

# Installing HQ Pro-Stitcher® Software

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

## TOOLS REQUIRED:

- USB drive

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

## DOWNLOADING THE UPDATED PRO-STITCHER SOFTWARE

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

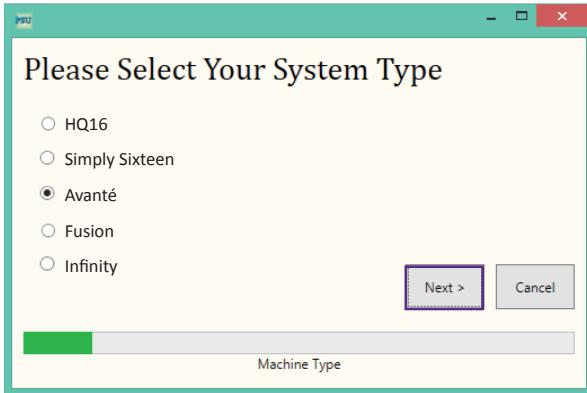
1. Insert a USB drive into the USB port of a computer connected to the Internet.
2. In a browser window, navigate to the HQ Pro-Stitcher website: [www.HQProStitcher.com](http://www.HQProStitcher.com).
3. Select **Download** to download the most recent version compatible with your tablet. The zip file will be saved to the Downloads folder on the computer.
4. Locate the *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.
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 HQ Pro-Stitcher.

## UPDATING THE HQ PRO-STITCHER TABLET COMPUTER

1. Exit the HQ Pro-Stitcher software by selecting **Shut Down**, then **Exit to Windows**.
2. Touch the gray bar at the top-left corner of the screen to open the on-screen keyboard. If you have an HQ Infinity, select the keyboard icon after touching the gray bar.
3. Press the **Windows** key on the keyboard (it turns white). Then press the letter **e** to open a File Explorer window.
4. Locate the USB drive in File Explorer. Press and hold the file name, *PSUpdate.[Version#].exe*, until a box appears around your finger; then release your finger. (This simulates a right-click.) Then select **Run as Administrator** from the drop-down menu.
5. Select **Start** when this screen appears.



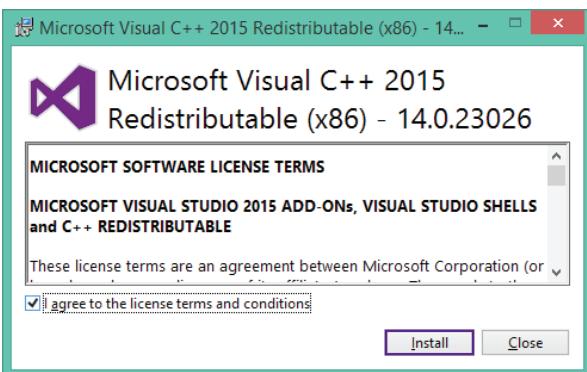
- If prompted, select the type of Handi Quilter machine you have and press Next.



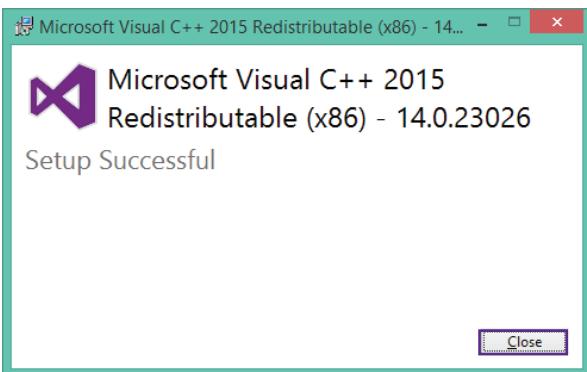
- Select Confirm to continue.

**NOTE:** If prompted, follow steps 8 through 15. Otherwise, proceed to step 16.

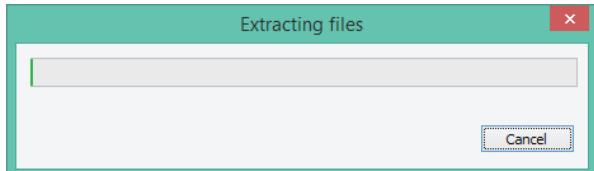
- When the Visual C++ Redistributable installer appears, select the "I agree..." box and then select Install.



- Select Close.

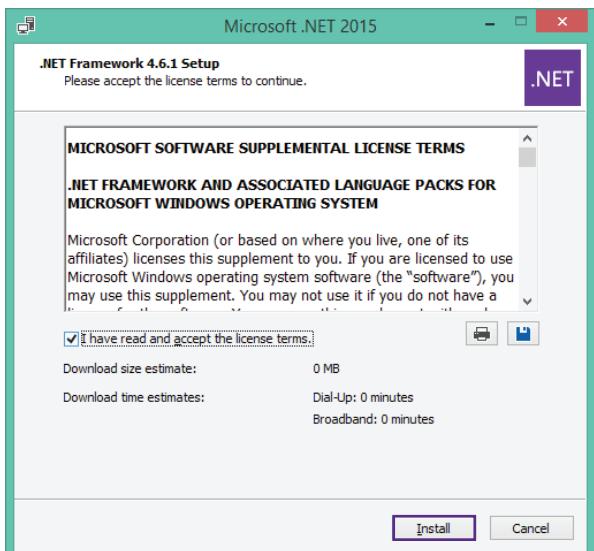


- Wait for up to several minutes for the next step to finish.

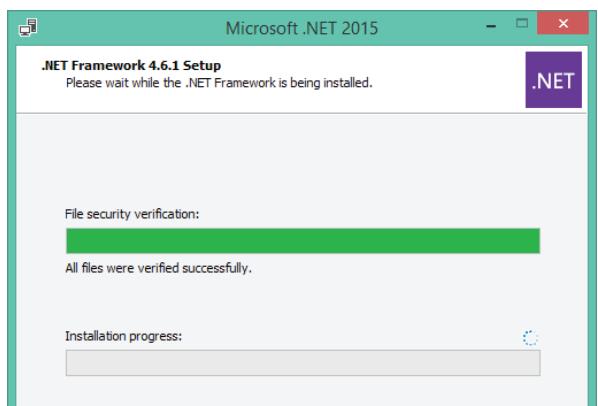


- Mark the "I have read..." box and select Install to begin installing the .NET 4.6.1 Framework files required for HQ Pro-Stitcher.

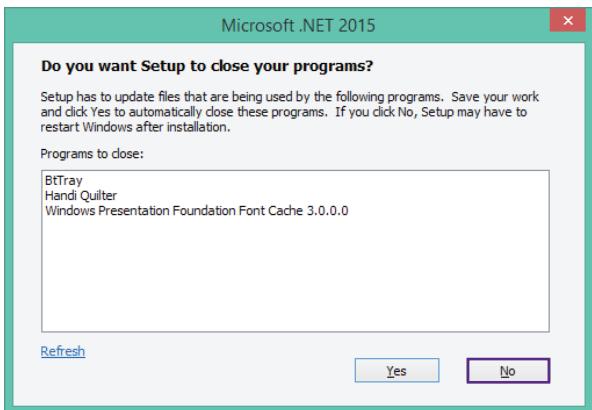
**IMPORTANT:** If the .NET installer indicates that you have a more current version, close the message box and continue to follow the on-screen instructions to complete HQ Pro-Stitcher installation. Reboot the tablet computer when it is finished.



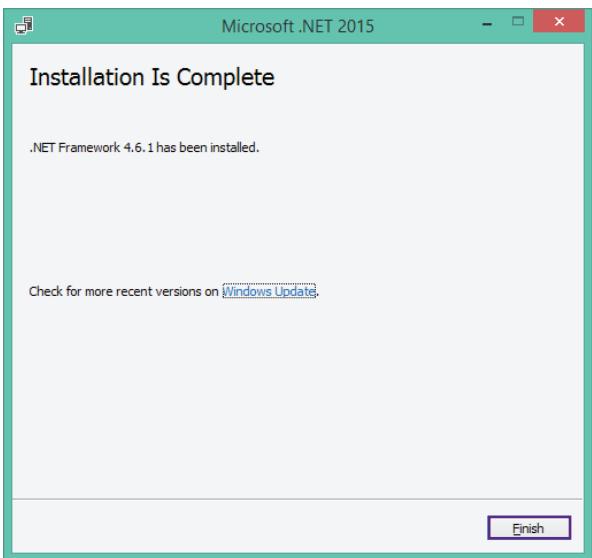
- Wait until the installation finishes. This may take several minutes.



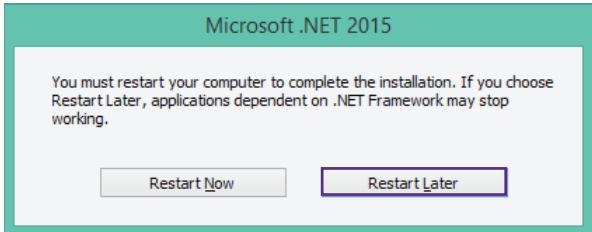
13. If you receive a message asking you to close some programs, select **No**.



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



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



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



**NOTE:** Step 17 is for tablets with Pro-Stitcher v.79 or earlier only.

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

18. Reboot the computer to complete the installation process. To restart the tablet computer, press the tablet's power button once, or swipe your finger from the right side of the screen and then select Settings, Power, Restart from the sidebar.

