

FAQ's from Spring Training 2010

CutWork Tool & Software

- **Do you need to take the bobbin out of the machine?**

No, it is not necessary to remove the bobbin, and this applies to all compatible models.

- **Does altering the Presser Foot Pressure make any difference?**

Altering presser foot pressure with the CutWork Accessory and Software does not make any difference.

- **I get the message CBU failure, what does this mean?**

Give your computer time to recognize the dongle after it is inserted. Make sure that the dongle is plugged into a USB port that is active and working.

- **My Tool Options are missing, what do I do?**

Go to View> Toolbars> Tool Options. Also, make sure something is selected.

- **My picture would not convert to an appliqué, what did I do wrong?**

Make sure that "none" is selected in the outline options first; then select appliqué in the fill options.

- **Why is there an asterisk next to "Untitled" in the tab showing my design?**

The asterisk appears next to the file that is the active file when you have more than one design open at a time.

- **My 180 doesn't show which direction the blade needs to be turned for cutting, what do I do?**

Be sure to print out the design in the software. Cut directions are printed on this sheet.

- **Can you only export the cut design to the Bernina 830/730/ and the 200 with usb stick or can they load the design directly into the machine? We tried to load it directly but nothing happened. I didn't know if we were missing a step.**

The BERNINA CutWork software always saves through this export method using the USB as the recipient of the .exp file that these machines will read and embroider.

- **I am trying to open an art embroidery design and I can't locate it, what do I do?**

Art embroidery designs must first be converted to .exp; then they can be opened.

- **Why aren't .art files able to open in CutWork software? Do I really have to save in V6 as another format?** *Art embroidery designs must be converted to .exp, then they may be opened in the CutWork software. When saving designs in V6 it is recommended to save as art v6 format first and to save as an .exp format for use with the CutWork software.*

- **What is actually changing when different fabrics are selected in the Wizard of the CutWork Software?**

The embroidery quality depends on several embroidery parameters that BERNINA CutWork automatically calculates. The fabrics in BERNINA CutWork are categorized in groups of embroidery types with different preset parameters (these parameters are mainly for designs that contain embroidery fills) the density of the embroidery is calculated according to the fabric category selected.

Each of these fabrics has specific settings in order to produce the best possible results if you embroider the design on the respective fabric. Be sure you have chosen the correct fabric from the fabric list.. The embroidery results depend on the fabric that is used

It also depends on how the fabric is stabilized in the frame of the embroider machine. *BERNINA CutWork suggests the appropriate backing materials for every fabric, in the printout of each design.*

- **How many layers max can you cut for best results and what type of stabilizer should be used?**

maximum layers of fabric that may be cut using the CutWork Tool is affected by several factors; type of fabric, weight, whether or not a fusible bonding product such as Applique Fuse & Fix has been applied, and type and number of layers of stabilizer being used in each hooping. Up to 10 layers of quilting cotton with a heavy weight cutaway have been cut successfully.

- **What are the part # for the –**

- **CutWork Knife - part # 033375.70.00**
- **Rotating Cutter Head - part # 032995.70.00**
- **Hex Tool - part # 033326.50.00**

Yes, we do have design collections available for use with the CutWork Tool information, but just as a reminder designs with cutting information may only be mirror imaged and rotated with the CutWork software for the cutwork information to be correct.