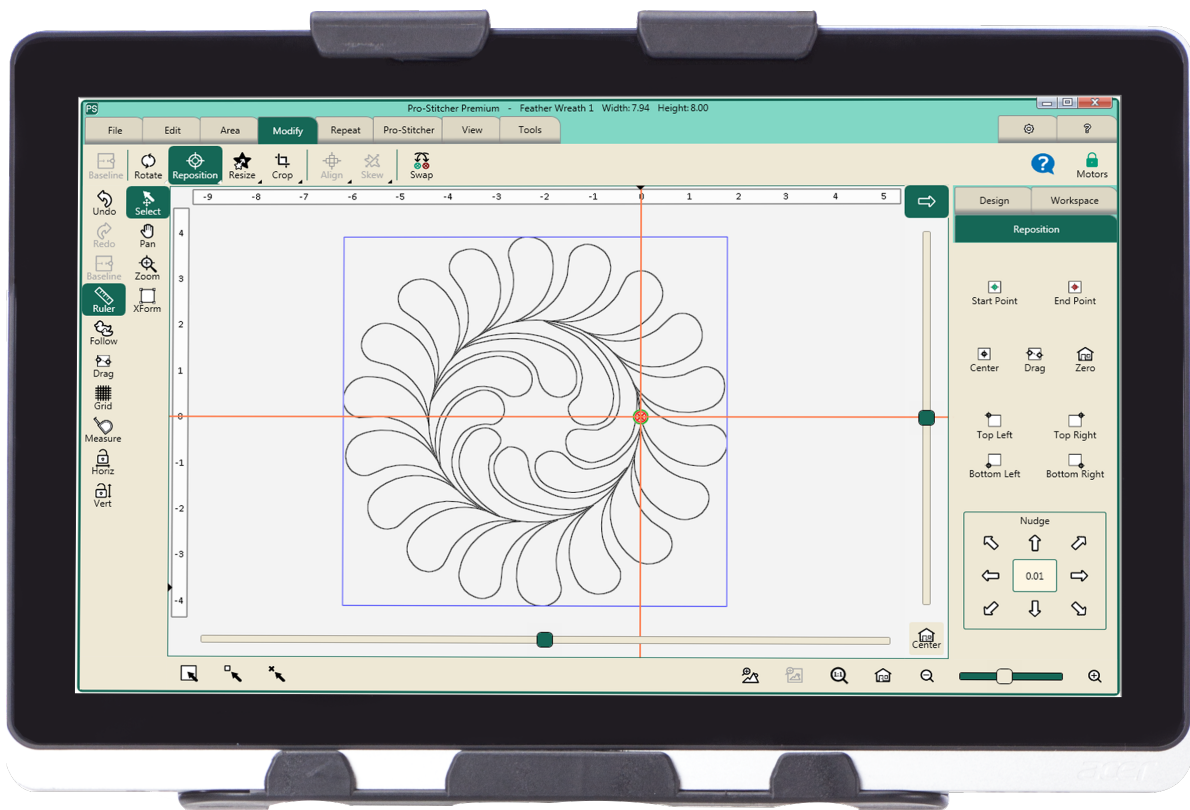


# Pro-Stitcher<sup>®</sup>

## PREMIUM

### Installation Instructions



FOR

# Quilt Maker Pro 20

# Table of Contents

# Pages

**Important Safety Instructions ..... 3**

**Installation Guide ..... 8**

Congratulations on your Pro-Stitcher purchase..... 8

Parts List..... 9

Installation ..... 12

Installation of the X-Rack and Y-Rack ..... 12

To set up the Pro-Stitcher carriage ..... 15

To attach the tablet computer ..... 18

Installing the front power cable..... 18

Connecting the computer tablet..... 20

To turn on and shut down Pro-Stitcher ..... 21

**Troubleshooting ..... 24**

# Important Safety Instructions

---

## *Save these instructions*

This machine is intended for household or commercial use.

## *Disclaimer*

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

## *Read all instructions before using*

When using any machine, basic safety precautions should always be taken, including the following: Read all instructions before using.

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

The Pro-Stitcher quilting machine 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 this quilting machine is used by or near children.
- Use this quilting machine 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 quilting machine 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 quilting machine to the nearest authorized dealer or service center for examination, repair, electrical or mechanical adjustment.
- Never operate the machine with any air openings blocked. Keep ventilation openings of the machine 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 computer, then disconnect all cables.
- 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 removing covers, lubricating, or when making any other 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.

## Read these instructions before using the machine.

### **To use the machine safely**

1. Keep hands and loose clothing away from wheels, gears or other moving parts.
2. Turn the machine 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 machine
  - When you check or clean the machine
  - When you leave the machine unattended
3. Connect the machine directly to the wall outlet. Do not use extension cords.

### **To increase the life of your machine**

1. Do not store this machine in areas exposed to direct sunlight or high humidity. Never use or store the machine near a heater, an iron, a halogen lamp or other hot things.
2. Clean the computer monitor 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 computer monitor.
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 machine.
5. Always consult the manual to replace or fix any other part of the machine.

### **To repair or adjust the machine**

- If the machine breaks down or needs adjustment, first check the troubleshooting chart in the appendix to inspect and adjust the machine yourself.

## 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 antistatic 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.

California Residents:

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

 **WARNING:** Cancer and Reproductive Harm - [www.P65Warning.ca.gov](http://www.P65Warning.ca.gov)

 **AVERTISSEMENT:** Cancer et dommages à reproduction - [www.P65Warning.ca.gov](http://www.P65Warning.ca.gov)

 **ADVERTENCIA:** Cáncer y daño reproductivo - [www.P65Warning.ca.gov](http://www.P65Warning.ca.gov)

## Conservez ces consignes

Cette machine est destinée à un usage domestique.

## Avertissement

Janome et ses représentants ne sont en aucun cas juridiquement responsables des dommages causés à Pro-Stitcher 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 quilting non recommandés par Janome.

## 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 quilting Pro-Stitcher 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 quilting est utilisée à côté ou à proximité d'enfants.
- Utilisez cette machine à quilting 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 quilting 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 quilting 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.

# Installation

---

## *Congratulations on your Pro-Stitcher<sup>®</sup> Premium purchase*

Janome is proud to offer you easy-to-use quilting machines and 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 keep up with us by checking our website frequently for news, software updates, tutorials, and more.

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

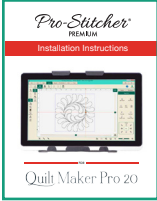


- Updates to Pro-Stitcher software (provided free as long as you own your machine)
- Pro-Stitcher User Manual, Quick Reference Guide, and Designs Catalog


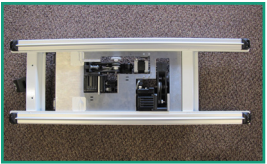
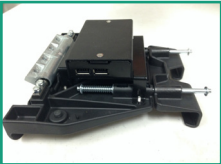





### *Machine packaging information*










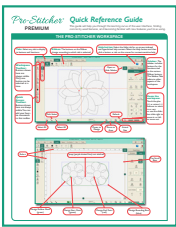
Keep the carton and packing materials. You will need them in the event that you need to return the machine to the retailer or send it for repair. If you do not pack the machine properly or if you do not use the correct packaging materials, the machine could be damaged. Janome is not liable for damage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

## Parts List

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


ITEM	QUANTITY	PHOTO
A. Pro-Stitcher Installation Guide (this guide)	1	
B. Blue X-axis Flexirack (12 feet)	1	
C. X-axis Flexirack clamps and screws	4	

ITEM	QUANTITY	PHOTO
D. 3/32-inch drill bit	1	
E. Pro-Stitcher Carriage <i>✎</i> <b>NOTE:</b> The Pro-Stitcher carriage assembly may be different from the one pictured.	1	
F. Computer bracket with black box and hinge	1	
G. Y-axis mounting bracket assembly	1	
H. Y bracket screws and washers (10-24 x 1/2")	2 each	
I. Power cord assembly 12-foot power cord with ferrite	1	
J. USB flash drive	1	
K. Pro-Stitcher Designer Software	1	

ITEM	QUANTITY	PHOTO
L. Pro-Stitcher communication cable (from machine back panel to Pro-Stitcher carriage)	1	
M. Black Box power cable (from board under front face cover plate to bottom of black box)	1	
N. USB cable (top of black box to tablet)	1	
O. Computer power cord (black box to tablet, ferrite to black box)	1	
P. Manual engagement/disengagement tool	1	
Q. Tablet hinge-to-machine-bracket screws M4 x 10	1	
R. Pro-Stitcher tablet computer  <b>NOTE:</b> The Pro-Stitcher computer may be different from the one pictured.	1	
S. Clip and Screw, to secure the communication cable to the back of the machine.	1	
T. Pro-Stitcher Premium Quick Reference Guide	1	

## Installation

This guide is for installing Pro-Stitcher on your Janome machine (with an 8-wheel Precision-Glide™ carriage). Janome recommends installation by an authorized Pro-Stitcher retailer, if available.

 **NOTE:** This installation is easier to complete without the frame side arms or poles in place. If the side arms have already been installed, it is not necessary to remove them, but the poles should be removed.

### Tools required

- Power drill
- 3mm Allen wrench
- 4mm Allen wrench
- 5mm Allen wrench
- Slotted screwdriver (one large and one small)
- Phillips screwdriver (one large and one small)
- Manual engagement/disengagement tool (see *Parts List, item P*)

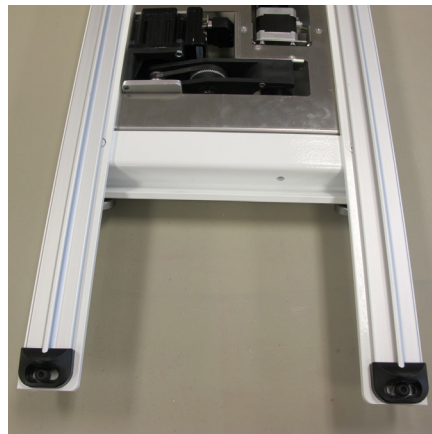
## Installation of the X-Rack and Y-Rack

### To install the X-Rack

1. Remove the blue 12-foot Flexirack (see *Parts List, item B*) and the Pro-Stitcher carriage (see *Parts List, item E*) from the box.

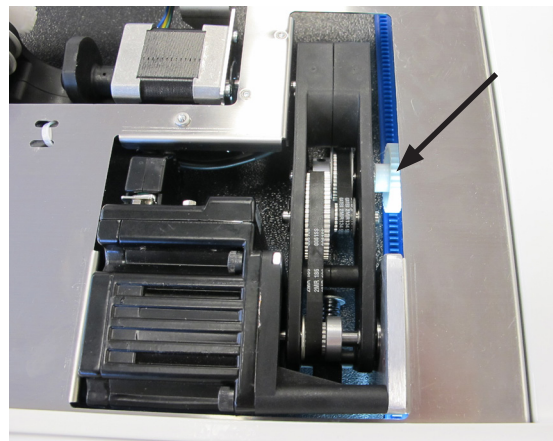
2. Place the Pro-Stitcher carriage on the frame. Starting at one end of the table, begin mounting the blue Flexirack to the front of the table while aligning it to the front white gear on the carriage.

Peel back a few inches of the pink protective layer of the tape.

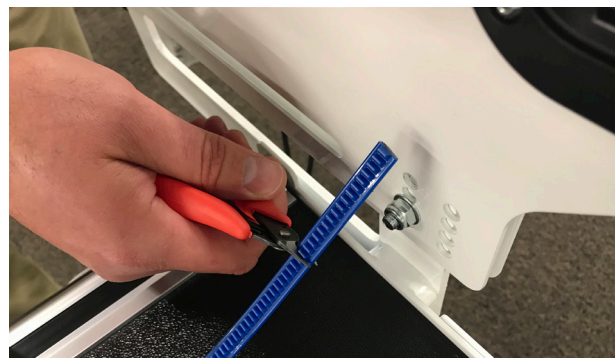




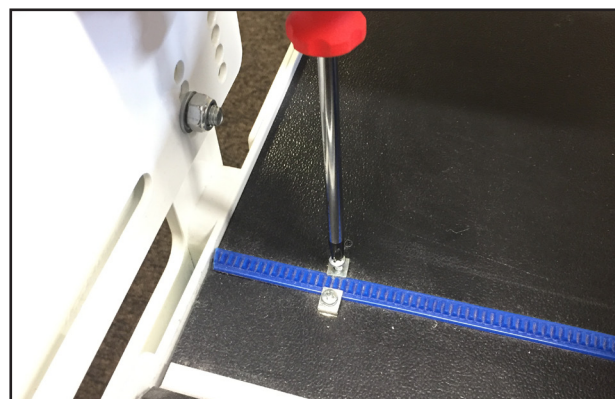
3. Use the carriage as a guide and align the blue Flexirack with the white gear along the length of the table (see arrow at right), removing the pink protective layer and pressing downward on the blue Flexirack while moving the carriage down the entire length of the table.




4. Double check the alignment of the carriage white gear with the blue Flexirack by rolling the carriage along the entire length of the table.
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 both ends.



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 a hole through the center and a 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 holes using the 3/32-inch drill bit and then use a Phillips screwdriver to fasten the clamps on both sides of the Flexirack to the table.



 **NOTE:** As an alternative, use one clamp at each end. Slide the lip of the clamp over the last tooth of the blue Flexirack, drill a pilot hole, and screw in place.

### **To Install the Y-Rack**

1. Carefully lay the quilting machine on its left side (looking from the front). Pay close attention to the Y-encoder mounted to the rear left wheel so you do not damage the Y-encoder bracket.

There is a hole underneath each base plate, near the wheels on the front tension assembly side of the machine (the side with the thread tensioner and guides).

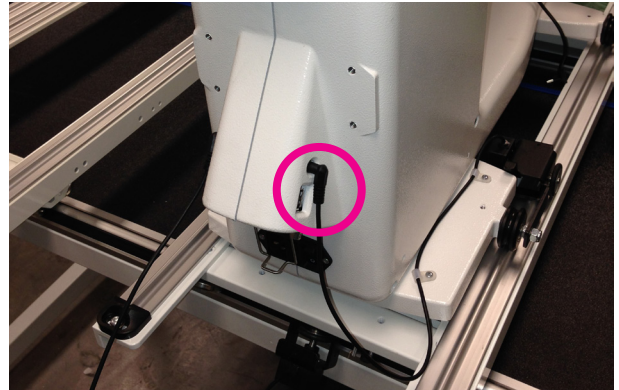
2. Attach the Y-Rack to the bottom of the front and rear base plates with the two 10-24 x 1/2 inch long screws and washers (see *Parts List, item H*). The blue Flexirack should be toward the middle of the machine while the bolt holes should be toward the outside. Use a 4mm Allen wrench to tighten the screws in the center of the slotted Y-rack holes. The rack will be adjusted later to align the blue Flexirack with the Y-axis white gear.



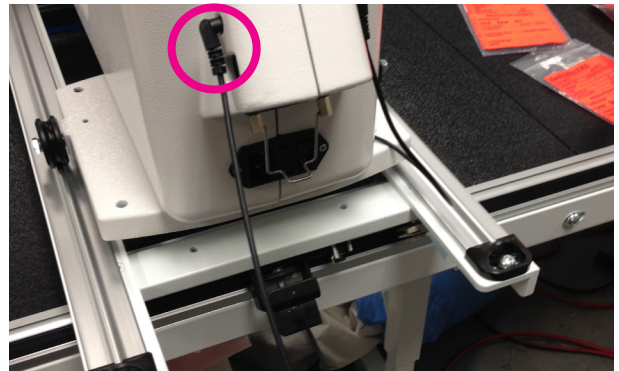
## To set up the Pro-Stitcher carriage

△ **CAUTION:** Before plugging any cables into the carriage or the tablet computer, be sure the quilting machine power cord is unplugged from the wall so there is no power to the quilting machine or Pro-Stitcher carriage.

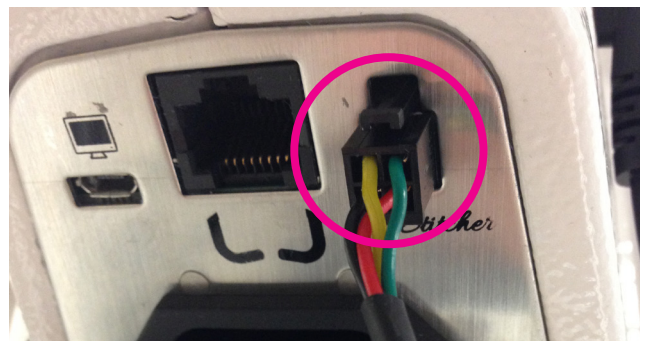
1. Place the Pro-Stitcher carriage on the frame with the connectors toward the back of the frame. Carefully lift the quilting machine and place it on the carriage so the wheels engage the aluminum carriage tracks, making sure not to set the wheels on top of the encoder cables. This is easier to do with two people, one at each end of the quilting machine.
2. Plug the loose end of the machine encoder cable (Y) into the round connector above the USB connection as shown.



3. Plug the end of the carriage encoder cable (X) into the round connector above the square laser connection as shown.



4. Plug the small end of the Pro-Stitcher carriage communication cable (see *Parts List, item M*) into the top right connector, labeled Pro-Stitcher, on the machine back connection panel.



5. Plug the large end of the Pro-Stitcher carriage communication cable (see *Parts List, item M*) into the back of the carriage (right side as seen from back of machine). Tighten the black screws using a flat-head screwdriver.






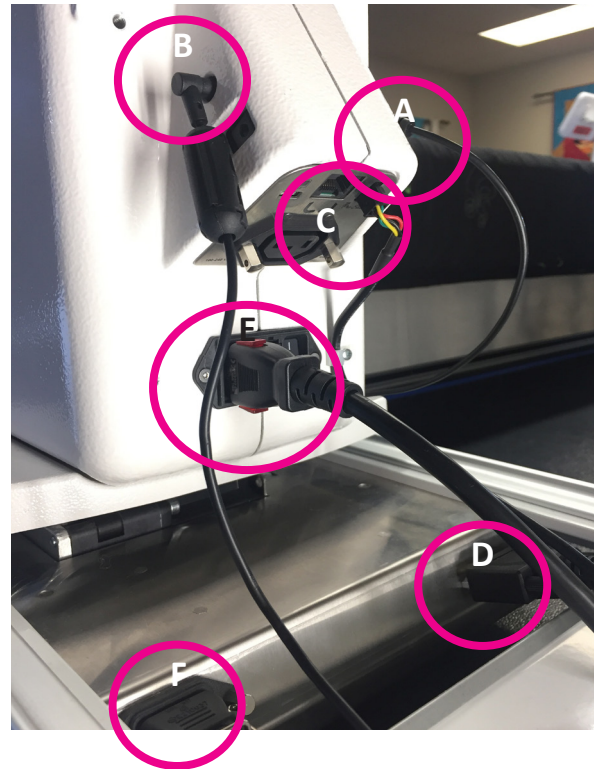
6. Plug the 12' power cord (see *Parts List, item I*) into the back of the Pro-Stitcher carriage. Secure the power cord into the Pro-Stitcher carriage by pressing the wire cord-retainer onto the cord.



7. Summary of Pro-Stitcher connections as seen from the rear of the machine:

- A. Machine Y encoder (right side)
- B. Carriage X encoder (left side)
- C. Small end of communication cable to rear panel (top right)
- D. Large end of communication cable to carriage (right)
- E. Main power cord for the machine (plug in 2nd to last)
- F. Main power cord plug for the Pro-Stitcher carriage (plug in last)

 **NOTE:** Do not plug in the main power cords (E and F) until all connections are completed both front and back for the Pro-Stitcher.



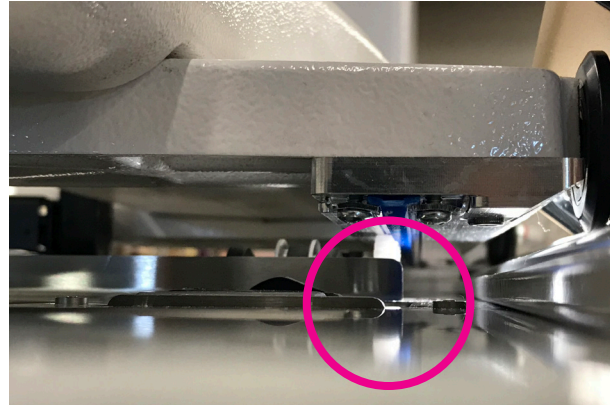
8. Install the U clip and screw (Item S) to secure the communications cable to the back of the machine.



9. Verify that the Y-axis gear engages the blue Flexirack on the Y-axis bracket.

- Do this by looking from the back of the machine between the bottom of the quilting machine and the top of the carriage. If necessary, use the manual engagement/disengagement tool to move the gears so they engage.

- If horizontal adjustment is needed to ensure that at least half the white gear and blue Flexirack are interlocking, loosen the two screws that mount the Y-axis bracket to the base plates and push the bracket in the direction necessary, hold in place, and re-tighten the screws.



- Both screws can be adjusted with the quilting machine on the carriage. Pull the machine to the front to access the front screw and to the rear to access the rear screw.




- 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.

- ➔ **IMPORTANT:** If necessary, use the manual engagement/disengagement tool to move the gears so they engage. Insert the end of the tool into the hole at the front of the Pro-Stitcher Carriage.




10. With the power cable unplugged and the motors in the engaged position (use the manual engagement/disengagement tool if necessary), ensure that as the quilting machine is moved in both the X and the Y directions, the corresponding gears are rotating, as well.

## To attach the tablet computer

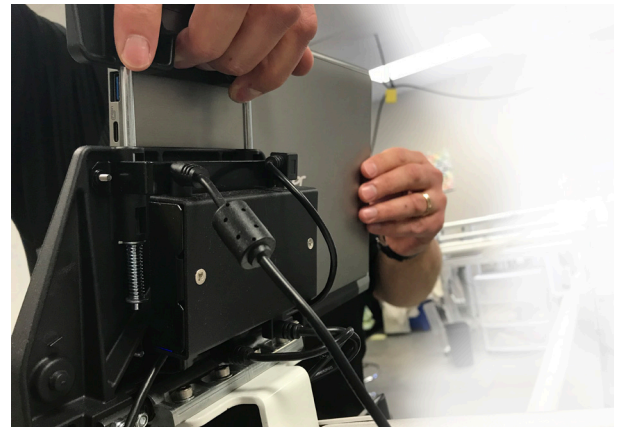
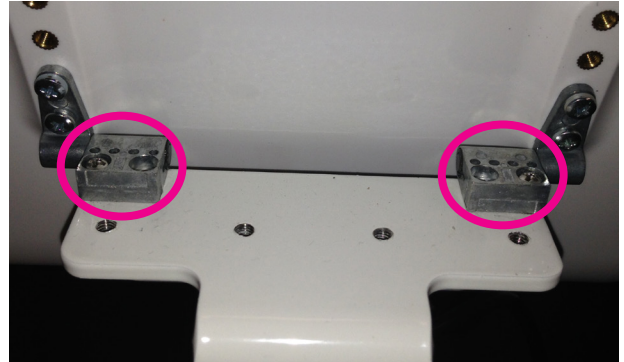
 **NOTE:** Steps 1 and 2 are only required if the 7" display is attached to the quilting machine.

1. Remove the front display USB cable from the bottom of the display.
2. Using a Phillips head screwdriver, remove the four small front-hinge screws from the front display bracket. Set the front display aside in a secure place.

 **NOTE:** The display will be useful as a backup, should the Pro-Stitcher require service.

3. Position the Pro-Stitcher tablet mount with the black box toward the back of the machine. Place the four M4x10 screws (see *Parts List, item R*) through the large hinge and into the front mounting bracket. Use a 3mm Allen wrench to tighten the screws firmly.

4. Remove the computer from its packaging. Determine the top of the tablet. Lift up slightly on the center of the top bracket and install the computer into the bracket by sliding it from the side until it is centered.

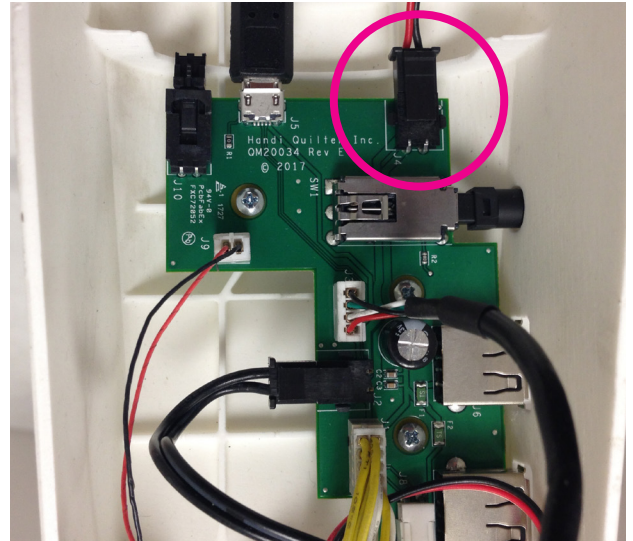
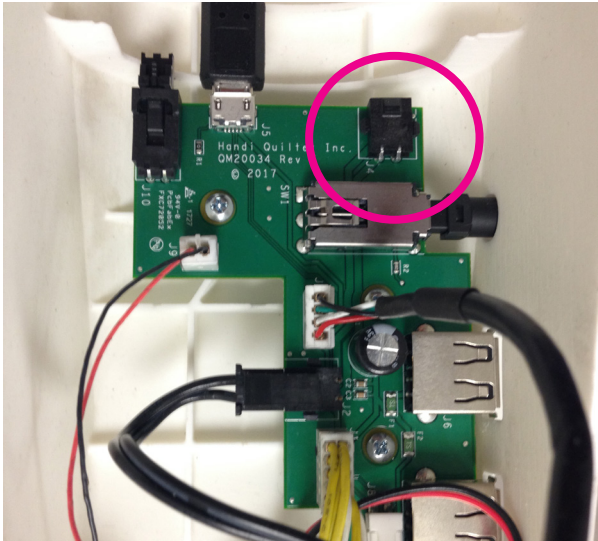


## Installing the front power cable

1. Remove the screw from the front face cover of the machine with a 3mm Allen tool and lift the cover up and out towards the front.



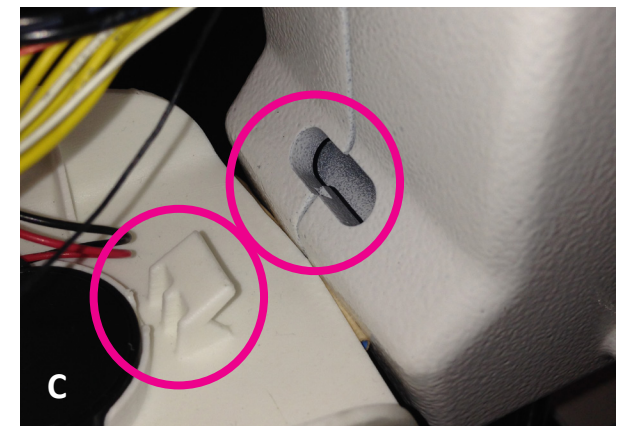
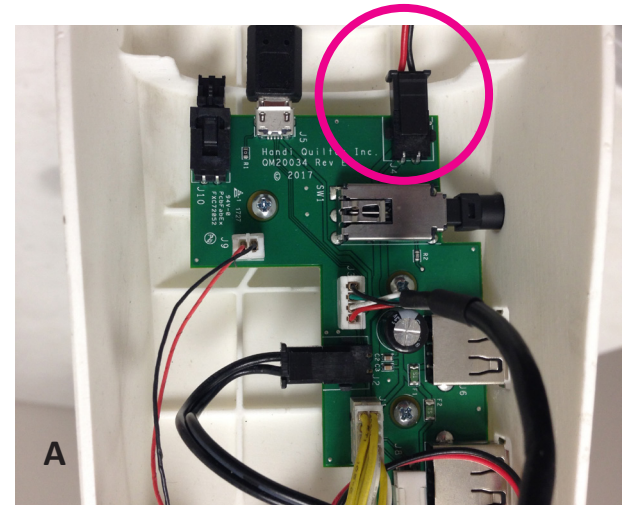
2. Install the black box power cable (see parts list, item N) into the front face cover circuit board to power the black box on the tablet mount.



3. A. Plug the front power cable firmly into the front circuit board at the location marked J4 on the circuit board. Check other cables to be sure they are plugged in tightly.

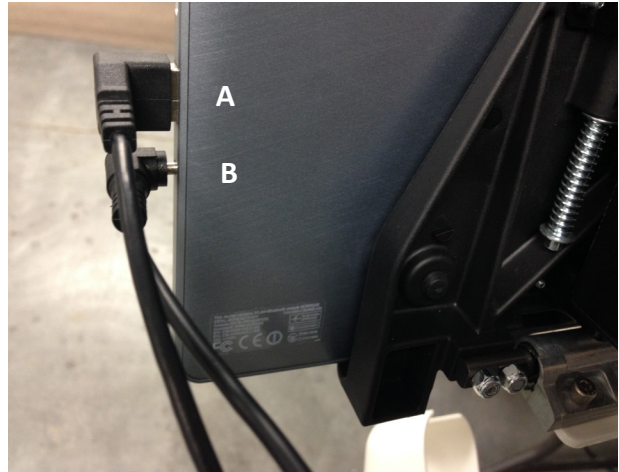
B. Align the front display cable and black box power cable with the top notch in the front face cover. Check to ensure that no small wires will be caught by the front cover-fixing screw or cover edges.

C. Push the cover in at the top and then down to engage the bottom cover tab into the machine casting retainer. Replace the fixing screw and tighten with a 3mm Allen tool.

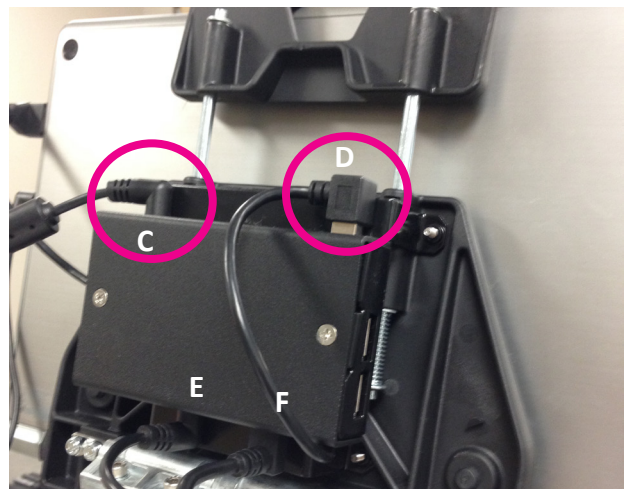


## Connecting the computer tablet

1. Looking from the back of the computer tablet, which is installed in the bracket, connect the USB cable (see *Parts List, item N*) between the USB port on the top-left side of the computer (position A) and black box on the back of the bracket to the top-right side of the black box (position D).

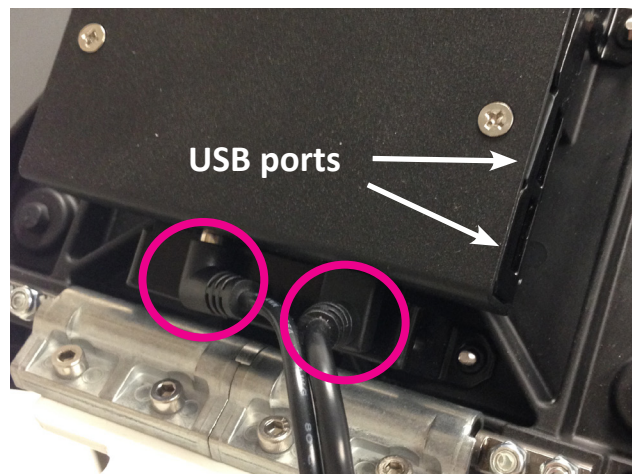


2. Looking from the back of the computer tablet, connect the computer power cable (see *Parts List, item O*) between the left side of the computer (position B) and the top left side of the black box (position C).



3. Connect the two cables coming from the notch in the face cover to the bottom of the black box. The round power cable plugs into position E and the USB micro B cable plugs into position F.

4. The open USB ports on the black box are for the USB Flash drive to load designs or update the software, or for plugging in a keyboard or mouse.



➤ **IMPORTANT:** The tablet shown is the Acer Switch Alpha 12 series tablet. Your tablet may be a different make or model. Connect the USB and power cables in their proper location based on your make and model of tablet. Do not confuse the audio port with the power port (they are often similar in size but are usually marked with headphones for the audio port and a DC electrical symbol for the power port).



# To turn on and shut down Pro-Stitcher

Plug the power cord for the Quilt Maker Pro 20 then the power cord for the Pro-Stitcher carriage into a properly grounded outlet.

## To turn on Pro-Stitcher

- Turn on the quilting machine first. The Pro-Stitcher computer will try to communicate with the quilting machine when it boots up and will not be able to do so if the quilting machine is off.
- Press the power switch on the tablet computer (some tablets may require holding the power switch for a few seconds).

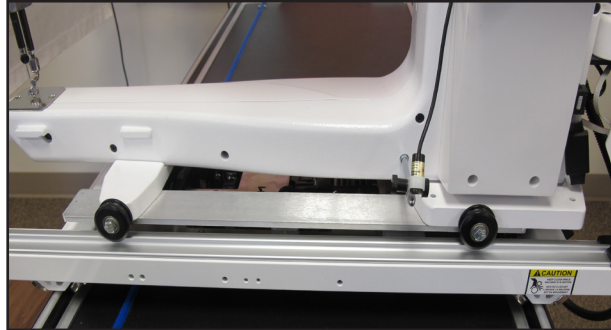
## To shut down Pro-Stitcher

- Choose the **File Tab**, then choose the **Shutdown** button. Choose **Shut Down** from the drop down menu. This shuts down both the Pro-Stitcher software and the tablet computer.
- **IMPORTANT:** If you don't see the Shutdown button, press the power switch on the tablet computer to continue shutting down the Pro-Stitcher computer.
- **IMPORTANT:** If you leave the Pro-Stitcher computer powered on with the power cord unplugged, the computer will begin running on battery power. The computer will shut down when no battery power remains.
- **IMPORTANT:** If the Pro-Stitcher 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.
- **IMPORTANT:** Some models will require you to disable the auto-rotate feature for your tablet computer so that it only works in landscape, or horizontal, mode. Depending on your computer, you will do this by pressing a button on the top or side of the tablet computer or by using the Microsoft Windows Control Panel Display options. Refer to the owner's manual that came with your tablet computer for more information.

# Getting started with Pro-Stitcher

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

- To move the machine for free-hand quilting after the software has been opened, the motors must be disengaged.



Use the options on the Freehand screen to alternate between computerized quilting and free-motion quilting.

- Select the **Pro-Stitcher** tab, then press the **orange gear icon**. When the icon becomes purple, the carriage gears will be disengaged from the Flexirack.
- To use Pro-Stitcher for computerized quilting again, select the **Pro-Stitcher** tab, then press the **purple gear icon**. When the icon becomes orange, the carriage gears will be engaged with the Flexirack.

## **To use the USB flash drive**

- A USB flash drive is included with the Pro-Stitcher and is pre-loaded with more than 1,000+ 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.

*Plug the USB flash drive into one of the USB ports on the left side of the black box mounted behind the Pro-Stitcher computer.*



- **IMPORTANT:** It is not necessary to power down Pro-Stitcher 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.

# Troubleshooting

<i>Problem / Symptom</i>	<i>Corrective Measure</i>
<b>The Pro-Stitcher tablet computer screen is black (no power).</b>	
	<p>The Pro-Stitcher computer is powered off. Press the Power button on the monitor to turn it on (you may have to hold the button for several seconds on some computer tablets).</p>
	<p>There is no power to the tablet computer. If you look into the black box behind the tablet through the two side USB ports, you should see a blue glow to indicate there is power at the black box. No blue glow inside the black box indicates there is no power being delivered to the tablet.</p> <p>Check the following cables for proper connection</p> <ul style="list-style-type: none"> <li>• 12-foot power cable from a power outlet to the Pro-Stitcher carriage.</li> <li>• Communication cable from the carriage to the machine back panel.</li> <li>• Black box power cable from the front face cover board to the bottom of the black box behind the tablet computer.</li> <li>• Computer power cord from the top of the black box to the tablet computer.</li> </ul>
<b>The stitch regulator cable is not connected properly.</b>	
<p>The Pro-Stitcher stitches, but the stitch lengths vary and the quilting machine slows down or even stops quilting in some directions while the machine continues moving.</p>	<p>The problem can be narrowed to a specific encoder wheel by running the quilting machine manually. 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 (Y-encoder). If it stops stitching left and right then the problem is with the encoder on the carriage (X-encoder). Make sure the encoder wheels roll on the tracks when moving the quilting machine and also that the stitch regulator cables are plugged in securely to the machine.</p>

<i>Problem / Symptom</i>	<i>Corrective Measure</i>
<b>The stitch regulator cable is not connected properly (continued).</b>	
The Pro-Stitcher moves but does not stitch.	<p>Check that all cables are securely attached.</p> <p>Verify the Pro-Stitcher and the quilting machine are communicating with each other. Choose the <b>Settings</b> tab, then the <b>Advanced</b> button. From the dropdown 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>, then the <b>Full Stitch</b> or <b>Half Stitch</b> buttons, will result in the machine needle performing that function.</p>
<b>The white gears do not engage the blue Flexirack.</b>	
When the quilting machine is pushed by hand, the horizontal and/or vertical crosshair lines do not move.	Make sure the white gears fully engage the blue rack. Use the manual engagement/disengagement tool to adjust if necessary. Insert into the hole at the front of the Pro-Stitcher Carriage.
<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 powered and motors engaged and enabled (locked in position), pressing the machine side to side or front to back allows a little motion but the white gear does not rotate.</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 white 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. If the white gear is not pressing upward enough on the blue rack to fully engage the gears, it may be necessary to install shim washers between the quilting machine base-plates and the Y-axis bracket to drop the bracket a little.
<b>One or more of the pulleys/gears on the X or Y axis assemblies are loose.</b>	
<p>Stitched designs appear jagged or wobbly.</p> <p>With the Pro-Stitcher 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 white gear does rotate slightly.</p>	Monitor the motor assembly while engaged and enabled to determine which gear/pulley is slipping. It will most likely be either the gear mounted directly to the motor shaft or the gear mounted to the shaft that drives the white gear. Use the appropriate Allen wrench to tighten both set screws on the gear. The motor gear requires a 1/16" Allen wrench and the larger gear on the drive axle with the white gear requires a 5/64" Allen wrench.

<i>Problem / Symptom</i>	<i>Corrective Measure</i>
<b>The X and Y tension springs are too loose.</b>	
<p>Gear tooth skipping occurs, causing the stitched design to be shifted in either the X or the Y direction.</p>	<p>The X and Y tension springs may need to be tightened. First make sure the Pro-Stitcher version is 18.02.0416 or higher. Using a 3mm Allen wrench, tighten the bolts (clockwise) running through the center of the two springs in the Pro-Stitcher carriage (one on the X motor assembly and one on the Y motor assembly). Only one or two full rotations is all that is usually required. Tightening more than three turns will likely damage the system. Be careful while tightening not to flex the shaft that the bolt is tightening into or it may break. The quilting machine will need to be removed from the carriage and the carriage turned upside down to access the X tension spring. Test that the springs are not too tight by pressing the Gears button to rotate the engagement motor a few times. If they are too tight, the motor will slip and not complete its rotation. Loosen the tension spring bolt if this occurs.</p>
<b>Lubrication required between white gears and blue rack.</b>	
<p>When the Pro-Stitcher carriage gears are engaged squeaking can be heard as the machine is pushed or driven.</p>	<p>Lubricate the teeth of the white plastic gears for both the X and the Y axes by applying a small amount of silicone lubricant to the teeth of the white 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. Please keep in mind that lubricating these gears will eliminate the squeak, but it can also increase the chance that the gears will skip during use.</p>
<b>Positioning a pattern using the Zero button.</b>	
<p>When the Zero button is pressed, the pattern is not positioned properly.</p>	<p>The Zero button is not intended to be used as a repositioning tool. Zero 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.</p>
<b>Quilting machine stuck in a faster speed than selected by Pro-Stitcher.</b>	
<p>Stitch length is much smaller than selected, machine running faster than it should.</p>	<p>Something has caused the quilting machine to lock up at a higher speed (tighter SPI) than selected. Rebooting both the quilting machine and the Pro-Stitcher computer should resolve the issue.</p>

<i>Problem / Symptom</i>	<i>Corrective Measure</i>
<b>Jumps between repeated patterns.</b>	
Use of any of the Repeat options results in a jump between each pattern.	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) there will be a jump between each repeat of the pattern. This can be corrected by selecting the Point 2 Point button. If the start and end points are at different heights, the design will have to be modified using design editing software to put them at the same height to prevent the jump.
<b>No patterns or folders show up in the design library.</b>	
The current path is pointing to the wrong drive letter.	<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 one of the side USB ports on the black box behind the tablet computer. Press Cancel if the Open screen is already open, insert the USB flash drive, wait about 15 seconds, and then press the Open button again.</p> <p>The patterns that come pre-loaded on the Janome 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 failed and will need to be replaced. If it opens but there are no files on the flash drive, contact Janome for replacement files.*</p> <p><b>*Janome highly recommends backing up all pattern files on a home computer or another disk.</b></p>



<i>Problem / Symptom</i>	<i>Corrective Measure</i>
<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 cannot communicate with the motors. Check that the carriage is plugged in and that all cables from the tablet to the black box to the quilting machine and from the quilting machine to the carriage and AC power are properly connected. 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 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 does not resume on its own after such a disruption for safety reasons and will require user intervention to resume stitching the design. When communications are reestablished by pressing the lightning bolt button, it will be necessary to re-set the starting point to the position where the stitching stopped and resume stitching from that point. If the tablet touch-screen does not respond after such an ESD or surge event, it may be necessary to re-boot the tablet using the power button. A mouse may be plugged into an available USB port and used to save any work prior to re-booting the tablet.</p>
<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 computer tying up the CPU. Although it may be possible to resume quilting by simply pressing 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 re-boot the computer. Use the New Start Point function if necessary to resume from where stitching was left off.</p>
<p><b>System Restore</b> or <b>System Repair</b> message on boot-up.</p>	<p>If a message appears on boot-up (black screen, white text) that asks whether to run System Restore or Start Windows Normally, select Start Windows Normally. 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>



*Pro-Stitcher*<sup>®</sup>  
PREMIUM

FOR

Quilt Maker Pro 20

[www.janome.com](http://www.janome.com)

Part #QM30010-9 • November 2020 • Version 1