

INSTALLATION QUESTIONS:

1. I already have a PDF writer on my computer. Do I have to install the one that is included with the security key?

You may use the PDF writer that you have on your computer. Make sure to set it for the size of paper you are printing and make sure that the printer is set to print at 100% size, not “fit to page.”

2. I get an error message when trying to save My Label model:

“English Language version has had a problem and must close, sorry for the inconvenience.”

This message occurs when the computer's does not meet the software RAM requirements or the graphics drivers need to be updates. This message will also display on Vista and Windows 7 computers if the SP1 patch has not been installed.

(To find amount of RAM: In Systems Information file, go to Components/Display/Adapter RAM)

Some graphic cards have shared memory. When Graphic card RAM and Memory RAM are shared, My Label will not function.

3. Error message occurs during installation—dll error message:

Uninstall & reinstall.

4. Security key not recognized after installation:

Error Message: USB Device Not Recognized

One of the USB devices attached to this computer has malfunctioned, and Windows does not recognize it.

- Disable Norton Antivirus (if running); disconnect Security Key the PC and from the Internet / Network; disable the Norton Antivirus Firewall and re-attach the key.
- Attach the key to another computer; when the USB-key is attached to the USB-Port on the PC, does the light in the USB-Key shine? If not, return the USB key for replacement.
- *Is the USB-Key attached directly on the PC or over an USB-Hub?*
 - Unplug the Hub, plug the key directly into a USB port.
 - Unplug all other USB- devices, except mouse and keyboard. Re- attach the USB-Key.

If the light on the USB key does not shine, return the key for replacement.

5. Message: Please uninstall demo version:

After uninstalling demo version, the demo is still listed in the registry. User must uninstall the demo version under administrator rights and delete the folder in Explorer.

6. After installing and entering measurements the program shuts down when try to save a model.

Verify that the PC meets the system requirements.

7. Networked computers can cause difficulties with installation.

Since the USB stick is doubling as both installation media and security device, it is partitioned into 2 virtual "drives." When the USB is inserted into a computer, the drives are looking for homes. When the My Label USB is put into one computer, (since drive "D" is the CD drive) it finds "E" as the next available drive name. Then it looks for the next consecutive alphabetically. If "F" is assigned as the drive to connect the computers, since "F" is occupied, nothing ever appears on the screen and the USB appears to be blank.

This also occurs on non-networked computers if the next drive is used as a back up drive.

Solution: Reassign the drives by following these instructions:

- Right click on "my Computer".
- Select "Manage" – "Disk Management"
- Right click on Bernina E from the Disk Management window.
- Left click to select "change Drive Letter and Path" .
- Select the "change" and the "assign the following drive letter"; choose another letter by clicking on the down arrow.
- A list will open with all free drive letters A to Z, choose the letter "Y".
- Click OK and confirm the message with Yes.
- Repeat for the drive "BERNINA (F:), selecting the letter "Z" as the new drive name, click on OK and confirm the message with "YES".

8. Is Cute PDF the same as My Label PDF?

You may use either a Cute PDF program or the My Label PDF program.

9. I've tried to install the PDF writer from the opening page of the stick and I get a ghostwriter. I'm not sure what to do.

The installation of MyLabel PDF writer can be started from the Launchpad (applaunch.exe). You will find this on the MyLabel USB-key. Click on Install MyLabel PDF writer.

10. I am receiving the following error message: "In order to use your my label program, please insert your security key or license device." My security key is attached to the computer, not through a USB Hub. How can I correct this?

You must make sure that something is not disabled. Go to: Start/Control Panel/Administrative Tools/Services. In this window, there is a listing for a service named, "FDDSERVICE." The status should be listed as "started." If it is not, click on "Restart the service."

11. When I try to register my software, United States is not listed as a country. What do I do?

To register your software, click on this link: www.berninawarranty.com, not the new registration link. This link is used by Canada and United States.

12. I am having problems uninstalling the demo version, what do I do?

Download the demo version again and then uninstall.

PRODUCT USE/SOFTWARE QUESTIONS:

1. What is the first thing I should do when opening My Label Software?

The first thing you should do is watch the slides of the First Time Help for an overview of the steps to My Label. Then you should go directly to help and read all the onscreen support that is included in the Help section. Reading and printing this material will teach you how to use the software, how to measure, how to select a flattering style and loads of other important information. Next, you should register you're my Label software. Once you register, you will be informed of updates and new information.

2. Is the software compatible with Macintosh computers? No

3. My model does not look like the model in the Help manual. She is silvery gray with no underclothing, what is wrong?

The problem is with the video card in your computer. First check that you have current video drivers for your computer. You may also want to call the Help desk for your brand of computer. Please check your computer specs with the computer requirements recommended. Shared graphic card memory causes known issues with My Label.

4. I have opened a style and my Style Properties box disappeared and Piece Properties are showing in its place. How do I get them to return?

The term, Piece properties, appears when you have one or more pieces of the pattern selected. Simply click anywhere on the gray workspace and your Style Properties should reappear.

5. Is there a way to get Model Properties to appear after the model has been dressed in a style?

You can toggle back and forth between Model Properties and Style Properties but the model needs to be undressed.

6. Do I have to check the "Update Style According to Model Measurements" each time I want to change a measurement?

This box only needs to be checked once. All your changes can then be made to the model. To return the style back to the original model measurements, simply check the box again.

7. How do I know what My Label styles are good for me?

Once you have entered your own measurements the 3D model will give you a good indication of the final look of the style. The Program comes also with an excellent help program including much information to assist you with using the program and getting good results. One of them is the Style Consultant, This includes helpful tips on body proportion and body shape, design elements and also garment proportions.

8. I can't activate the Stitch Tool:

The stitch tool only works on pattern pieces that are activated (surrounded by a green box). Refresh the tool before "drawing" on the next pattern piece. (Refresh function: click with the stitch tool in the pattern piece you want embellish.)

The stitch tool cannot apply stitches over a virtual seam.

9. The Consultant document files are not opening:

Go to Windows Explorer, locate and right click on each consultant. Select always open with Internet Explorer

10. The worktable is not showing pattern pieces immediately.

Be sure graphics drivers are up-to-date.

11. After changing the color of the model and selecting the default colors, the model turns black.

Close and then reopen the program; reselect the model or

Change the lighting effects in the "Effects" tab of the model properties from "Simple" to "Soft" and then adjust the lighting parameters.

12. The following error message occurs "In order to launch the My Label program, please insert the security key or license file"

Remove the key and re-insert. If that doesn't work, then follow these directions:

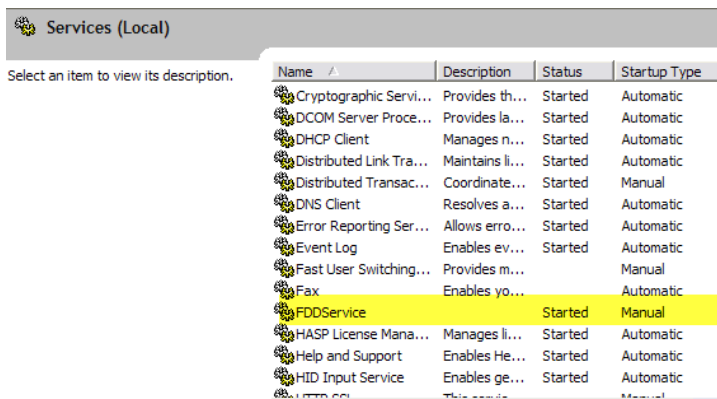
Go to: Start – Control Panel – Administrative tools – Services

In this window, there should be a service named: "FDDSERVICE. "

Check the Start Up column. Start Up type should be Manual. Once My Label is started, status will be Started. If it is disabled, that is what is causing the problem.

Highlight the FDDService, then click on Start the Service.

Open My Label.



The screenshot shows the Windows Services console for the local computer. The 'FDDService' is highlighted in yellow. The table below represents the data visible in the screenshot.

Name	Description	Status	Startup Type
Cryptographic Servi...	Provides th...	Started	Automatic
DCOM Server Proce...	Provides la...	Started	Automatic
DHCP Client	Manages n...	Started	Automatic
Distributed Link Tra...	Maintains li...	Started	Automatic
Distributed Transac...	Coordinate...	Started	Manual
DNS Client	Resolves a...	Started	Automatic
Error Reporting Ser...	Allows erro...	Started	Automatic
Event Log	Enables ev...	Started	Automatic
Fast User Switching...	Provides m...		Manual
Fax	Enables yo...		Automatic
FDDService		Started	Manual
HASP License Mana...	Manages li...	Started	Automatic
Help and Support	Enables He...	Started	Automatic
HID Input Service	Enables ge...	Started	Automatic
Internet Con...	This serv...		Manual

13. Does the red tension indication mean that the garment will be too tight to wear; should I keep changing the garment measurements until the red changes?

The tension indicator is relative tension, so a red area doesn't mean that the garment is too tight, it just means that there is more tension in that area of the garment due to a close fit. In the garment instruction tab, built-in ease measurements are listed for the garment that is selected. This is the best way to predict how the garment will fit.

14. How many models can be saved in the program?

The number of models that can be saved is dependant upon computer resources.

15. There is no indication of yardage needed when I click on the Report Tab in the software.

Fabric must be applied to the garment before a yardage amount will be listed.

16. I have both a laptop and a desktop. How do you copy a model from one computer to place it into another computer?

This can be done; however, you must realize that in following these steps, it replaces all content of the software. So you need to be sure that one computer serves as the main computer where all new things are saved and the other computer is designated to always receive the information. Otherwise, you will lose some information because the entire database is saved.

These are the steps:

- Create folder on desktop labeled as Content
- Open My Label. Select Options/Advanced System Properties
- Select Back Up, then OK
- Find Content folder on your desktop and paste the backup information in the folder
- You can then burn a CD with the content or copy it to a USB stick.
- To paste the content in another computer, do this through Windows Explorer.
- Find C/Programs/My Label
- Paste the contents into this location
- When prompted to replace all, say yes

Note: This can also be done if you ever have to uninstall and reinstall My Label.

17. I click on a style in the style drawer and it doesn't open up on the worktable. What am I doing wrong? I can click on print preview and it will let me preview the print of the style. When I close this window, without printing, the print preview remains on the worktable and the pieces still do not show on the worktable.

There are several things that could be the problem:

- The graphic driver needs to be updated. Go to the manufacturer of the graphic card to update.
- There are too many programs running in the background that slow down the draw of the pattern pieces. It is best to have all other programs closed when using My Label.
- The pieces are out of view. To bring them back into view, push down on the mouse wheel.
- Wait a minute or two without pushing any more keys, the computer could be slow.

18. When running My Label in Windows XP while using a dual monitor, Nina is "naked" on the higher resolution monitor. Also, when "dressed," the clothes are transparent. Opening the application on the lower resolution (built in) laptop monitor allows the application to run 'normally'. Why is this happening?

With a higher resolution, more MB are needed for the graphic card. So if you are using a computer with minimum MB requirements, you may see some problems with the graphics when using a higher resolution monitor.

19. I changed the color of model and when I tried to change back to the default color, the model turns black.

If you've changed the color of the model's hair or skin, choosing default does turn the model black. But if you select Edit > Model, you have the options of restoring the hair and/or the skin color.

20. I know the jackets are designed for shoulder pads, but I'm very short and the 1/2" shoulder pad is far too much - I generally use very minimal pads or I look like I'm outfitted for football. How do I adjust for smaller pads?

You can decrease the shoulder slope by the amount you wish to decrease the shoulder pad, but realize that you will not get an accurate simulation, but the pattern should be fine.

21. I have somehow put my model in the dark when on the SIMPLE LIGHTING MODE setting -- how do I correct this?

After saving a model with new lighting, if the base model is opened, she may appear dark. After changing the lighting to soft, you can use the "Rotation" "Elevation" and "Intensity" to set the lighting as you please. You can either switch the lighting to soft and play with the lighting parameter until you are satisfied or shut down the program and re-launch. The model colors will go back to normal. There is no need to uninstall and reinstall.

22. When I add up the individual pieces and their respective fabric requirements, the sum is more than what the report says I need for the whole garment. Why does this happen?

The individual pieces added together will be more because the length needs to be on the straight of grain. When all the pieces are cut of the same fabric, you can actually save fabric.

23. How do I adjust for different fabric widths when figuring the amount of yardage to buy?

Go to Options/Advanced System Properties and change the default fabric width.

24. When the tension indicator is activated, what do the numbers mean along the side of the screen?

The numbers represent the distance of the garment from the body. If you divide the total ease by 3.14 (π), this gives you an idea of the expected ease around any given point of the style.

25. What causes the model to turn gray and unclothed?

It is generally due to graphic issues. These issues can also be caused by a graphic driver that is not current, the graphic card in the computer does not support the program, or there is not enough RAM on the computer. In addition, your computer cannot have shared graphic card memory.

26. Can you use embroidery patterns other than what is in the library? Is there a way to add you own designs to the library?

The embroidery designs in My Label are pictures only and are used for placement ideas only. Simply select an embroidery design that is a similar size and add it to the garment. That way, you'll be able to use the placement lines that print on the pattern piece.

27. I am trying to use the software to adjust necklines and nothing I've tried works. How does the "move internal" tool work?

The move internal icon works for moving buttons, stitches, and embroidery. It does not move necklines. See the Variations on a Theme class that is posted on our website (www.berninausa.com) for a lesson in changing necklines. This lesson gives ideas and basic instructions for adapting and changing the basic T-shirt style.

28. Why does the 'MY LABEL' program have a "Get new Package" button? What is it supposed to do? I tried it and it only took me to the website.

As new patterns and styles are released, you will use this icon to connect to the website. Click on Support> Downloads and you will find new styles to import into My Label. Follow the instructions for download posted on the website.

29. How do I delete a pattern or a model?

Right click on the item you wish to delete and select delete from the choices.

30. My patterns are not appearing on the worktable when they are selected. Any ideas why?

If you are running Windows XP, please visit the manufacturer of your graphic cards. If there is a download available, download the latest driver for your graphic card. This can correct the problem.

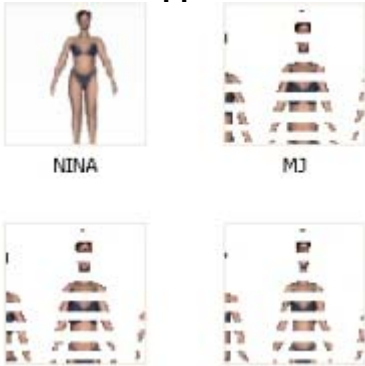
31. Is there any way to speed up the simulation process?

Speed of simulation is controlled by your computer resources. Make sure you have all unnecessary programs that run in the background of your computer turned off. Don't have other programs open when running My Label.

32. If I want to make something in a knit vs. a woven, will ML adjust for the difference in stretch depending on which fabric I pick or do I have to adjust the style properties independently?

You must adjust the style properties for the particular style.

33. Streaks appear in saved model; but the default model is ok. What causes this?



This is a graphic card, driver, or memory issue. Please check your computer specifications.

34. I receive an error message that the key is "write-protected," what is wrong?

This message can be received when there is not sufficient memory on your computer or when you are trying to save a pattern to the drive that stores the program files.

35. When I open the program, it looks different. The simulate button used to be above the model now it is in the middle. What do I do to make it look like it did originally?

You inadvertently moved a tool bar. To correct this, you may select View/Reset.

Or click on the series of four dots along the edge of the model tool bar (see arrow below) until you see a crossbar (double pointed arrows that cross each other). Then you can move it back into place over the model.



36. Under Options/ Working Units, what does tolerance mean?

The tolerance can be adjusted to affect how your measurements are rounded off; therefore, the tolerance will affect how precise you want your measurements to be. Normally, if you set the tolerance for .1 cm or ¼” tolerance, measurements will be precise enough.

37. How do you get the design elements to transfer to the simulated model?

With embroidery designs and buttons, you click and drag them to the pattern pieces. They will appear on the simulated garment and on the pattern pieces. For stitches, the garment must be re-simulated for the stitches to show. Click and drag on the stitch. The cursor will change into a pencil. Draw the line with left clicks or hold the shift key and left click (for curved lines). Right click to set the line. Make sure you change the width of the stitch. Clean the simulated garment and then re-simulate.

38. Some of my measurement boxes turn gold after entering my measurements. Sometimes they turn blue. What does this mean?

Blue boxes mean that the original value was changed when another measurement was entered. It is important to enter the measurements in the order that they appear in the software. Gold boxes are just the standard body measurements of bust, waist, and hip.

39. After using the program, I get a runtime error message.

This error message indicates insufficient system requirements.

40. Can I scan a commercial pattern into My Label to generate a pattern? Can I create styles from my fashion sketches?

Only fashions that are digitized and incorporated into the software can be used with My Label. New styles will be available. If you have some basic pattern drafting knowledge, you can make manual changes to the basic patterns in My Label. Download the handout on the website entitled Using My Label to Alter Commercial Patterns.

41. What is the difference between ease and the distance from the body as indicated by the numbers in the tension information?

Ease is the total extra inches around the pattern, as the pattern measures more than the body measurement. "Distance from the body" is how far away the garment will hang away from your body when you are wearing the garment. At the shoulders, the distance from the body is going to be 0.00 because the garment hangs on the shoulders.

It's like a radius vs. circumference, except this radius only goes to the body, not to the center of the circle.

42. I can't seem to get one garment to clear and leave another on the model. Am I misunderstanding that we should be able to do this?

You may remove a single layer of clothing from the model; point your cursor to the garment to be removed. While holding the **CONTROL** key down, select the desired layer from the Model Properties window. A green Selection Box will appear around the pattern piece that your cursor is pointing to. Make sure that the selection Box is surrounding a portion of the garment you would like to remove. Press the Delete key to remove the layer.

43. My program closes down when I change the style properties. What is wrong?

Make sure the model is saved first. Also, change the style property values with the arrows instead of highlighting and changing the value.

44. How do I know if I need the update?

Check the UPC symbol on the package. The old number is 032592.70.04; the new number is 032592.71.04. If you have the old number on the box, the service pack update is needed. If a package has the new number, the update is not needed. Additionally, if you go to Help/About, the My Label version number of the new package is 470.

MEASUREMENT QUESTIONS:

1. When do I change model measurements and when do I change style properties measurements?

Style Properties measurements are adjusted when you want to adapt a style due to ease preferences, when you need to make an adjustment because of your body shape (see Help> Measurement & Fitting> Adjusting Style Properties), when you want to make an adjustment to change the length of the garment, the width of the pant leg, or other style preferences. Adjustments are made in model measurements to refine the fit after testing the fit with a trial garment, when you gain/lose weight, or when you re-measure a body measurement and find that the measurement was taken incorrectly.

2. How many measurements are needed? 47

3. Do I really have to work with the 47 measurements?

Yes, to achieve the best possible fit this is very important. It is something you only have to do once and then you will always have your measurements saved in the program for future use. As some of these measurements affect others in the software it is important to take them all.

4. Some of my measurements are outside the range of allowed measurements. What do I do?

Recheck your measurements first for accuracy. If a measurement is close to being the limit, go ahead and make a test garment. Some of the measurements in the software affect only the look of the model, not the pattern.

5. Is there a printable measurement chart?

There is a printable measurement chart on the CD included with the measurement kit; you may download a copy from the website.

6. My underbust measurement keeps changing in the girth measurement to a different figure than I am trying to enter. What is happening?

Check that your Size measurement (underbust) found in the Basic tab is the same as the underbust in the Girth tab.

7. Do you have any suggestions for obtaining a more accurate armscye depth measurement?

Here's a suggestion for measuring the armscye depth: Take an underarm height measurement using the L-square along the wall tape measure. Subtract underarm height from cervical height and that should be close to your armscye depth. Add 1-2 cm of ease to this measurement.

8. When I am inputting my measurements, I get an out of range message and the number changes. What does this mean?

There are minimum and maximum ranges for the body measurements. This simply means that measurements are outside the limits of the suggested ranges for that body measurement. Some of the measurements are critical to be within the range. These are listed below. Others are not critical because they do not directly affect the pattern.

9. Can I alter one side of the model or style, when measurements differ from side to side?

Unless two different sides are measured and entered, these alterations will have to be done manually, but you can save the same model with two different sides, "model right and model left" for example. Print out the appropriate pattern pieces and put them together.

10. I am 4'9". My Label minimum height is 5'; is there a work around to accommodate my height?

As long as your measurements fall within the range for armhole depth, back waist length, front waist length, it should be easy to adjust the pattern for height. If those measurements fall outside the ranges, you can manually take a tuck across the pattern to shorten these measurements. You can also change the style properties for skirt lengths, dress length, pant length, etc.

Minimum measurement for armhole depth is 15 cm, for back waist length, 30 cm, and for front waist length, 40 cm.

11. Do the style measurements reflect the FINAL measurements including ease of the garment pieces?

Style properties are listed as the same measurements as body measurements, but the intended ease (as stated in the garment fit information in the pattern instructions) is included in the pattern. So even if the bust style property is 36", the stated ease is included in the pattern.

12. Some of the measurements don't appear to change the patterns. Why does this happen?

- Some measurements affect the model only (height for example); some affect the pattern.
- Some of the measurements are taken to calculate measurements for the pattern draft--crotch height and waist height for example calculate true rise though by themselves they don't necessarily influence the pattern.
- Some of the measurements are there for future development of patterns and features. Some are there to fine tune the fit, such as the front chest width and back width. Some are there to properly locate the fullness of the patterns for the lower body, whether it be hip, high hip, or hip at crotch. Finally some are there so you can adjust the style properties-- ankle, knee, calf, etc. Style properties all affect the pattern draft and they correspond to the measurements you take on your body.

13. I noticed that when we take the arm length measurements from the shoulder to the wrist, we come down the back of the upper arm to the elbow then to the wrist. The arm length from center back neck to wrist appears from the measuring graphic to be coming down the side of the arm. The actual photo on the Measurement CD is showing down this measurement taken around the elbow. Can you tell me which one is correct?

Take both measurements down the back of the upper arm, around the elbow, and then to the wrist.

14. What is the easiest way to get the front crotch measurement accurate?

Tape two tape measures together at the "zero end." Place this centered tape measure where the inseam of a pair of pants should be. Measure up to the level front waist and measure up to the level back waist. Record each of these measurements then add them together to get the total crotch length.

15. All three pairs of pants are too long, even with heels. What needs to be re-measured?

Remember that the model does not have shoes on and patterns are made for 1 1/2" heel. If it is a problem with a measurement, then check your waist height.

SIMULATION QUESTIONS:

1. How many garments can I simulate on the model in one time?

For best results it is recommended that simulation be limited to only one garment on the lower body and one garment on the upper body.

2. Does the choice of fabric affect the simulation of the garment on the model?

No. The fabric effect is only to show visually the "finished look" and the simulation is influenced by the pattern parameters.

3. The simulation on the boxy jacket shows that the jacket is hiking up in the front. Why is this happening?

Large busted ladies will have difficulty with this style because of the extremely long front length necessary to cover the bust. For some, using a soft, drapeable knit will work. For others, the bust is too large for the style to work properly without adding a dart. Download the handout, Perfecting the Fit from the website to learn how to add a dart to the boxy jacket.

4. The simulation of the tailored shirt appears distorted.

This will not affect the printing of the pattern.

5. The simulation of the pull-on pants shows the pant's waist to be pulled above the bust.

Adjusting the pull-on pants to extreme lengths, cause the simulation to show the pant's waist to be pulled above the bust. It will not affect the fit of the pattern. Additionally, the leg of the model might stick out of the pant leg. This is a known issue.

6. Help! My tunic pattern won't simulate.

You have an incorrect measurement. Please check your armscye depth measurement and your center back neck to bust and front waist. The reason the tunic won't simulate has to do with the match point of the dart in front with the back match point. Either the armscye depth measurement is too long or the CB neck to bust is too high or your CB neck to front waist is too long and this makes the dart too large.



7. When I simulate the T-shirt, there are horizontal folds in the back. What is wrong?

The simulation of the T-shirt is unique because the T-shirt is to be made of a stretch knit fabric and therefore, there is not as much ease allowed across the hip area. The simulations do not make adjustments for knit fabrics, but show how the pattern pieces would drape. So, even though the T-shirt shows pulls across the back in the simulation, the T-shirt will drape correctly on your body without folds across the back.

8. The simulation of the classic jacket looks distorted. What is wrong?

Remember you must simulate all jackets with shoulder pads. Also, for certain body types, adjustments in the Style Properties are needed. For jackets that don't have bust darts, you must change three style properties before simulating the jackets. This information is found in the Help/Fitting & Measuring Consultant/Adjusting Style Properties document.

These changes include:

- Increase Across Shoulder by 1 cm.
- Change Shoulder Slope to 3 cm.
- Decrease Front Length from Center Back by 2 cm



9. The simulated pants drag on the ground. Do I need to shorten the pants?

The pants are drafted for a 1 ½" heel height. The model is flat-footed. This accounts for the dragging on the ground.

10. My classic vest patterns lifts at the shoulder/neck seam allowance. What causes this?

Changes need to be made to the style properties as outlined in the Help/Measuring and Fitting Consultant/Adjusting Style Properties document.



11. The center front of some of my patterns is wavy; it almost looks like I don't have enough ease. What is the problem?

Check that shoulder pads have been added to the model and that adjustments have been made to the style properties as listed for the classic jacket in Help/Measuring & Fitting Consultant/Adjusting Style Properties.



12. When I simulate the camisole, I get a big fold across my lower back. What does this mean and how do I correct it?

The camisole is cut on the bias and the fold is reflecting this. No correction is needed; you can use the pattern as it is printed.

13. When I simulate the tunic, everything looks OK except for the back sleeve towards the armhole. There is extra fabric, sort of a pleat, at the top of the arm. It lays flat and looks fine in the front. I have measured and re-measured and re-measured and I can't figure out what is wrong. Any ideas?

There will be some excess in the back as there is ease needed for reaching forward. You may find that you need to do a manual alteration after the pattern is printed as outlined in the Adjusting Style Properties document found in the Help section of the software. You can scoop out excess ease in the cross front width and cross back width if the pattern gives you too much ease.

14. Help! I have simulated the boxy jacket and have received very weird results. What is going on?

If shoulder pads have been placed on the model and necessary style property adjustments have been made as outlined in the Adjusting Style Property document, there is more than likely an issue with graphic card requirements or a graphic driver update is needed.



PATTERN/FITTING QUESTIONS:

1. Are there seam allowances on the pattern pieces on the worktable?

No, seam allowances do not appear on the pattern pieces on the work table. They do appear on the pattern pieces in print preview.

2. The shoulder slope on many of my patterns is extremely sloped, why is the happening and what can I do to correct this?

When you have a long front length (CB neck to waist measurement) and a lower bust level, the software will give you the length you need by increasing the shoulder slope on patterns that do not have bust darts. To correct this, subtract 1-2 cm from your front length, decrease the shoulder slope to 3 cm, and increase your across shoulder measurement by 1 cm. This should correct the problem. These changes are made to Style Properties measurements.

3. On the tops, dresses, and jackets, the waistline is exaggerated and forms a sharp curve, why does this happen and what can I do to correct this?

This happens to body shapes that are hourglass. The software maintains a certain ease at the waist. To make a gentler waistline curve on tops, dresses, and jackets, increase the waist measurement in the Style Properties by 1-2 cm.

4. There are circular marks on the darts and the pockets and lines that extend beyond these marks. Which are the appropriate ones to follow when marking a pattern?

The circular marks are drill holes and are placed on the pattern 3/8" from the lines for the darts and pockets. You should use the lines to mark for proper size of darts and pockets.

5. How do I change the pant leg width?

Measure across the bottom of a pair of pants you like while they are flat. Record this measurement as Cuff Width in the Style Properties. Measure the pair of pants at the knee as well and record this measurement in the Preferred Knee Width measurement. You only need to put half of the actual pant measurement into the Style Property measurement.

6. I see there are 20 styles in the collection. How do I know what adjustments I can make to each style to make it look a little different?

Each style has certain properties that can be adjusted. For example, it is possible to select the T-Shirt with either a long or short sleeve, finished length and sleeve width and with the gored skirt you can change the length and the width of the hem.

7. Why is it important to make the tunic style and the flared pattern first?

To ensure you get a good fit with My Label it is recommended that you first "Qualify your Measurements" What this means is that you should make both these garments from a plain cotton fabric such as calico or muslin to test the fit. Once you try on the garment and it fits well you can then make other styles in the range and because they are based on the same block, they should fit. Any alterations made to the style should be first changed in the style properties and then once the fit has been achieved, saved in the style properties.

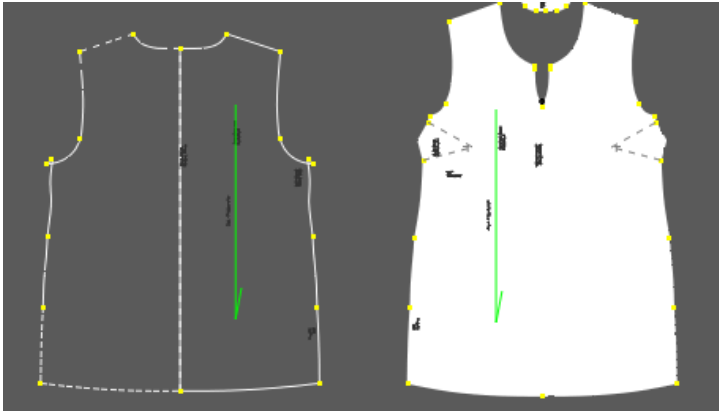
8. A dip occurs in the back seam of my two-piece sleeve, how is this corrected?

Increase the bicep measurement slightly to straighten the seam. See the information in the Adjusting Style Properties document. (Help/Masurement & Fitting Consultant/Adjusting Style Properties.)

9. The tunic back is transparent:

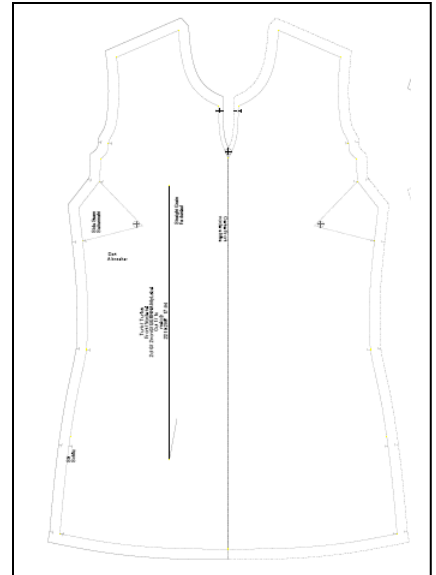
Check the front length and armhole depth measurement

The point on the side seam in the back is for the bust dart position; the armhole cannot go deeper than this or the back will be transparent.

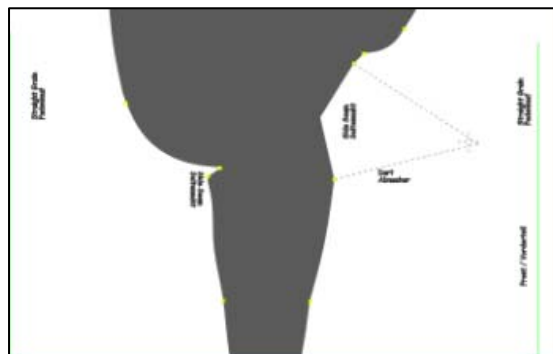


10. The front armhole did not generate correctly.

Bust height, front length, and armhole depth need to be checked for accuracy. The armhole depth was most likely input too small and the front length too long.



11. The back armhole looks misshapen:



Armhole depth is too long and interferes with dart match point on back.

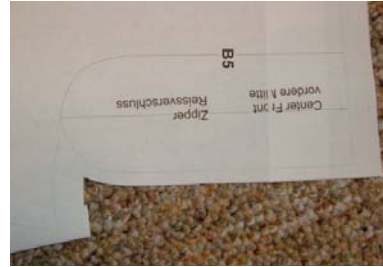
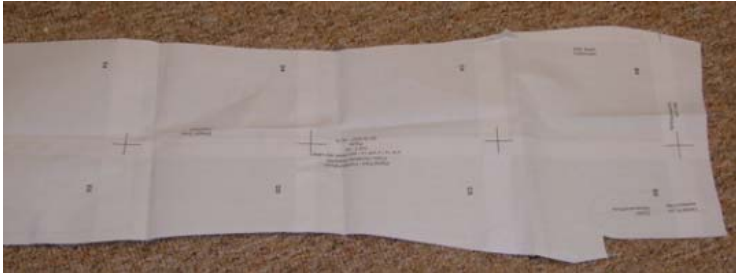
Check the armhole depth, front length and back length measurements. Make sure these measurements are referenced from a level waist mark that is parallel to the floor.

12. I shortened the rise of my pants and now they don't fit around my lowered waistline.

When you shorten the rise of pants, you must also increase the waistline measurement to your lowered, preferred waistline. Measure around your body at this new lowered waistline and insert that measurement in Style Properties for the waistline.

13. Pants don't fit correctly around the crotch:

The zipper length needs to be shortened for persons with a short rise. Multiply true rise measurement by .45 to get the correct proportion for the zipper length.



14. On shirts with bust darts (tailored shirt and tunic), above the dart and below the armhole, the front angles in. The back has a triangle that sticks out. What is wrong?

More than likely, there is an incorrect measurement. Recheck your armhole depth measurement. This is an easy measurement to get too long. As a check for accuracy, take an armhole height measurement against the wall tape measure. Place the L square with one straight edge underneath the arm and the other straight edge flat on the wall. Then subtract the armhole height measurement from the cervical height measurement. This should be close to your armhole depth measurement.

15. My front pattern piece of my flared pants is transparent. What causes this?

Check the zipper length. The fly zipper may be interfering with the front pant and you will need to shorten the zipper length.



16. My tunic has a weird shape at the side seam. How do I correct for this?



When a person has a low bust and is apple shape, the side seam may have an exaggerated shape because there is not enough length from the bust to the waist to create a smooth blend. In addition, a consistent amount of ease (23 cm) is added to the waist and hips and for those people who have a larger middle, the pattern will jut out at the waist and then will come in closer to the body for the relatively smaller hipline.

To correct this in the software, decrease the waist measurement in the Style Properties or create a gentle taper on the printed pattern from the bust to the waist along the side seam on the front and back pattern pieces.

17. The shoulder seam of the tunic front printed out ¼” shorter than the back. Is something wrong?

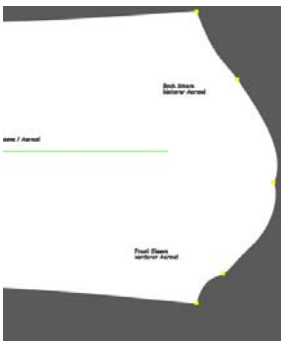
The back shoulder seam needs to be eased into the front shoulder seam. The shoulder dart has been converted to unstitched ease. See the Help/Sewing Techniques/Basic Sewing Techniques for more information on how to ease fabrics.

18. How do I shorten the princess dress to a top?

In the Style Properties, decrease the vent length to the lowest number (5 cm). Change the Finished Length from CB in small increments to the desired length. The length will not go shorter than 63 cm. Change the hem opening to equal a minimum of the hip measurement. Add ease if desired. Print the pattern and manually remove the remainder of the vent from the pattern piece.

19. There is a dip in the sleeve cap of my tunic sleeve. What causes this and how do I correct it?

This is caused by an armscye depth that is too short. By lengthening the armscye depth, the sleeve cap will be smooth.



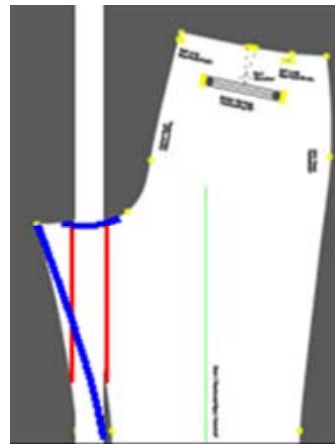
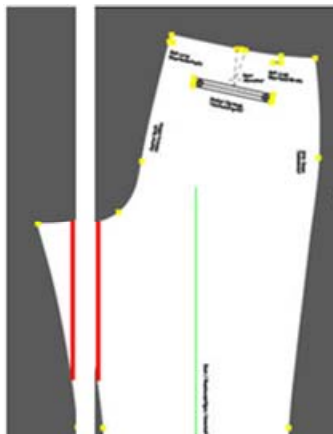
20. My pants have wrinkles on the inner leg that point to the back crotch, how can I correct for this?

If you are deep from front to back, rather than wide from side to side, you will need to alter the crotch extensions. As the hip increases, a calculation is done to add to the crotch extensions, but for certain body types; this may not add enough for you.

This alteration has to be done manually.

ADDING TO THE BACK CROTCH LENGTH:

- Measure pattern crotch length by standing a tape measure on end and measure around the curve.
- Compare this measurement to your crotch body measurement.
- Mark line in crotch lower crotch curve in back as illustrated below.
- Cut along the marked line and spread the pattern apart by the calculated amount.
- Blend the lines with a curved ruler
- You may also need to add to the front crotch extension. Follow the same procedure to add to the front.



21. The notions section of the instructions specifies either a 7 or 9 inch zipper for the pants, but the "zipper length" part of the Style Properties for both my flared pants and Nina's says 4.921 inches. Should I change it to 7 inches or leave it at 4.921?

You will buy a 7" zipper and cut it off during the construction of the pants. If you try to change the style property measurement of zipper length, it could cause you to get a transparent front pattern piece.

22. The pleated pants are too large in the waist, what happened?

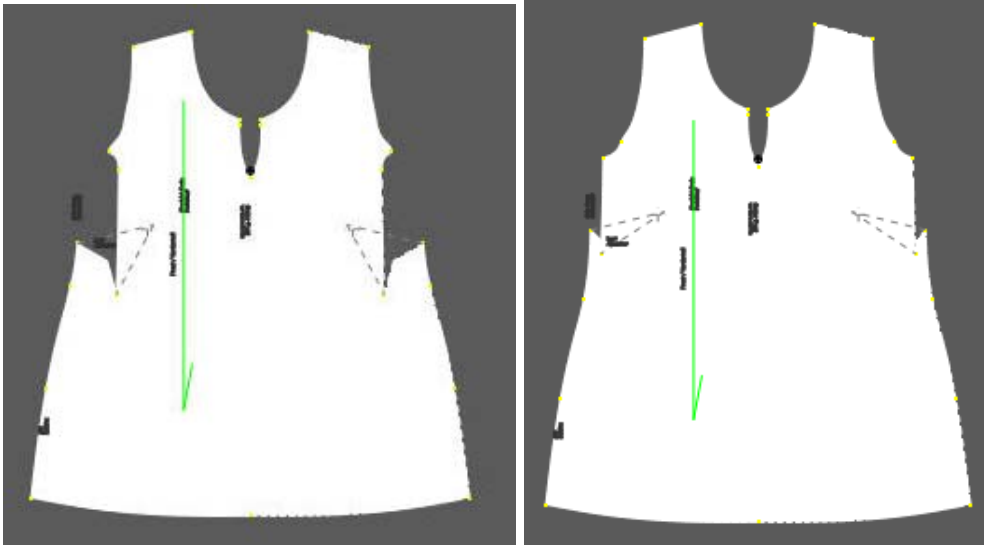
The pleated pants are designed for men's construction technique; the CB seam is larger than traditional 5/8." Please refer to the Waistband section of the Sewing Techniques in the Help Section.

23. Why is the sleeve placket band so long and pointed at one end?

This is the way the pattern is drafted. Just use however much you need to fit your sleeve placket and discard the rest

24. The dart forms a funny indentation at the side seam. How is this corrected?

The dart is influenced by the two measurements “Back waist length” and “Front waist length”. Usually the back waist length needs to be reduced and the front waist length needs to be increased so that a normal dart can be formed. The dart can be very extreme or only a little extreme, but both indicate a problem with the front vs. back length.



25. The T-shirt sleeve fits great except the sleeve sticks out at the sleeve hem. The shoulder length is correct, what adjustments can be made?

The short sleeve tends to stick out at the hem because of the way it is drafted. It does have a shorter pitch. You can either reduce the length of the long sleeve that tapers in at the sides or you can increase the armhole depth and print out a new sleeve for her original T-shirt pattern.

26. The crotch of the test pants hangs down too far, how is this corrected?

If the crotch seams hangs down too far, the true rise measurement is too long. True rise is the same as crotch depth plus ease. Check the waist height and the crotch height and change the body measurements of your model; then re-test.

27. How do I change a garment from a garment that has sleeves to one that is sleeveless?

You only need to change the armhole depth in the style properties for shirts and dresses. You may subtract 1 cm from the depth. If you wish to make a jacket sleeveless, make additional changes in the across shoulders and shoulder slope by decreasing the values in Style Properties by 1 cm each since you wouldn't be inserting shoulder pads. Shoulder length has no affect on the pattern draft as it is determined by across shoulders.

To see what the styles look like sleeveless, add fabric to the design and select the sleeve and make it transparent. This will allow you to see the sleeveless style on the 3-D view.

If a scooped-out armhole is desired, this will have to be done manually.

28. Is there a way to add a sleeve to the slipdress?

Lower the armhole about 3/8" and extend the shoulder seam about 1-1 1/2". These amounts are approximate because they will vary slightly because of different sizes. You may also need to lessen the front shoulder slope.

29. I have one shoulder more sloped than the other, so I changed the slope on the lower side; now the armhole is too tight, what do I do?

Make a corresponding change in the underarm by lowering the underarm curve an equal amount.

30. I am confused by the directions for constructing the vest. Is there a step missing?

Yes, after sewing the armhole and the front and neck edges, turn the vest right sides out before sewing the side seams.

PRINTING QUESTIONS:

1. When I save my pattern as a Cute PDF, how can I determine what size paper the printer will print it on.

You must specify the paper size before saving the file as a Cute PDF. The pattern will always be printed in the saved size. For the plotter size, choose the size that represents the width of the plotter.

If your PDF file will be printed on a plotter:

Before printing your file as a PDF, determine the size of the paper used by the plotter. This may mean contacting the company that will be printing your pattern. Typical plotter widths are 24", 36", and 42"; the length of each sheet may be predetermined, or you may be able to select a length to suit your pattern. Contact the company printing your pattern for recommended print sizes and other requirements.

Example: The plotter at the local print house is 42" wide, and prints 60" sheets. Set your PDF writer for a custom page size of 42" x 60", with 42" as the "short" or "leading" edge.

Example: The plotter at the local print house is 36" wide, and prints a continuous length. Depending on how much time you spend on your pattern layout you could either set your PDF writer for a custom page size of 36" x the total length needed to print all your pattern pieces on one page, or skip the math and set it for a custom page size of 36" x 60" and tape a few large pages together. (60" (5 feet) is a convenient size to work with, but you may prefer to work with a shorter or longer length of paper.)

2. Do I have to print my patterns in PDF format? Can't I print them directly to the plotter?

You can print directly to the plotter if your computer is connected to the plotter and you have the plotter driver loaded on your computer. Consider printing your patterns to PDF anyway, even if you don't print them; then file them away in case you want to refer back to a particular style variation that you haven't saved on your computer.

3. If I print to my home printer, doesn't it take an awfully long time to tape all the pieces together?

Not really, especially if you have a large table to work on. (A cutting table works especially well.) The pieces are labeled so that A1, A2, A3, etc. go across the top; B1, B2, B3, etc. form the second row; C1, C2, C3, etc. form the third; and so on. If you've worked on the layout and placed the pattern pieces close together so that they use only 30-40 sheets of 8.5" x 11" paper, it generally takes less than an hour to tape them together (seems like even less if you're watching a movie or talking on the phone at the same time!).

4. How can I make sure that the PDF of my pattern will print correctly when I send it out to be printed on a plotter?

First, open your PDF file and look at all the pages. Are the pages oriented so that the short ends (the width of the plotter paper) are at the top and bottom, and the long edges at the sides? Are all of the pattern pieces visible? Are there any blank pages?

Delete any blank pages from the PDF file; otherwise you'll be charged for the paper even though nothing is printed on it. This is especially important if you've changed paper sizes; the 56 pages needed for printing on 8.5" x 11" paper might still be in the file – empty – after you switch to plotter size paper, and you'll be charged for dozens of blank pages.

If the first page of the file is a map of how the pages should be assembled, delete it; with only a few pages to join together, you won't need a printed map. You can always look at it on your computer if you need to.

Make sure that the PDF file is printed at full size: do not select "Shrink to Fit" or "Scale to Fit Page" or any similar option. The file must be printed at 100% of the original size.

5. Can sewing instructions be printed without being connected to the Internet?

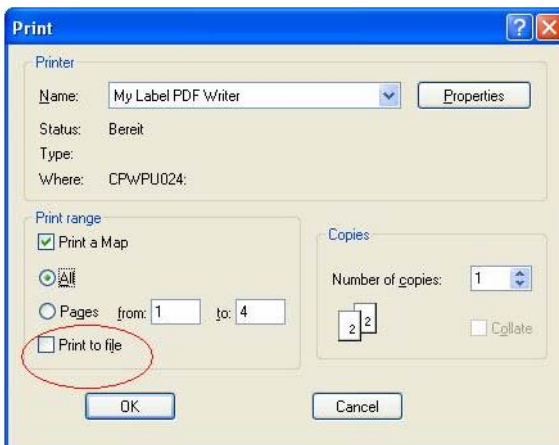
Instructions for constructing garments as well as instructions for sewing techniques may be printed from My Label. Open the documents and select File/Print. You needn't be connected to the Internet to print the sewing techniques documents. It is advisable to print these documents to eliminate the need to have a computer by the sewing machine.

6. Is there a printable measurement chart?

There is a printable measurement chart on the CD included with the measurement kit; you may also contact your dealer for a copy.

7. When attempting to print a PDF document, only a .pnr file is generated and cannot be printed. What is wrong?

A .prn file will be created, when you select "Print to file" in the MyLabel PDF Writer, please deselect and then create a PDF-Document. See picture below.



8. How do I save a PDF file to a CD?

1. Select Print in the ML program.
2. Select My Label PDF or if you have Cute PDF from the drop down options of available printers.
3. Select Properties
4. Click on the Advanced Tab
5. Select Post Script Custom Size from the size selection drop down box.

6. Change the size (length and width) as necessary. Select short edge first
7. Click OK, OK, and OK
8. Save the file--you can delete this file later or save over the file. It will change the page size to the plotter size.
9. Select Print again
10. Deselect print a map
11. Select OK
12. Save the file. It is ok to save over the first file.
13. Open My Computer
14. Open the CD drive
15. Move the saved file from your desktop to your CD file.
16. Write the file to your CD.

9. Is there any way to save paper when printing My Label pattern pieces?

You can click and drag on the pattern pieces on the worktable to stack them on top of one another. After printing the pattern pieces, trace them onto a pattern tracing paper. This will reduce the number of pages to tape and give you a pattern that is sturdier.

10. Is there a way to print half of a pattern?

Example: Printing half tunic pattern:

- Rotate front and back on their sides
- Add fabric and slide the transparency tab to the right
- Align along the lower edge of the worktable
- Move the sleeve to print on ½ of the back
- Move the facing pieces to print on ½ the front.
- Select Option 3 for printing.



11. I completed a test printout of the right band for Nina's pleated pants and it measures 39.4 cm instead of 39 cm. The printer is new and has the latest drives. What now?

Try uninstalling the printer driver and then re-installing it. This should fix the printer problem.

12. Can I print a ¼ scale pattern from My Label?

Yes, to print quarter scale, follow these directions:

- Click on print icon
- Choose My Label PDF from the drop-down menu.
- Click on properties; then Advanced tab
- Change Graphic Scaling to 25% (or whatever % you wish)
- Click OK; then OK again
- Change the page number range to 1 to 1
- Print the map

13. I want to take a pattern to a print shop for printing, but I don't want to print the lining pieces of the pattern. How do I print only selected pieces to a My Label PDF?

You can choose the print selected option and then print to a PDF so that only the selected pattern pieces will print. First, select the pieces you wish to print and move them to the lower left. Hold the shift key to select the multiple pattern pieces after moving them in place. Select print and choose My Label PDF writer to print. Save the file and it will print only the pieces you selected. You may wish to check the layout in Print Preview before saving the file.

14. I can print only a few pages of the pattern then the printer is locked up. I can print outside the My Label program as many pages as I want. What is causing this? How do I solve this problem?

There are so many details that factor into printing and a CAD-type program takes a lot of memory to print. Printers have memory limits and this could mean that the printer does not have enough memory for My Label.

15. My crosshairs seem to be just slightly off. Is this normal?

Check to see what printing mode you are using. Change from Fast Draft in printer properties and you will get more accurate cross hairs.

16. The tailored shirt will print the vertical darts, but not the bust dart. Why?

Check the print mode you are using. Change from Fast Draft to Regular printing mode and the darts should re-appear. Also, check to see if there are updated drivers for your printer.