

HQ SOFTWARE UPDATE INSTRUCTIONS

HG10002

Installing Updates on the HQ Infinity®, HQ Forte™, and HQ Amara™ 20/24/ST

From time to time, Handi Quilter releases software updates for our longarm machines. The built-in Update tool enables you to take advantage of the latest features available and to keep your longarm machine up to date. When a software update is released, download the updated file(s) to a USB drive using a desktop computer or laptop that is connected to the Internet.

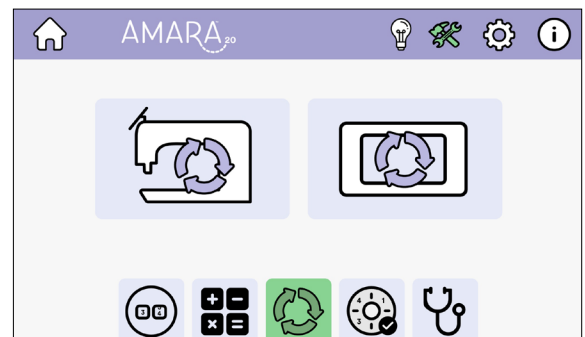
Download all machine software updates online at HandiQuilter.com/machine-software-updates/

 **VIDEO TUTORIAL:** For more information about updating the machine's software:

- Watch the tutorial for HQ Infinity at <https://youtu.be/qlZBJxqMTOU>
- Watch the tutorial for HQ Forte and HQ Amara at <https://youtu.be/KfgOJlqqhyg>

Updating the machine software (for machines without Pro-Stitcher)

1. Touch the **Tools** button in the Toolbar on the front display. Then touch the **Update** button along the bottom of the screen. The screen may vary slightly depending on which machine is being updated.



2. After downloading the latest software to a USB drive, insert the drive in the designated USB port. Look for the message in the bottom bar that confirms a USB drive has been inserted. If it doesn't appear, reinsert the USB drive. Then touch the Update button.

FOR THE FORTE AND THE AMARA: The port is on the bottom of the front display.



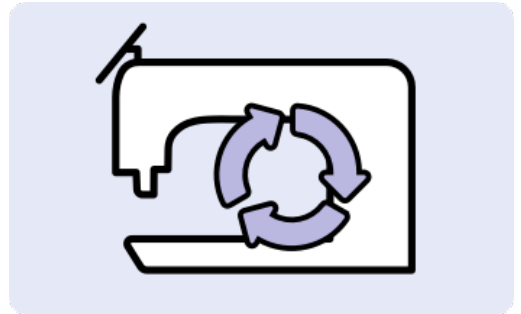
Updating the machine software, continued

FOR THE HQ INFINITY: The port is on the left side of the nose of the machine under the blue-lit power switch.

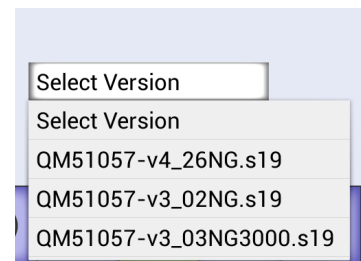


➡ **IMPORTANT:** If you are running your machine from a Pro-Stitcher tablet, the Update screen shows only the machine icon because it will update only the machine software. When Pro-Stitcher is installed, the machine display software is part of the Pro-Stitcher software. Visit ProStitcher.com for the latest software downloads and instructions.

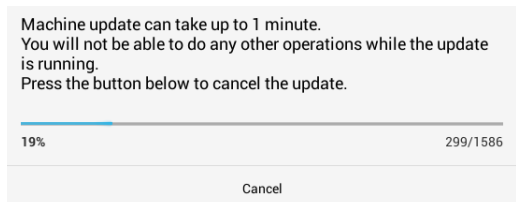
3. After confirming that the inserted USB drive has connected to the front display, touch the machine icon to update the machine's software.



4. You will then be prompted to choose the file you want to use to update the machine software. Touch the **Select Version** box and then select the filename of the update file you downloaded. (The software version you downloaded may be different or more recent than what is shown here.)




5. Be patient as this will take a few minutes.
6. When complete, the machine will beep. Restart the machine to apply the updates.

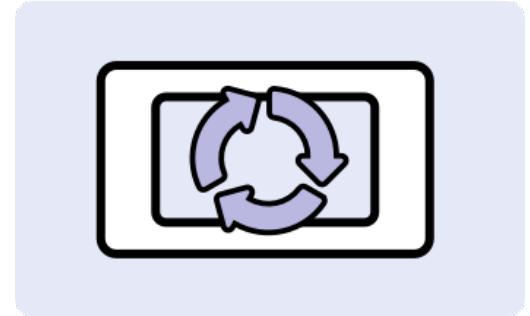


Updating the display software (for machines *without* Pro-Stitcher):

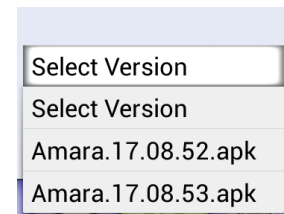
You will need to update the front and rear displays separately.

1. After inserting the USB drive into the USB port on the bottom of the display, touch the display icon to update the display's software.

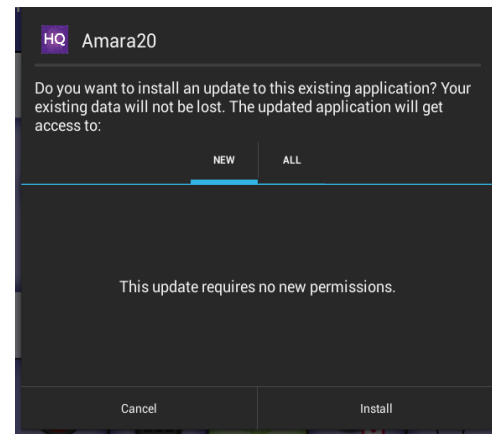
 **NOTE:** To update the rear display, insert the USB drive with the update into the bottom of the rear display. After updating, remove the USB drive from the display.



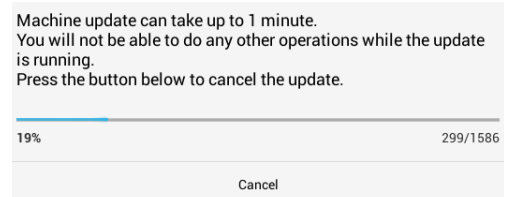
You will be prompted to choose the file you want to use to update the display software. Touch the **Select Version** box and then select the filename of the update file you downloaded. (The software version you downloaded may be different or more recent than what is shown here.)



2. When the message box appears, select **New** and **Install**.



3. Be patient as this will take a few minutes.

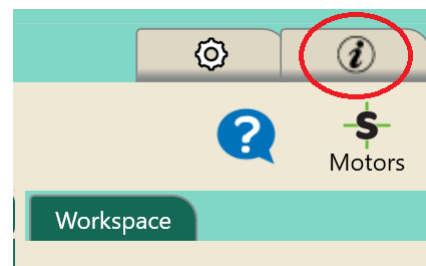
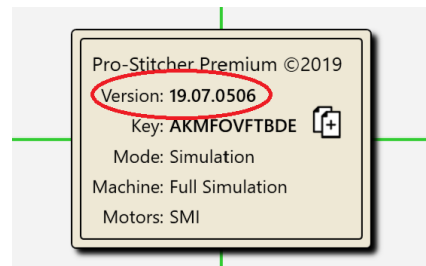
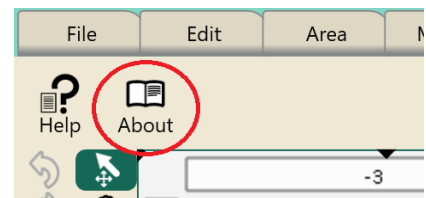
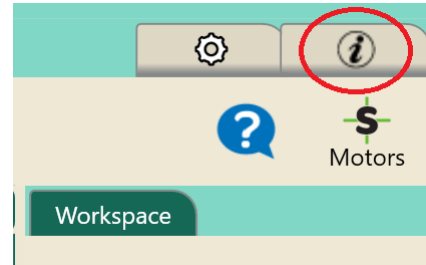


Updating the Pro-Stitcher Premium software (for machines *with* Pro-Stitcher):

These instructions are for checking the current version the Pro-Stitcher software on the tablet and updating the software, if needed.

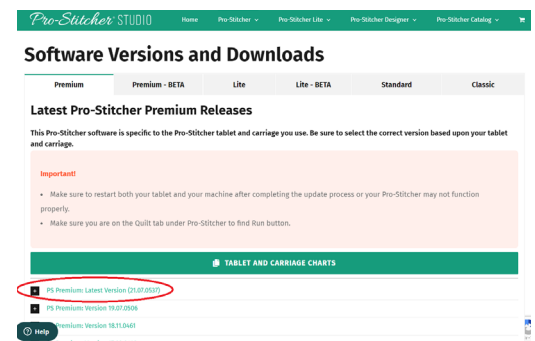
Check the software version

4. In the Pro-Stitcher software, select the “i” icon in the upper right-hand corner of the screen. This is the information screen.
5. On the left-hand side of the screen, select the “About” button to display the information. A pop-up will show you which version of Pro-Stitcher you have.
6. Navigate to <https://www.ProStitcher.com/prostitcher-software-update/>. Compare the latest version number here with the version number installed on your tablet. If your version is the most recent, you are ready to quilt. If you do not have the latest version installed, proceed with the following directions.




Download the latest Pro-Stitcher version

1. Insert a USB drive into the USB port of a computer connected to the Internet.
2. In a browser window, navigate to the Pro-Stitcher website: <https://prostitcher.com/prostitcher-software-update/>.



3. Select Download to download the most recent software version compatible with your tablet. The zip file will be saved to the Downloads folder on your computer.

 **NOTE:** The release date and version number on the most up-to-date software will vary. Make sure you are downloading the most recent version.


PS Premium: Latest Version (21.07.0537)

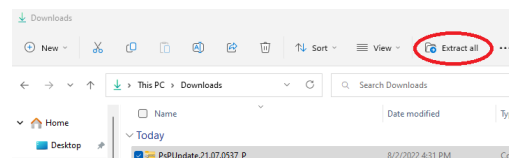


PS Premium Version 21.07.0537 (Released October 08, 2021)

Install Instructions [Here](#)


4. Locate the *PSPUpdate[Version#].zip* folder. Click **Extract All**. If you don't see this icon, right-click the folder name and select **Extract All** to unzip the update file.

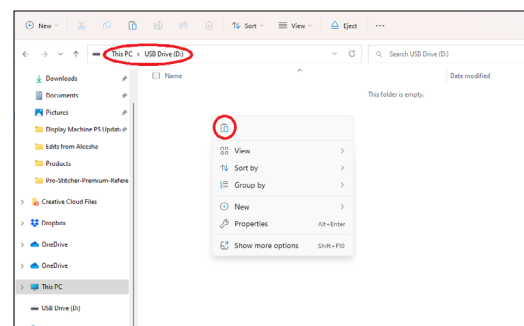
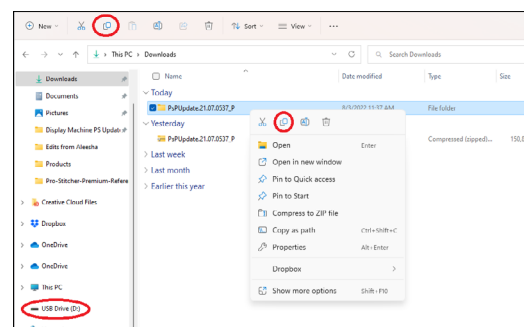
 **NOTE:** A window will pop up, asking you to specify your file path. You can leave the path as-is and continue by clicking Extract.



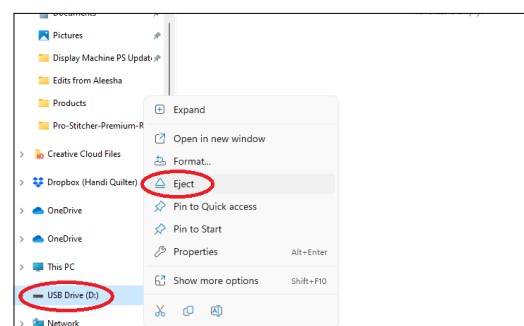
5. Copy the unzipped **PSPUpdate.[Version#].exe** file from the folder to the USB drive. You can do this two different ways.

- a. Click and drag the unzipped folder to a plugged in USB drive.
- b. Right-click on the unzipped folder and click on the Copy option. Then go to the USB drive and click the Paste option.

 **NOTE:** Make sure not to put the update folder into any subfolders on your USB drive.

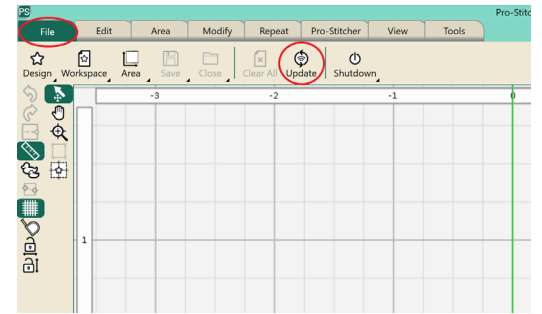


6. After the file is copied to the USB drive, eject the USB drive (right-click on the USB drive and select **Eject**) from the computer.



Update Pro-Stitcher on the tablet

1. Insert the USB drive into the USB port on the Pro-Stitcher tablet. On the Pro-Stitcher screen, select **File** and then **Update**.



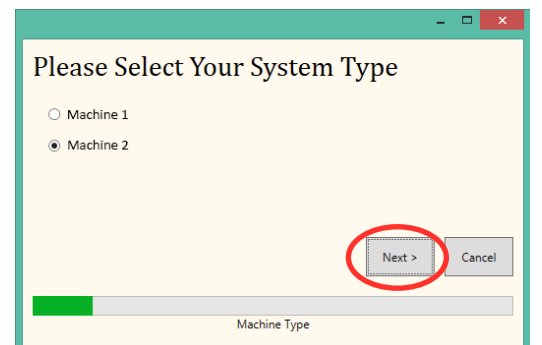
2. Pro-Stitcher will automatically show all updates saved on the USB drive. Select the update you wish to install, and then select **Run**.




3. Select Start **when** the Pro-Stitcher update screen appears.



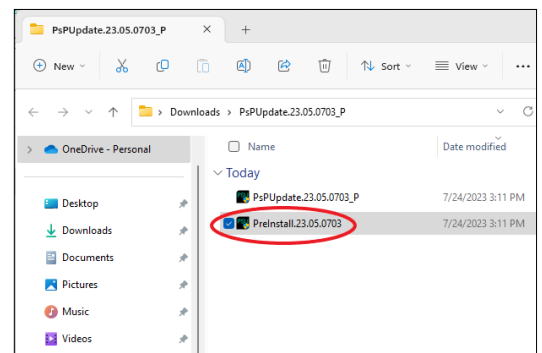
4. If prompted, select the type of machine you have and press **Next**.



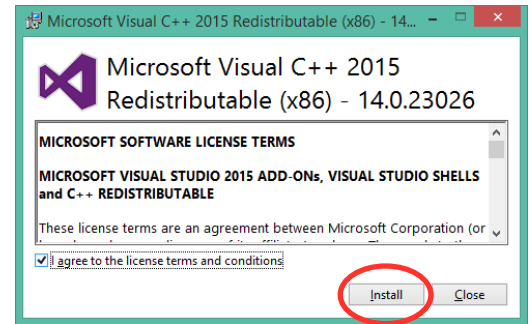
5. Select **Confirm** to continue.

 **NOTE:** If prompted or if you get an error message, open the PSPreinstall file that was included in the update folder and follow steps 6 through 13. Then attempt to start the Pro-Stitcher update again.

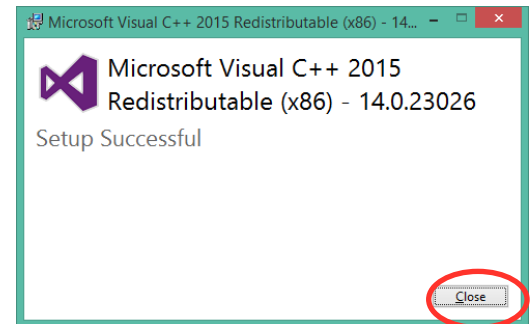
Otherwise, proceed to step 14.



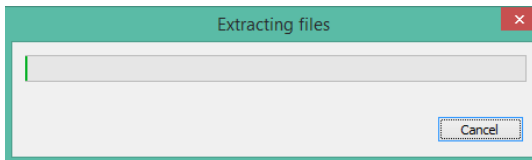
6. When the Visual C++ Redistributable installer appears, select the “I agree” box and then select **Install**.



7. Select **Close**.

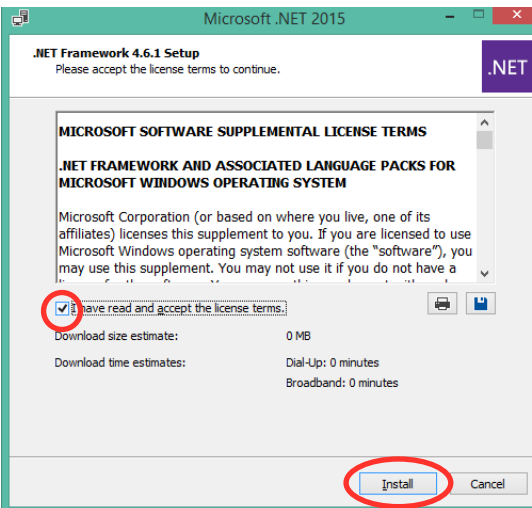


8. Wait for up to several minutes for the next step to finish.

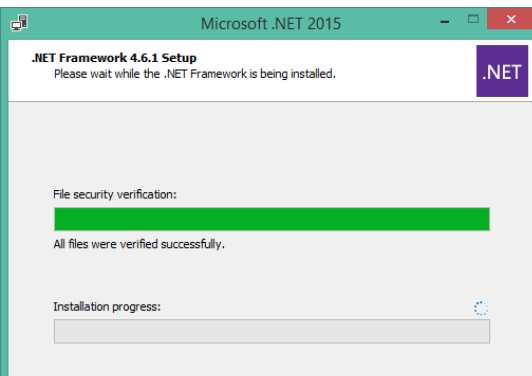


9. Mark the “I have read...” box and select Install to begin installing the .NET 4.6.1 Framework files required for Pro-Stitcher.

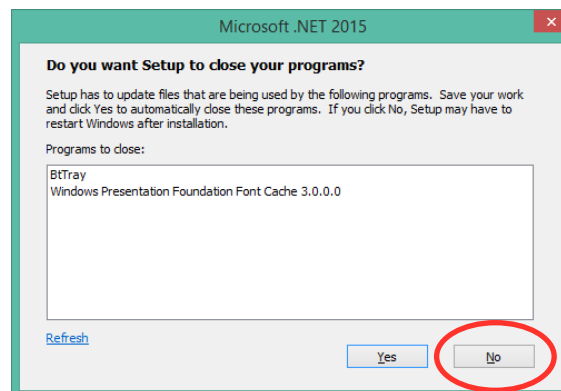
➡ **IMPORTANT:** If the .NET installer indicates that you have more current version, close the message box and continue to follow the on-screen instructions to complete Pro-Stitcher installation. Reboot the tablet when it is finished.



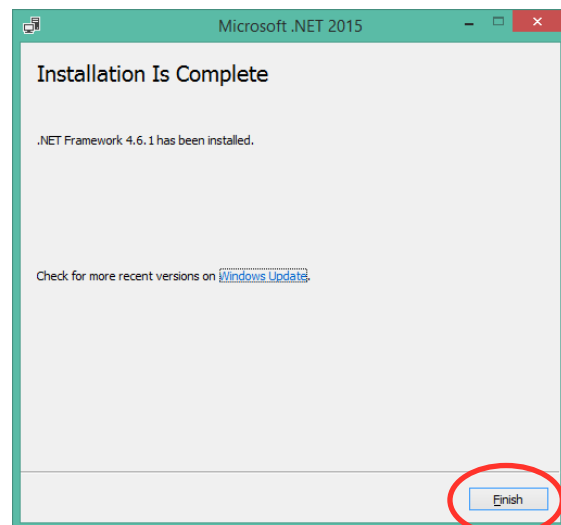
10. Wait until the installation finishes. This may take several minutes.



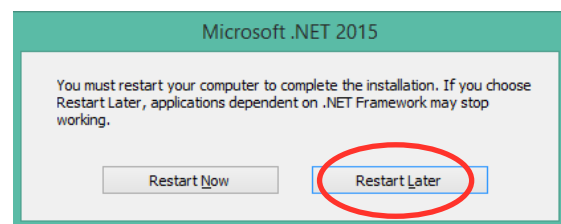
11. If you receive a message asking you to close some programs, select **No**.



12. Click **Finish** when the installation is complete.



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



14. When you see the "Intallation Completed" message, press the **Close** button.



15. Upon completion, the Pro-Stitcher software will automatically start.

16. Reboot the tablet to complete the installation process. To restart the tablet from Pro-Stitcher , select **File, Shut Down**, and then **Reboot**. To restart the tablet from the Windows desktop, access the taskbar and select the Power icon, and then select **Restart**.