a guide and align the blue Flexirack with the black gear along the length of the table. While moving across the length of the table, remove the pink protective layer a little at a time and press downward on the blue Flexirack.

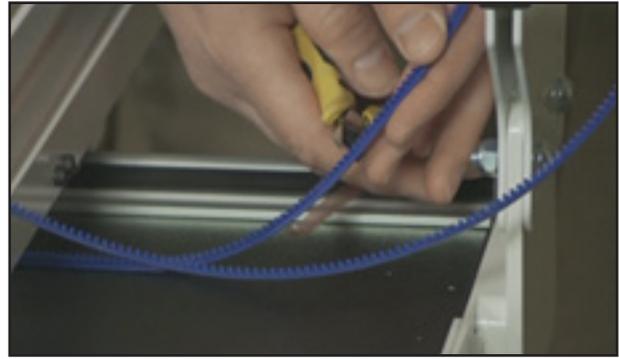


4. Double-check the alignment of the carriage black gear with the blue Flexirack by rolling the carriage along the entire length of the table. Adjust as necessary to ensure the Flexirack and the gear are aligned.



5. Trim the Flexirack to length using a knife or wire cutters. The blue Flexirack does not need to extend the full width of the table and can be a couple of inches shorter on either end.
6. At both ends of the blue Flexirack, use two of the small metal clamps (*see Parts List, item C*) to hold the ends firmly in place. The clamps have an insert through the center and a bent lip on one end. The lip should be on the side opposite the blue Flexirack. Place the clamps where they will be attached and drill pilot inserts using the 3/32-inch drill bit (*see Parts List, item D*), and then use a Phillips screwdriver to fasten the clamps on both sides of the Flexirack to the table.

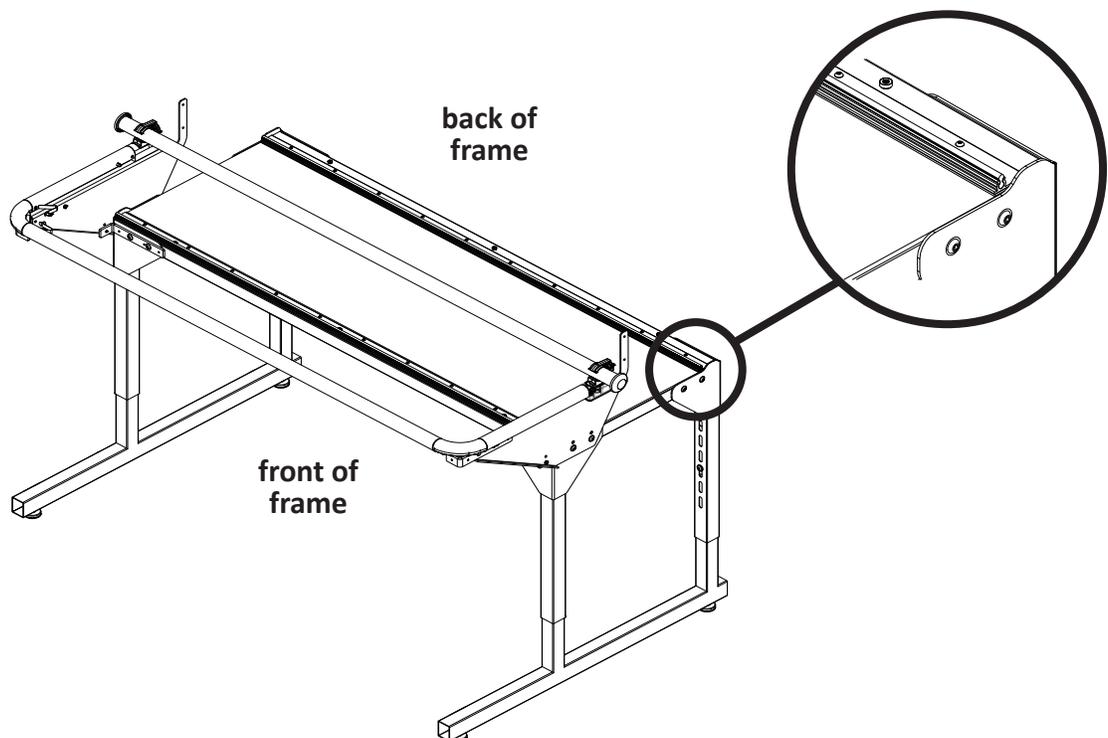
**Next, skip to the Y-rack alignment step on page 27.**



# HQ Little Foot Frame 4-Wheel Track Installation Instructions

## Parts List

Item	Quantity	Part Number
Track Assembly (Four-Wheel - Front)	1	QF05300-11
<b>Includes:</b>		
• Front Track Support	1	QF05300-08
• Front Adapter Rail	1	QF05300-06
• Track	1	QF05300-10
• Screws - M4x4 SKB ZN	10	QM10277
Track Assembly (Four-Wheel - Rear)	1	QF05300-12
<b>Includes:</b>		
• Rear Track Support	1	iQF05300-09
• Rear Adapter Rail	1	QF05300-07
• Track	1	QF05300-10
• Screws - M4x4 SKB ZN	10	QM10277
2.5mm Hex Driver	1	QF09318-116
<b>Check the box carefully. This tool is small and easy to miss!</b>		



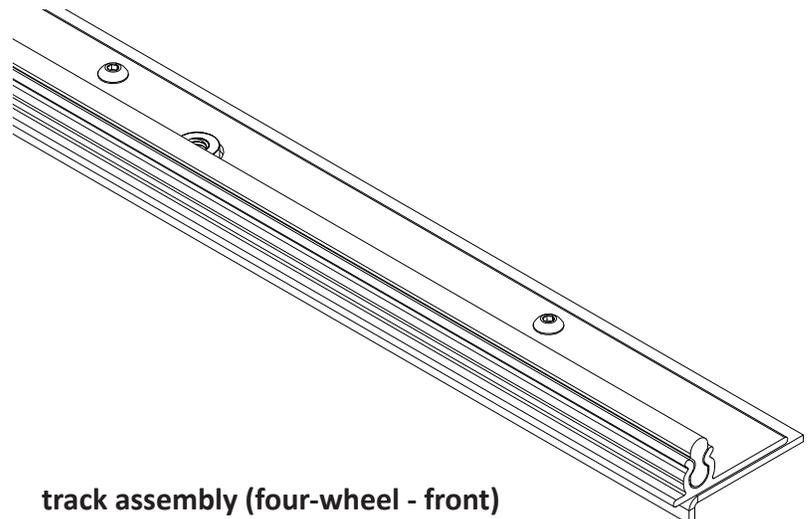
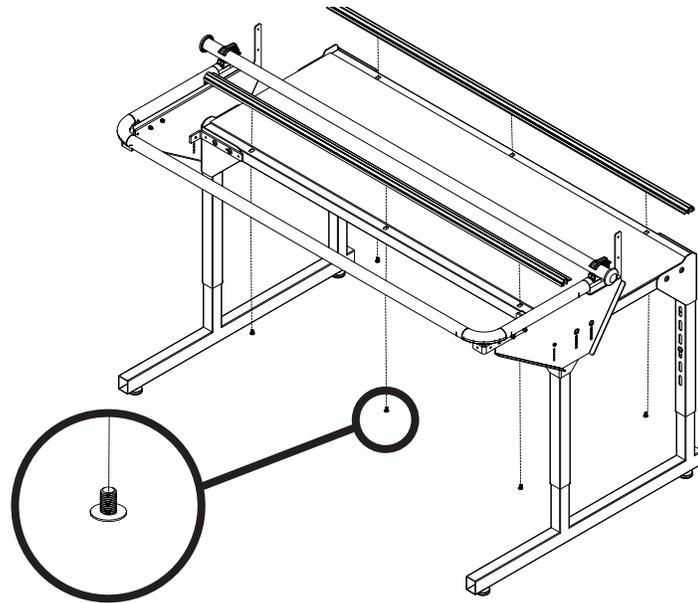
## Replace the 8-Wheel Track with the 4-Wheel Track

1. Remove the 8-wheel track supports already installed on the table top. Remove the three large flange head screws holding each of the front and rear eight-wheel track supports in place from the bottom side of the table top.

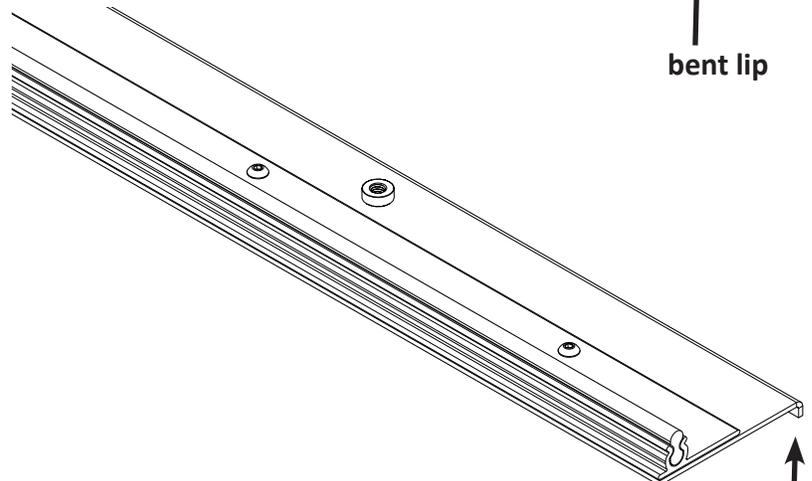
 **NOTE:** The 4mm hex wrench that is required to remove these screws was provided in the original frame kit. These track supports will not be needed for the four-wheel carriage and may be discarded. **The six flange head screws will be reused—DO NOT DISCARD THEM.**

2. Install the front and rear four-wheel track assemblies, using the flange head screws saved in step 1 from the underside of the table. Leave the six screws loose for now.

 **NOTE:** The front four-wheel track assembly is narrower than the rear four-wheel track assembly. The bent lip goes to the outside of the table top on each of the assemblies.



↑  
bent lip



↑  
bent lip

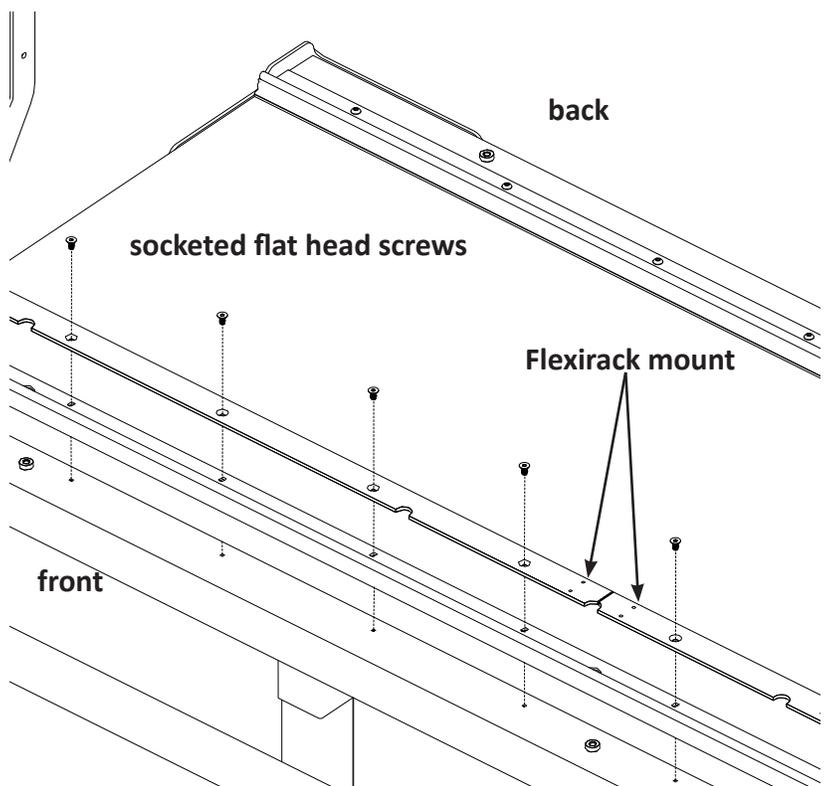
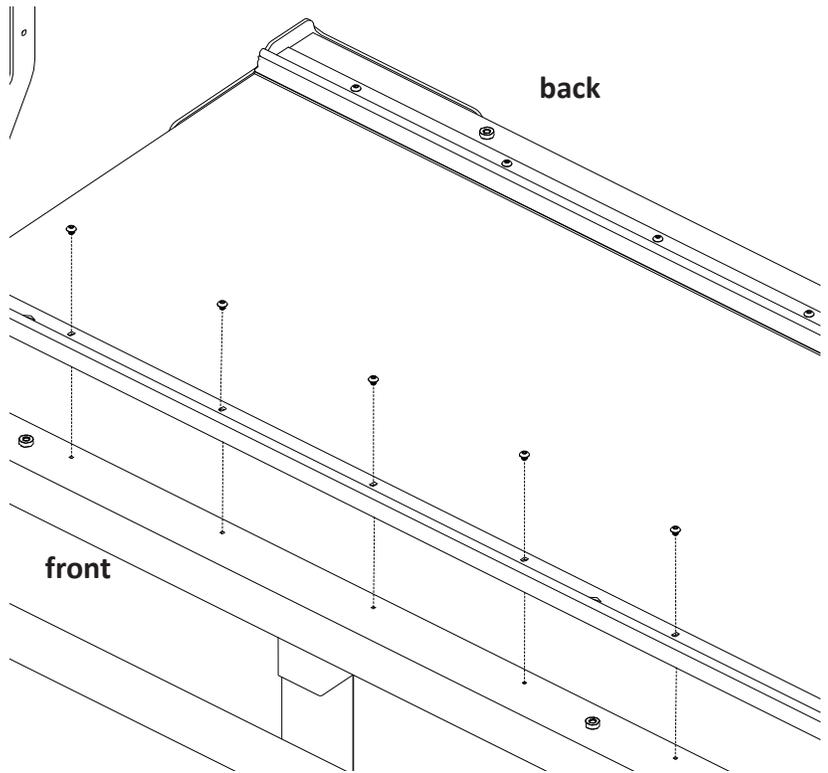
# Installation on the HQ Little Foot Frame

## Installing the Flexirack Mount

1. Remove the button-head screws holding the track support to the front white adapter rail base and set them aside; they will not be reused.
2. Place the Flexirack mount (see *Parts List, item Q*) over the track, align the screw inserts, and place the new socketed flat head screws through the mount, through the track support, and into the threaded inserts in the white adapter rail base.

 **NOTE:** The track is sandwiched between the Flexirack mount and the white adapter rail base.

3. Align the two pieces of the mount to be straight with each other and tighten the socketed flat head screws firmly.

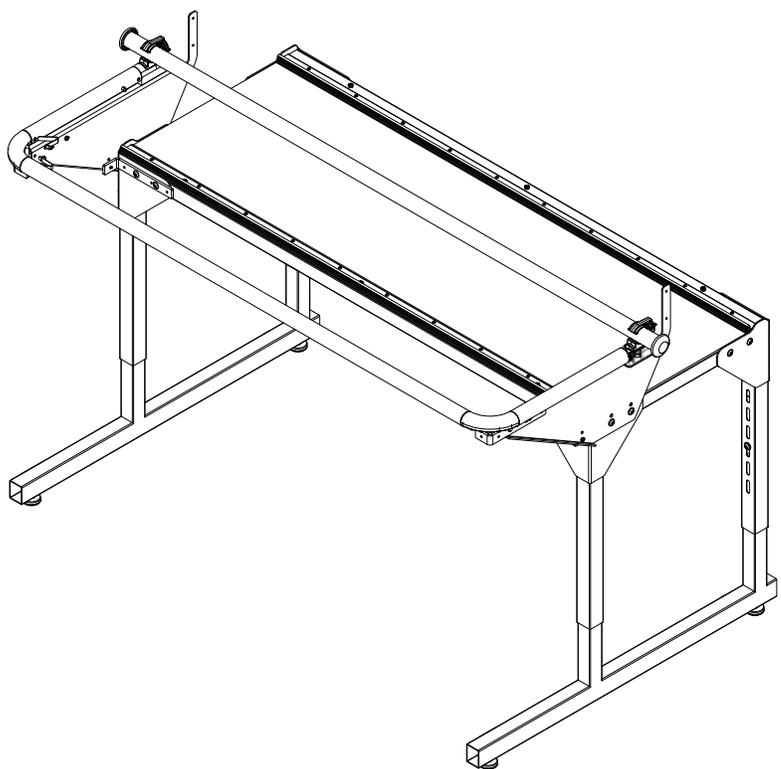
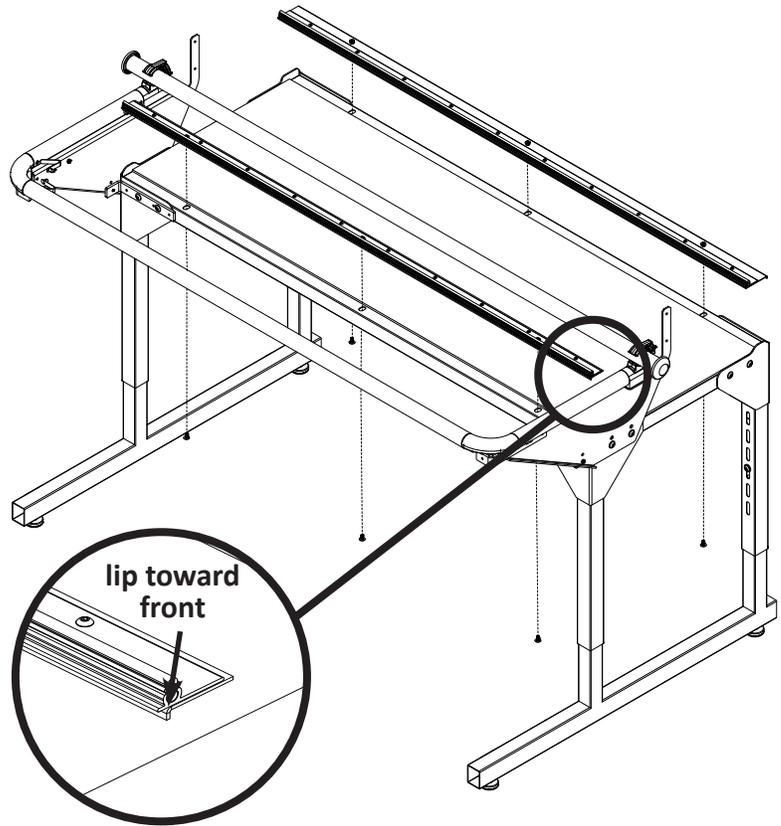


## Align the Tracks to the Carriage

1. Place the four-wheel carriage on the tracks. Ensure the distance between the front and rear tracks is correct and consistent for the wheels. Move the carriage along the track and slide the tracks closer or further apart as needed.
2. Once you have confirmed the tracks fit into the carriage wheels, leave the carriage on the tracks, push the carriage and tracks as far to the back as possible, align the back track straight across the rear of the frame, and fully tighten the back track screws.
3. Roll the carriage to one end and ensure the tracks are aligned the correct distance apart and fully tighten the front screws.
4. Repeat this process for the center and end screws at the front.

 **NOTE:** All screws should now be tightened, and the machine should roll freely down the track without any resistance. If not, adjust the distance between the tracks until the carriage rides freely along the track.

 **IMPORTANT:** A coarse adjustment is made with the large flange head screws from the underside of the table. A fine adjustment is made with the socketed flat head screws on top with the 2.5mm hex wrench. (See page 25 for more information.)

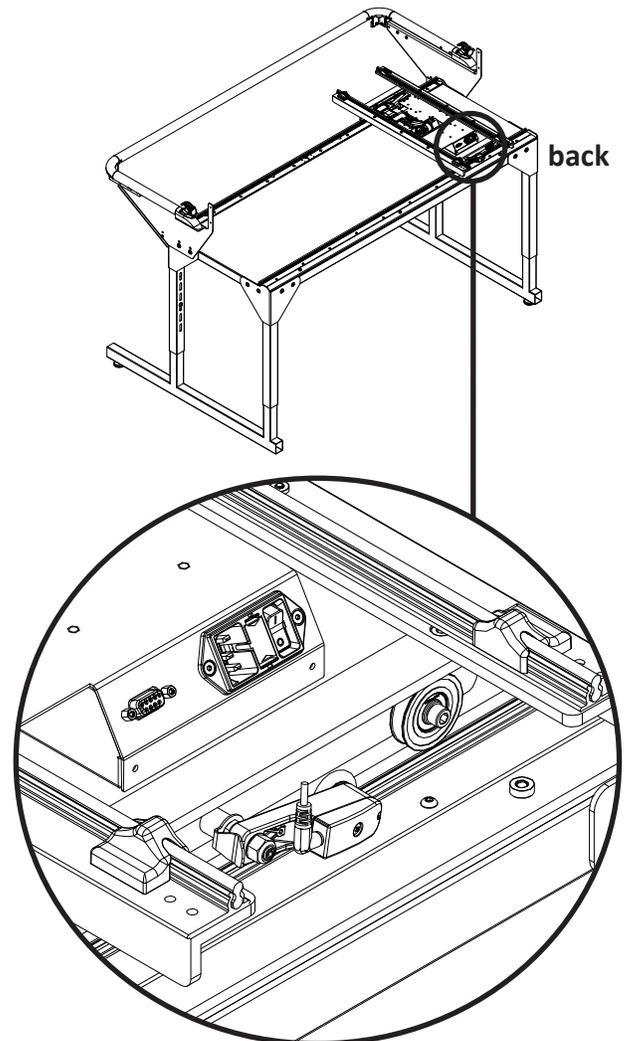
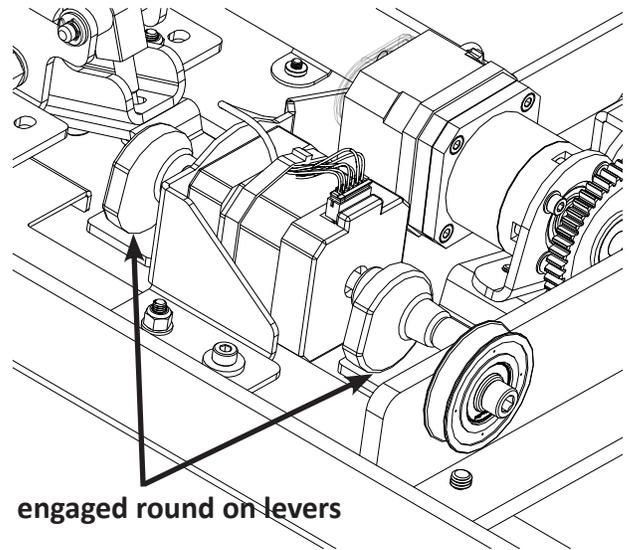


## Install the X-Rack on the Little Foot Frame

Locate the blue 10-foot Flexirack (see *Parts List, item B*) and the Pro-Stitcher Lite tray assembly (see *Parts List, item E*) mounted on the carriage (not shown in the Parts List).

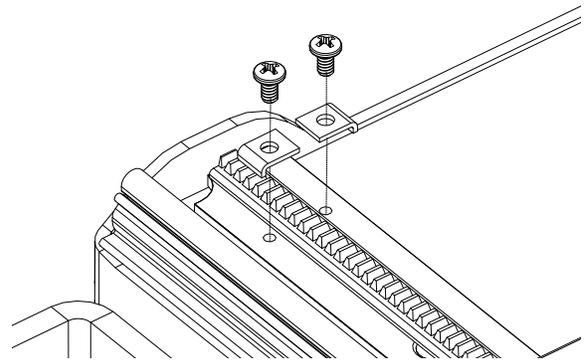
-  **NOTE:** Unroll and straighten the blue Flexirack, allowing it to relax so it will be easier to lay it onto the table top.
-  **IMPORTANT:** Looking at the bottom side of the tray/carriage assembly, ensure the black gears are in the engaged position. The black gears are engaged when the round part of the eccentrics are on the X and Y levers. The black gears are disengaged when the flat part is on the levers. Rotate the black eccentrics by hand as needed to engage the black gears.

1. Place the carriage on the frame tracks with the carriage encoder and power cord receptacle at the rear of the frame.

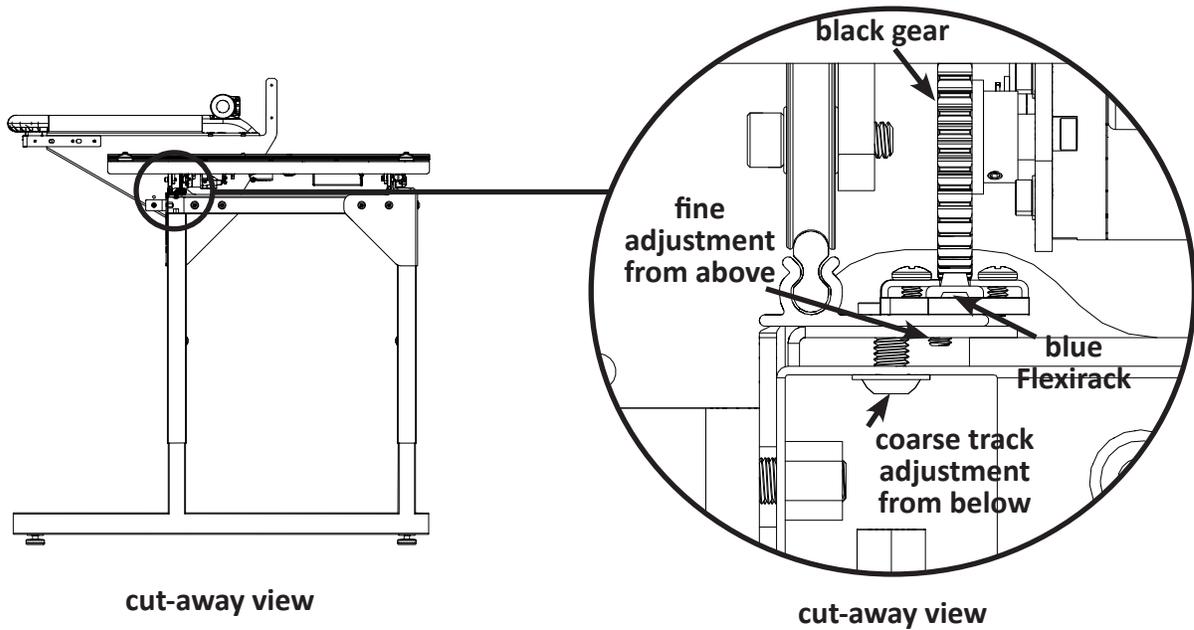


2. Starting at one end of the table, begin mounting the blue Flexirack to the front of the table while aligning it to the front black gear on the Pro-Stitcher Lite assembly carriage. Ensure the blue Flexirack is close enough to the table top edge to be secured by the clamps and screws (see *Parts List, item Q*) into the pre-drilled and tapped holes in the mount.

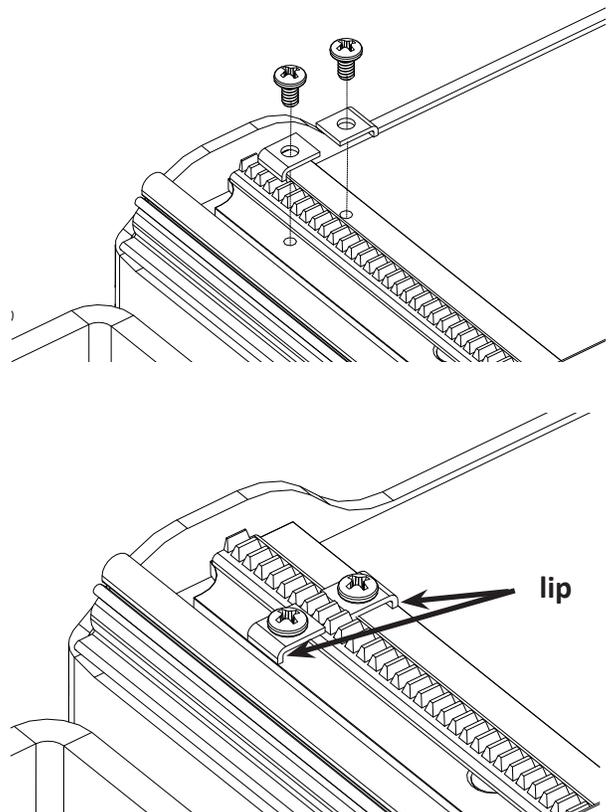
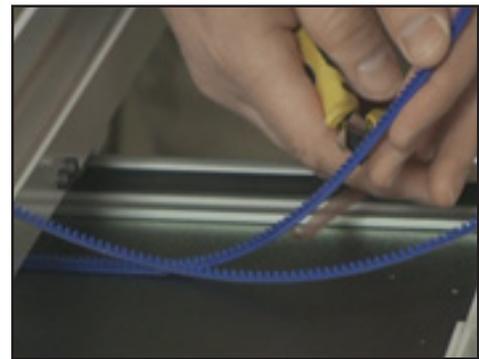
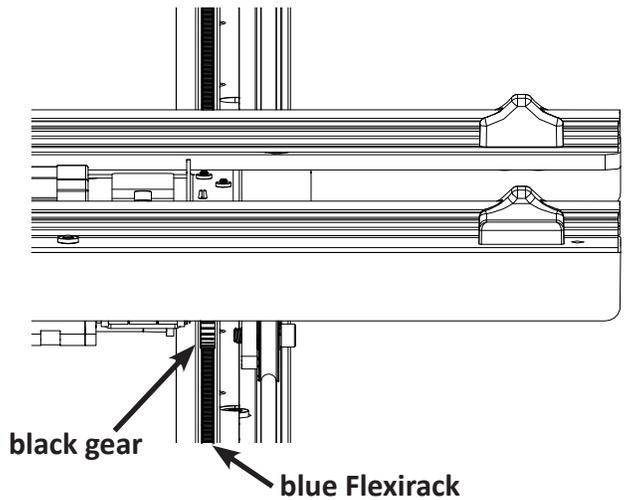
 **NOTE:** Once you align the blue Flexirack with the center of the black gear, you may find it helpful to measure the distance between the blue Flexirack and the track support. With this dimension, you can cut a spacer to aid you in keeping the blue Flexirack straight across the entire length of the table.



3. Peel back a few inches of the pink protective layer of the tape. Position the blue Flexirack by aligning it to the black gear as you move down the table. Press down on the blue Flexirack to stick it firmly to the table.

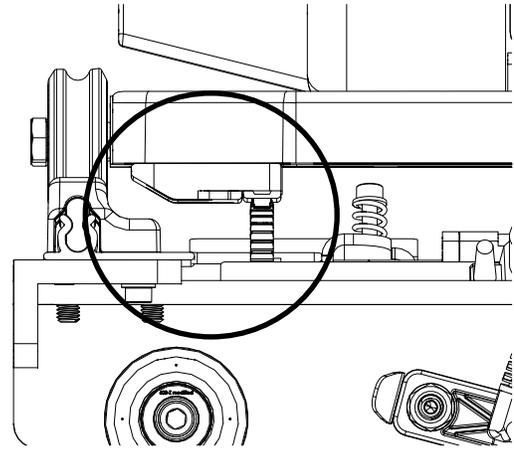


4. Use the carriage or spacer as a guide and align the blue Flexirack with the black gear along the length of the table. While moving across the length of the table, remove the pink protective layer a little at a time and press downward on the blue Flexirack.
  5. Double-check the alignment of the carriage black gear with the blue Flexirack by rolling the carriage along the entire length of the table.
  6. Trim the Flexirack to length using a knife or wire cutters. Ensure that the blue Flexirack is close to the end of the table top so the clamps will secure it to the mount pre-drilled and tapped holes.
- **IMPORTANT:** On the HQ Little Foot Frame, you will have enough spare blue Flexirack for a second X-rack. Set the extra piece in a safe place in case you ever need to replace the blue Flexirack.
7. At both ends of the blue Flexirack, use two of the small metal clamps (*see Parts List, item C*) to hold the ends firmly in place. The clamps have an hole through the center and a bent lip on one end. The lip should be on the side opposite of the blue Flexirack.



# Verify the Alignment

1. Verify that the black Y-axis gear engages the blue Flexirack for the Y-axis at the front and the rear of the Y-rack. To do this, look from the back of the machine between the bottom of the quilting machine and the top of the carriage. If necessary, use your hand to rotate the lifting cam eccentrics until the gears are engaged. This will need to be done on the underside of the carriage before it is placed onto the frame.
2. Ensure that at least two-thirds of the black y-axis gear and blue Flexirack are interlocking the entire length of the rack. Some horizontal adjustments may be necessary. If so, loosen the four screws that mount the Y-axis bracket to the base plates and push the bracket in the necessary direction, hold it in place, and then retighten the screws.



-  **NOTE:** The screws can be adjusted with the quilting machine on the carriage. Pull the machine to the front to access the front screws and to the rear to access the rear screws.
-  **NOTE:** You will need to lift the rear wheel up and over the back wheel stop in order to access the two rear screws. Have a second person stabilize the machine while you make the adjustment.

3. Pull the quilting machine to the rear of the carriage and ensure the rear of the Y-axis bracket does not collide with the black plastic track retainer on the rear of the carriage. Adjust the Y-bracket if needed.
4. With the power cable plugged into the machine and the motors in the engaged position, ensure that as the quilting machine can move in both the X and the Y directions and that the corresponding gears are rotating as well.

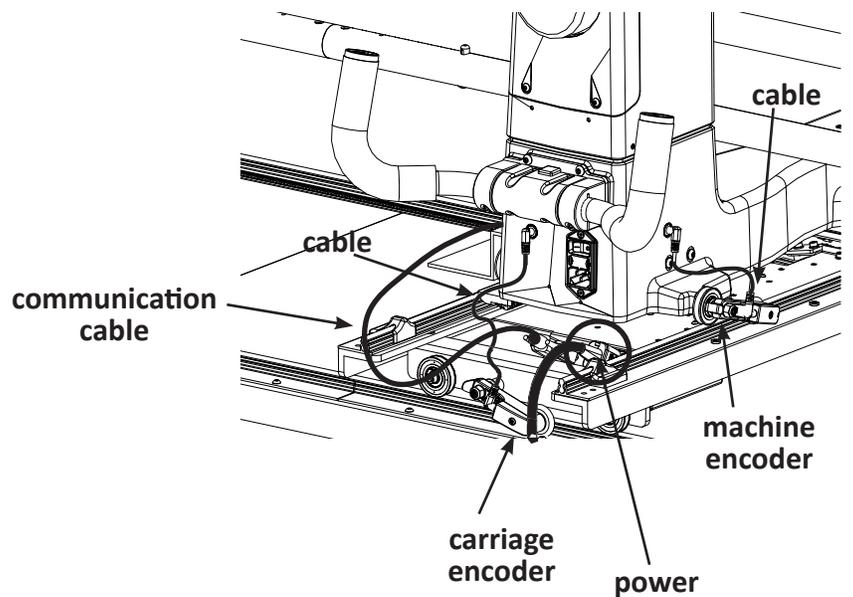
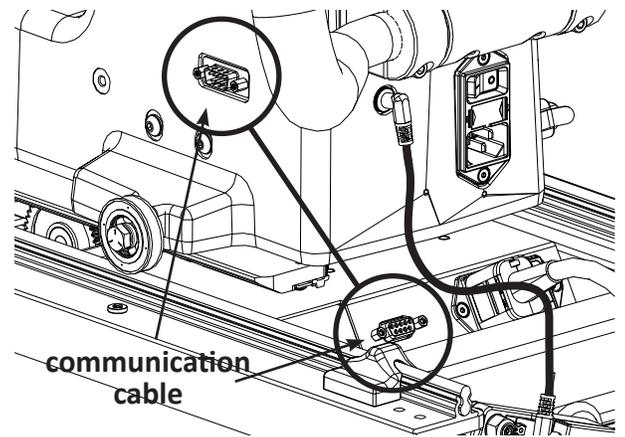
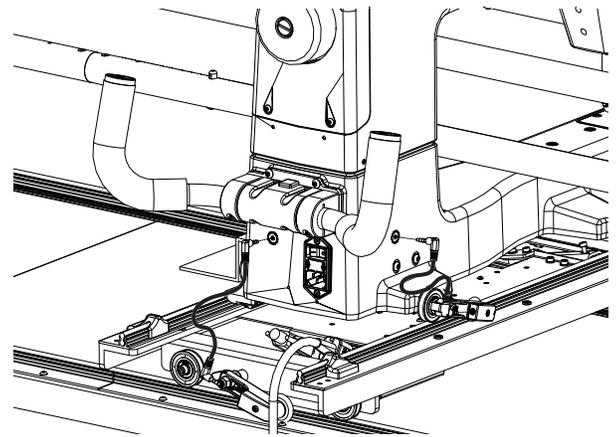
# Set Up Pro-Stitcher Lite

## Moxie/Moxie XL machine to Pro-Stitcher Lite carriage on the HQ Loft and HQ Little Foot frames

➡ **IMPORTANT:** If necessary, use your hand to engage the black gears before placing the machine on the carriage. (See page 24 for more information.)

1. Place the Pro-Stitcher Lite tray assembly with the carriage on the frame with the power cord connection and encoder toward the back of the frame. Carefully lift the Moxie/Moxie XL quilting machine and place it on the carriage so the wheels engage the black carriage tracks. Make sure not to set the wheels on top of the encoder cables. This is easier to do with two people, one at each end of the quilting machine.
2. Plug one end of the machine encoder (Y) cable into the round connector on the side of the machine near the machine encoder and the other end into the machine encoder.
3. Plug one end of the carriage encoder (X) cable into the round connector at the rear of the machine and the other end into the carriage encoder.
4. Plug the 9-pin 90-degree female connector (see Parts List, item P) into the 9-pin connection near the back of the machine (on the side where the top-tension assembly thread is) and the other end into the Pro-Stitcher Lite tray assembly.
5. Plug the power cord (see Parts List, item J) into the back of the Pro-Stitcher Lite tray.

➡ **IMPORTANT:** Do not plug the power cord into the wall outlet until all connecting cords have been plugged in.



## Add or Replace the P-Clip

If you've previously set up your Moxie/Moxie XL, you may have already installed a black P-clip to hold the encoder cable in place on the back of the machine.

This clip needs to be replaced with the **white P-clip** (see *Parts List, item P*) so that it can hold both the encoder cable and the communication cable in place. This prevents the cables from rubbing along the carriage when you move the machine.

*If this black P-clip is already installed, follow all the steps below.*

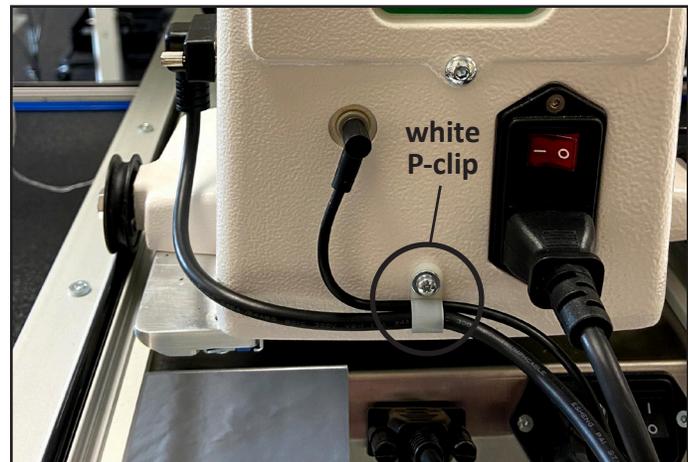
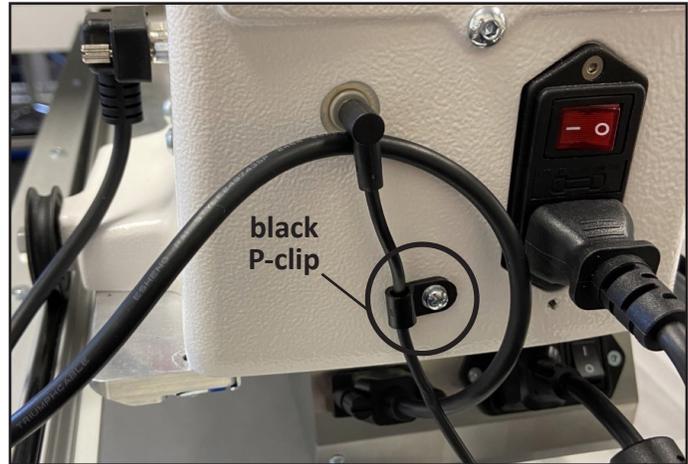
*If no black P-clip is installed, skip to step 3.*

1. Using a Phillips screwdriver, remove the screw and washer from the black P-clip. *(This screw and washer may be reused, but there are spare parts in the bag with item P, if needed.)*
2. Once you remove the screw, open the prongs of the P-clip until the opening is large enough for you to remove the wire.
3. Take the white P-clip and open the two prongs wide enough to slip both the encoder and communication cable in the opening.
4. Put the P-clip against the screw insert on the back of the Moxie/Moxie XL. Make sure neither the encoder cable nor the communication cable are touching the tracks of the Pro-Stitcher Lite carriage.

 **NOTE:** Make sure there is no strain on the cables when putting the P-clip in place.

5. Line up the screw insert with the P-clip. Put the washer on top of the P-clip and insert the screw. Tighten the screw using a Phillips screwdriver.

 **NOTE:** If needed, push the machine to the front of the frame so the machine stays put while you tighten the screw.

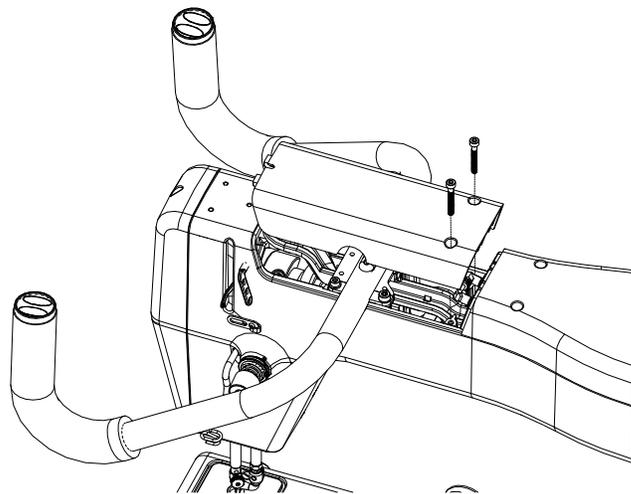


## Attach the Tablet to the Machine (Moxie)

For Moxie XL instructions, go to page 32.

### Attach the tablet power cable

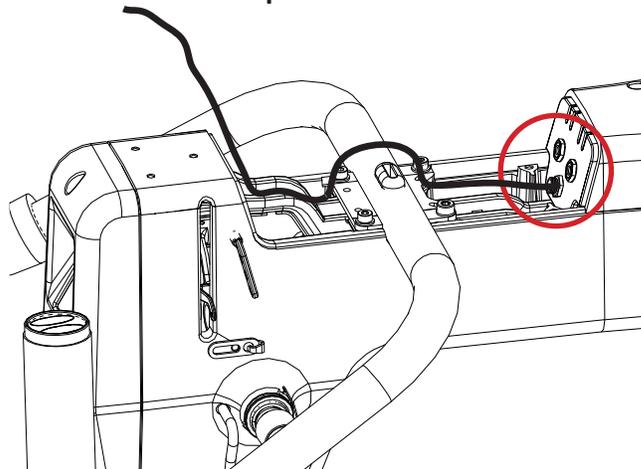
1. Remove the two screws from the front top cover over the front handlebars with a 3mm hex wrench, and remove the front cover.



2. Plug the tablet computer power cable (see *Parts List, item K*) into the bottom center power connection in the top cover.

power connection to tablet

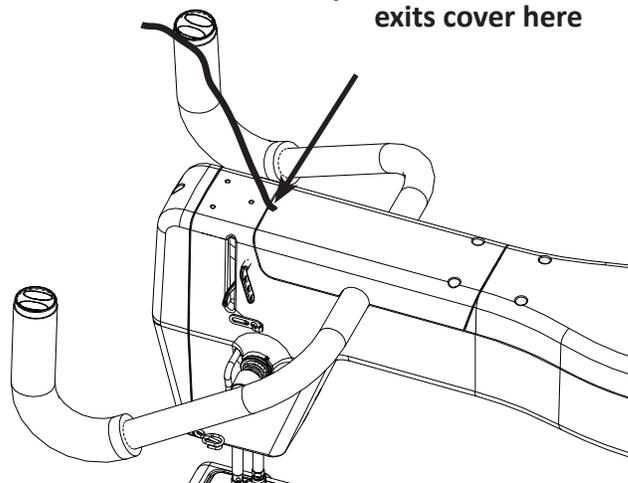
3.



4. Run the power cable over the front handlebar and through the notch in the front of the cover.

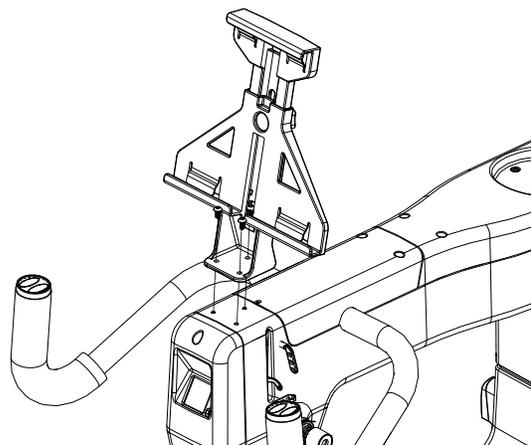
power cable for tablet  
exits cover here

5. Replace the front top cover and screws, and tighten the screws firmly with a 3mm hex wrench.



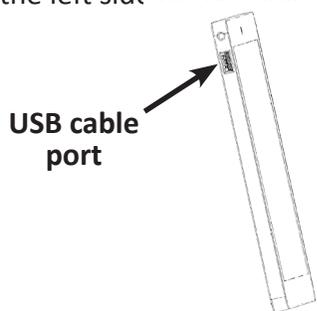
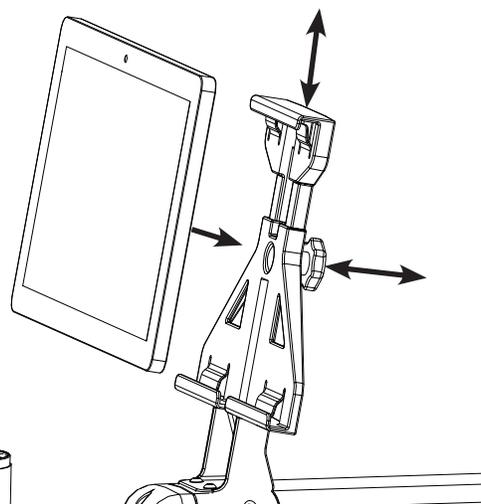
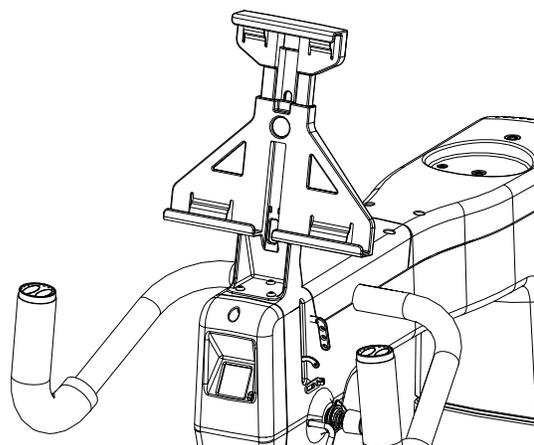
### Attaching the tablet bracket to the machine

1. Locate the three button head flange screws (see *Parts List, item G*).
2. Place the tablet bracket (see *Parts List, item F*) on top of the Moxie machine and align the three screw inserts.
3. Insert the three screws through the three holes through the bracket and into the Moxie machine.
4. Tighten the three screws firmly with a 2.5mm L hex wrench.

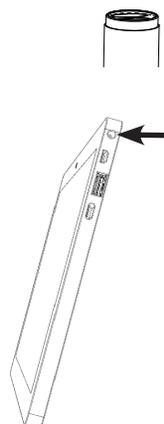


### Attaching the tablet to the machine

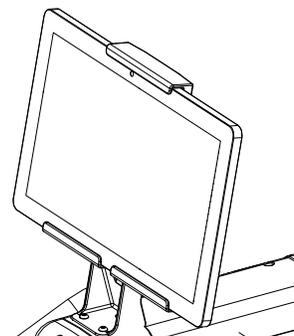
1. Loosen the knob on the back of the tablet mount and raise the top of the mount.
2. Tilt the tablet (see *Parts List, item M*) out slightly at the top and snap it down into the lower mount tabs.
3. Lower the top of the mount down to the tablet until the mount top tabs snap on to the tablet, and tighten the knob firmly by hand.
4. Ensure the tablet is held firmly in the mount; if it is not, repeat step 3 and press the top of the mount down firmly onto the tablet before tightening the knob.
5. Plug in the power cable (see *Parts List, item K*) from the Moxie into the right side of the tablet. Be sure the cable is plugged into the power jack (right side), not the headphone jack (left side).
6. Plug the USB cable (see *Parts List, item L, QM20148*) into the front left side of the Moxie machine and into the left side of the tablet



left side of tablet



right side of tablet



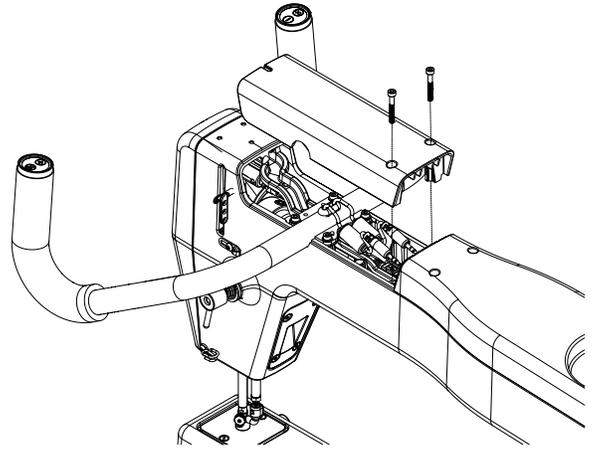
# Attach the Tablet to the Machine (Moxie XL)

For Moxie instructions, go to page 30.

## Attach the tablet power cable

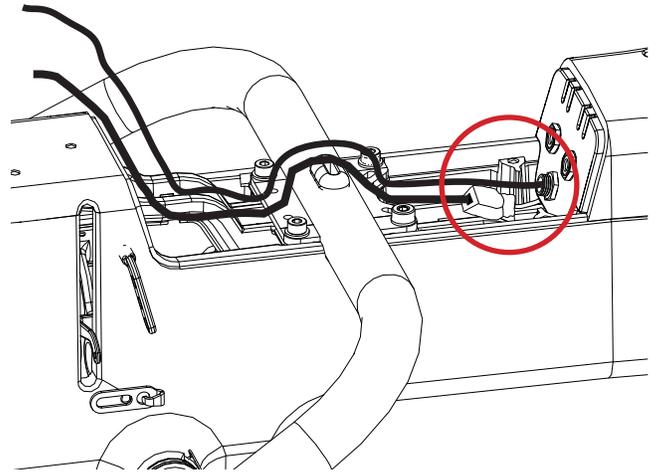
1. Remove the two screws from the front top cover over the front handlebars with a 3mm hex wrench, and remove the front cover.

 **NOTE:** If you have already installed the touchscreen on top of the Moxie XL, you should still be able to remove the cover. If necessary, you may remove it to install the power cable and then reinstall it.



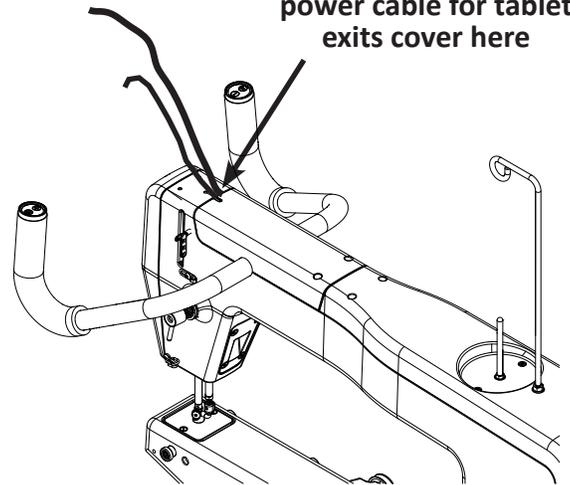
power connection to tablet

2. Plug the USB communication cable (see Parts List, item L, QM20189) into the mini USB port cable below the power connection plate. Plug the tablet computer power cable (see Parts List, item K) into the bottom center power connection in the top cover.



power cable for tablet exits cover here

3. Run the power cables over the front handlebars and through the notch in the front of the cover.
4. Replace the front top cover and screws, and tighten the screws firmly with a 3mm hex wrench.

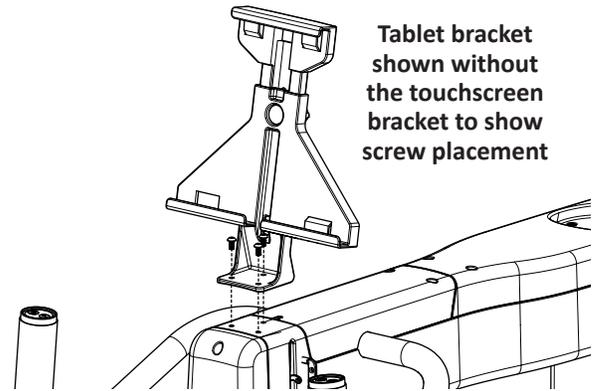


## Attaching the tablet bracket to the machine

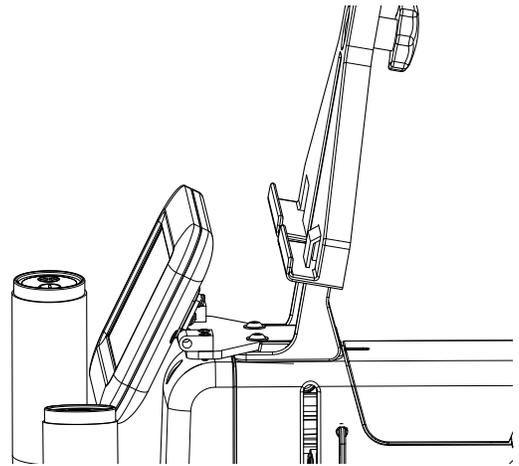
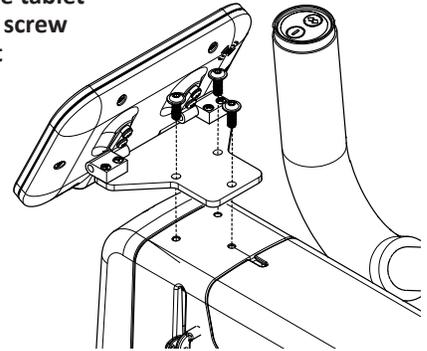
1. Remove the three screws from the top bracket to temporarily uninstall the touchscreen and the small black adapter piece. The adapter piece will not be needed again.

 **NOTE:** You will be reinstalling the touchscreen because it is still needed to perform machine controls.

2. Locate the three button head flange screws (see *Parts List, item G*).
3. Place the tablet bracket (see *Parts List, item F*) and the touchscreen bracket on top of the Moxie XL machine and align the three screw inserts. (The tablet bracket piece will be on the bottom, and the touchscreen bracket will be on top.)
4. Insert the three screws through the three holes through both brackets and into the Moxie XL machine.
5. Tighten the three screws firmly with a 2.5mm L hex wrench.

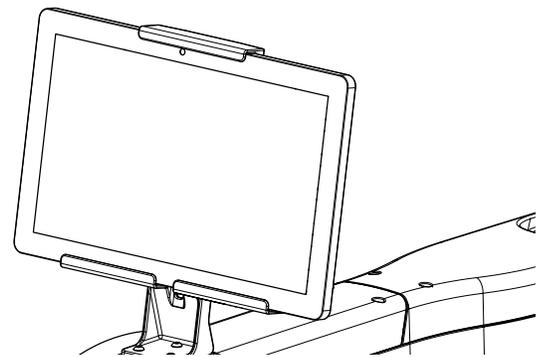
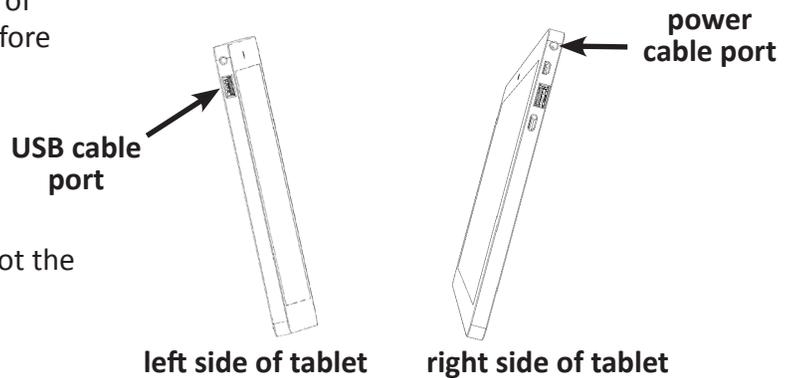
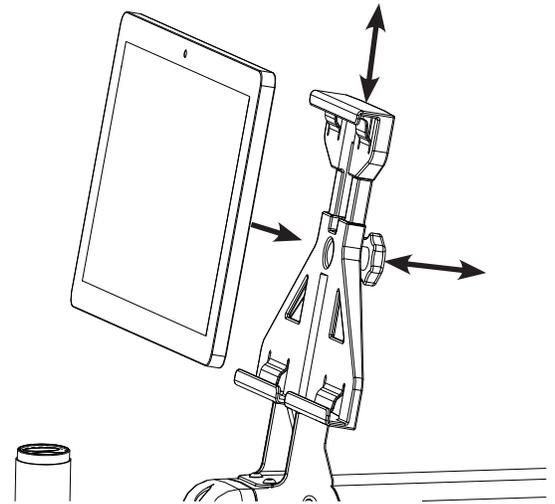


Touchscreen bracket shown without the tablet bracket to show screw placement



### **Attaching the tablet to the machine**

1. Loosen the knob on the back of the tablet mount and raise the top of the mount.
2. Tilt the tablet (*see Parts List, item M*) out slightly at the top and snap it down into the lower mount tabs.
3. Lower the top of the mount down to the tablet until the mount top tabs snap on to the tablet, and tighten the knob firmly by hand.
4. Ensure the tablet is held firmly in the mount; if it is not, repeat step 3 and press the top of the mount down firmly onto the tablet before tightening the knob.
5. Plug in the power cable (*see Parts List, item K*) from the Moxie XL into the right side of the tablet. Be sure the cable is plugged into the power jack (right side), not the headphone jack (left side).
6. Plug the USB cable (*see Parts List, item L, QM20189*) into the left side of the tablet.



# Operating Instructions

Check that the power cord is plugged into the power supply located at the back of the carriage and into an operational wall power outlet. The tablet power connection will be plugged into the quilting machine.

 **NOTE:** If the Pro-Stitcher Lite power cable is unplugged from the carriage or wall outlet, the tablet will continue to run on battery power until the charge has been used up.

## Power on Pro-Stitcher Lite

- Press the power switch on the Moxie/Moxie XL. (The O position indicates off and the – position indicates on.)
- Press the power switch on the Pro-Stitcher Lite carriage. (The O position indicates off and the – position indicates on.)
- Press the power switch on the tablet.

## Shut Down Pro-Stitcher Lite

- Choose the File Tab. Then choose the Shut Down button. Choose Shut Down from the drop-down menu. This shuts down both the Pro-Stitcher Lite software and the tablet.
  - Press the Pro-Stitcher Lite carriage power switch off.
  - Press the machine power switch off.
- ➡ **IMPORTANT:** If you don't see the Shut Down button, press the power switch on the tablet computer to continue shutting down the Pro-Stitcher Lite computer.
- ➡ **IMPORTANT:** If you leave the Pro-Stitcher Lite tablet powered on with the power cord unplugged, the tablet will begin running off battery power. The tablet will shut down when no battery power remains.
- ➡ **IMPORTANT:** If the Pro-Stitcher Lite computer is left on for a long period of time, the screen may turn black and enter a sleep mode. Tap the screen to turn on the screen again. It may be necessary to drag a finger upward on the start-up screen to access Pro-Stitcher Lite.

# Care for the Pro-Stitcher Lite Tablet

The Pro-Stitcher tablet is what powers your Pro-Stitcher system. To help extend the life of your tablet, please follow the tips listed below:

## ***Keep your tablet at room temperature. Avoid high or low temperatures.***

- For best tablet performance, keep your tablet in environments between 50° and 80° Fahrenheit.
- Tablet batteries are easily and quickly weakened in unfavorable temperature conditions.
- When your tablet overheats, it may weaken its battery life. **Do not** keep your tablet in a hot car or other hot locations.
- Charging the tablet at lower temperatures will lead to longer charging times. Charging the tablet at higher temperatures will have an adverse impact on the battery's performance.

## ***Keep your battery between 40% and 80% for the best longevity results.***

- **Do not** keep your longarm machine powered on when it is not in use. Your tablet charges when your longarm is turned on. Turn your longarm off when you are not using it to help maintain your tablet's battery life.

## ***If the tablet is stored for an extended period, check the charge every 2–3 months and recharge the battery before use.***

- Turn on your tablet on every 2–3 months to check the battery level. This can be done by turning on your tablet only (not the longarm machine), selecting Cancel when the Pro-Stitcher pop-up appears, and looking at the battery icon in the lower-right corner of the tablet screen.
- If the battery is charged at 50% or less, connect the tablet to a power source, either by turning on the longarm machine or connecting the tablet to the wall charger. For best results, use only the charger that came with your tablet.

## ***Don't drain your tablet's battery daily.***

- Do not deplete the battery to the point where your tablet shuts down or hibernates automatically. If you completely drain your tablet's battery daily, you will notice a slight reduction in its ability to hold a charge. To avoid this, keep the tablet connected to your longarm machine.

## ***Remember the battery life should be 2–5 years.***

- Batteries lose capacity over time, regardless of whether they are used or in storage. After five years, the battery chemistry can become unstable. Using the tablet beyond this range is not recommended.

## ***Look for signs of a worn-out battery.***

- The tablet shuts down, stating a low battery when it should have plenty of runtime left.
- The battery percentage meter drops randomly.
- Charging finishes prematurely, even though the battery did not accept much power.
- Sudden power capacity drops without warning.
- The self-discharge rate soars and is often uneven.
- The battery gets very hot during charging. (Sometimes the charger shuts down due to this.)
- The battery starts bulging.

If your tablet is running slowly, is constantly running on a low battery, is showing signs of wear, or was purchased more than 5 years ago, you may want to think about replacing your tablet.

# Getting Started with Pro-Stitcher Lite

## *To move the quilting machine after the software has loaded*

- To move the quilting machine after the software has loaded, the motors should be disengaged. Press the Motors button in the upper-right corner of the screen (Lock icon) to disengage the motors. Note that the button changes from a closed lock to an open lock.

## *To move the machine for free-motion quilting*

- Choose the Pro-Stitcher tab and then the Gears button. The Gears icon is orange when the gears are engaged. The Gears icon is purple with a line through it when the gears are disengaged. Pro-Stitcher Lite automatically moves the carriage gears away from the Flexirack to disengage. Touch the Gears button to engage the gears and use Pro-Stitcher Lite for computerized quilting.

 **NOTE:** When the gears are engaged, you can still move the machine, but it will feel a bit stiff. If you wish to free motion quilt, where you—not the Pro-Stitcher Lite—are moving the machine, disengage the gears for smoother movement. The gears must be engaged for computerized quilting.

## *To use the USB flash drive*

- A USB flash drive is included with the Pro-Stitcher Lite and is preloaded with designs. These designs have also been loaded to the drive on the tablet computer, so the USB flash drive is the backup copy of the designs.

 **IMPORTANT:** It is not necessary to power down Pro-Stitcher Lite to install or remove the USB flash drive, but take care not to remove the flash drive while the system is saving to or loading from the drive.

# Update the Pro-Stitcher Lite Software (Wi-Fi)

For instructions on how to update the software without a Wi-Fi connection, go to page [40](#).

Pro-Stitcher would like to make sure your software is always up to date. Here are the steps to take to ensure you have the latest version of Pro-Stitcher Lite.

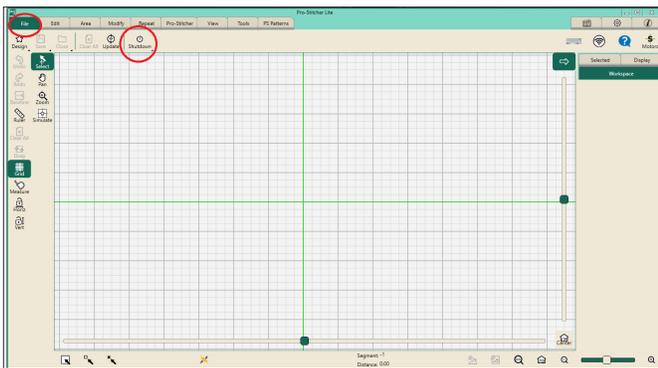
## Install Windows Updates

Pro-Stitcher recommends following best practices for your tablet, which include regularly installing Windows updates if you are using the Wi-Fi functionality.

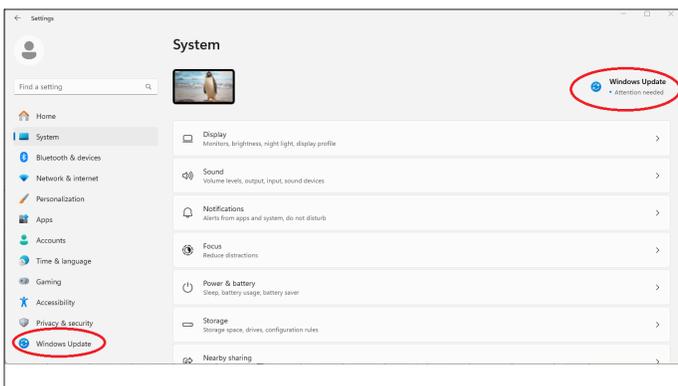
Before starting your latest PS Connect update, you'll want to make sure your tablet is up to date with the latest Windows software updates.

You may want to check periodically (for instance, once a week) to ensure your Windows software is always up to date.

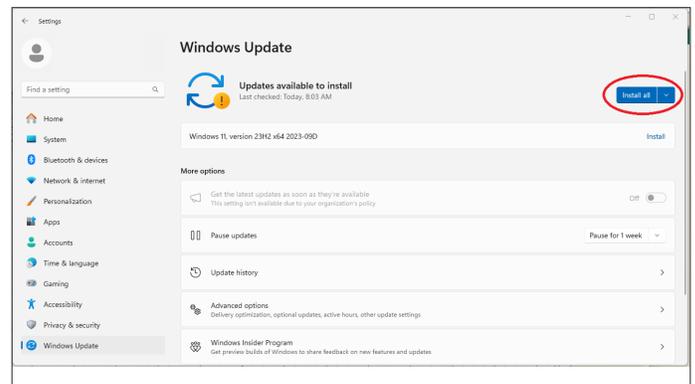
1. If Windows does not prompt you to install updates, follow these instructions.
2. If the Pro-Stitcher software is still open, go to File > Shutdown > Exit to Windows.



3. Select the Windows Start button (the icon with four squares in the taskbar), Settings (the gear icon), and Windows Update in the sidebar.



4. If available, select Download & Install All to download all the updates.



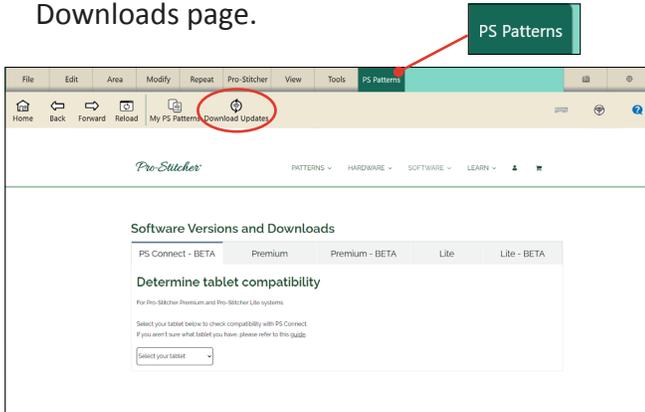
5. Be patient, as this process could take several minutes to a few hours, depending on how many updates your tablet needs and how fast your internet connection is.

When your tablet is finished downloading and installing the updates, shut down or restart your tablet, regardless of whether Windows prompts you to do so. This will ensure that the tablet and the Pro-Stitcher software will run properly upon reboot.

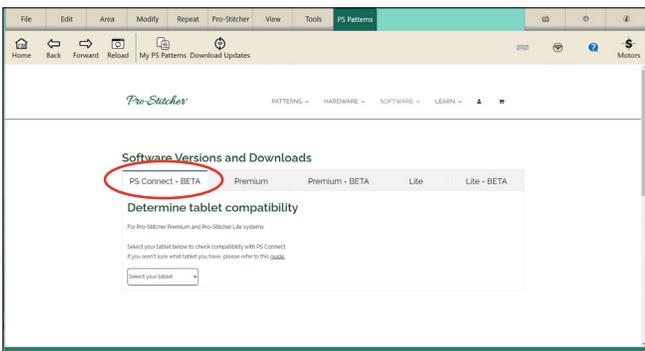
To do this, select the Windows Start button (the icon with four squares) in the taskbar, the Power button, and select Shut Down (if you are done with your tablet for now) or Restart (if you wish to continue using your tablet).

## Go to the Software Version and Downloads Page

1. When you are in the Pro-Stitcher software, select the PS Patterns tab along the top of the screen. This will open the Software and Version Downloads page.

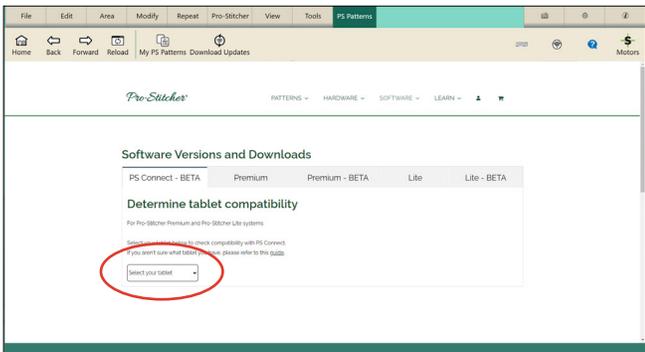


2. Select the Download Updates button on the Navigation Bar. This will take you to the Software Versions and Downloads page on the Pro-Stitcher website.
3. Select the PS Connect section.

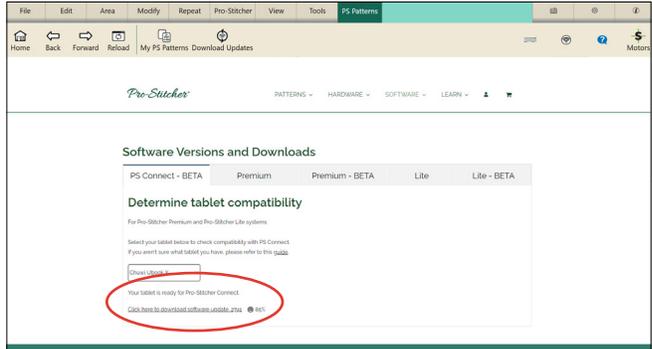


## Select and Download the Update

1. Select your tablet to download your specific version. **Note:** Some tablets may not be compatible. If you don't know your tablet brand or model, contact technical support.

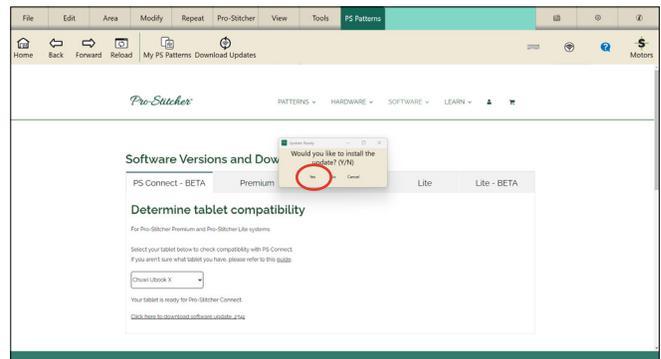


2. After you select your tablet, a download link for your particular tablet will pop up below the drop-down box. Tap on it to download the latest update.



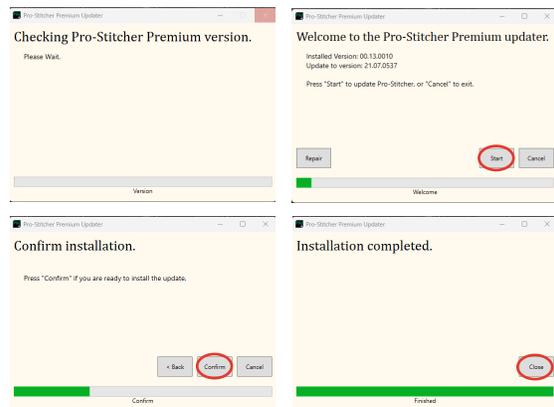
You will see a percentage next to the software version number to indicate that the download is in progress. Be patient as the download could take several minutes.

3. Another window will pop up, asking you to install the update. Select Yes.



## Install the Update

1. Follow the on-screen steps to complete the download.



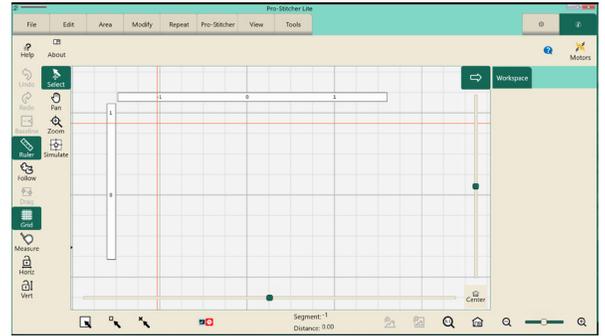
2. After the installation is complete, Pro-Stitcher will restart itself to finish the updating process. When the software has restarted, the update is finished, and you are now free to use Pro-Stitcher again.

# Update the Pro-Stitcher Lite Software (No Wi-Fi)

For instructions on how to update the software with a Wi-Fi connection, go to page 38.

Pro-Stitcher would like to make sure your software is always up to date. Here are the steps to take to ensure you have the latest version of Pro-Stitcher Lite.

1. In the Pro-Stitcher Lite software, select the “i” icon in the upper right-hand corner of the screen. This is the information screen.
2. On the left-hand side of the screen, select the “About” button to display the information. A pop-up will show you what version of Pro-Stitcher Lite you have.
3. Go to <https://prostitcher.com/prostitcher-software-update/> and make sure the PS Connect tab is selected. Compare the latest version number here with the version number installed on your tablet. If your version is the most recent, you are ready to quilt. If you do not have the latest version installed, proceed with the following directions.



## Downloading the Updated Pro-Stitcher Lite Software Version

**Tools required:** USB drive

 **NOTE:** Use the USB port on the tablet that is not being used.

1. Insert a USB drive into the USB port of a computer connected to the Internet.
2. In a browser window, navigate to the Pro-Stitcher website:  
<https://prostitcher.com/prostitcher-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 your computer.
4. Locate the PSUpdate[Version#].zip folder. Right-click the folder name and select Extract All to unzip the update file.
5. Copy the unzipped PSUpdate.[Version#].exe file from the folder to the USB drive.

 **NOTE:** The higher the version number, the more up-to-date the version is.

6. After the file is copied to the USB drive, unplug the USB drive from the computer and plug it into the USB port on the Pro-Stitcher Lite tablet.

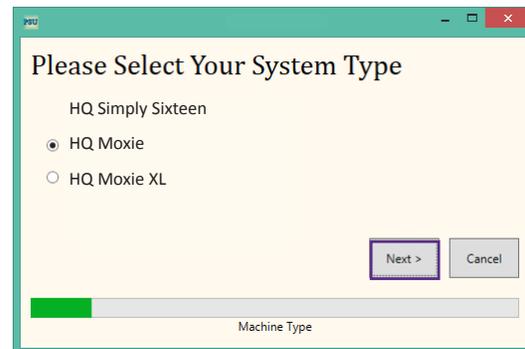
Check for a new software version every few weeks and update your Pro-Stitcher Lite software as needed.

## Updating Pro-Stitcher Lite on the Tablet

1. Insert the USB drive into the USB port on the Pro-Stitcher tablet. On the Pro-Stitcher screen, select File and then Update.
2. Pro-Stitcher will automatically show all updates saved on the USB drive. Select the update you wish to install, and then select Run.



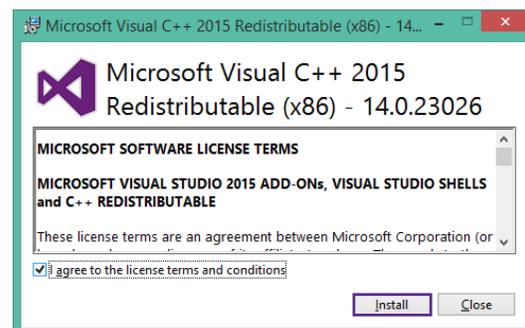
3. Select Start when the Pro-Stitcher update screen appears.
4. If prompted, select the type of Handi Quilter machine you have and press Next.



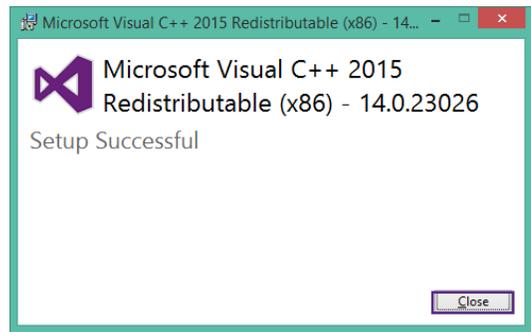
5. Select **Confirm** to continue.

 **NOTE:** If prompted, follow steps 6 through 13. Otherwise, proceed to step 14.

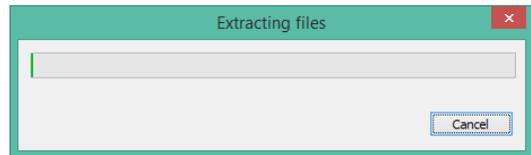
6. When the Visual C++ Redistributable installer appears, select the "I agree" box and then select Install.



7. Select Close.

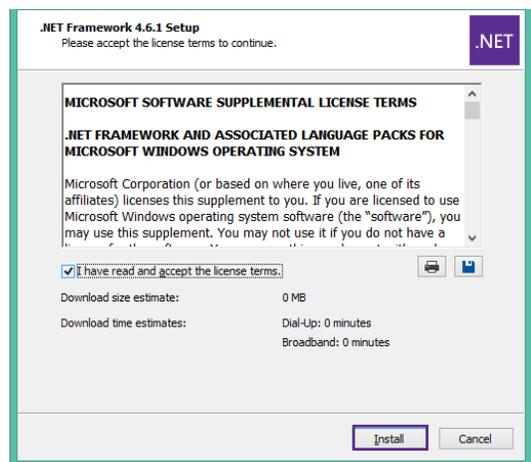


8. Wait for up to several minutes for the next step to finish.

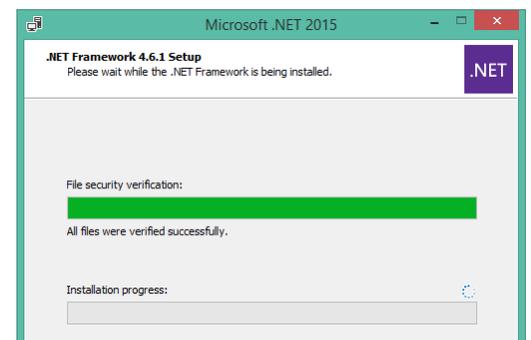


9. Mark the “I have read...” box and select Install to begin installing the .NET 4.6.1 Framework files required for Pro-Stitcher Lite.

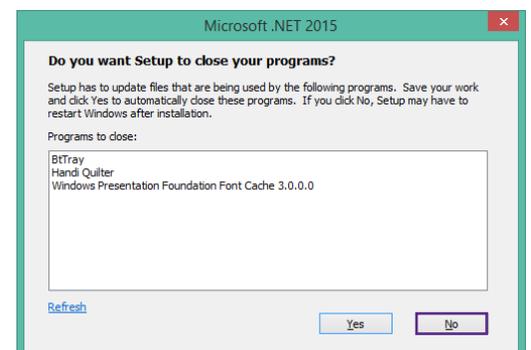
- **IMPORTANT:** If the .NET installer indicates that you have more current version, close the message box and continue to follow the on-screen instructions to complete Pro-Stitcher Lite installation. Reboot the tablet when it is finished.



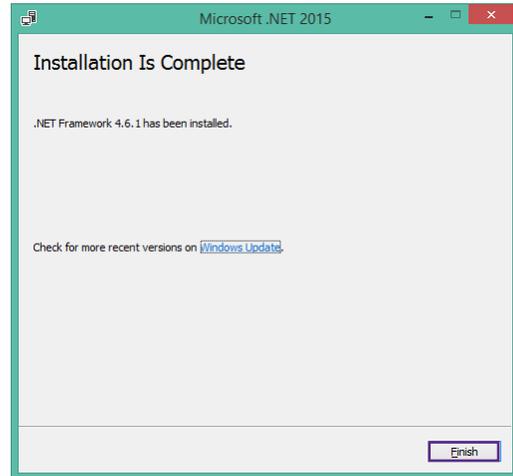
10. Wait until the installation finishes. This may take several minutes.



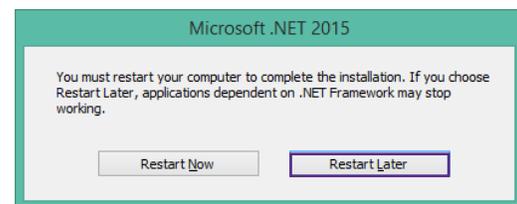
11. If you receive a message asking you to close some programs, select No.



12. Press Finish when the installation is complete.



13. When prompted to restart the computer, select Restart Later.



14. When you see the "Installation Completed" message, press the Close button.



15. When the pop-up screen closes, the Pro-Stitcher Lite software will automatically start.

16. Reboot the tablet to complete the installation process. To restart the tablet from Pro-Stitcher Lite, select File, Shut Down, and then Reboot. To restart the tablet from the Windows desktop, access the task-bar and select the Power icon, and then select Restart.

# Troubleshooting

Problem/Symptom	Corrective Measure
<b>No display on the touchscreen monitor</b>	
	The Pro-Stitcher Lite tablet computer is powered off. Press the <b>Power</b> button of the tablet to turn it on.
	There is no power to the tablet computer. Ensure the power cord to the Pro-Stitcher Lite is plugged in to a powered outlet and the power switch is turned on. Check the connections of all the power cords to the machine. If all cables are plugged in properly, press the <b>Power</b> button on the monitor.
<b>The stitch regulator cable is not connected properly</b>	
Pro-Stitcher Lite moves but does not stitch.	<p>Check that all cables are securely attached.</p> <p>Verify the Pro-Stitcher Lite tablet and the quilting machine are communicating with each other. Choose the <b>Settings</b> tab, and then press the <b>Advanced</b> button. From the drop-down menu, choose <b>Communications</b>. On the sidebar to the right, choose <b>Reconnect Machine</b>. If the two systems are communicating, pressing the <b>Pro-Stitcher tab</b> and then the <b>Full Stitch</b> or <b>Half Stitch</b> icons will result in the quilting machine's needle performing that function.</p>
Pro-Stitcher Lite stitches, but the stitch lengths vary, and the quilting machine slows down or even stops in some directions.	<p>The problem can be narrowed to a specific encoder wheel by running the quilting machine manually.</p> <p>Start the quilting machine from the handlebars in Stitch Regulated mode, and only move the machine left and right. Then try only moving front and back. If the quilting machine stops stitching while moving front and back, then the problem is with the encoder mounted to the back of the machine. If it stops stitching while moving left and right, then the problem is with the encoder on the carriage. Make sure the encoder wheels roll on the tracks when moving the quilting machine and that the stitch regulator cable is plugged in securely to the encoders.</p>

<b>Problem/Symptom</b>	<b>Corrective Measure</b>
<b>The black gears do not engage the blue Flexirack</b>	
<p>When the quilting machine is pushed by hand, the horizontal and/or vertical cross-hair lines do not move.</p>	<p>Make sure the black gears fully engage the blue rack.</p>
<b>The X- and/or Y-axis gears are only partially engaged</b>	
<p>Stitched designs appear jagged or wobbly. The system may be skipping teeth when running, resulting in a shifting of the design on the quilt.</p> <p>With the Pro-Stitcher Lite powered and the motors engaged and enabled (locked in position), pressing the machine side to side or front to back allows a little motion, but the black gear does not rotate.</p>	<p>Black gears not fully engaged into blue rack.</p> <p>If there is motion in the X-axis (left/right), check the X-axis gear assembly and make sure nothing is preventing the assembly from springing downward and putting pressure on the blue rack. If the motion is in the Y-axis (front/back), make sure the blue rack and the black gear are properly aligned and adjust if necessary by loosening the two Y-axis bracket mounting screws and shifting the Y-axis bracket left/right and re-tightening the screws.</p>
<b>One or more of the gears on the X- or Y-axis motor assemblies are loose</b>	
<p>Stitched designs appear jagged or wobbly.</p> <p>With the Pro-Stitcher Lite powered and motors engaged and enabled (locked in position), pressing the machine side to side or front to back allows a little motion, and the black gear does rotate.</p>	<p>Screw not tightened fully onto the motor shaft flat.</p> <p>A black gear is mounted directly to the X and Y axis motors. If the screw is not tightened onto the flat, the gear may rotate slightly on the motor shaft.</p>

Problem/Symptom	Corrective Measure
<b>Lubrication required between black gears and blue Flexirack</b>	
When the Pro-Stitcher Lite carriage levers are engaged, squeaking can be heard as the machine is pushed or driven.	Lubricate the teeth of the black plastic gears for both the X- and the Y-axes by applying a small amount of silicone lubricant to the teeth of the black gears. Do not use a solvent-based or an oil-based lubricant (such as WD-40 or sewing machine oil), as this will attract dust and eventually clog the gears.
<b>Positioning a pattern using the Reset Home button</b>	
When the <b>Reset Home</b> button is pressed, the pattern is not positioned properly.	The Reset Home button is not intended to be used as a repositioning tool. Reset Home simply makes the current needle position match up with the “X=0, Y=0” point of the pattern. This “0,0” position can vary from pattern to pattern, so the best way to reposition is by using the Area or Reposition tools from the menu.
<b>Quilting machine stuck in a faster speed than selected by Pro-Stitcher Lite</b>	
Stitch length is much smaller than selected; machine running faster than it should.	<p>Check the cruise speed to ensure it is not set too fast. Remember the cruise speed is the slowest speed the machine will go in cruise mode.</p> <p>Something has caused the quilting machine to lock up at a higher speed (tighter SPI) than selected. Rebooting the quilting machine and the Pro-Stitcher Lite tablet, and the carriage should resolve the issue.</p>

Problem/Symptom	Corrective Measure
<b>No patterns or folders show up in the design library</b>	
<p>The current path is pointing to the wrong drive letter.</p>	<p>Designs are stored on the computer’s hard drive and on the removable USB flash drive. If you are attempting to access designs specifically on the USB flash drive, make sure the USB flash drive is plugged in securely to the Pro-Stitcher Lite tablet computer. Press <b>Cancel</b> if the Open screen is already open, remove the USB flash drive, wait about 15 seconds, and then press the <b>Open</b> button again.</p> <p>The patterns that come preloaded on the Handi Quilter USB Flash drive are located in a folder called Designs on the USB flash drive (usually drive D:\ or E:\). From the Open window, select a drive letter by pressing on the arrow button next to the drive you wish to browse. If there is a circle with a ^ symbol on the right-hand side of the button, it means there are more folders in that particular path.</p> <p>If there continues to be nothing showing up on the USB flash drive, plug it into a desktop or laptop computer and verify that the USB flash drive has the desired files on it. If the computer says it wants to reformat the flash drive, then the flash drive has gone bad and will need to be replaced. If it opens but there are no files on the flash drive, contact Handi Quilter for replacement files.*</p> <p>*Handi Quilter highly recommends backing up all pattern files on a home computer or another disk.</p>
<b>Jumps between repeated patterns</b>	
<p>Use of any of the Repeat options results in a jump between each pattern</p>	<p>When using the Repeat functions, if the start and/or stop points are within the block of the pattern (i.e. they are not located at the left and right-hand sides of the pattern block and/or not at the same height), there will be a jump between each repeat of the pattern. This can be corrected by selecting the Point 2 Point button.</p>

Problem/Symptom	Corrective Measure
<b>Error messages</b>	
<p><b>Motor Error</b> with lightning bolt icon in the top-right corner (may occur with various types of Motor Error messages on the screen).</p>	<p>This will occur with various types of motor errors. Generally they mean that the Pro-Stitcher Lite cannot communicate with the motors. Check that the carriage is plugged in and that the serial cables are connected properly into the box behind the Pro-Stitcher Lite tablet computer. If everything is connected properly and power is on, press the lightning bolt button to attempt to reestablish communication with the motors.</p> <p>If this occurs during stitching (possibly due to a large electrostatic discharge (ESD) event or power surge), the Pro-Stitcher Lite will stop moving and wait for the lightning bolt icon to be pressed. If the quilting machine is still stitching at this point, press the STOP button on the handles. Pro-Stitcher Lite will not resume on its own after such a disruption for safety reasons and will require user intervention to resume stitching. When communications are reestablished by pressing the lightning bolt button, it will be necessary to reset the starting point to the position where the stitching stopped and resume stitching from that point. If the tablet touchscreen does not respond after such an ESD or surge event, it may be necessary to reboot the tablet using the power button. A mouse may be plugged in to an available USB port and used to save any work prior to rebooting the tablet.</p>
<b>Error messages</b>	
<p><b>Buffer Underflow</b></p>	<p>If a message with the words "Buffer Underflow" appears while stitching, it is an indication that data is not getting to the motors quickly enough. This may be due to something in the tablet computer tying up the CPU. Although it may be possible to resume quilting by simply pressing the red X box to close the error message and then pressing the Motor Error lightning bolt button at the top right-hand corner of the screen, it is best to cancel the current design stitch-out, save the pattern, and reboot the computer. Use the <b>New Start Point</b> function if necessary to resume from where stitching was left off.</p>

<b>Problem/Symptom</b>	<b>Corrective Measure</b>
<p><b>System Restore</b> or <b>System Repair</b> message on start-up.</p>	<p>If a message appears on start-up (black screen, white text) that asks whether to run System Restore or Start Windows Normally, select <b>Start Windows Normally</b>.</p> <p>The system should resume as normal. The computer will default to the System Restore screen (more of a typical Windows blue/white screen) if you do not select the Start Normally option in time. If this occurs, use the power switch to reboot the computer and try again.</p>

# Warranty

Warranty issued should, whenever possible, first be submitted to the Authorized Representative who completed your service and training. These representatives have been selected for their dedication to customer satisfaction and have been trained in technical service. They also may provide follow-up advice, training, service, accessories, and other services.

HQ Authorized Representatives may offer their own warranties in addition to those offered by the manufacturer, but do not obligate the manufacturer.

## Pro-Stitcher Lite® - Limited Warranty

Handi Quilter, Inc. (hereinafter HQ) offers a limited warranty on the Pro-Stitcher Lite (hereinafter “Product”) to be free of defects in workmanship and materials under normal use upon the terms and conditions hereinafter set forth:

- a. **90-day Limited Warranty:** During the first 90 days from date of purchase, HQ will repair any manufacturing defect without charge for parts or labor. All subsequent warranties include parts costs only.
- b. **Five-year Mechanical Warranty:** For any mechanical failure within this period. Manufacturer will provide free replacement parts, customer pays for labor and shipping.
- c. **Lifetime Software Update Warranty:** From the date of purchase HQ will provide updates (minor changes to the Pro-Stitcher Lite software), free of charge, to the consumer via electronic downloads. These are intended to provide the consumer with the latest software updates for the Pro-Stitcher Lite and are not the same as Upgrades, which will incur a fee to the consumer.
- d. **Five-year Electronic/Electrical Warranty:** The electric/electronic components are warranted to be free from manufacturing defects for five years from the date of purchase. If any defect is reported within this period, manufacturer will provide free replacement parts, customer pays

for labor and shipping. Excludes the tablet PC.

Warranty issued should, whenever possible, first be submitted to the Authorized Representative who completed your service and training. These representatives have been selected for their dedication to customer satisfaction and have been trained in technical service. They also may provide follow-up advice, training, service, accessories, and other services.

HQ Authorized Representatives may offer their own warranties in addition to those offered by the manufacturer, but do not obligate the manufacturer.

This limited warranty stated in sections (b), (c), (d), and (e) above shall be limited solely to the replacement of parts which, in the opinion of HQ are defective in workmanship or material and are returned to HQ, or an authorized repair facility, or such other point or place that may be designated by HQ. All other costs, including cost of freight and shipment for repair under this warranty, shall be the customer’s costs.

The product registration form must be completed and received by Pro-Stitcher before warranty is valid.

## Warranty Exclusions

HQ shall have no obligation for any claim under this warranty if the Pro-Stitcher Lite has been misused, abused, neglected, damaged in transit or has been altered from the standard specifications established by HQ, if proper cleaning and maintenance has not been performed, or if the Pro-Stitcher Lite is used on other frame systems or with machines other than those specified by Handi Quilter. No warranties extend beyond the express warranty offered. HQ disclaims all other warranties, express or implied, regarding the Product, including any implied warranties of merchantability or fitness for a particular purpose. In the United States, some laws do not allow the exclusion of the implied warranties.

***Specific exclusions of warranty limitations include, but are not limited to the following:***

- General, consequential, incidental or special damages including damage to fabric or material, the cost of rework or lost profits, the cost of installation or removal of any Products, and any inspection, testing or redesign caused by any defect or by the repair or replacement of Products arising from a defect in any Product.
- Products which are received by HQ improperly packaged, altered, or physically damaged.
- Counterfeit or altered label(s) or stickers.
- Broken pins or connectors
- Stripped screws or nuts
- Connector(s) damaged, cracked, missing or broken.
- Missing, torn or punctured seals(s)
- Any use besides computerized machine quilting applications
- Operator error in the customary use of the Product.
- Internal adjustments, tampering or parts replacement done by anyone except authorized Representatives or customers specifically authorized by Handi Quilter Customer Support or warranty repair personnel on a case by case basis.
- Any attempts to bypass the network security on the Pro-Stitcher computer, including attempts to access websites other than those authorized by the manufacturer, will void this warranty.

The warranty does not cover and the user assumes the risk of and there is hereby excluded any liability to HQ for failure, defects, loss, deterioration, personal injury or damage which are due to: (1) ordinary wear and tear or exposure, (2) abuse, misuse, negligence, operator error, or (3) use of parts, components, or accessories not authorized by HQ.

In no event shall HQ be liable to the purchaser of the Product or to third parties for special or consequential damages, including, but not limited to, death or personal injuries.

HQ does not assume, or authorize any person to assume on its behalf, any other obligation of liability other than that sent forth herein.

Some states do not allow exclusion of limitation of incidental or consequential damages, so above limitation or exclusion may not apply. This warranty gives the purchaser specific legal rights and the purchaser may also have other rights, which may vary from state to state.

## **Exclusive Remedy**

Remedy is limited to the repair or replacement of the defective Product. HQ may elect which remedy or combination of remedies to provide at its sole discretion and shall have a reasonable time, after determining that a defective Product exists, to repair or replace the defective product. Replacement Product may be from new or serviceable used parts. HQ's warranty applies to repairs or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

HQ's entire liability for any defective Product shall in no event exceed the purchase price for the defective Product. This limitation applies even if Handi Quilter cannot or does not repair or replace any defective Product.

## Warranty Claims

Service under the above warranties may be obtained by returning the product, with proof of purchase, to the authorized Representative from whom the product was purchased, a local Representative, or to Pro-Stitcher Support.

Any product to be returned to the factory, either by customers or representatives, must be accompanied by a Return Material Authorization Number (RMA). RMAs may be obtained by email ([sales@handiquilter.com](mailto:sales@handiquilter.com)) or by calling customer support at 801-292-7988 or toll-free at 1-877-697-8458. If it is determined that the Product may be defective, an RMA number will be issued with instructions for Product return. An unauthorized return (a return without an RMA number) will be shipped back to customer at customer's expense. Authorized returns are to be shipped prepaid and insured, in an approved shipping container. The original box and packaging materials should be kept for storing or shipping.

## Shipping Cost

Shipping is the responsibility of the customer.

## Product Service and Maintenance

Periodically use a small brush to clean all lint and threads from under the carriage, track and rack. Keep rack and track clean and clear of any foreign material, build up, or obstruction.

## Follow Pro-Stitcher Quilting Machine Service and Maintenance for best results with the Pro-Stitcher Lite.

Replace needles every 2–4 hours (1–2 per large quilt) and lubricate hook every 3–4 hours of use (about every second bobbin change). Periodically check the thread tensioner. Use small brush to clean out all lint, loose thread or obstructions from the bobbin hook each time you begin to use the Pro-Stitcher Lite and HQ quilting machine.

Servicing is recommended for your Pro-Stitcher quilting machine annually from a qualified representative.

Handi Quilter, Inc.  
Customer Relations  
501 N. 400 W.  
North Salt Lake, UT 84054

Toll Free: 1-877-MY-QUILT (697-8458)

Local Phone: 801-292-7988

[HQCares@HandiQuilter.com](mailto:HQCares@HandiQuilter.com)

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# Pro-Stitcher Lite® Warranty Registration

Mail or Fax completed Warranty Registration Card within 30 days of purchase. If you have questions, email support@prostitcher.com or call Customer Relations at 1-855-777-5257.

Online warranty registration is also available at <https://handiquilter.com/machine-registration/>.

MAIL: Handi Quilter, Inc.  
Warranty Registration Dept.  
501 N 400 W  
North Salt Lake, Utah 84054

FAX: 801-294-3011

## Pro-Stitcher Lite Warranty Registration Card

The Pro-Stitcher Lite warranty consists of five-year electronic/electrical, five-year mechanical, two-year tablet PC and lifetime software updates (see detailed warranty information in Pro-Stitcher Lite User Manual). Check with your local Pro-Stitcher Representative for details on service or making warranty claims.

Customer Name:

Company/Business Name (if applicable):

Address:

City, State, Zip:

Daytime Phone:

Evening Phone:

Fax:

Email:

Pro-Stitcher Lite Serial Number:

Order Number (5 digits):

Purchase Date:

Date Product Received:

Location of Purchase (*Shop or Show name, City & State*):

Signature:

Date:

Cut along dotted line and mail or fax this registration information within 30 days of purchase.

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# Pro-Stitcher Lite Training Checklist

Customer Name: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

HQ Retailer Shop Name: \_\_\_\_\_ Date of Training: \_\_\_\_\_

## Installation and Set Up

- Carriage System
- Encoder Cables
- Gears Engage in Racks
- Rack System
- Tablet System

## Pro-Stitcher Workspace

- Help
- Scroll
- Quick-Access Toolbar
- Refresh
- Ribbon
- Rulers
- Select Functions
- Sidebar
- Tabs
- Tools
- Workspace Toolbar
- Wi-Fi

## File Tab

- Clear All
- Close Selected, Area
- Duplicate Area
- Open Design, Area
- Save Selected
- Shutdown
- Update

## Edit Tab

- Clear All
- Copy
- Duplicate
- History
- Paste
- Redo
- Undo

## Area Tab

- Clear
- Open Area
- Multi-Point Area
- Select
- Two Corner Area
- Frame Space

## Modify Tab

- Align
- Baseline
- Crop (Inside, Outside, Open, Closed)
- Reposition
- Resize
- Rotate
- Skew

## Repeat Tab

- Basic Repeat
- Fit
- Gaps
- Horizontal & Vertical Repeats
- Point 2 Point
- Wrap

## Pro-Stitcher Tab

- Channel Lock
- Emergency Stop
- Mark
- Full Stitch
- Gears
- Half Stitch
- Measure
- Move
- New Start & End
- Pause
- Quilt

## View Tab

- Area
- Design
- Grid
- Jumps
- Rulers
- Scroll
- Start / End

## Tools

- Pro-Stitcher Designer (optional program)

## PS Patterns Tab

- My PS Patterns
- Download Updates

## Learning Tab

- Watch Tutorials

## Settings Menu

- Advanced Settings
- Display
- Defaults
- Opti-Stitch
- Pullup
- Reconnect Motors and Machine
- Stitches Per Inch
- Tie-Offs

## Cleaning & Maintenance

- Cleaning Rack
- Maintenance of HQ Machine

## Warranty Review

- Review Manufacturer's Warranty
- Sign Checklist

*The items listed above have been explained to me by my HQ Retailer.*

*I have covered the items listed above with my customer.*

\_\_\_\_\_  
*Signature of Owner*

\_\_\_\_\_  
*Signature of Trainer*

Note to the HQ Retailer: Upon completion, please fax the signed copy to Handi Quilter at 801-294-3011. It is okay to photocopy this page.

# NOTES

EASY STEP-BY-STEP  
3D INTERACTIVE INSTRUCTIONS  
FOR THIS PRODUCT CAN BE FOUND IN

**BILT.**

DOWNLOAD THE FREE APP



**Handi Quilter**  
BY QUILTERS FOR QUILTERS

Handi Quilter, Inc.  
501 N 400 W  
North Salt Lake, UT 84054

1-877-MY-QUILT (697-8458) • [www.HandiQuilter.com](http://www.HandiQuilter.com)

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