

## **Trouble Shooting for Jewel and Crown Jewel with Quilt Motion**

### **After clicking "Begin to Sew" the machine just "Traces"**

1. Crown Jewel
  - A) Check to see if the "Computerized Quilting" icon displayed on the Crown Jewel LCD screen. If this is not displayed, it could indicate a defective sewing board, sewing cable, or loose connection in the 3 way box.
  - B) Verify that the customer is using the latest release of the QuiltCAD software which often contains updates to the QM firmware to resolve minor issues.
  - C) If the CJ does 1-2 stitches and stops, and the "Computerized Quilting" icon is displayed, this is generally an indication that the CJ is not sensing the encoder system. Check all encoder cable connections, encoder connections in the 3 way box, and also the machine ribbon cable.
  - D) If all connections are correct, have the customer quit and close QuiltCAD to release control of the machine. Then have the customer using the machine in free hand, sew a straight line in the X-axis and also the Y-axis. If it does not sew in one of those directions, investigate problems with the encoders themselves.
2. Jewel
  - A) If the Jewel does 1-4 stitches and stops, this is generally an indication that the Jewel is not sensing the encoder system. Check all encoder cable connections, encoder connections in the 3 way box and also the machine ribbon cable.
  - B) If all connections are correct, have customer quit and close QuiltCAD to release control of the machine. Then have the customer using the machine in free hand, sew a straight line in the X-axis and also the y-axis. If it does not sew in one of those directions, investigate problems with the encoders themselves.

### **The QuiltMotion LCD Screen is blank or black**

1. Have the customer check the USB cable at the LCD screen itself. The connector on The LCD is designed to be inserted straight in from the bottom of the unit. If the Customer accidentally inserts the cable at an angle the pins can be damaged.
2. Have the customer check the USB cable at the QM unit. The reinforced slider "door" can be tight when inserting the cable and often the customer does not get the cable inserted all the way into the connector. Have the customer remove the door and plug the USB cable directly into the USB board to determine if this is the case.
3. Have the customer remove the LCD from the sewing machine, and plug the USB cable directly into a USB port on the computer. If the LCD lights up, the problem resides with the USB slider board.

### **Customer receives “USB Disconnected” error message while sewing**

1. Have the customer verify that the cables are connected correctly. Incorrectly attaching the cables to the sewing machine and the carriage can result in the cables becoming loose or snagged. We strongly suggest using the white cable wrap enclosed with the package to ensure that the cables are secure.
2. If the cables are firmly connected and correctly attached to the carriage, have the customer plug the main USB cable into a different USB port on the computer. If the problem still persists, replacement of the USB board may be necessary.

### **Customer receives “USB Disconnected” error message when starting QuiltCAD**

1. Have the customer verify that the cables are connected correctly.
2. Have customer close QuiltCAD, turn the power off to the carriage, wait 10 seconds, turn the power back on and start QuiltCAD.
3. Verify which component is not being seen and troubleshoot appropriately; When QuiltCAD opens it will display a number just after the software version.
  - a. If “1” is displayed, troubleshoot LCD.
  - b. If “2” is displayed, troubleshoot Motor plate/USB board.
  - c. If “3” is displayed, QuiltCAD has communicated with both devices.

### **Customer has a CJ sewing machine and the machine fails to start sewing during a multiple pattern set or randomly does not sew after licking the “Begin sewing” button**

1. Verify that the sewing cable is firmly connected in the 3 way box and into the sewing board.
2. Verify that the customer is using the latest release of the QuiltCAD software which often contains updates to the QM firmware to resolve minor issues.
3. Check which version of CJ C-pod they have. If they have C-pod version 1.15, replace the C-pod with version 1.20 and also replace the CJ slider board with the CJ-2 slider board if applicable.

### **When using the “Single Stitch” function or the bobbin pull “Single Stitch” the CJ does not stitch**

1. Verify that the “Computerized Quilting” icon is displayed on the CJ display. If not, check the sewing cable at the sewing board and 3 way box.
2. Check which version of CJ C-pod they have. If they have C-pod version 1.15, replace the C-pod with version 1.20 and also replace the CJ slider board with the CJ-2 Slider board if applicable.

**Customer has a Jewel sewing machine, after pushing the "Begin sewing" button, a multiple stream of "N's" appear on the Jewel LCD screen and the machine just "Traces"**

1. Replace the QM J slider board with the J-2 slider board.

**Customer has a Jewel sewing machine that does multiple tie off stitches when set to a different specific number or zero**

1. Replace the "lock board" in the C-pod.

**Customer receives a "Run Time Error 5, cannot replace file" while running the update program**

1. This error happens when a customer is installing an update to the QuiltCAD software when the software is still running in the background. To clear, ensure that QuiltCAD is closed; also it may be necessary to check the "Task Manager" and manually close the "baseprog.exe" program. After it's closed, click OK on the error or run the update program again.

**When setting the safe area, after clicking "Upper Left" the LCD screen does not change to "Lower Right"**

1. Have customer check to make sure that the belts are threaded correctly and are tight.
2. Have the customer utilize the "Self Test" function to test the QM encoders. If any of the encoders return 0's or are not within 150 points of each other, escalate to Grace Company.
3. Insure customer is using the latest release of QuiltCAD software.

**When using the "Single Stitch" function or the bobbin pull "Single Stitch" the CJ does not stitch**

1. Verify that the "Computerized Quilting" icon is displayed on the CJ display. If not, check the sewing cable at the sewing board and the 3 way box.
2. Check which version of CJ C-pod they have. If the have C-pod 1.15, replace the C-pod with version 1.20 and also replace the CJ slider board with the CJ-2 slider board if applicable.