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Troubleshooting Regalia and Pro-Stitcher on the Kinetic Frame

Regalia and Pro-Stitcher

1. Managing Cords – Video Time Mark :30
 - a. Pro-Stitcher power cord has a filter box attached to the cord.
 - b. Seat Cords tight
 - c. Silver cord holders need to be attached
 - i. Lock cords in place
 - ii. Do not leave these off the cord
 1. Cords vibrate and can fall out of machine
 2. Some of these silver clips are attached and some you will attach
 - d. Plug into a ground surge protector
 - i. Protect your machine when leaving by removing the plugs from wall
 - ii. Battery backup surger protector is good to have in areas where you experience power outages often
 - e. Keep cords out of the way
 - i. X encoder left to right
 - ii. Y encoder front to back
 - f. Machine should be off when plugging thing in and out
2. Powering Up - Video Time Mark 2:15
 - a. 20" machine has two power switches
 - b. If you are leaving machine for an extended period of time power down with the rear switch
 - c. Light turns blue with power
 - d. It takes 30 seconds for the machine to cycle on and play the music
 - e. Load fabric taunt not tight or you may experience skipped stitches
 - f. Needle should be up when turning on Pro-Stitcher
 - g. Turn on Pro-Stitcher
 - i. You may need to hold the button for a few seconds when power is being turned on
 - ii. Keep machine still when powering on Pro-Stitcher





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- h. Machine Needle
 - i. Fully rounded needle
 - ii. Eye forward front to back
 - iii. Curve of needle in front
 - iv. Groove in front
 - v. Packages
 - 1. 134
 - 2. R regular point needle
 - 3. 100/16 most used
 - 4. FG ball point needle
 - 5. 125/20 larger needle
 - vi. Sizes vary from 80/12 being the smallest to 125/20 the largest
- 3. Pro-Stitcher has two functions
 - i. One being the screen to the Regalia
 - ii. Top gray rectangle once touch brings up 5 icons
 - 1. Red X Closes icons
 - 2. Keyboard icon
 - 3. BL Regalia Screen
 - 4. PS Pro-Stitcher Screen
 - 5. Art and Stitch Last icon on the right
 - iii. Click on BL to open the Regalia Screen
 - 1. Handwheel on Screen
 - a. Makes it easy to reach on 20" machine
 - b. Only turn the direction of arrow
 - i. Do not roll backward
 - ii. Drag finger on screen to move handwheel
 - c. Use needle up/down button on handles to put the needle in the correct position
 - d. You can use the on screen handwheel to move the needle to the highest position when using the Glide Foot. It makes it easier to thread.
- 4. Updating Pro-Stitcher – Video Time Mark 6:12
 - a. USB stick
 - i. Format before using
 - ii. Find stick location on computer





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- iii. Formatting with right mouse click
 1. Dropdown menu
 2. Click on FAT
 3. Click on Start
 4. Everything on your stick will be erased
- iv. Clear screen
- v. ? will take you to the ABOUT
 1. This is open an information window with your Pro-Stitcher
 2. Listing
 - a. Version
 - b. Key
 - c. License
 - d. Mode
 - e. Machine
 - f. Motor
 3. Go to Babylock.com
 - a. Support
 - b. Pro-Stitcher
 - c. Download update and put on USB stick
 4. Place USB stick in one of the 2 ports on the Pro-Stitcher bracket
 5. Document will download with update
 - a. Print
 - b. Read
 - c. Update
 6. Update
 - a. When turning on Pro-Stitcher the program looks for updates found on stick
 - b. You can also update under File
 - i. Update
 - ii. Click on USB stick
 - iii. Select update
 - iv. Run
 - c. You do need to click steps while updating
 7. Rail/bar heights





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- a. Position changes for machine with and without Pro-Stitcher
 - b. The Idle bar should be just about the bed of the machine
 - c. Check to make sure the update took on your Pro-Stitcher
 - i. Under ABOUT
 - ii. Or on the Regalia Screen
5. Threading - Video Time Mark 11:54
- a. Good Quality Thread
 - b. Follow along not skipping any holes on your machine
 - c. Floss when putting in tensions
 - d. Spring shows it is in the correct position
 - e. Take up lever
 - f. Down to needle not missing any placement
 - g. Threading needle
 - i. You may want to shut laser light off
 1. Found on Regalia screen
 2. On and off switch
 - ii. Needle up down to pull up bobbin thread
 - iii. Tie off to test stitching
 1. Tie off was programed for the diamond icon on the right handle of the Regalia
 2. You can also use tie off icon on the Regalia screen
 - h. Testing X and Y Encoders – Video Time Mark 14:23
 - i. X left to right
 - ii. Y forward to back
 - iii. Look at back of quilt to check stitching
 - iv. Tighten the tension
 1. Right to tighten
 2. Think of a clock
 - a. Turn 30 mins. On a clock dial
 - b. Check again looking at back
 - c. Do this if you see the top thread coming through the bobbin





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- i. Changing threads
 - i. You can tie off the threads
 - ii. Pull through the machine
 - iii. Pull above the needle
 - iv. Rethread the needle
6. Encoders – Video Time Mark 17:13
 - a. Testing encoders
 - i. X left to right
 - ii. Y front to back
 - iii. Release gears
 1. Pro-Stitcher Icon
 2. Click on gears
 - a. When the gear icon is purple you are in free hand quilting
 - b. When the gear is orange you are in record
 - i. Motors are stiff
 - ii. Partway engaged for recording
 3. Test
 4. X direction
 - a. Needle moves up and down stitching looks good
 - b. Needle is controlled by encoders
 5. Y direction
 - a. Machine is skipping stitches
 - b. Need to check Y encoder
 - i. Found on rear of carriage and frame
 - ii. Check
 1. Threads in wheel
 2. Wheel is in contact with frame
 3. Is wheel turning?
 4. Is the encoder plugged in?
 7. Checking Carriage – Video Time Mark 19:24
 - a. Rocking carriage can cause skipped stitches
 - b. Tipping carriage
 - i. Screws and track need adjusting
 - ii. 4 wheels should touch track





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8. Advanced Pro-Stitcher Settings – Video Time Mark 20:12
 - a. Warning do not take your tablet on the internet
 - i. You will void your warranty
 - ii. Updating your Pro-Stitcher to get your Windows updates
 - b. Tablet Settings
 - i. All settings
 - ii. Systems
 1. Rotation lock needs to be on
 2. Search to find if you need to
 3. Turn volume up to hear clicks
 4. Sleep mode
 - a. Never on
 - b. You do not want to have the tablet stop when you are quilting
 - c. Advanced Setting of the Pro-Stitcher
 - i. Customize and settings can be changed
 1. General
 - a. Simulation mode
 - b. Use the tablet in a non-stitch mode
 2. Communication
 - a. Connections and reconnect
 - i. Motors
 - ii. Machine
 - b. Use these when you get a motor error
 - c. Motor errors happen for many reasons
 - i. Turning machine and PS off in wrong order
 - ii. Running into the rails
 - ii. Speed profile
 1. 64 default
 2. 2500 stitch per min default settings
 3. Logging
 - a. Debug
 - b. Normal
 - c. Minimum
 4. Motor torque Regalia 200-250 settings





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- iii. Motor errors
 1. Hitting the rails or machine
 2. Pinched cords
 3. Cord unplugged
9. New Start and End Points with Pro-Stitcher – Video Time Mark 28:16
 - a. Bobbin runs out or thread breaks how do we get back
 - b. Stitching design
 - i. Thread breaks
 - ii. Touch pause on lower left corner of Pro-Stitcher Tablet
 - iii. Or you may have your thread sensor on and the machine will alarm and let you know it has issues with thread
 - iv. Click on Pro-Stitcher icon
 - v. Machine error may appear with thread break sensor
 - vi. Backing up
 1. Click on Pro-Stitcher icon and new start/end point
 2. Move machine to position you want to restart
 3. Click on auto to view where start moves to the location of needle
 4. Double click to lock in the new start point
10. Shutting Down – Video Time Mark 31:55
 - a. Click on file
 - b. Click on shut down
 - c. Click on shut down
 - d. You may be asked if you want to save design
 - e. Blue screen is shut down screen
 - f. Now turn machine off
 - i. Front button
 - ii. Back button can stay on but not for long periods of time
 - iii. Back of machine switch is for when you leave the machine for a long period of time
 - iv. The Pro-Stitcher will still be on with the rear on off switch not being shut down

