



USER GUIDE

SETUP

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## SETUP

This section describes how to install your embroidery software and all required components.



### Periodic updates

Periodically you will receive automatic updates to your software installation. These will include improvements and fixes to known problems. To update your embroidery software...

- Connect your computer to the internet.
- Start your Hatch embroidery software. It will automatically check for software updates.
- If it is not up-to-date, you will be prompted to start the update.
- The required file will be downloaded from a secure server.
- Once download has completed, follow the prompts.
- Once completed you will need to restart your PC for all changes to take effect.

Automatic updates overwrite your 'normal' template. If you have made changes, you will need to save them to a custom template – e.g. 'My Template'.

## SYSTEM REQUIREMENTS

In order to run your software, you need to ensure that the following pre-requisite system requirements are met.

### System security

You will be required to enter your Wilcom username and password to open the software, a internet connection is required to validate the username and password.

### PC specifications

Check that your PC meets the system requirements. Check CPU/RAM as well as hard disk space. The table below provides minimum system requirements.

Component	Minimum	Recommended
CPU	Intel® Core i3/5/7 or AMD Athlon FX	3GHz + Latest 64-bit (x64) multi core processor
Operating system	Microsoft® Windows® 10 (64-bit Edition), Microsoft® Windows® 8.1 (32-bit or 64-bit Editions), Microsoft® Windows® 7 (32-bit or 64-bit Editions), all with latest service packs and updates installed.	Microsoft® Windows® 10 (64-bit Edition) with latest updates installed.
Browser	I.E. 11.0 or Later	I.E. 11.0 or Later
Memory	8 GB	16 GB or more
Hard disk size	80 GB	256 GB or More (Solid State Drive)
Free disk space	40 GB	60 GB or More
Graphics card	Support for Highest Color (32bit) and resolution (1600 X 900)	Support for DirectX 9 graphics with: WDDM Driver 2GB of graphics memory (non-integrated) Pixel Shader 2.0 in hardware bits per pixel Dual Monitor Capable
Monitor	1600 X 900 screen resolution	Dual monitors capable of displaying 1920 X 1080 screen resolution
Sound	Required for multimedia training.	
Internet connection	Internet connection required to sign in to authenticate Hatch software, receive software updates and access online content. You can use Hatch embroidery software offline provided you connect to the Internet at least once every 60 days so that we can validate your software license.	

# INSTALLATION

Make sure you have the following before commencing with the installation...

- Hatch user account
- Installation software
- Connection to internet
- When you install the software, you will be prompted to reboot your PC to complete the installation. Make sure that you save any files and close all applications beforehand.

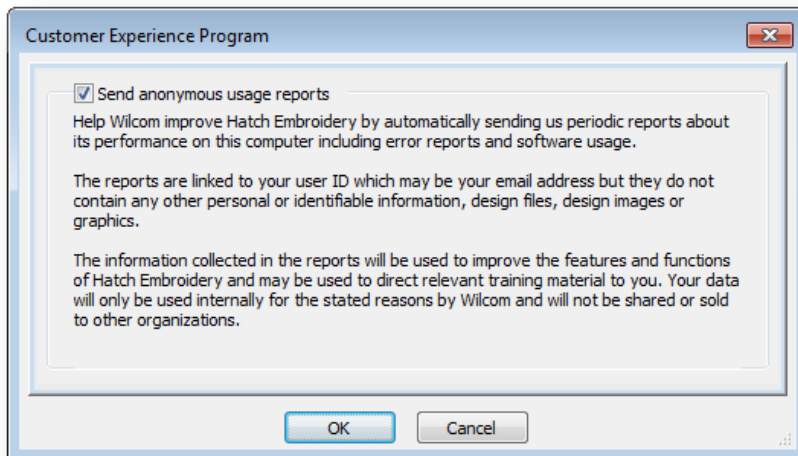
## Installation

- Ensure your computer meets the technical requirements for the software. See System requirements.
- Close all MS Windows® applications and temporarily disable your anti-virus software.
- Run the installation
- Follow the onscreen instructions to complete the installation. You will be prompted to choose:
  - where the software will be installed on your PC (default location recommended).
  - which components will be installed – e.g. additional languages.
  - which documentation files will be installed.
- Reboot the PC when prompted. Save any files and close all applications beforehand.
- Double-click the icon on the desktop to start the software for the first time.
- When prompted, enter you Hatch username and password in the fields provided.
- Click OK and the software will connect to our activation server and the software will open.

If you encounter problems with the installation, please contact [hatchsupport@wilcom.com](mailto:hatchsupport@wilcom.com).

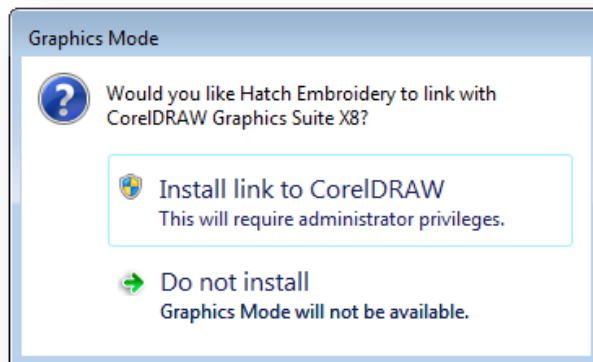
## Customer experience program

Hatch Embroidery includes a 'Customer Experience Program' which is designed to provide Wilcom with valuable data concerning software usage patterns. The program is entirely anonymous and is aimed at improving the features and functions of Hatch Embroidery. However, you have the option of opting out of the program altogether by deactivating the checkbox in the dialog. Access the dialog via the 'Software Settings > Customer Experience Program' command.



## Integration with CorelDRAW

Integration with CorelDRAW is automatically activated depending on your product model. This is available for customers who already own CorelDRAW and have it installed on their computer together with Hatch.



CorelDRAW integration is currently only available for CorelDRAW Graphics Suite 2017 and CorelDRAW SE (X8). And it is currently only available for integration with Hatch Composer and Digitizer.

## PRODUCT KEY

You may have received a 5-part Hatch product key in the form d566695e-dedc-4417-a5e7-8326056cd267. The license can be activated on the Hatch website OR within the Hatch Embroidery Software if already installed. If you download or purchase directly from the Hatch website, you will not need a product key. It will automatically be assigned to your email that you used to create your Hatch account. You will only receive a product key if you have purchased the software directly from a reseller at a show, retail shop, or included with your machine. Once you have input your product key you do not need to ever input it again. It has a one time use. Once it's activated it is assigned to your email.

### Activate your product from the Hatch website

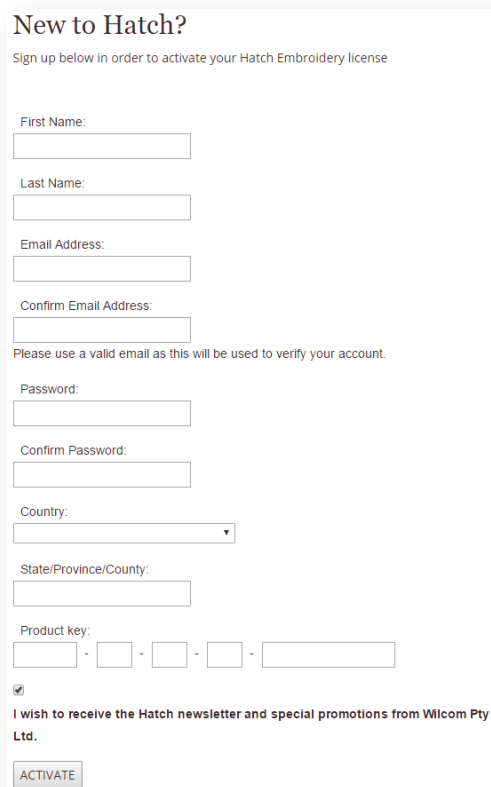
- Go to [www.wilcom.com/hatch/activation/XXXX.aspx](http://www.wilcom.com/hatch/activation/XXXX.aspx)
- Choose Yes from among these options:



Do you have a Hatch Product Key?

Yes No

- If you do not have a Hatch online account, register and enter the 5-part code:



**New to Hatch?**

Sign up below in order to activate your Hatch Embroidery license

First Name:

Last Name:

Email Address:

Confirm Email Address:

Please use a valid email as this will be used to verify your account.

Password:

Confirm Password:

Country:

State/Province/County:

Product key:  
 -  -  -  -

☒ I wish to receive the Hatch newsletter and special promotions from Wilcom Pty Ltd.

ACTIVATE

- If you do have a Hatch online account, log in with your email address and password:

Existing users sign in to activate below

Username or email:

Password:

- Insert your 5-part Hatch product key and click ACTIVATE:

Please enter your Product Key below:

*\*A sample product key: d566695e-dedc-4417-a5e7-8326056cd267*

Product key:

-  -  -  -

## Activate your product from within Hatch

- If you haven't yet done so, download and install Hatch Embroidery Software. This can be done by clicking the download button on the top of the website at [www.wilcom.com/hatch](http://www.wilcom.com/hatch) or use this direct download link [https://dyul59n6ntr4m.cloudfront.net/Hatch\\_V2\\_Setup.exe](https://dyul59n6ntr4m.cloudfront.net/Hatch_V2_Setup.exe).
- Launch Hatch. The Sign In screen will appear.

Hatch<sup>®</sup>  
by WILCOM

Sign in

Username or email:

Password:

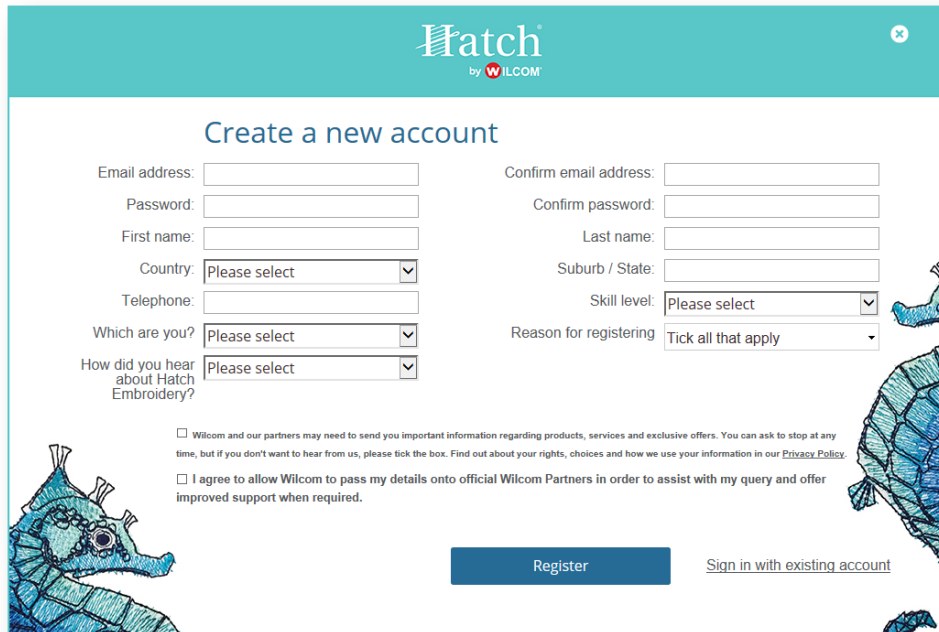
[Password reminder](#)

☒ Keep me signed in

New user

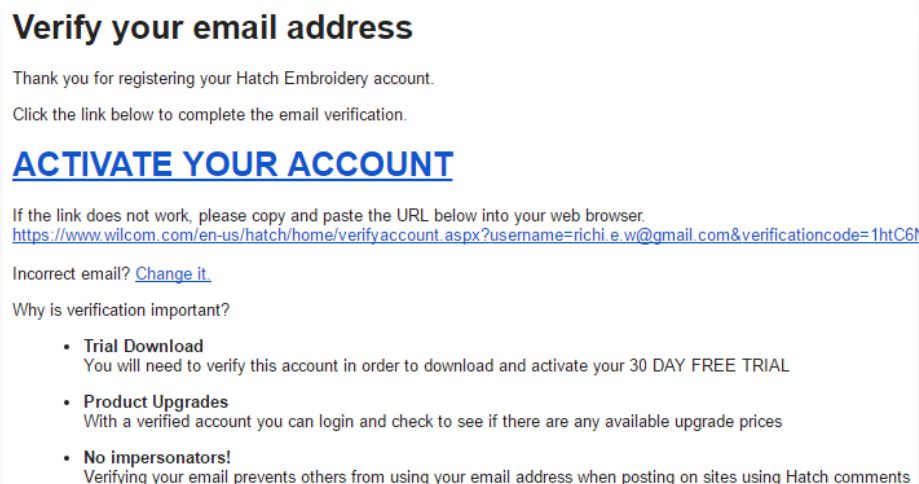


- If you already have a Hatch account, sign in with your registered email address and password. If you have already activated your product key on the website, Hatch Embroidery Software will now launch. If you have not yet activated your product key, you will receive a verification email. See below.
- If you have not yet registered a Hatch account, click CREATE A NEW ACCOUNT. Enter your details to create a new account and click SUBMIT.



The screenshot shows the 'Create a new account' form on the Hatch by Wilcom website. The form includes fields for Email address, Confirm email address, Password, Confirm password, First name, Last name, Country (dropdown), Suburb / State, Telephone, Skill level (dropdown), Reason for registering (dropdown), Which are you? (dropdown), and How did you hear about Hatch Embroidery? (dropdown). There are two checkboxes for terms and conditions, a 'Register' button, and a link to 'Sign in with existing account'. The page is decorated with blue dragon-like illustrations.

- Click the ACTIVATE YOUR ACCOUNT link in the email sent from [hatchsales@wilcom.com](mailto:hatchsales@wilcom.com).



The screenshot shows the 'Verify your email address' page. It includes a thank you message, a link to complete email verification, a large 'ACTIVATE YOUR ACCOUNT' link, a URL to copy and paste if the link doesn't work, a link to change the email if incorrect, and a section titled 'Why is verification important?' with three bullet points: Trial Download, Product Upgrades, and No impersonators!.

**Verify your email address**

Thank you for registering your Hatch Embroidery account.  
Click the link below to complete the email verification.

**[ACTIVATE YOUR ACCOUNT](#)**

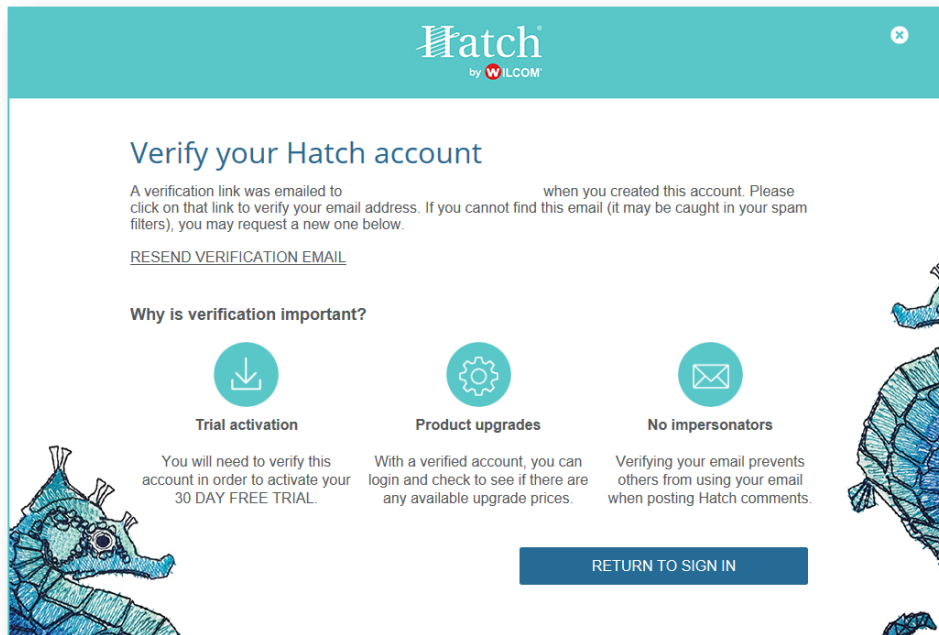
If the link does not work, please copy and paste the URL below into your web browser.  
<https://www.wilcom.com/en-us/hatch/home/verifyaccount.aspx?username=richi.e.w@gmail.com&verificationcode=1htC6t>

Incorrect email? [Change it.](#)

Why is verification important?

- **Trial Download**  
You will need to verify this account in order to download and activate your 30 DAY FREE TRIAL
- **Product Upgrades**  
With a verified account you can login and check to see if there are any available upgrade prices
- **No impersonators!**  
Verifying your email prevents others from using your email address when posting on sites using Hatch comments

- If you do not receive this email, click to **RESEND VERIFICATION EMAIL** as shown below. Check that the email is not caught by a spam filter or placed in the Promotions tab of your Gmail account.



- Once clicked, the browser window will open with the following message. You are then able to open your software and click **RETURN TO SIGN IN**.

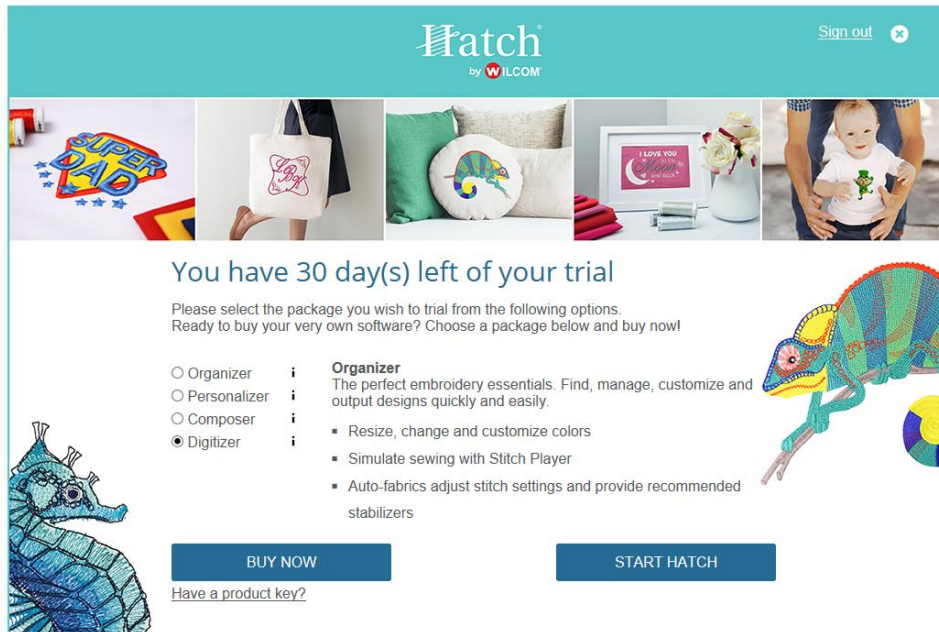
## Your Hatch account verification is successful.

You can sign in below and continue to download the Hatch Embroidery FREE 30 Day Trial.

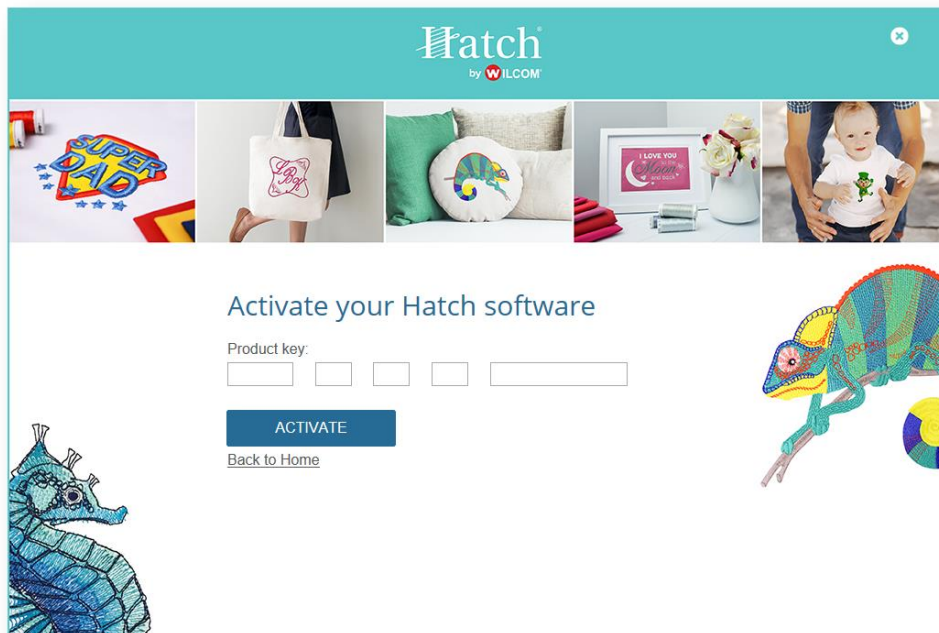
If you have already installed Hatch Embroidery, simply re-start the software and sign in with your registered email address and password.

Your account has been successfully verified

- Click the 'Have a product key?' link and continue to activate your Hatch product key.



- Insert your 5-part Hatch product key and click ACTIVATE. Once successful, wait for the activation to complete and Hatch will launch with the product.



- Next time you restart Hatch Embroidery, simply sign into your account and the software will start. To avoid signing in each time, ensure 'Keep me signed in' has been selected.

## LICENSE MANAGEMENT

Each licensed copy of the software is for a single user. It entitles you to three (3) activations: recommendation is two (2) on different computers, and one (1) in case of hardware failure or replacement. All computers must use the same user login details (email address and password). Should you want to install the software on a 4th computer, you must 'release' the license from one of the other computers.

If you check 'Keep me signed in' while connected to the internet, you will not have to be connected to the internet for 60 days.

### Resources

Here are more details about how to manage and release your Hatch Embroidery License...

- How do I install Hatch Embroidery on a new or second computer? See [this article](#).
- How do I release the license on my computer to use on another computer? See [this article](#).
- If I uninstall the software does that does release my license? In short - No! See [this article](#).
- How do I use Hatch Embroidery while not connected to the internet? See [this article](#).

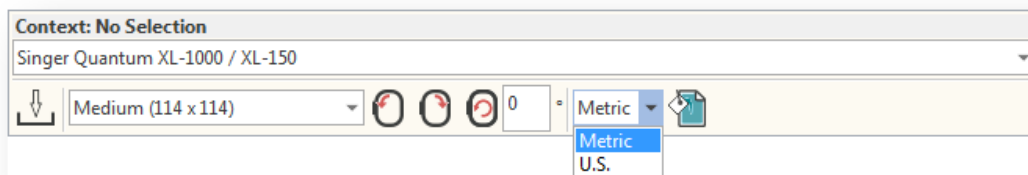
## MONITOR CALIBRATION

You need to calibrate your monitor so that designs at 1:1 scale appear at real size. Do this when you first install the software or whenever you change your monitor.

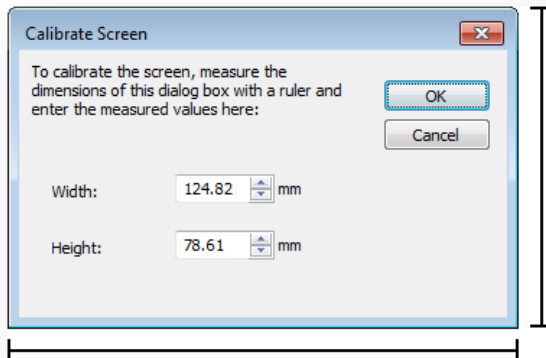


Use Context > Measurement Units to change measurement units within software without changing operating system settings.

The first time you run the software, the measurement system will default to whatever the operating system is using. The measurement system can be changed via the droplist on the Context toolbar. It is recommended to use Metric setting for screen calibration to get the most precise measurements. See also Measurement units.



- Select Software Settings > Calibrate Screen.

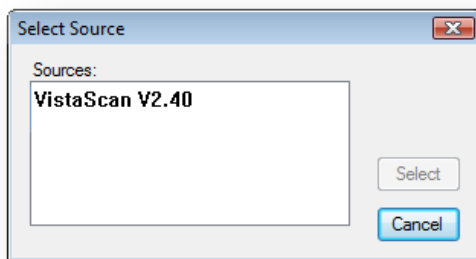


- Measure the width and height of the dialog box. Make sure you measure edge to edge.
- Enter the precise measurements in the relevant fields.
- Click OK to confirm.

## SCANNER SETUP

Your embroidery software supports TWAIN-compatible scanners. Peripheral devices can be connected to your computer via serial ports, parallel ports, a specialized network card or an Ethernet network. To set up a scanner...

- Connect the scanner using the accompanying instructions.
- Set it up in MS Windows® using the accompanying instructions and/or the MS Windows® documentation.
- Start Digitizer.
- Select Software Settings > Scanner Setup.  
The Select Source dialog opens displaying a list of scanner drivers loaded on your computer.



- Select the scanning driver to use, then click Select.

If you have trouble with scanning after re-starting the software, there may be a conflict with previously installed scanner drivers. Re-install the software and test the scanner. If the selected scanner driver does not work, select another scanner driver from the list. There are usually two installed for each scanner.

## MACHINE CONNECTION

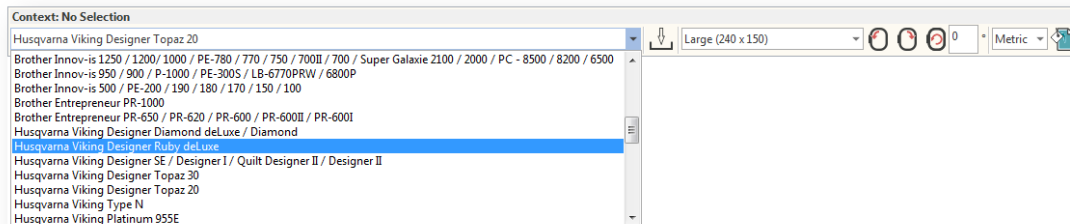
The embroidery software supports various sets of machine model. Most machine models can read USB memory sticks. These are convenient portable memory devices which can hold large amounts of data.

Newer machine models are usually supplied with machine connection software. This can be configured so that the design passes straight from your embroidery software to machine. Or you can pass the design to the machine connection software for further processing. See also Transfer designs.



### Select machine from toolbar

The software supports many sets of machine model available from the droplist on the Context toolbar. See also Transfer designs.

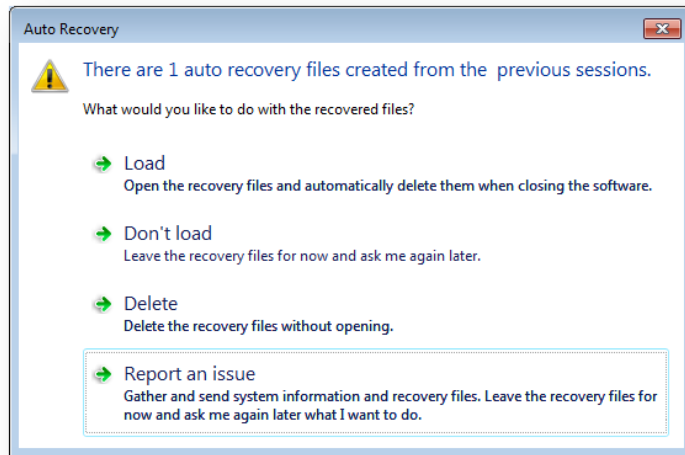


Note that the Hoop List on the Context toolbar shows which hoop is currently active in the design window. The list is automatically filtered according to the selected machine type. Only those hoops supported by that machine are available. See also Hoop selection.

Some customers want to connect their embroidery software directly to machine. If your embroidery machine can be seen as an external drive in Windows Explorer, you may be able to send designs directly. For instance, some single needle Brother machines have a mode which enables them to be set up like this. See Transfer designs. See also How to connect directly to embroidery machine.

## FEEDBACK REPORTER

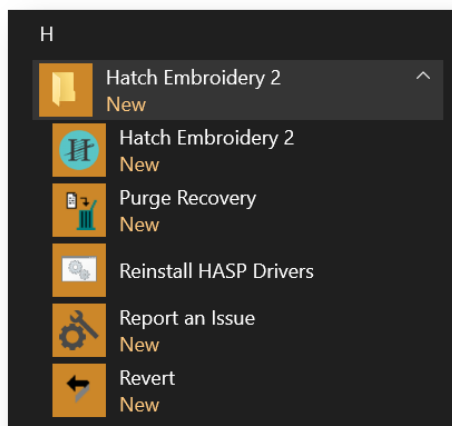
The software includes a feedback reporter, when connected to the internet, to provide direct contact with Hatch Support. It provides a built-in mechanism to report an issue following a system crash...



The feedback reporter automatically gathers system information and log files and sends this to Hatch Support for troubleshooting.



The feedback reporter can be easily accessed via the Hatch program group or upon a system crash using the Hatch software.



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