

**First On your Vista CD
it will give you XP drivers install them**

**Go to the Aladdin website and download the updated Vista driver
<http://www.aladdin.com/support/hasp/hasp4/enduser.asp#latestDD>**

**Pick the Vista GUI driver . save to your HD
Install the driver**

**You cannot use a USB hub for a dongle or the usb cord for machine/PC hook up
the cord for the machine needs to go into a USB port on the pc**

From the PFaff Web Site

The 3D Embroidery System is not designed to operate on Windows® Vista. This is also true for earlier embroidery software. The compatible operating systems are stated on the product boxes. Therefore, it is not guaranteed that the 3D Embroidery System, or previous software, will function correctly on Windows® Vista.

However, it is possible to install 3D Embroidery System software on Windows® Vista. To get your dongle working, see FAQ #H013.

There are no other adjustments to the 3D Embroidery System in respect of Windows® Vista. Hence, you may need to answer some security questions in Windows® Vista while installing the hardware drivers designed for previous operating systems.

The operation of the 7570, creative card station and using the creative smart card station with cards for the 2134/2124 should not be affected, apart from driver installation. You may need to answer some security questions in Windows® Vista while installing the hardware drivers, as the drivers were designed for previous operating systems.

The Pfaff creative 2170/2144/2140 may not be directly accessed using 3D File Assistant, by either USB or serial connection. However, embroideries may be sent to the 2170/2144/2140 using Send 1 and Send 2.

A workaround solution is also necessary when using the creative smart card station with cards for the creative 2170/2144/2140. Each time you use the creative smart card station to read a card, write a card or send an embroidery with Send 1 or Send 2, you must disconnect and reconnect the unit before using it again to read, write or send.

Note that in due course, a new solution will be available for using the creative 2170/2144/2140 and creative smart card station with Windows® Vista. If you do not qualify for free upgrades, there may be a handling fee for providing the CD containing the solution as it will not be part of the 3D Embroidery System.

HO13

Error "No dongle attached. Cannot open program" when starting my 3D software on Windows® Vista, even though my dongle is inserted. After you have installed the 3D Embroidery System software on a Windows® Vista computer, download and save the 3D Embroidery Vista Dongle Update. After saving the file on your computer, double-click the file to install the dongle update.

Note: If the following User Account Control message appears when installing the update: "An unidentified program wants access to your computer", click the 'Allow' option to continue. this is the url for the update

<http://www.emnetsoftware.com/downloads/updates/3DEmbroideryVistaDongleUpdate.exe>

or by going here

<http://www.emnetsoftware.com/faqse/pfaffsoftware.asp?language=EN>