Q1. The machine cannot be initialized.

A 1. Check following in order.

Turn the power switch ON.

Check the START/STOP button.

Blinking trace button light at the same time.

Turn the power switch OFF and ON. If the problem persists, contact the service center or the store whom the machine was purchased.

Blinking slowly in orange.

Blinking slowly in red.

Blinking rapidly in orange.

Blinking wireless LAN button light at the same time.

Turn the handwheel toward you to raise the mark at its highest position.

Push the bobbin winder spindle to the left.

Raise the presser foot lifter.

Check the START/STOP button.

Blinking slowly in orange

Blinking slowly in red.

Contact the service center or the store whom the machine was purchased.

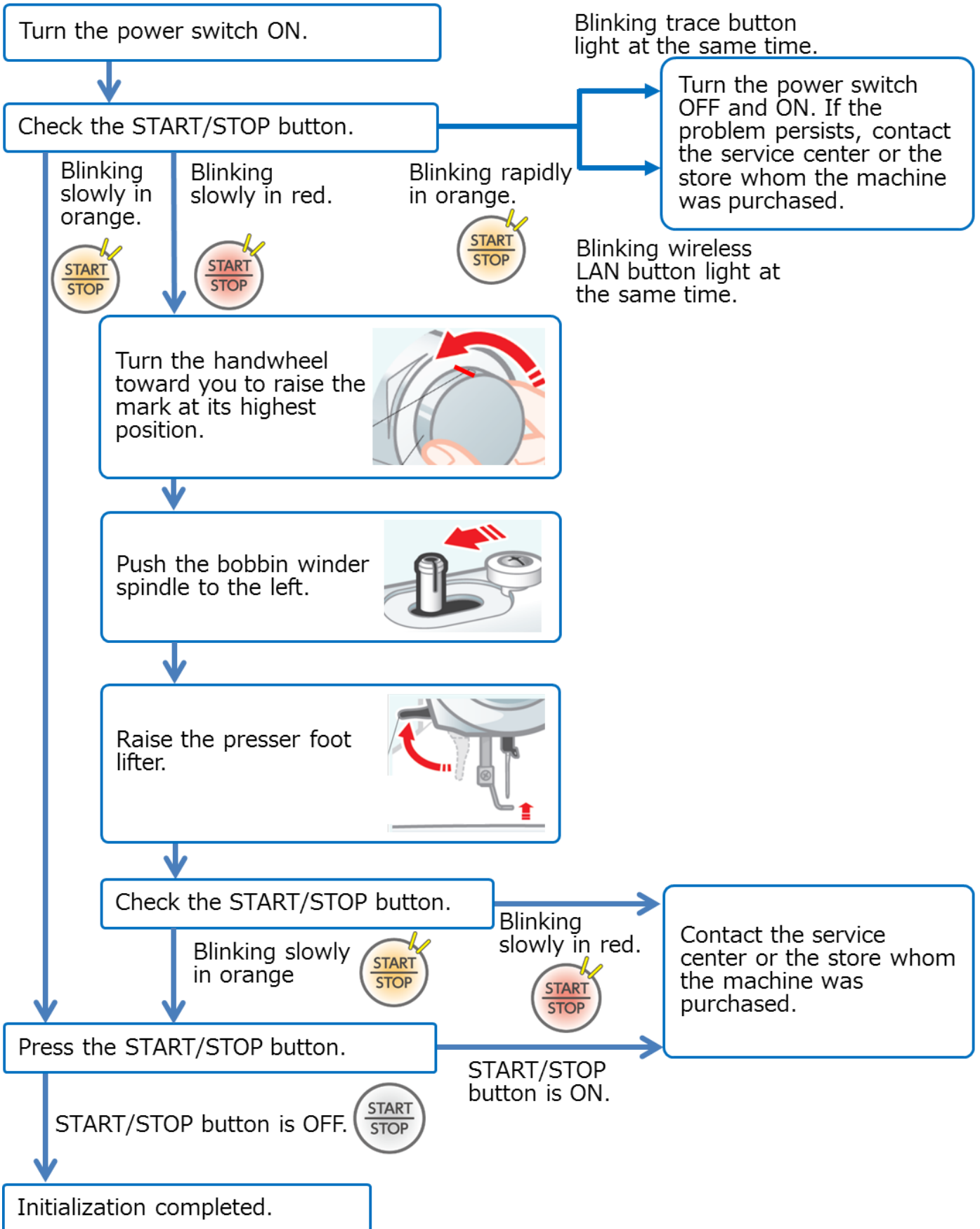Press the START/STOP button.

START/STOP button is ON.

START/STOP button is OFF.

Initialization completed.

Q2. The message "Searching for machines" appears on the app and the smart device cannot be connect to the embroidery machine.

A2. Check following in order.

Turn the power switch ON.

↓

Turn ON the Wi-Fi on your smartphone/tablet (smart device).

↓

The wireless LAN light is blinking rapidly.(It will take approximately 1 minute to start communicating after turning on the machine.

↓

Check the wireless LAN light.
Blinking slowly···········Access point mode
(The default setting of the wireless LAN connection)

ON ····················Client mode

· To switch the mode from the client mode to the access point mode, press and hold the wireless LAN button and the back stitch button (-) at the same time more than 3 seconds.
· To switch the mode from the access point mode to the client mode, refer to the instruction manual.

| Access point mode (Connects your smart device and the machine directly) | Client mode (Connects your smart device and the embroidery machine with a wireless LAN router) | The wireless LAN light is OFF. |

Connect your smart device to the embroidery machine. (The MAC address for wireless LAN connection is the last 6 digits of the lower code printed on the sticker on the rear cover of the embroidery machine.) Enter the password "12345678".

Connect your smart device to the wireless LAN router.

↓

Launch the application and connect the smart device to the embroidery machine.
If you still cannot connect the smart device to the embroidery machine, quit and relaunch the application.
If the problem persists, contact the service center or the store whom the machine was purchased.

↓

Failed to connect in the client mode.
Connect your smart device and the embroidery machine in Client mode, or check the following.
To connect your smart device and the embroidery machine, refer to the instruction manual.
· Be sure that the wireless LAN router is turned ON.
· Be sure that the wireless LAN router is installed in the range of the network.
· Be sure that the wireless LAN router is working properly.

If the problem persists, contact the service center or the store whom the machine was purchased.

Q3. The embroidery machine does not start sewing when I replaced the color thread and pressed the START/STOP button.

A3. Make sure the presser foot lifter is raised when replacing the thread.
Lower the presser foot lifter after replacing the thread.
Make sure the mark on the handwheel is at its highest position.
Make sure the bobbin winder spindle is shifted to the left.

Q4. The bobbin thread (lower thread) shows through on the right side of the fabric.

A4. Make sure the needle thread and the bobbin thread are threaded to the embroidery machine correctly.
If the threads are correctly threaded and the bobbin thread shows through on the right side of the fabric too much, turn the thread tension dial to a lower number.

Q5. The needle thread (upper thread) loops on the right side of the fabric.

A5. Make sure the needle thread is threaded to the embroidery machine correctly.
If the thread is correctly threaded and the thread loops on the right side of the fabric, turn the thread tension dial to a higher number.

The needle thread loops on the right side of the fabric, and the bobbin thread shows through on the right side of the fabric.
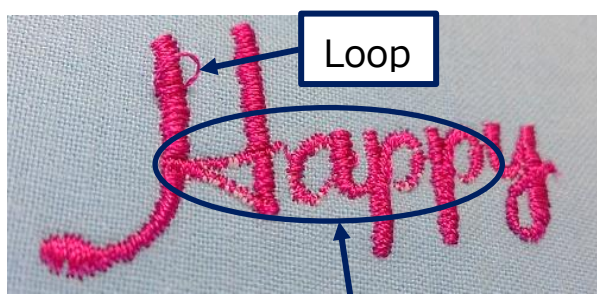
Loop

Bobbin thread (white thread) shows through on the right side of the fabric.

① Use the same thread for both the needle and the bobbin threads.
② Turn the thread tension dial to a higher number until the loops do not show on the right side of the fabric.

Q6. The needle thread broke or ran out while sewing.

A6-1. The needle thread ran out.
Follow steps below and restart sewing.
① Pull up the needle thread to the right side of the fabric and cut it at close to the fabric.
② Rethread the needle thread (upper thread).
③ Press the stitch back button (-) to move the hoop position 10 stitches before.
④ Hold the thread end and start sewing again.
⑤ Sew 5 stitches and stop the machine. Trim the threads.
⑥ Restart sewing.

A6-2. The needle thread breaks.
Check and make sure followings. Rethread the machine as described in step A6-1 and restart sewing.
- Needle thread is threaded properly.
- Thread is not jammed or tangled.
- Needle is correctly inserted. Needle cramp screw is secured.
- The needle is not bent or blunt.
- The spool holder holds the spool of thread firmly.
- Appropriate threads and needles are being used. (Refer to FAQ Embroidery Q1 and Q2)
- Fabrics are not too thick or too hard to penetrate. (Refer to FAQ Embroidery Q3)
- Hold the end of the thread lightly when start sewing.

## Q7. The bobbin thread broke or ran out while sewing.

A7-1. The bobbin thread ran out.
Remove the hoop from the embroidery machine. Replace the bobbin to the new one. Press the stitch back button (-) to move the hoop position 10 stitches before and continue sewing.
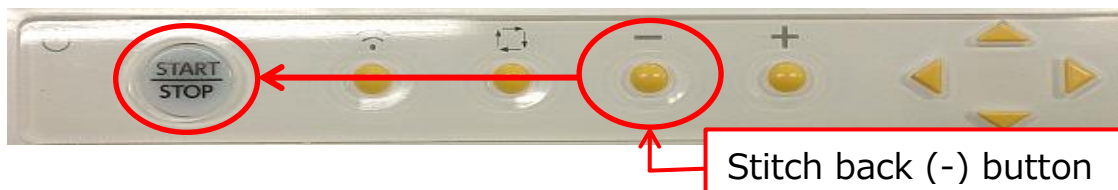
Stitch back (-) button

※ Press the stitch back button (-) to move the hoop backward one stitch. Check the needle position and the number of stitches on the real-time

screen. Hold down the button to travel faster and jump 10, 100 or 500 stitches at a time.

Needle position

Number of stitch

Stitch: 167 (1636)

Stitch: 157 (1636)
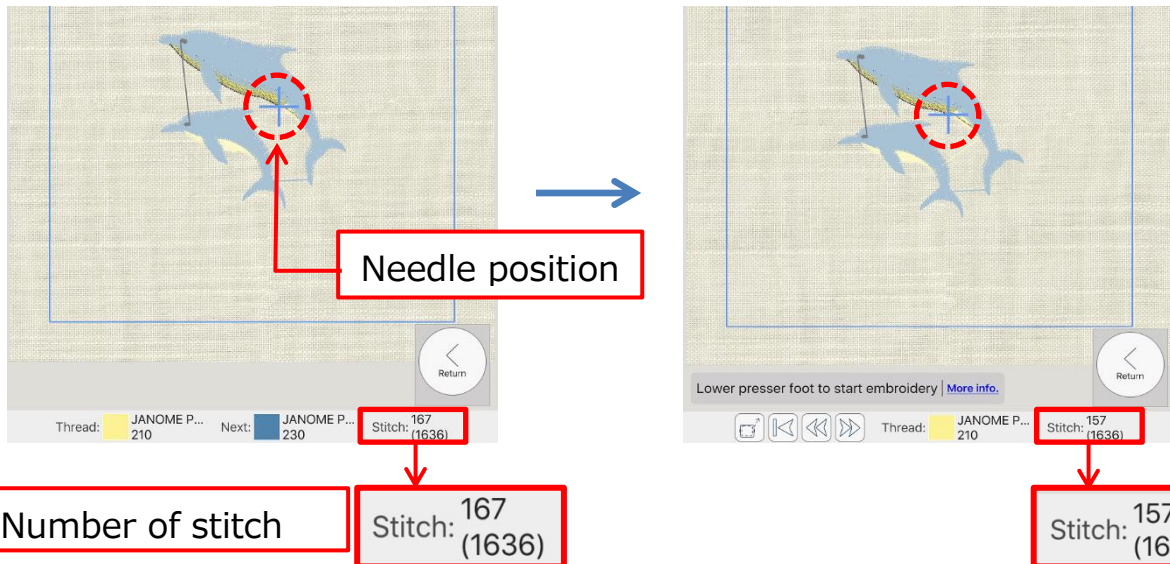
You can wind the bobbin thread while embroidering. To wind the bobbin, stop the machine and shift the bobbin winder spindle to the right. The machine is switched to the bobbin winding mode. Wind the bobbin. Shift the bobbin winder spindle to the left and restart sewing after the bobbin winding.

＊Be sure to stop the machine before shifting the bobbin winder spindle.
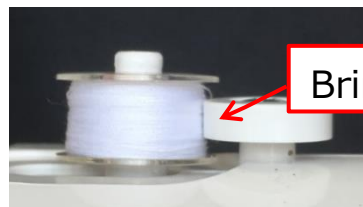
A 7-2. The bobbin thread broke.

Check the following. Replace the bobbin thread and restart sewing.

Check the following when the bobbin thread breaks

・Bobbin is not threaded correctly. → Rethread (Refer to the start-up guide).

・Bobbin is damaged. → Change the bobbin.

・The bobbin is not wound properly. → Thread the bobbin winder thread guide properly and rewind.

Brim
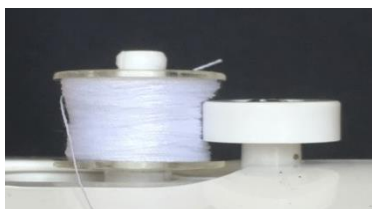
Loose   Appropriate

・Use an appropriate bobbin thread. → ♯90、205（dtex）、185（D）
100% Polyester Spun (white)

**Q8. The thread is getting tangled on the wrong side of the fabric.**

A8. Follow steps below to remove the tangled thread.

① Stop the embroidery machine. Turn the power switch OFF.

② Raise the presser foot lifter and the needle. Cut the tangled thread on the wrong side of the fabric.

※ Do not turn the handwheel forcibly if it does not rotate. Contact the store from which the machine was purchased.

③ Remove the hoop from the machine.

④ Remove the needle plate（Refer to the instruction manual "Cleaning the Hook Area）.

⑤ Remove the bobbin holder and remove the tangled thread.

⑥ Attach the bobbin holder and the needle plate.

⑦ Thread the needle thread and bobbin thread to the machine.

> ※ **CAUTION**
> Hold the loose end of the thread lightly before start sewing.
> The thread may get tangled if you start sewing without holding the end of the thread.
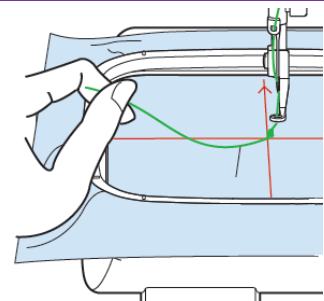
Q9. I cannot attach a fabric to a hoop well.

A9. You cannot attach a thick or hard fabric to the hoop. (The thickness of the fabric should be 0.2 cm (1/12") or less.)
Use a hooping fabric if the fabric is too fine to attach (Refer to FAQ Embroidery Q3-9).

Q10. The needle broke while sewing.

A10.Turn the power switch off and check following. Turn the power switch off and replace the needle as instructed in the instruction manual.

> **Check the following when needle breaks**
> - Fabric is too thick.   → Use 0.2 cm (1/12") or less thickness fabric.
> - Fabric is too hard.   → Use a soft fabric.
> - Stabilizer is not used.   → Use an appropriate stabilizer.
> - Machine is not threaded correctly.   → Rethread the machine (Refer to Start-up guide).
> - Needle is not correctly inserted.   → Insert the needle until it stops (Refer to instruction manual).

The blue tip needle (Part #813404013) that come with the embroidery machine is recommended. You can also use Organ needle HA x 1 #11, HA x 1SP #11. Contact the store from which the machine was purchased for more details.

Q11. The sewing result does not look great.

A11-1. For monogramming embroidery:
The font size should be 10 mm or larger. Small monogramming embroidery smaller than 10 mm will be distorted.
Set the monogramming embroidery size to 10mm or larger.

A11-2. For embroidery designs:
Do not enlarge the design size more than 120% or reduce the design size less than 80%. This may distort the embroidery design.
Change the design size from 80% to 120% of its original size.

A11-3. Tips for better sewing results.

> **To prevent distortion of designs**
> ・ Use a stabilizer or hooping fabric.
> ・ Set the fabric to the embroidery hoop firmly.
> ・ The fabric should not get caught around the machine.
> ・ The fabric should not be too large.
> ・ There should be enough space around the machine.
> ・ Refer to Q4 if the bobbin thread appears on the right side of the fabric.
> ・ Refer to Q5 if the needle thread loops on the right side of the fabric.

Q12. The embroidery machine stopped after making a rattling sound.

A12. Remove the tangled thread and restart the sewing by following steps below.
① Turn the power switch OFF.
② Raise the needle by turning the handwheel.
③ Remove the embroidery hoop from the embroidery machine. Remove the fabric and the thread from the hoop.
④ Remove the needle plate and the hook. Clean the hook area. (Refer to the instruction manual "Cleaning the Hook Area")
⑤ Rethread the needle and bobbin threads.

Do not turn the handwheel forcibly if it does not turn smoothly. Contact the store from which the machine was purchased for more details.
If the thread get tangled and you cannot remove the fabric from the needle plate, contact the store from which the machine was purchased for more details.

Q13. The bobbin is not wound evenly.

A 13. Make sure that the bobbin winding thread guide is correctly threaded. If the thread is wound onto the upper side or lower side of the bobbin, turn the adjusting screw.

 ※ Do not turn the adjusting screw too much. The part may drop off.

Adjusting screw
(Bobbin winder thread guide)

Thread is wound onto the upper side of bobbin.	Thread is wound onto the lower side of bobbin.
Turn the adjusting screw to the right.	Turn the adjusting screw to the left.
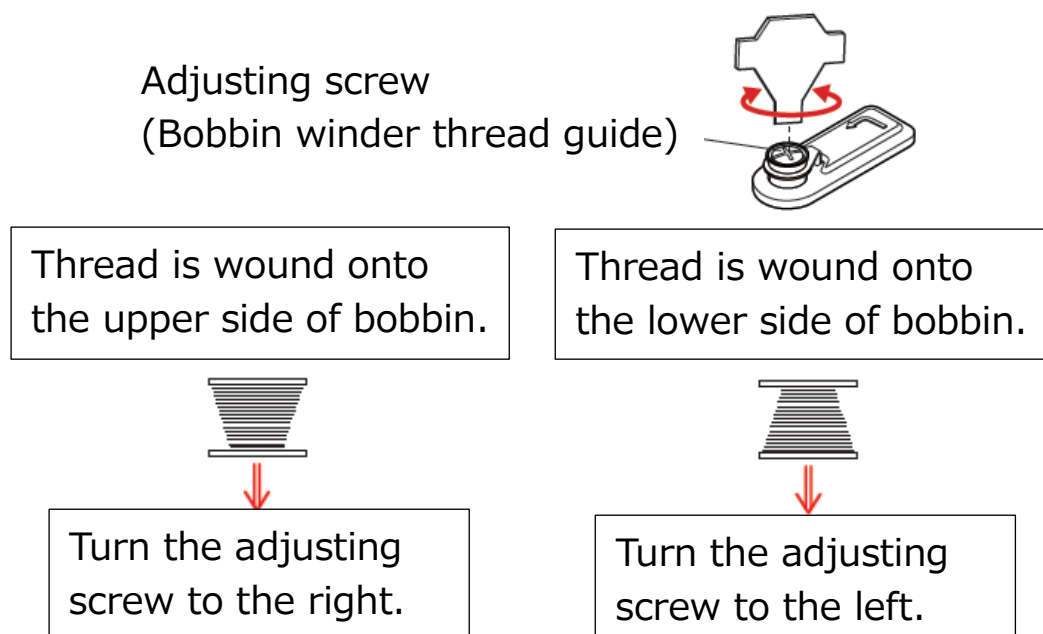
Q14. A noise occurs when the needle pierces the fabric.

A 14. The sewing sounds may become loud if the fabric is thick or hard.
The thickness of the fabric should be 0.2 cm (1/12") or less.
If the sewing sound is too loud, change the embroidery fabric to fine and soft fabric.

Q15. The machine shut off while sewing.

A 15. You can resume the sewing. Turn the power switch on and connect the embroidery machine and device.

How to resume the data

① Remove the hoop from the machine. Cut the thread close to the fabric (Do not remove the fabric from the hoop).
② Initialize the embroidery machine.
③ Restart the app.
④ Connect the embroidery machine to the device.
⑤ Recover the data.
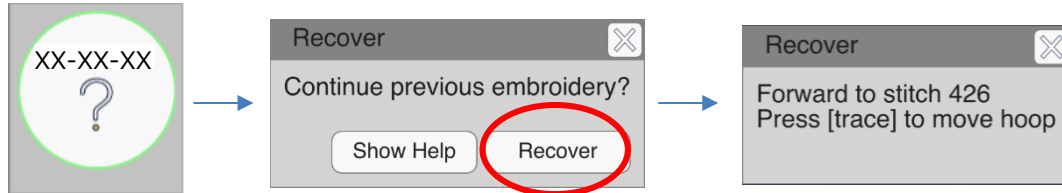
⑥ Set the hoop to the embroidery machine.
⑦ Press the stitch back button (-) to move to the hoop position 10 stitches.
⑧ Hold the loose end of the thread lightly and restart sewing.

※ There is a case that the design become out of the position.

Q16. The device cannot access to the embroidery machine after switching the access point mode and client mode.

A 16. The previous wireless LAN settings on your device will not be registered when switching the connection mode. Re-establish the connection between the wireless LAN router and your device when switching from the access point mode to the client mode.

Q17. The bobbin winder spindle got tangled when winding the bobbin.
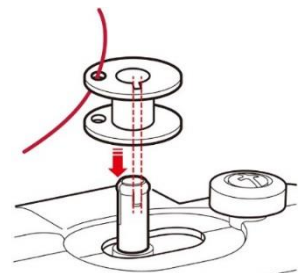
A 17. Cut the thread and remove the bobbin. Remove all tangled threads from the bobbin winder spindle.
Use tweezers for easier removal.
Align the projection on the bobbin winder spindle and the slit of the bobbin.
Put the bobbin on the bobbin winder spindle.
Be sure that the bobbin snaps into the place.

Q18. Should I oil the machine?

A 18. Oiling is not necessary for this embroidery machine.

**Q19. My device cannot connect to the embroidery machine after connecting to the internet.**

A 19. The connection between your device and the embroidery machine will be disconnected after connecting to the internet in the access point mode. Disconnect the connection between your device and the internet and reconnect to the embroidery machine. Use client mode if you need to connect to the internet (For example, sync your device with the drop-box).

Q20. I do not know where to connect my device.

A 20. In access point mode, open a Wi-Fi settings on your device and select "JANOME XX-XX-XX" (last 6-letter or number on MAC address) In client mode, open a Wi-Fi settings on your device and select the wireless LAN router which is connected to the embroidery machine.

**Q21. How would I know if my device is connected to the embroidery machine?**

A 21. The embroidery machine and your device is not connected if the "Press to connect" icon appears on the lower right corner of the app. Tap the "Press to connect" icon to connect the app to the embroidery machine.
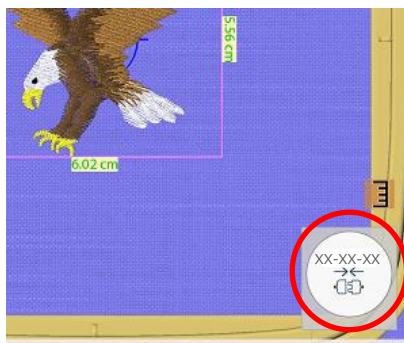
Q22. The embroidery machine and my device is disconnected. I want to reconnect it.

A 22. If the device is in the sleep mode, or if you launch the other app while using dot customizer app, the wireless LAN connection between the embroidery machine and your device will be disconnected. Tap the "Press to connect" icon on the lower right corner to reconnect the device.

- Before sending embroidery data
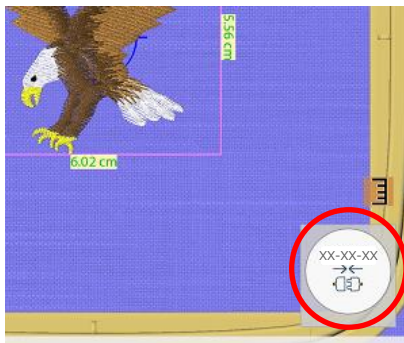
※ Following icons appears according to the machine condition.

- Following icons show the embroidery machine's status after sending data to the embroidery machine.
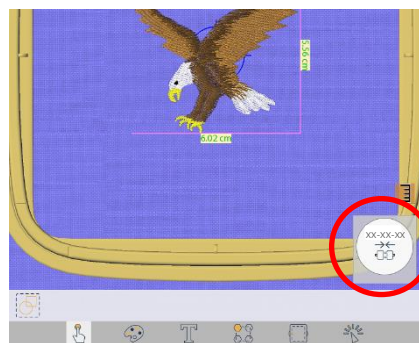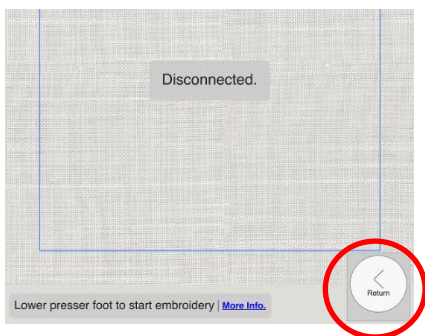
※ Switching off your device's sleep mode time is recommended.

Types of icons

Icon	Description	Icon	Description
Return	Return to the editing screen.	XX-XX-XX	Activating
XX-XX-XX	Paused	XX-XX-XX	Replace the color
XX-XX-XX	Move to the starting point	XX-XX-XX	Thread break
XX-XX-XX ?	The design is resumed	XX-XX-XX	Tracing the working the working area.
XX-XX-XX	The sewing is finished	XX-XX-XX	Connected/Disconnected to the embroidery machine
XX-XX-XX	Tracing the working area.	XX-XX-XX	No designs

Q23. I want to check embroidery data transfer status.

A23. Tap "Send data to the machine" icon on app. Check the following.

<u>Embroidery machine</u>

・The machine goes "beep-beep" when receiving embroidery design data.

・Start/stop button turns on in green.

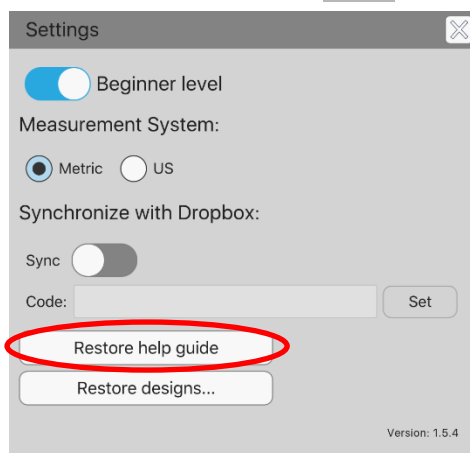※ Start/stop button turns off and on in green when receiving the embroidery design data again.
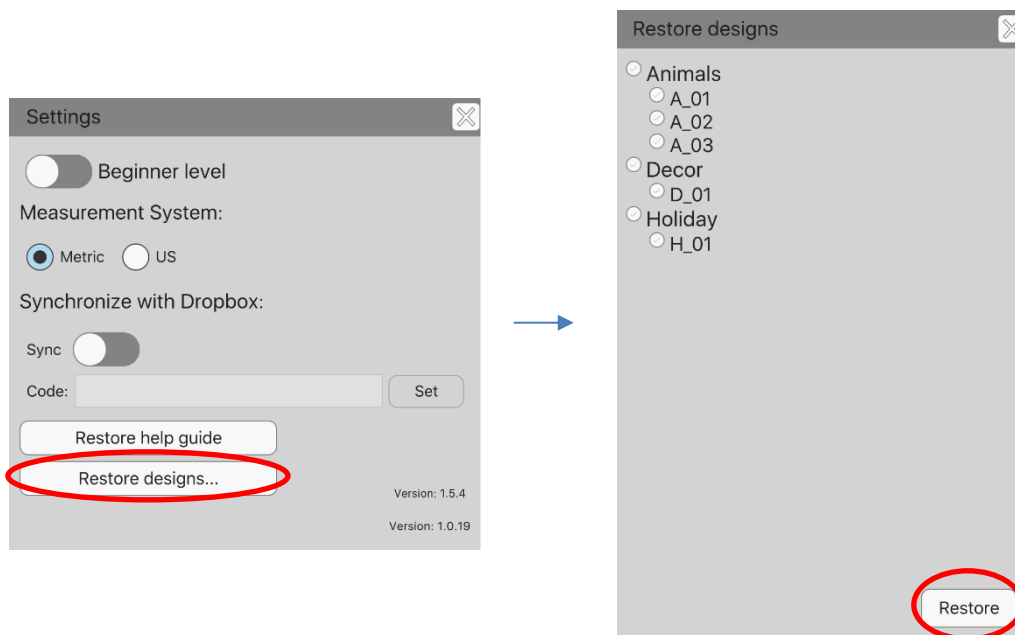
<u>App</u>

・The confirmation screen appears.
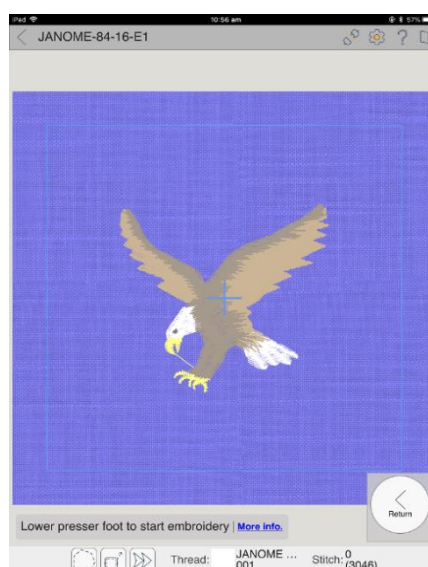
Confirmation screen

Q24. I want to restore the help guide.
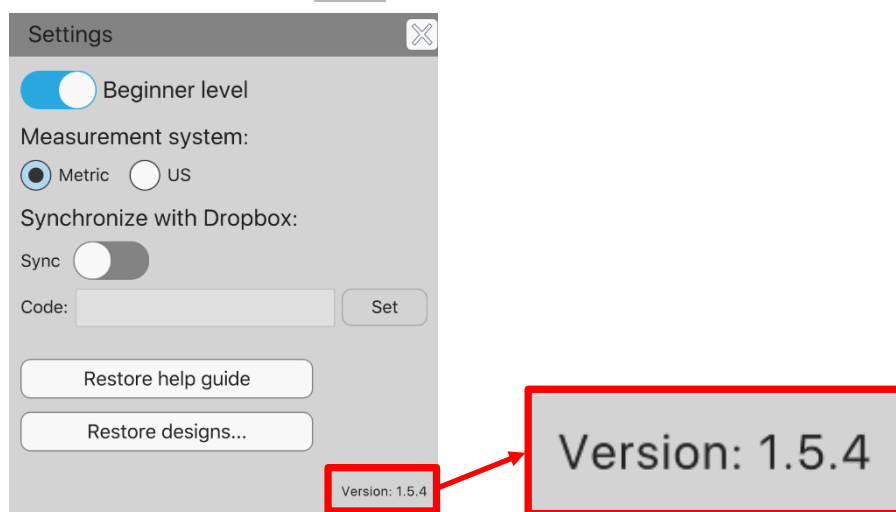
A24. Tap Settings icon , and tap "Restore help guide".

Q25. I want to restore the built-in embroidery design.

A25. Tap Setting icon ⚙ , and tap "Restore designs…"
Select the design you want to restore.

Q26. I want to know the app version.

A26. Tap Setting icon ⚙ , and check the app version.

Version: 1.5.4

Q27. The embroidery machine and my device cannot be connected.

A27. If your device cannot be connected to the embroidery machine although

you tap the "Press to connect" icon on the lower right corner of

your device, you may need to turn off the mobile data communication.

Refer to Q2 if icon is displayed.