

## **Bobbin and Needle Type**

Here are additional tips that we hope you will find useful in the future.

Question: What type of bobbins and needles should I use with my SINGER Futura embroidery & sewing machine?

Answer: Make sure that you are using the original bobbins that came with your machine; your machine uses a plastic class 15J bobbin, if you want to purchase more the part number is 085128. If you have purchased additional bobbins, make sure they are the correct ones. Do NOT use pre-wound bobbins or metal bobbins; they will cause tension problems. Using the incorrect bobbin can cause the timing to be disrupted on your machine. If this is the case, the machine will need to be serviced.

Use only Singer brand needles, category 2000 or 2020 for woven and category 2001 or 2045 for knits and synthetics. Using other brands such as Schmetz will cause tension problems. Using another brand of needle can also cause the timing to be disrupted.

## **Thread Breaking Errors**

Question: I get a Thread Break Error when using my SINGER Futura embroidery & sewing machine.

Answer: Possible causes for this error can be a simple threading issue. If the needle thread is not in the top sensor completely, this may cause the machine to give the thread break error.

Try re-threading the upper machine making sure that the thread is 'flossed' into the sensor. *Remember to have the presser foot in the up position when threading the upper thread of the machine.* Hold the thread with your right hand to keep tension on the thread; simultaneously pull the thread into the sensor and thread the rest of the machine.

Holding the thread tail down by the needle, manually turn the hand wheel toward you, stopping with the needle in the highest position. You should feel the take-up lever engage the thread.

Before threading the needle, the thread should pull easily through the machine. Lower the presser foot and give the thread a gentle pull. There should be some resistance.

Now thread the needle.

Holding both the needle thread and the bobbin thread tails, lower the presser foot and begin sewing.

If you still receive the thread break error there may be a small piece of thread or lint in the thread path. Please refer to the back of the machine manual for instructions on removing the side cover of the machine. Check the thread path for any thread or lint. Remove the debris and re-attach the side cover making certain to place the longer screw in the back of the machine.

To prevent lint and thread from being pulled back up into the machine we recommend that you clip the thread at the spool, lift the presser foot and pull out the remaining thread from the needle side.

We recommend that you begin your embroidery at a medium speed and gradually move the slider to the right as stitching begins. Optimal speed is approximately 90% of the slider. Any more than 90% and the machine may stop and beep after 10 or so stitches giving the thread bread error.

If you still experience a thread break error, please contact SINGER Consumer Affairs at 1-800-4-SINGER (1-800-474-6437) **Monday through Friday, 8:00 a.m. to 4:00 p.m. C.T.**

## **Software Installation**

Question: How do I install the Basic Software?

Answer: Refer to the Installation videos available on  
[YouTube.com/SingerSewingCompany](https://www.youtube.com/SingerSewingCompany).

Refer to the Installation of Software section of your Instruction Manual.

## **Computer Compatibility with Macintosh**

Question: Are any of the SINGER Futura embroidery & sewing machines compatible with MAC Computers.

Answer: Unfortunately, Futura software is not compatible with MAC computers without adding special software.

If you would like to use the SINGER Futura embroidery & sewing machine with your MAC computer, you will need to purchase and install a special emulator software called 'Parallels' - <http://www.parallels.com/>, as well as a Windows Operating system for your MAC computer.

After you have loaded the parallels program, install the Windows Operating system onto your MAC computer (The SINGER team has used the Windows XP program with great results.)

Once the Parallels and Windows programs have been loaded onto your MAC computer, you will be able to load the Futura software on your MAC. This will allow your MAC computer to function as a Windows PC.

Here are the steps you need to follow:

- Purchase and install the Parallels software on your Mac Operating System.
- Purchase and install a Windows Operating System when in the parallels mode.
- Launch the Windows Operating System and then load the Futura base software and any options programs that you may have for the SINGER Futura embroidery & sewing machine.

## **Start-up Procedure when using Embroidery Features**

Question: What is the correct start-up procedure when using the embroidery feature of your SINGER Futura embroidery & sewing machine?

Note: this applies once the Basic Software has already been installed on your computer. The following steps must be followed for proper start-up. If these steps are not followed precisely, you will get a “Transmission Pending” error message.

1. Boot up your computer but do not open the software for the SINGER Futura machine.
2. Attach the embroidery unit to your sewing machine and connect the USB cable between your computer and the sewing machine.
3. Turn on your sewing machine by setting the Power/Light switch to ( 1 ). Make sure the needle has been moved to the highest position by turning the hand wheel towards you.
4. Attach the hoop that you plan to work with to your embroidery unit.
5. Double click on the SINGER Futura Icon on your desktop to open the software.
6. You are now ready to select and transmit a design to your machine.

**IMPORTANT:** If you have embroidered using the small hoop and you are now ready to use your large hoop. Turn off your machine, close the software and then turn OFF your computer. Wait one minute, turn on your computer and then follow steps 1 through 5 above.

## **Computer System Requirements for Singer Futura Software**

Question: What system requirements does my PC need to have in order for me to be able to use the SINGER Futura embroidery machine?

Answer: All of the below.

- 1 GHz Intel or AMD processor
- Windows OS: Windows XP/Vista/7/8 \* (32 or 64 bit)
- CD Rom drive
- 1 GB of RAM (or more recommended)
- 500 MB (or more recommended) of available hard-disk space for installation
- Color standard (1024 x 768 pixel; 65,000 colors recommended) VGA adapter connected with a color VGA monitor
- Microsoft compatible mouse
- USB 1.1/2.0

If you have Windows 8, you may need to download a Software Update from future-support.com. Links are below.

<http://futura-support.com/products/xl-400/software>

<http://futura-support.com/products/xl-550/software>

To determine the system requirements that are currently on your computer follow the below steps.

1. Right click “My Computer” on your desk top.
2. Left click on “Properties”
3. Select the General folder
4. Information appears under System.



**For Windows Vista and 7:**

1. Click on "Start".
2. Right click on "My Computer"
3. Left click on "Properties".
4. Information appears under system