AIR ARTIST
WIRELESS EMBROIDERY
Frequently Asked Questions

WHERE CAN I FIND MANUALS AND A TROUBLESHOOTING GUIDE?

Troubleshooting guides, manuals and general questions are answered on Elna's Air Artist website called www.elnaairartist.com.au/faq.

HOW DO I LOAD OTHER DESIGNS TO THE MACHINE?

You can import additional embroidery designs, which are the right size (maximum 102mm x 102mm) and the correct format embroidery format (.jef). Import embroidery designs to the dot Customizer App via the Dropbox App. In the 'Settings' of the dot Customizer App, you need to turn on the 'Synchronize with Dropbox' function. Settings is located on the design collections page, at the top of the screen, it an icon which looks like a gear with a yellow dot in the centre. When you activate the Dropbox link, a folder will need to be created within Dropbox for the dot Customizer App to communicate with.
Note: Before you active Dropbox in the dot Customizer App, you need to already have the Dropbox App on your devise.

Alternatively, if you have email access on your devise, you can save an emailed embroidery design direct to the dot Customizer App (the design cannot be zipped). Firstly, in the dot Customizer App create a new folder on the design collections page by using the '+' icon at the top of the page. Then, back to the email select the embroidery design, one of the options available is to copy direct to the dot Customizer App. When the App opens on the design collection page, select your newly created folder and save the design.

If you have other embroidery software (on a PC) that you can save embroidery designs as a .jef design, then you can import it into Dropbox (on PC & access via Dropbox App on devise) or email it to yourself, to access email on your devise and save direct to the dot Customizer App.

IS MY PHONE COMPATIBLE TO RUN THIS APP?

Any iPhone, iPad and Android™ Smartphone/Tablet should be able to run the app. If you have an iPhone or iPad, it must be iOS 10.0 or higher (64 bit). If you have an Android™ device, it must be 4.1/4.11 or higher. The compatible screen size for this application is 4.7 inches or more.

HOW DO I REGISTER MY WARRANTY?

Go to the Elna Air Artist website at www.elnaairartist.com.au. At the bottom there will be a footer, please click the circled heading. This will take you to an external link to then register your machine.

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