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# Installing the Software

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Welcome to the Initial Stitch™ by Pacesetter system for embroidery machines.

This Installation Guide gives you some basic information about Initial Stitch by Pacesetter (such as the minimum systems requirements) and also instructions on how to install and activate the program.

## System Requirements



Specifications are subject to change without prior notice. For additional information on setup and system requirements, contact your distributor.

### Recommended System Requirements:

- Genuine Intel Pentium IV, 2GHz PC computer (or higher) with a CD-ROM drive
- Monitor 1024x768 video resolution with 16-bit color display (or higher)
- Microsoft® Windows® 7/8/10 operating system
- 1 gigabyte of RAM
- Minimum 1 gigabyte hard disk drive space available
- Mouse

**For assistance, please contact Brother Customer service:  
either by telephone at 1-877-276-8437, or by e-mail at  
hadsupp@brother.com.**

## The Software Activation Number

With your Initial Stitch by Pacesetter package, you will have been given a software activation serial number. Use this number to activate your software once it is installed.

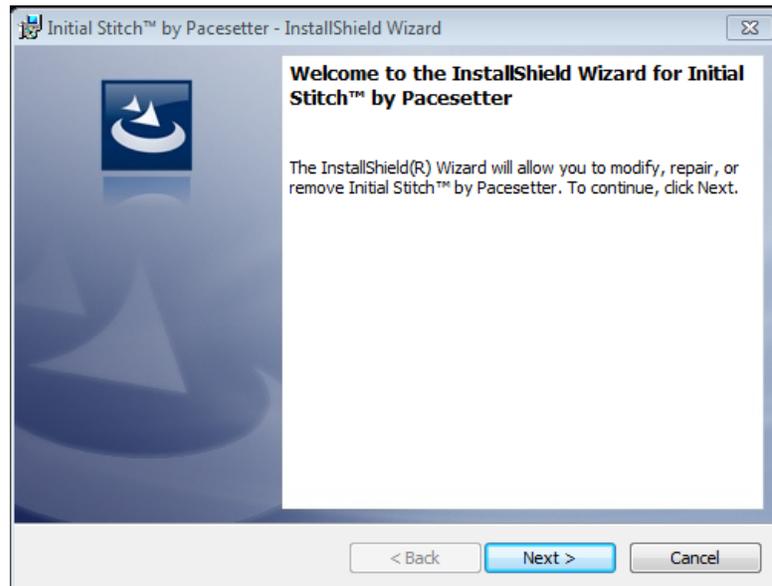
Please note that, while this is a single user license, but it does allow you to activate the software on two computers that you own and operate.

## Installing Initial Stitch by Pacesetter

### To install Initial Stitch by Pacesetter:

- 1 Open a web browser, and navigate to **www.initialstitch.com/downloads**.
- 2 Click the "Download" button to begin your software download.
- 3 When prompted, do one of the following:
  - ♦ Click "run" to run the installation package.
  - ♦ Click "save" to download the software installer to your computer.
- 4 If saved to your computer, double-click the downloaded Initial Stitch install file to begin the installation.

*You see the InstallShield introductory screen.*



- 5 Click Next to proceed with the installation.  
*You see the License Agreement dialog.*

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- 6 Check the radio button next to “I accept the terms in the license agreement” and click next to continue.
- 7 Follow the instructions on each screen; the InstallShield Wizard will then Install the software on your computer.

The Initial Stitch by Pacesetter icon  will now appear on your desktop.

When you open the software for the first time, you will be prompted to activate your software. Enter the required information and the activation code to do so (see following procedure for details).

## Activating Initial Stitch by Pacesetter

In order to use the Initial Stitch by Pacesetter software (once it is installed), you must Activate it first. The activation Wizard will quickly and easily lead you through this activation process. You can choose one of the following options to obtain a license:

- Using an activation serial number (requires Internet connection).
- By obtaining a site key from Technical Support (for computers without a connection to the Internet).

## Activating Initial Stitch by Pacesetter via the Internet

If the computer on which you are installing Initial Stitch by Pacesetter has an Internet connection, all you need for your activation is the activation serial number that came with your copy of the software.



Please note that, while this is a single user license, it does allow you to activate the software on two computers that you own and operate.

### To obtain an activation over the Internet:

- 1 Do one of the following:
  - ♦ Double-click the Initial Stitch by Pacesetter Icon on your desktop.

- ◆ Choose Start—All Programs—Pacesetter—Initial Stitch by Pacesetter.

*You see the activation screen.*

Activation

Name\*: ...

Address\*: ...

City\*: ...

State: ...

Postal Code\*: ...

Country\*: ...

Email\*: ...

Phone\*: ..

Company: ...

\* Field is required to continue

Product: Initial Stitch™ by Pacesetter

Activation Serial Number: ...

Activate now! Try Demo

- 2 Fill in the required activation information in the appropriate fields.



Fields marked with an asterisk (\*) are required - your software will not be activated otherwise.

- 3 Type your individual activation serial number (that came with your copy of Initial Stitch by Pacesetter) into the Activation Serial Number field.
- 4 Click the Activate Now button on the dialog.  
*Initial Stitch by Pacesetter will open.*

## Activating Initial Stitch by Pacesetter without an Internet Connection

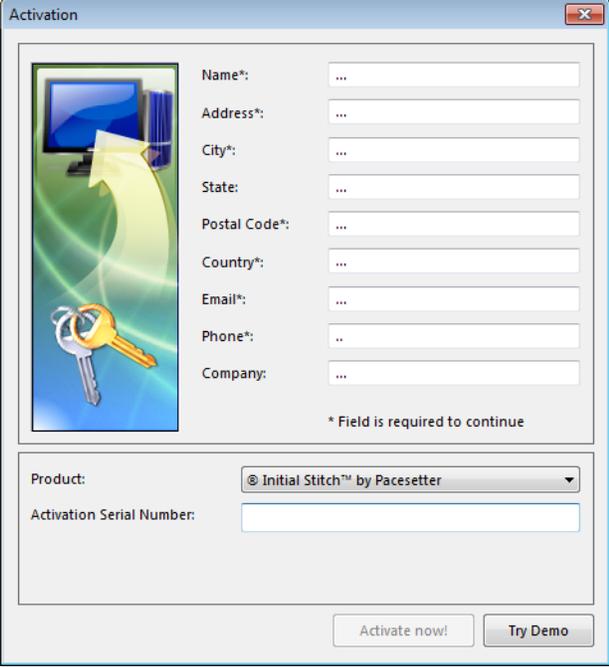
If you have installed the software on a computer that does not have an Internet connection, you will need a site key (in addition to the activation serial number) to complete the activation.

**To obtain your activation code, please contact technical support; either by telephone at 1-877-276-8437, or by e-mail at [hadsupp@brother.com](mailto:hadsupp@brother.com).**

### To obtain an activation without an internet connection:

- 1 Do one of the following:
  - ♦ Double-click the Initial Stitch by Pacesetter Icon on your desktop.
  - ♦ Choose Start—All Programs—Pacesetter—Initial Stitch™ by Pacesetter.

*You see the activation screen.*



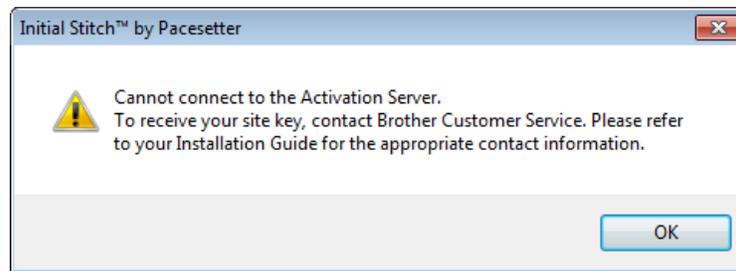
The screenshot shows the 'Activation' dialog box. On the left is a graphic of a computer monitor with a yellow arrow pointing to a key. On the right are input fields for Name\*, Address\*, City\*, State\*, Postal Code\*, Country\*, Email\*, Phone\*, and Company. Below these is a note: '\* Field is required to continue'. At the bottom, there is a 'Product:' dropdown menu set to 'Initial Stitch™ by Pacesetter' and an 'Activation Serial Number:' text box. Two buttons, 'Activate now!' and 'Try Demo', are at the bottom right.

- 2 Fill in the required activation information in the appropriate fields.



Fields marked with an asterisk (\*) are required - your software will not be activated otherwise.

- 3 Type your individual activation serial number (that came with your copy of Initial Stitch by Pacesetter) into the serial number field.
- 4 Click the Activate Now button on the dialog.  
*You see the following warning message:*



- 5 Contact Technical support; they will give you an activation code.



You may contact technical support either by telephone at 1-877-276-8437, or by e-mail at [hadsupp@brother.com](mailto:hadsupp@brother.com).

- 6 Click OK to dismiss the warning message.  
*The Activation wizard dialog now has new field for the site key.*

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The screenshot shows a software activation window titled "Activation". On the left is a graphic of a computer monitor with a yellow arrow pointing to a key. The main area contains the following fields:

- Name\*: ...
- Address\*: ...
- City\*: ...
- State: ...
- Postal Code\*: ...
- Country\*: ...
- Email\*: ...
- Phone\*: ..
- Company: ...

\* Field is required to continue

Product: Initial Stitch™ by Pacesetter

Activation Serial Number: ...

Site Code: 20A3-5881-036E

Site Key: ...

Buttons: Activate now! Try Demo

- 7 Enter the site key.
- 8 Click the Activate Now button.  
*Initial Stitch by Pacesetter will open.*