

What is the minimum requirements for my PC to run the Monogram Wizard Plus?

To install and use the Monogram Wizard plus and all the add on paks, you must have a Windows Computer Running Windows 98, Windows 2000, Windows XP, or Windows Vista. The computer must also have an internal CD drive in working order.

Will the Monogram Wizard Plus run on a MAC?

Unfortunately No. The Monogram Wizard is a Windows Program and will only run in a Windows environment. Some Macs are dual boot (windows and Mac OS) these Macs can run the program. There are also several Windows emulation programs on the market you can buy that will allow you to install and run windows programs on your Mac, these too would allow you to run the Monogram Wizards on your computer.

Will this work with my machine?

The Monogram Wizard saves stitch files in Tajima (*.dst) format only. Tajima files are among the most stable and versatile stitch files available. Also, they are the most compatible with a wide range of embroidery set-ups. Will they work with your machine? Yes. However, there may be some intermediate steps that you must go through, such as converting the stitch file created by the Wizard to another format, in order to sew the designs on your machine. Some machines will read Tajima files straight from a floppy disk (Brother, Babylock), most card writers will easily open Tajima files and write them to an embroidery card in the format you desire, as will most machine specific digitizing/customizing programs. However, you will want to check your setup to see how you can handle Tajima files with what you currently have.

To aid in this process, a sample file is included in the trail download of the Wizard. Since you cannot save any designs using the trial version of the Monogram Wizard, we included a sample file in the download for you go through the process of getting the design to your machine, and to witness the quality produced by the Wizard first hand. This file is called WCM.dst and can be found in the Monogram Wizard folder on your c: drive.

PLEASE NOTE: Monogram Wizard Plus builds on the ability to save in various home embroidery formats. These formats include: PES, SEW, JEF and JEF+ files in addition to DST and EXP files.

Can I install the Wizard on more than one computer?

No, like all other software on the market that does not require a dongle or sell a specific multi-user license, the Monogram Wizard is licensed to be installed on one computer only. For further explanation on this, [click here](#). We are exploring other ways of protecting the Wizard which would allow those with laptops and desktops to install the Wizard on both computers.

Can I install the Monogram Wizard Plus on more than one computer?

Yes. The Monogram Wizard Plus CD must be in the CD drive of the computer that you are using the software.

What happens if my computer crashes?

Simply install the Wizard on your new or repaired computer, get in touch with us with the new registration number, and we will get you taken care of.

When I try to open my manual, I get a message saying "There is a bad C map encoding error.....". What can I do to get my manual open?

All you need to do is upgrade your version of Acrobat Reader. You can either install the version that came on your Monogram Wizard CD, or you can go to www.adobe.com and download the latest version of Acrobat Reader from them. And, of course, it is free!

How big or small can I make letters in the Wizard?

You can make letters of any size in the Wizard. There is no limitation on how big you can make the letters, however, a warning message will appear if you start making letters smaller than the recommended minimum size for that font. You can make letters smaller than the recommended minimum size, however, we warn you that quality may be lacking and additional steps need to be taken to ensure that the letters sew out good.

Does density/stitch count change when you resize the letters?

Yes! The fonts and motifs in the Monogram Wizard, although appear as stitches on the screen, are actually in an outline type format. Therefore, whenever you make any change to the design on the screen, the stitch count and the density is recalculated to reflect the changes you made.

Can I import designs I already have into the Monogram Wizard?

No. As described before, the fonts and motifs in the Wizard are in an outline format, even though they appear as stitches on the screen. This allows for quality

to stay in tact through re-sizing, increasing/decreasing the width, increasing/decreasing the boldness and so forth. This is because the stitch count and densities are constantly re-calculated. Any design that you already have will not be in this special format and therefore not subject to the built in quality control standards of the Wizard, which is why we do not allow it.

Can I import designs I already have into the Monogram Wizard Plus with Extended Features Upgrade?

Yes. This is a functionality added in the Extended Features Upgrade to the Monogram Wizard Plus (available for purchase [here](#). Please note: You must have the Monogram Wizard Plus before you can upgrade to the Extended Features.)

How can I print a design that I made using the Wizard?

Right now there is no print function in the Wizard. The next thing that you could do is take a screen shot of the Wizard (by pressing the print screen button on your keyboard), then paste the screen shot into a graphics program such as paint and print the design out from there. Please note that the design will not necessarily be actual size.

How can I print a design that I made using the Monogram Wizard Plus?

Utilizing the print feature, you can now print your design in the Monogram Wizard Plus.

How can I recall a design I made using the Wizard to edit it?

There is no way to do this in the Wizard right now. The best thing to do right now would be to record the settings of a design or style that you like to be able to recall them later. Or, another option, would be to take a screen shot of the window of a design or style that you like so that you could view it at a later time to re-create the design you like. The ability to do this is going to be a future feature of the Monogram Wizard.

How can I recall a design I made using the Monogram Wizard Plus to edit it?

With the creation of styles, you can now save a frequently-used set of characteristics for future editing. This saves time and allows you to easily recall settings used.

I just tried to download the trial version of Monogram Wizard (Plus) and cannot find it on my computer.

The location of file downloads is determined by settings in your browser and will

vary from computer to computer. If you are sure that the file downloaded, try searching on your computer using the Search for Files and Folders function under your Start menu. If you are unsure if the file downloaded, then check this question to see if this is what is happening to you.

**I tried to download and install the patch and got a message which reads "Can't create output file".
What do I do?**

This is indicative of having the Monogram Wizard Plus running while you are trying to unzip the patch. Make sure that you have your Monogram Wizard Plus closed when you try to install the patch and you should be fine. If for some reason this does not work, make sure you are logged on to your computer with Administrator rights.

When I click on the link to download the high speed trial version, I wait for a long time and nothing happens.

First, the automatic high speed version will only work on Internet Explorer. If you are using Firefox or another internet browser, you will need to do the Dial Up version.

If you are using Internet Explorer, then you have two options 1) Do the Dial-Up version (just as fast as the high speed, you just have more manual steps to do) or 2) Temporarily reduce the security setting of your browser. To do this, go to the Tools menu heading and select Internet Options. When this window appears, select the Security Tab. On this window, you will see a slider for the security setting of your browser. Reduce the security setting a notch or two using the slider and click ok. The high speed version should work for you now. Just remember to reset your security setting when you are finished.

I can't save any files using the trial version of the Monogram Wizard (Plus). What am I doing wrong?

Nothing. The trial versions of both the Monogram Wizard and Monogram Wizard Plus have the save feature disabled. This is the only function that does not work on the trial versions. We did include a sample file created using the Monogram Wizard with the download so that people could go through the process of getting a design to their machine and sewing it out to view the high quality embroidery produced by the Wizard programs. This file is called WCM.dst and can be found in the Monogram Wizard folder on your c: drive.

The computer I have my sewing software on is not hooked up to the internet. How do I get the patch to my other computer?

Monogram Wizard:

1. Download the Dial-Up version of the patch.
2. The file you download is called
3. Write this file to a CD.
4. Take the CD to the computer that you have Monogram Wizard installed on
5. Double click on the file on the CD, then click Unzip.
6. Open My Computer and navigate to your c: drive.
7. You will see a folder called Mono Wiz Install R60. Open this folder.
8. Double click on the Setup file in that folder and go through the installation steps.
9. Your Monogram Wizard should now be updated.

Monogram Wizard Plus

1. Download the patch for your appropriate version of the Monogram Wizard Plus.
2. Save this file to a CD or floppy disc.
3. Take the CD or floppy disc to the computer that had Monogram Wizard Plus on it.
4. If need be, use My Computer to navigate to your CD or floppy drive.
5. Double click on patch file.
6. Click OK.
7. Your Monogram Wizard Plus should now be updated.

How can I tell if I am on the latest version of the Monogram Wizard or Monogram Wizard Plus?

Open your program and look in the blue bar at the top of the screen. It will read "The Monogram Wizard V1.0 R??", "The Monogram Wizard Plus V2.0 R??", or the "The Monogram Wizard Plus Upgrade V2.0 R??" The number after the R is how you identify the version that you currently have. Right now the most recent versions are:

Monogram Wizard – R60 (R62 if you own any Alpha Paks)
Monogram Wizard Plus (both full and upgrade) – V2.1 R3

When I use my Monogram Wizard Plus, after a certain time the screen turns black and white and starts stitching the design out onscreen very slowly.

If this is happening to you, then you must be using a computer running Windows 98 or Windows ME. Either way, just download and install the patch for the appropriate version of the Monogram Wizard Plus here and your problem will

solved.

I get a message saying "the file Lace Objects.lfd can't be found" or "The program is missing Critical Modules". When I click OK, the program shuts down.

This usually happens when the default installation location has been changed, either during the installation process or after the fact. To correct this problem, re-install the Monogram Wizard (Plus) and do not change the default installation location. The program must be installed on the root directory of the c: drive to function properly. Similarly, the program must be installed on a hard drive named c:. It will not install on a hard drive of any other letter.

If you have the program installed on the root directory of your c: drive, then somehow critical files needed for the program to run have been deleted. Re-installing your program should fix this. After re-installing just remember to check your version number (R #) and make sure that you are still on the latest version. If not, remember to download the appropriate patch for your software.

Every time I open my Monogram Wizard Plus I am prompted to activate my Alpha Pak(s). I already activated them once, what can I do to stop this?

This bug has been resolved. Just download and install the patch for your version of the Monogram Wizard Plus here and this problem will be fixed.

I recently purchased and activated Alpha Pak 001 but when I finished activating the Alpha Pak, I got a message saying Alpha Pak 002 had been registered (or 3 for 2, 4 for 3, etc). Is something wrong?

No, that is just an artifact of the program. As long as your Alpha Pak fonts and motifs show up on the drop down lists, then you are fine.

I just saved a design as a PES file and when I put it into my machine/PED Basic/PE Design I get a message saying "No Sewing Data".

The first thing you will want to do is download the latest patch for the Monogram Wizard Plus. This can be done here.

Second, the PES files created by the Monogram Wizard Plus are version 1 PES files (despite PES files all having the same extension, there are different versions). Version 1 PES files are meant to work with the most basic level of Brother equipment (PED Basic and machines with 4" x 4" sewing areas). As a consequence, they are size limited to 4" x 4". If this size is exceeded in either

direction, some machines and programs may not want to read them. However, Brother machines that have larger sewing areas will also read Tajima, *.DST, files, which the Monogram Wizard Plus will also create.

How do I get the Ends Motif to spread apart in the regular Monogram Wizard?

First, be aware that the each pair of Ends exists as 3 files: one file where the ends are 1" apart, one where the ends are 2" apart, and one where the ends are 3" apart. For example, theSelect the Motif that is going to be closest to what you need first.

When I open my Monogram Wizard Plus I get a message saying that the CD must be in the drive to run properly, but the CD is in the drive.

or

Every time I open my Monogram Wizard Plus I have to enter my activation code. After I enter my Activation Code, it then gives me a message saying that the CD must be in the drive for the program to properly execute.

or

Every time I open the Monogram Wizard Plus, I get a message saying "The Monogram Wizard Plus CD drive in order for the program to properly execute" but the CD is in drive. When I click OK, the program shuts down. How do I fix this?

You have a corrupted file on your computer, follow the instructions below to correct.

Internet Explorer Users

First, click here.

A message should appear asking if you want to Run or Open or Save this program. Click Run or Open.

Another message *may* appear stating the publisher could not be verified, what do you want to do with this file. Click Run or Open.

A message will then appear saying that corrupted files have been repaired. Run MonoWiz+ and re-activate.

Start your Monogram Wizard Plus and enter your activation code and you will be good to go.

To prevent this from happening again, download and install the latest version Click here.

Firefox Users

First, click here.

Save the file to your hard drive where you can find it. (Firefox usually defaults to the desktop).

Double click on the file you downloaded, which is called repair.exe.

A message will then appear saying that corrupted files have been repaired. Run MonoWiz+ and re-activate.

Start your Monogram Wizard Plus and enter your activation code and you will be good to go.

To prevent this from happening again, download and install the latest version
Click [here](#).

I own the Monogram Wizard and want to put it on a new computer. How do I do this?

Here is what you do:

- 1) Start the Monogram Wizard on your old computer.
- 2) Press ctrl + r to get to the registration window
- 3) Click remove license and write down the removal number that it gives you (a 20 character code which appears in the License Number box).
- 4) Install the Wizard on your new computer.
- 5) Send us the registration number for your new computer (obtained the same way, by pressing ctrl + r to get to the registration window.)
- 6) Get in touch with us via email or phone with those two numbers (removal from old computer and registration on new) and we can get you squared away.

I went to the page to register my Monogram Wizard Plus but it tells me that my Serial Number is invalid.

Make sure that you are not leaving any spaces when you are entering the Serial Number. If this fails to work, email questions@needleheads.com with your Serial Number and explain the problem that you are encountering.

My computer crashed and I had to get it fixed (or get a new computer). I re-installed my Monogram Wizard, but it won't accept the License Number I have written down.

Then you need to get a new license number. To get a new license number contact us either via phone (1-800-883-2218) or email, let us know what happened, and supply us with the new Registration Number that the Monogram Wizard gives you and the Serial Number from your CD case and we can get you back up and running.

I entered the License Number you gave me, but when I click Register License, I get a message saying that the License Number entered is invalid.

Make sure that you are not putting in any dashes or other marks when you are

entering your License Number. Make sure that you are typing in the number zero and not the letter o when you are entering your License Number

When I open my Monogram Wizard Plus I get a message saying that the CD must be in the drive to run properly, but the CD is in the drive.

-- or --

Every time I open my Monogram Wizard Plus I have to enter my activation code. After I enter my Activation Code, it then gives me a message saying that the CD must be in the drive for the program to properly execute.

You have a corrupted file on your computer, follow the instructions below to correct.

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Start your Monogram Wizard Plus and enter your activation code and you will be good to go.

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