

Hatch<sup>®</sup>  
by WILCOM<sup>®</sup>



*Hatch Embroidery 3*

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EmbroideryConnect Guide

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# EMBROIDERYCONNECT WIRELESS MACHINE CONNECTION

The EmbroideryConnect capability allows you to wirelessly transfer embroidery designs from Hatch Embroidery to one or more USB-enabled embroidery machines. Machine files are automatically generated and sent via a standard WiFi network to an EmbroideryConnect device plugged into a compatible machine. Design transfers are securely encrypted. EmbroideryConnect is available with Hatch Embroidery 3.1 or later versions.



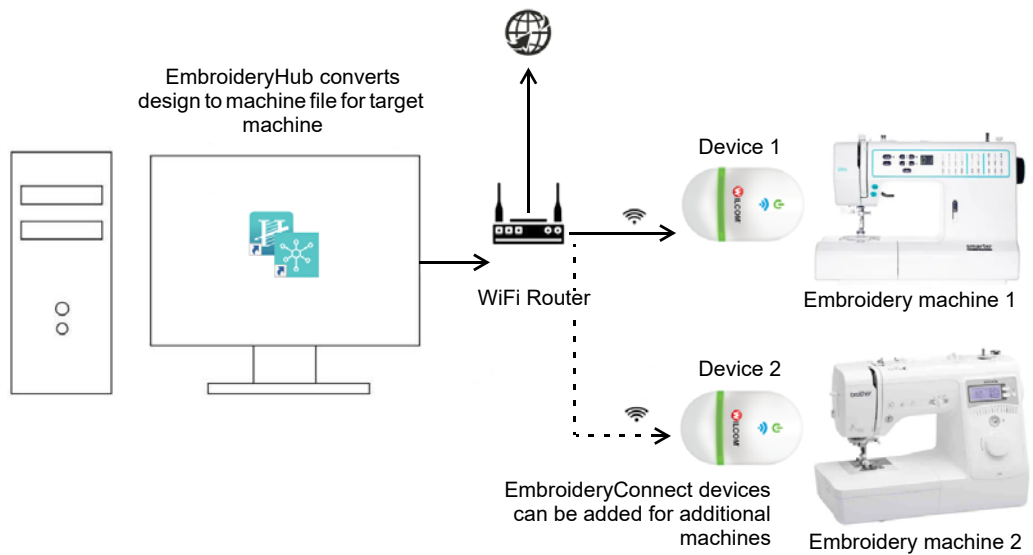
Most embroidery machines can read files from a standard USB memory stick. With EmbroideryConnect, there is no need for serial ports, different interface methods, or machine cabling.

This section presents an overview of the product concepts, installation, configuration, and basic usage for EmbroideryConnect device.

## Network overview

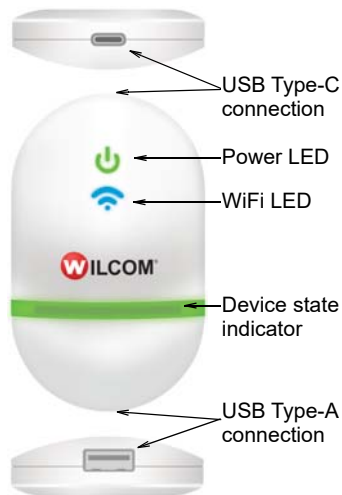
In summary, the EmbroideryConnect device allows you to wirelessly transfer embroidery designs from Hatch Embroidery to one or more USB-enabled

embroidery machines. Designs are transferred to the EmbroideryConnect device via the EmbroideryHub application.



### EmbroideryConnect device

A separate EmbroideryConnect device is needed for each embroidery machine on the network.



Device features are summarized below:

Item	Description
EmbroideryConnect device	The device itself is small and compact. It can plug directly into an embroidery machine USB port via USB cable.
USB Type-C connection	USB Type-C connection at top to connect device to computer or embroidery machine.
USB Type-A connection	Used for USB barcode scanner. Barcode reader capability is only available with EmbroideryStudio.
Device state indicator	The device displays basic status information. See <a href="#">Send open designs to an EmbroideryConnect device</a> for details.
Power from USB	No separate power supply needed – power is drawn from USB port.



**Tip:** The EmbroideryConnect device comes with mounting strips to attach it to the target machine.

## EmbroideryConnect device setup



Double-click to start EmbroideryHub.

Setting up an EmbroideryConnect network is easy...

- ◀ A single device is required for each embroidery machine.
- ◀ The computer is running the EmbroideryHub application.
- ◀ All devices are configured to this computer.

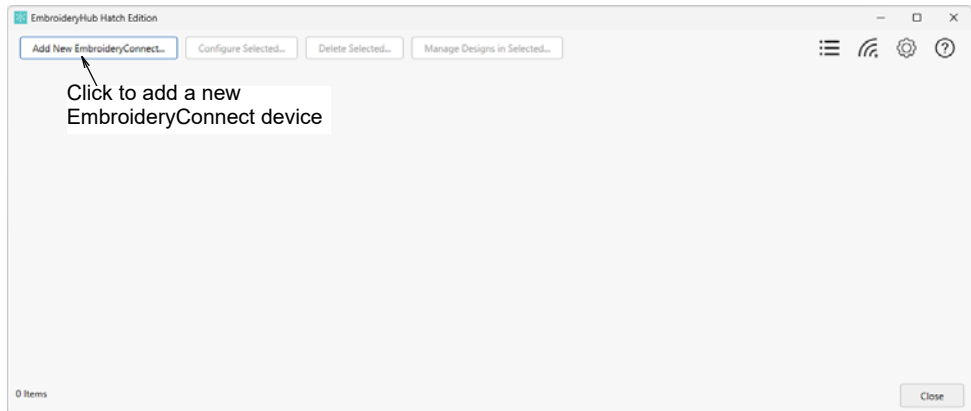
### To configure an EmbroideryConnect device...

- 1 Ensure the computer has an active internet connection.
- 2 Start EmbroideryHub from the desktop icon or the program group.

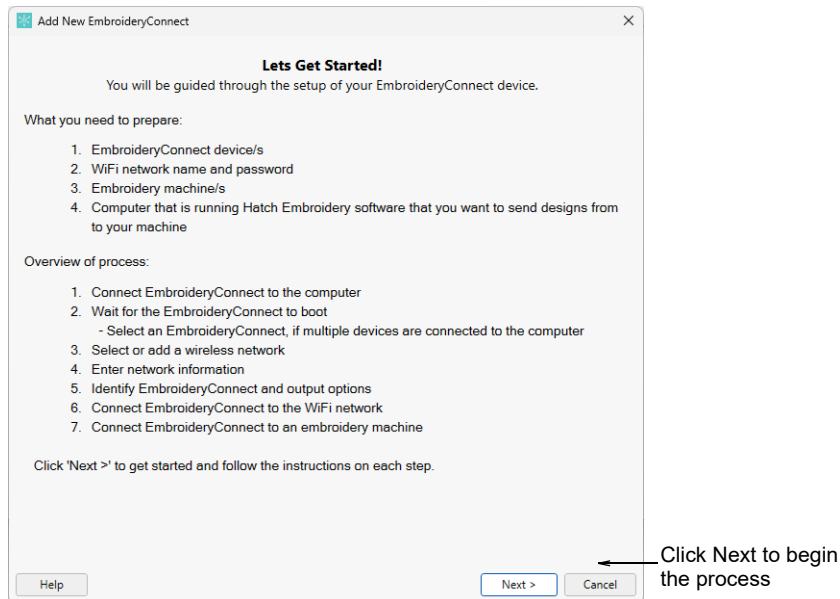


Open the  
EmbroideryHub

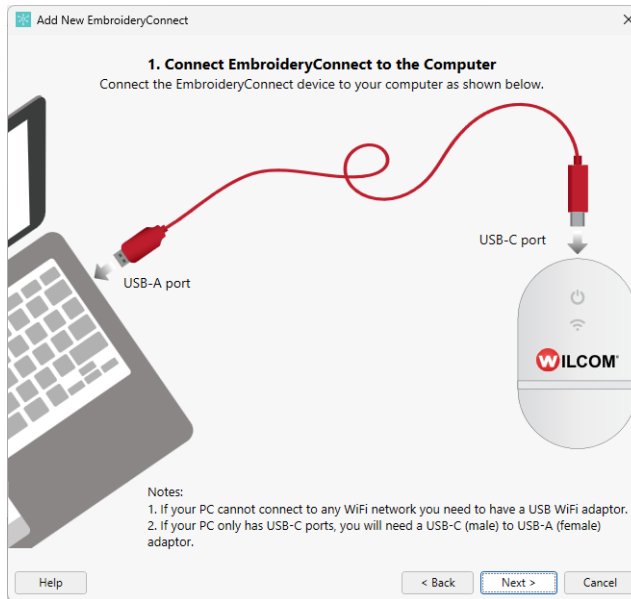
When first run, the device list in the EmbroideryHub main window is empty.



**3** Click **Add New EmbroideryConnect** device.



- 4 Click **Next**. The below dialog will appear.



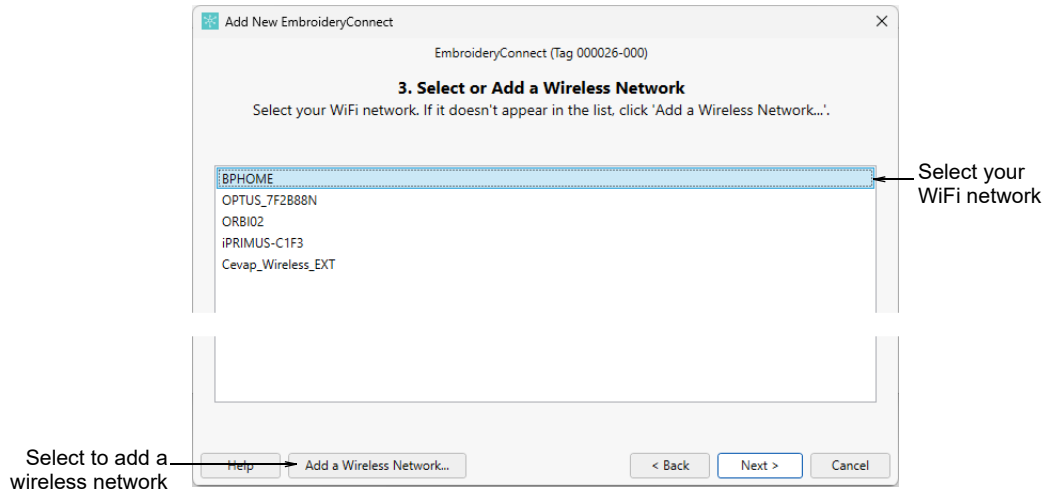
- 5 Plug your EmbroideryConnect device into the computer via the cable connected to the USB-C port of the device.



- 6 Ensure all lights are in 'Setup' mode as prompted. When the power LED is solid green and the WiFi LED is flashing blue, the device has finished booting. This generally takes about two (2) minutes.

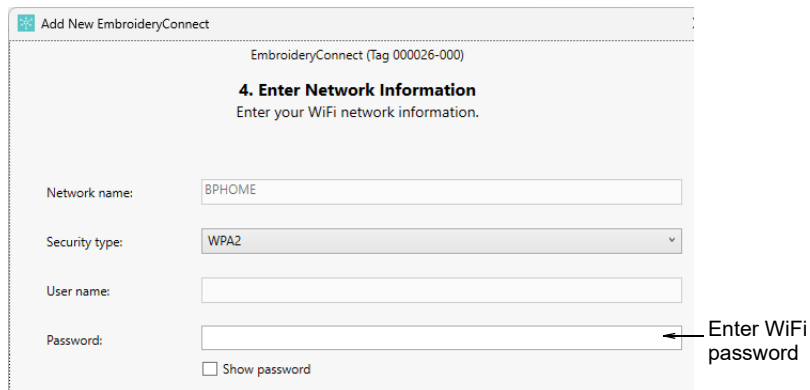


- 7 When prompted, select your WiFi network and click **Next**.



**Note:** If your WiFi network does not appear in list select the **Add a wireless network...** button at the bottom left of the screen.

- 8 Enter the WiFi password and click **Next**.





## 9 Identify the EmbroideryConnect device and specify output options.

Add New EmbroideryConnect

EmbroideryConnect (Tag 000026-000)

**5. Identify EmbroideryConnect and Output Options**  
Name the EmbroideryConnect device and select file output options.

\*EmbroideryConnect name:  ← Enter EmbroideryConnect device name

Output file type:

☐ Rotate design by 180° on output

EmbroideryConnect folder:  ← Specify EmbroideryConnect device folder

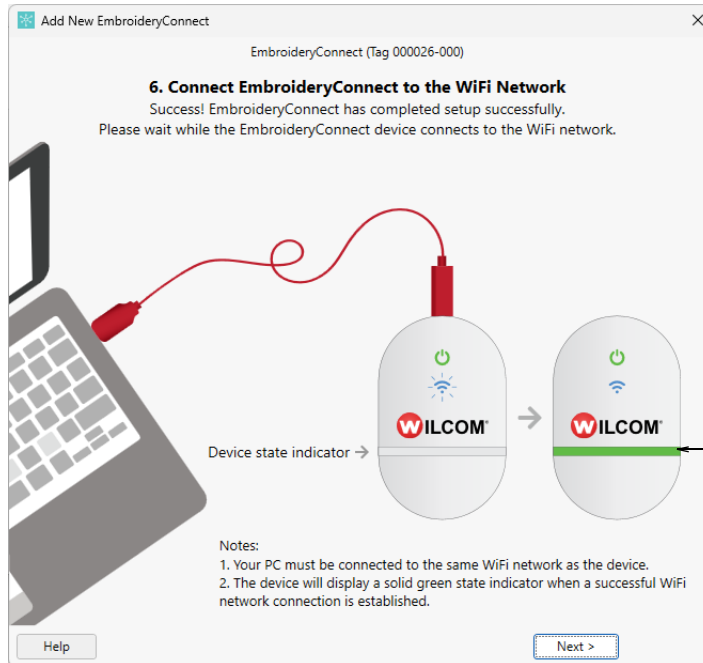
Machine brand:

Machine model:

Options include:

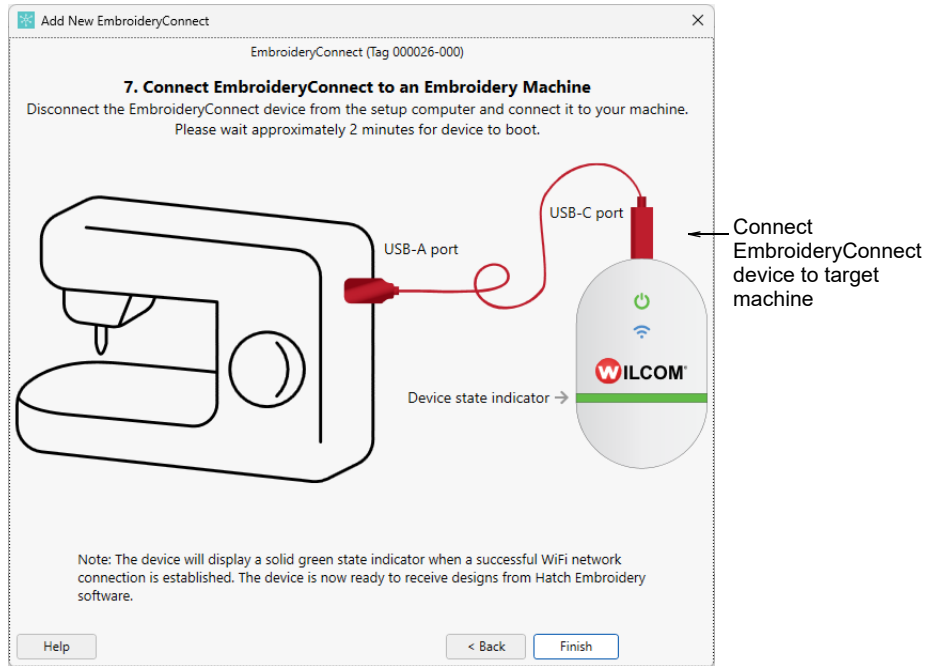
Option	Function
EmbroideryConnect device name	Give the device a name associated with the connected machine – e.g. 'Upstairs Machine'.
Output file type	Specify the machine file type for the selected machine – e.g. *.JEF. Design files will be converted on-the-fly to this format.
Rotate design	If the machine is dedicated to cap designs, tick this option. The design will be auto-rotated 180° on the machine.
EmbroideryConnect device folder	Specify the folder on the device if different to the 'root' folder. Machine requirements are the same as those for transferring a design via normal USB stick.
Machine brand	This field is simply descriptive to help identify the machine associated with the EmbroideryConnect device.
Machine model	This is a descriptive field.

- 10 Click **Connect** to proceed. Wait for the EmbroideryConnect device to connect to the network. Connection takes about 15 seconds depending on network traffic. The below confirmation dialog appears.



The device displays a solid green state indicator when network connection is established

11 Click **Next** to proceed. The below dialog appears.



12 Remove the cable from the EmbroideryHub computer and connect it to the target machine.





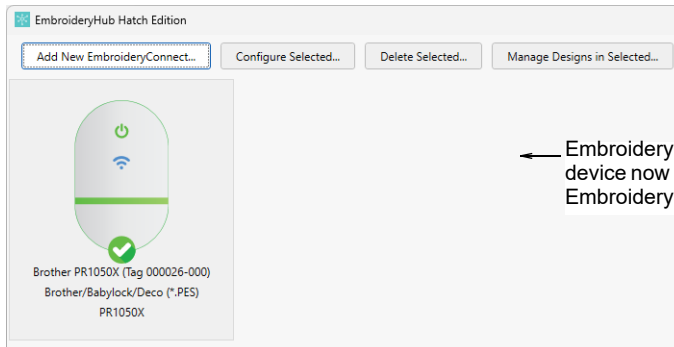
**Tip:** The EmbroideryConnect device comes with 3M mounting strips to attach it to the machine.

- 13 Wait for the EmbroideryConnect device to connect to the network. Connection takes about 15 seconds depending on network traffic. The blue WiFi LED will flash and then turn solid blue when it has successfully connected.



← WiFi LED solid blue indicates 'Ready' mode

- 14 Click **Finish**. You can now send designs to this device from Hatch Embroidery.



← EmbroideryConnect device now connected to EmbroideryHub



**Note:** The EmbroideryHub needs to remain active at all times in order to manage design flow to connected devices.

## Sending & receiving designs

Once you have configured one or more devices on your EmbroideryConnect network, you can send designs to any named device from a computer running

Hatch Embroidery on your local WiFi network. You can also read designs from a connected EmbroideryConnect device into your Hatch Embroidery software.



## Send open designs to an EmbroideryConnect device



Use **Standard > Send to EmbroideryConnect device** to send the current design to a named EmbroideryConnect device.

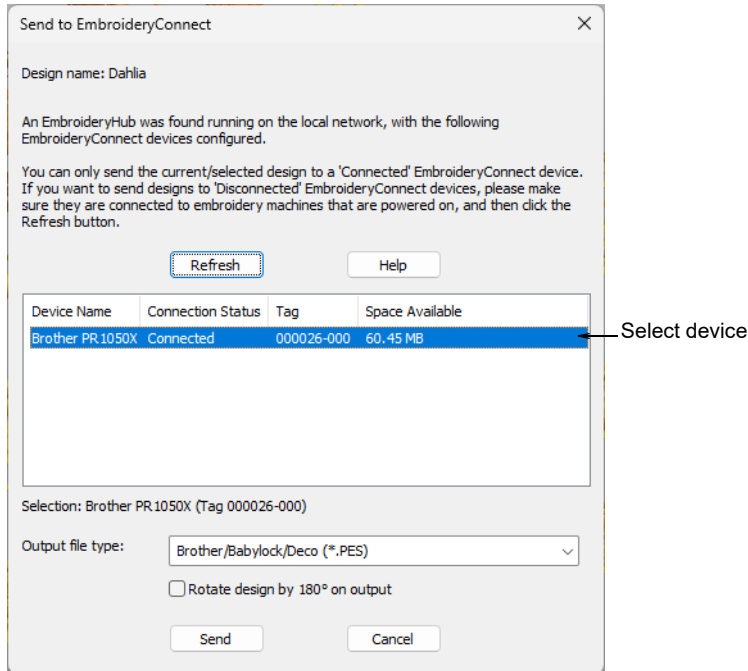
Open Hatch Embroidery and load the design or designs you want to send to an EmbroideryConnect device.

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### To send a design to an EmbroideryConnect device...

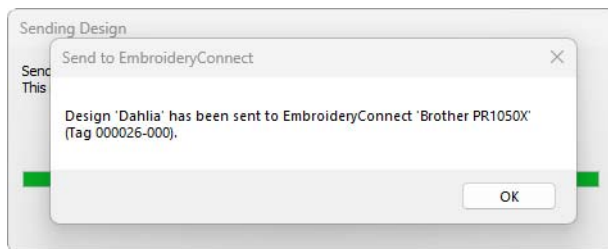
- 1 Make sure EmbroideryHub is running and that any devices on the network have been properly configured. When checked, the EmbroideryHub application is automatically started whenever Hatch Embroidery is launched. See [System preferences](#) for details.
- 2 Select a design tab and click the **Send to EmbroideryConnect** icon. Alternatively, select the command from the **Output Design** toolbox or from the

**File** menu. The dialog will display a list of named devices connected to the network.



**Tip:** If your EmbroideryConnect device does not appear in the list, try clicking the **Refresh List** button to update the list.

- 3 Choose your device and click **Send**. The design will be automatically converted to the selected machine file format and sent to the EmbroideryConnect device.



- 4 Check the device state indicator of your EmbroideryConnect device.



The following table explains the device color coding...

Light color	Device state
Solid green	Device is running smoothly. Designs can be sent to machine.
Solid yellow	Device is currently inaccessible by embroidery machine.
Flashing yellow	Device is currently inaccessible by embroidery machine and file being uploaded (design or firmware update file).
Flashing orange	Sent file already exists on device.
Flashing red	Error occurred while transferring file.
Flashing white	Factory reset in progress.

- 5 On the machine, the EmbroideryConnect device is recognized as a USB stick. From here, you can load the design into machine memory for stitching.



- 6 Repeat for all designs you want to send. Only one file can be transferred at a time.

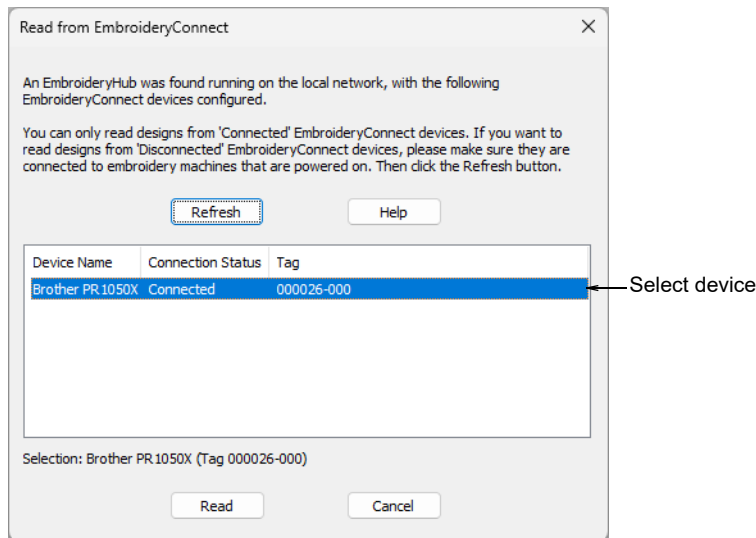
## Read designs from an EmbroideryConnect device

Occasionally you may want to read designs to your software from a device connected to an embroidery machine. Designs are read back in the same format they were sent to machine.



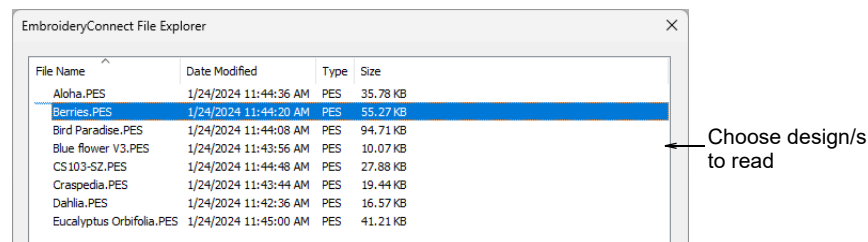
## To read a design from an EmbroideryConnect device...

- 1 Make sure EmbroideryHub is running and that any devices on the network have been properly configured.
- 2 Select **File > Read from EmbroideryConnect**. The software checks if EmbroideryHub is running on the local network and if there are any associated EmbroideryConnect devices. The dialog will display a list of named devices connected to the network.



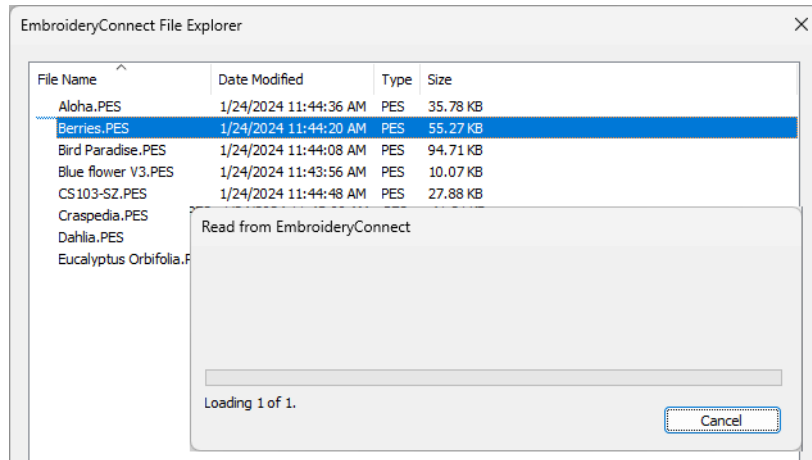
**Tip:** If a certain EmbroideryConnect device does not appear in the list, try clicking the **Refresh List** button to update the list of connected devices.

- 3 Choose your preferred device and click **Read**. A dialog appears showing the sub-folders and design files in the root folder of the selected device.

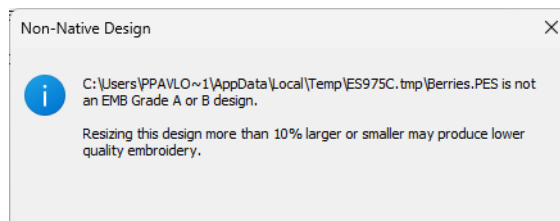


- 4 Navigate between the root folder and sub-folders as needed.
- 5 Click to select one or more designs. Hold down the **Ctrl** key to select multiple designs.

6 Click the **Open** button.



**Note:** Designs are read back in the same format they were sent to machine. Machine files are recognized as outlines and converted to design file format.



## View & manage designs on an EmbroideryConnect device



Double-click to start EmbroideryHub.

From EmbroideryHub, you can view designs sent to a particular device as well as create folders. You can also rename or delete designs.



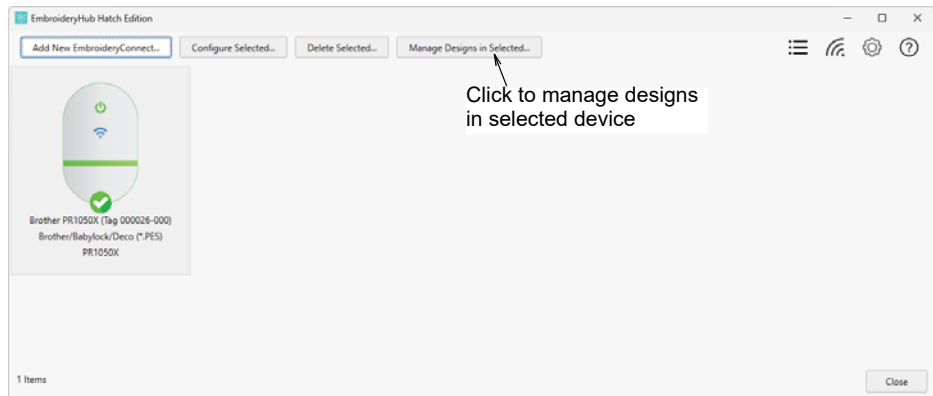
**Note:** When renaming files, take care not to change the extension – e.g. 'JEF', 'EXP' – as the file may become unusable.

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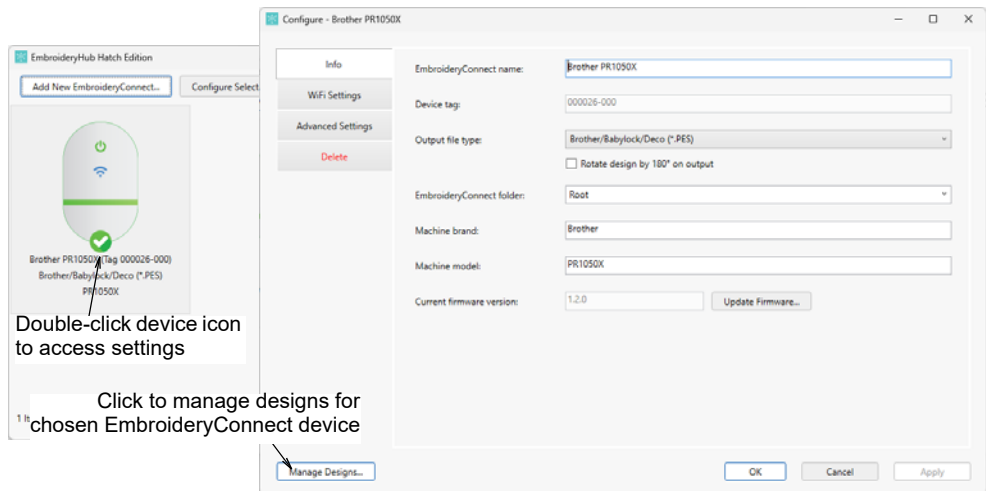
### To view and manage designs on an EmbroideryConnect device...

1 Open EmbroideryHub.

- 2 Select the EmbroideryConnect device icon and click **Manage Designs in Selected** at the top of the main window.



Alternatively, double-click the EmbroideryConnect icon to access settings and then click the **Manage Designs** button at the bottom of the dialog.



- 3 A list of designs sent to machine is displayed. Here you can create new folders, and rename or delete designs as required.





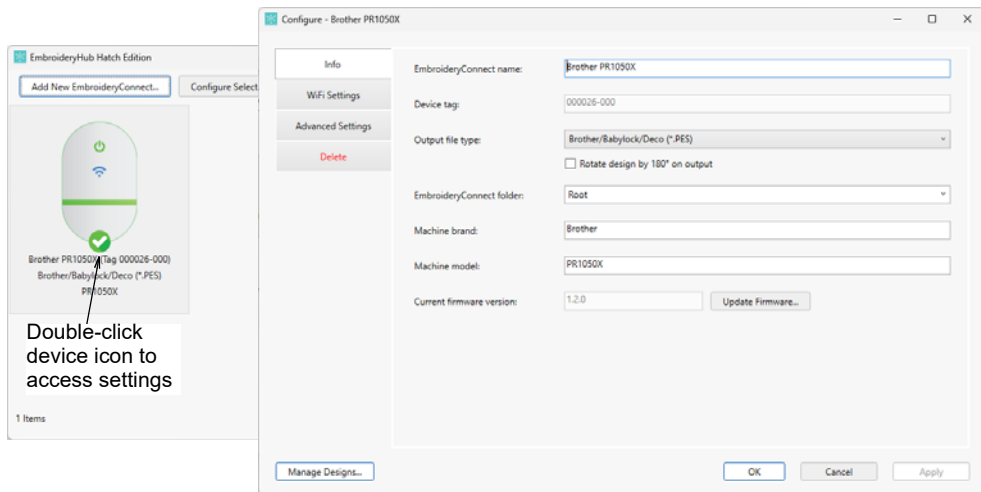
**Tip:** If you have created a folder structure, double-click the '..' at the top of the list to move up a folder level.



**Caution:** When naming folders or files, special characters such as German umlauts – 'ä', 'ö', 'ü' – can cause problems. Avoid creating folders or copying files to the EmbroideryConnect device directly via Windows Explorer. Folders are best created from within the **Manage Designs** dialog.

## Managing EmbroideryConnect device settings

Once your device is set up and connected to your machine, you can further configure or modify it at any time. Normally there is no need to reattach the EmbroideryConnect device to the EmbroideryHub computer. Settings can be modified across the network. The device only needs to be reattached if the WiFi settings have changed or if you want to set it up on a different computer. Make sure the power LED on the EmbroideryConnect device is solid green before double-clicking the device icon in the main window to access settings.



## Update device details

Access the **Info** tab to edit details provided during the setup procedure. Here you can change device name, output file type, and other details...

Info

EmbroideryConnect name: Brother PR1050X

Device tag: 000026-000

Output file type: Brother/Babylock/Deco (\*.PES)

☐ Rotate design by 180° on output

EmbroideryConnect folder: Root

Machine brand: Brother

Machine model: PR1050X

Current firmware version: 1.2.0

Update Firmware...

Edit device name, output format, and other details

## Adjust WiFi settings

The main reason for accessing the **WiFi Settings** tab is to update the network password. If the WiFi password has changed, the EmbroideryConnect device will not be able to access the network. You will need to plug the device into the computer USB port to perform an update.

Info

WiFi Settings

Advanced Settings

Delete

Network name: BPHOME

Security type: WPA2

User name:

Password:

☐ Show password

Change WiFi networks as necessary

Update password as necessary

Occasionally you may also want to change WiFi networks. Make sure any new network is correctly configured and the computer running EmbroideryHub is connected.



**Tip:** The list of available WiFi networks may not refresh immediately. Try closing and re-opening the dialog for the selected EmbroideryConnect device as necessary.

## Reconfigure EmbroideryConnect memory size

Access the **Advanced Settings** tab to update USB memory size settings and machine compatibility settings as needed. The default capacity of the EmbroideryConnect device is 8MB. Most machines accept this size of USB memory

stick. Some older machines require smaller sizes such as 4MB or Floppy disk size (1.44 MB). It can take up to 30 seconds for changes to be made.

Select a memory size, or select 'Custom' to enter a required size.

- ☐ 80 MB
- ☒ 64 MB
- ☐ 32 MB
- ☐ 16 MB
- ☐ 8 MB
- ☐ 4 MB
- ☐ 2 MB
- ☐ Floppy (1.44 MB)
- ☐ Custom  MB

Update memory size settings according to machine requirements



**Caution:** If you choose floppy memory mode (1.44 MB), it may not work on newer machines.

## Tweak machine compatibility

A number of machine compatibility options are available under **Advanced Settings**. It may be necessary to enable one or other of these to ensure compatibility between your machine controller and the EmbroideryConnect device. If for any reason you lose WiFi connection to the EmbroideryConnect device, the only way to reconfigure it is to perform a 'hard reset'. See [EmbroideryConnect troubleshooting](#) for details.

## Emulating other devices

The EmbroideryConnect device can emulate other types of device. Some machines can only read designs from YE-DATA or Sandisk. The EmbroideryConnect device can be set to emulate them.

Machine compatibility:

☐ Emulate EmbroideryConnect to be:

- ☒ YE-DATA
- ☐ Sandisk

☒ Serial interface

☐ USB drive compatibility mode

Emulate other devices according to machine compatibility requirements

## Disabling serial interface

By default, devices have the USB serial interface enabled in order to configure them on EmbroideryHub. It is best to leave the setting activated in case you need to reconfigure the device. However, if the embroidery machine has a problem with WiFi and serial interface, you may need to disable it. With the

EmbroideryConnect device connected, the machine may lock up and display an unexpected message.



The 'Machine compatibility' dialog box contains the following options:

- ☐ Emulate EmbroideryConnect to be:
  - ☒ YE-DATA
  - ☐ Sandisk
- ☒ Serial interface
- ☐ USB drive compatibility mode

An arrow points from the text 'Disable serial interface if there are problems after setup' to the 'Serial interface' checkbox.



**Note:** If you turn off the serial interface and subsequently lose WiFi connection to the EmbroideryConnect device, the only way to reconfigure it is to perform a 'hard reset'. See [EmbroideryConnect troubleshooting](#) for details.

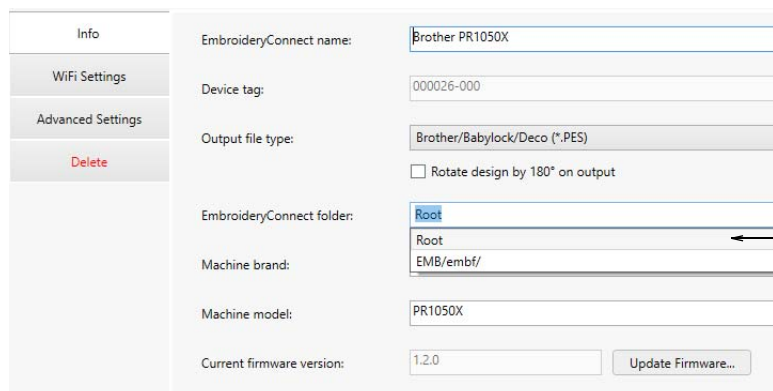
## USB drive compatibility mode

There is an option to run the EmbroideryConnect device in 'USB drive compatibility mode'. This may improve machine compatibility in some cases.

- ◀ Untick 'Serial interface' and enable 'USB drive compatibility'. Only do this after the device has been set up and is working.
- ◀ If you reset the device for any reason, make sure 'Serial interface' is re-enabled.

## Configure sub-folders

Sometimes you may need to specify a folder on the device which is different to the 'root'. Different machines have different requirements. These will be the same as the requirements for sending a design via a USB stick. Make sure you include a 'slash' (/) at the end.



The 'Advanced Settings' dialog box shows the following configuration:

- EmbroideryConnect name: Brother PR1050X
- Device tag: 000026-000
- Output file type: Brother/Babylock/Deco (\*.PES)
- ☐ Rotate design by 180° on output
- EmbroideryConnect folder: Root
- Machine brand: EMB/embf/
- Machine model: PR1050X
- Current firmware version: 1.2.0
- Update Firmware... button

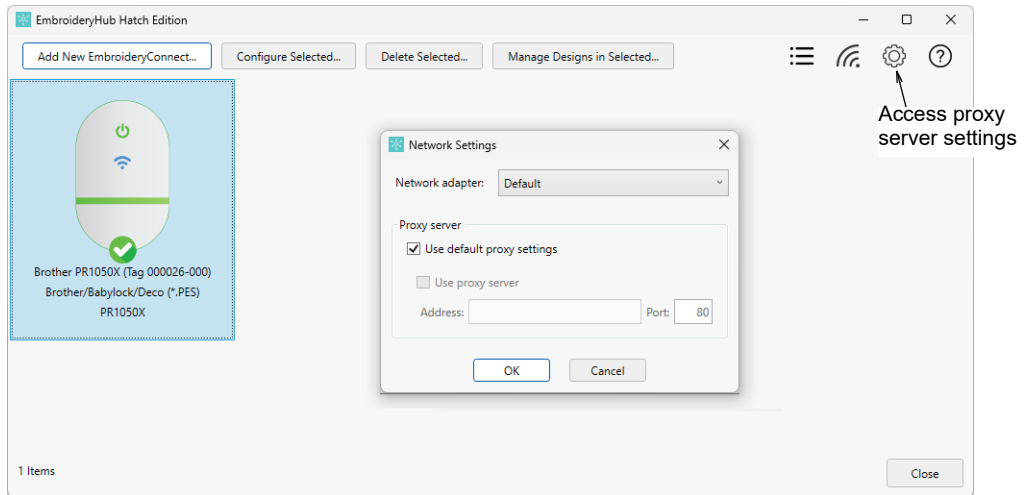
An arrow points from the text 'Specify the folder on device' to the 'EmbroideryConnect folder' dropdown menu.

## Adjust proxy & network adapter settings

Normally you will not need to touch proxy and network adapter settings. However, the **Advanced Settings** dialog exists to resolve any issues. For instance, proxy



settings of the EmbroideryHub computer may not match those of the local network. Or, if the computer has multiple network adapter connections – e.g. both wired Ethernet connection and WiFi connection – conflicts may arise. To access settings, click the 'cog' button on the main screen.



## Proxy settings

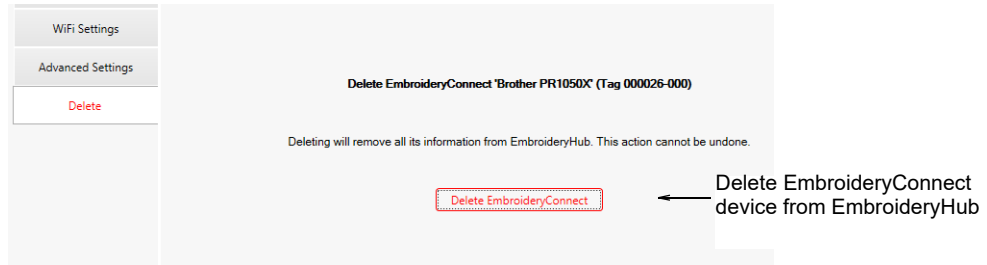
Default proxy settings are set in the Windows **Internet Options** dialog. Keep ticked for most situations. If you are using two networks with different proxy requirements, this may cause '504 errors' to occur with the devices. You will need to untick default settings and use the other controls to specify the proxy configuration for your EmbroideryConnect network.

## Network adapter settings

The network adapter should be left on default most of the time. It's only needed when there are multiple adapters connected to two different networks **and** there are device connectivity issues. If you have two adapters and find that the devices consistently switch from 'Connected' to 'Disconnected', select the adapter connected to the EmbroideryConnect network. EmbroideryHub should also be restarted.

## Delete an EmbroideryConnect device

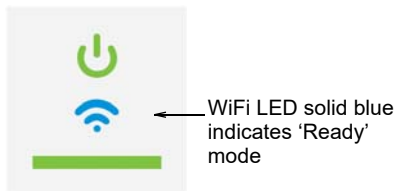
Access the **Delete** tab to remove a selected EmbroideryConnect device from EmbroideryHub. This can also be done from the main screen.



## EmbroideryConnect troubleshooting

If experiencing problems using the EmbroideryConnect device, double check that it connects to the WiFi and EmbroideryHub correctly.

- Make sure the settings on your wireless router allow communication between wireless devices.
- During setup and use, make sure the computer is in the same wireless network used by the EmbroideryConnect device.
- If experiencing connectivity problems, make sure EmbroideryHub is open and running on one computer of the network.
- The Power and WiFi LEDs on the EmbroideryConnect device will be both on and solid if connected.



- If they flash briefly and then fade out, the EmbroideryConnect device is not connected.
- Initialization will take approximately two (2) minutes from plugging in until it's ready for setup or sending designs.



**Tip:** If a mistake lies in the configuration settings, simply start again and double-check the settings. Please also refer to **Frequently Asked Questions** provided at [Hatch Help & Support](#).

## EmbroideryConnect components

The system employs the following components...

Component	Details
EmbroideryConnect device	One per machine.
EmbroideryHub Hatch Edition	EmbroideryHub software is activated on the computer. Designs are sent to connected machine running the EmbroideryConnect device.
Internet connection	The computer running EmbroideryHub must have an active internet connection during setup.

### Third-party components

To set up an EmbroideryConnect network, some third-party hardware items are also required...

Component	Details
USB-capable embroidery machines	<ul style="list-style-type: none"><li>• Able to read designs from USB memory stick.</li><li>• Preferably with the USB port built into the control panel. Add-on USB converters in old machines may not be compatible.</li></ul>
Compatible WiFi router	The network must be configured to allow access of the EmbroideryConnect device and communication between wireless devices. See below for details.



**Note:** The EmbroideryConnect device only supports Windows 10 or Windows 11 (64-bit edition), with the latest updates. It is compatible with MAC operating systems through the use of Parallels Desktop.

### WiFi router compatibility requirements

Note the following WiFi router requirements to be compatible with the EmbroideryConnect device:

Requirement	Details
Standard security protocol	The WiFi router must use one of the standard security protocols: WEP or WPA/WPA2 Personal. Security type 'none' or 'unsecured' is not supported at present. A WiFi password is mandatory.
Support for WLAN Protocol 802.11 G	The WiFi router needs to support WLAN Protocol 802.11 G in the 2.4 Ghz band. The EmbroideryConnect device will not connect to a WiFi router using the 5 Ghz band. If unsure, consult the documentation provided with your router.
WiFi network name	You must know the WiFi network name (SSID) and WiFi router password (key). We recommend using a SSID (network name) that contains only alphanumeric characters – letters and numbers.
WiFi coverage	WiFi coverage must be sufficient to serve the entire production area.



**Note:** The EmbroideryConnect device does not currently support WPS.

## Reset the device

If you turn off the serial interface and subsequently lose WiFi connection to the EmbroideryConnect device, the only way to reconfigure it is to perform a 'hard reset'.

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### To reset the device...

- 1 Plug the device into your computer and insert a hairpin into the **Reset** aperture on the side. The device state indicator turns white to show that reset has started.



- 2 Hold for 10 seconds. This restores the device to whatever firmware it was initially programmed with. The EmbroideryConnect device can then be reconfigured using EmbroideryHub.

## Update the firmware

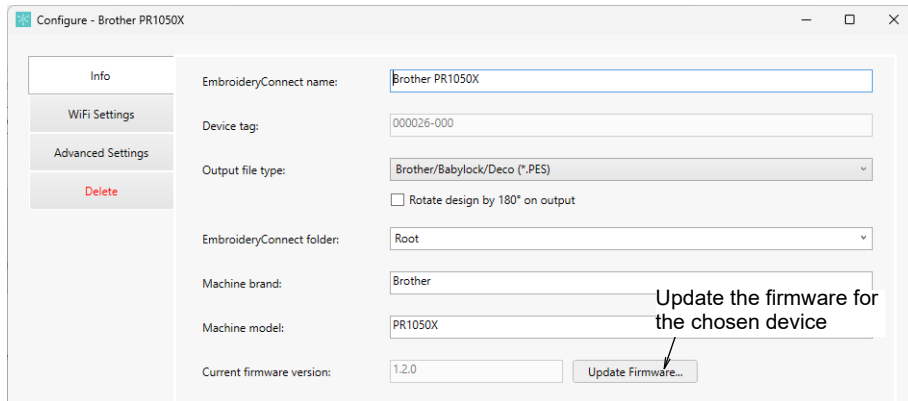
The [Help & Support](#) site will periodically publish firmware updates for the EmbroideryConnect device. These may fix known compatibility problems for certain machines or support new features and fixes to the device. Any updates should not compromise your existing setup.



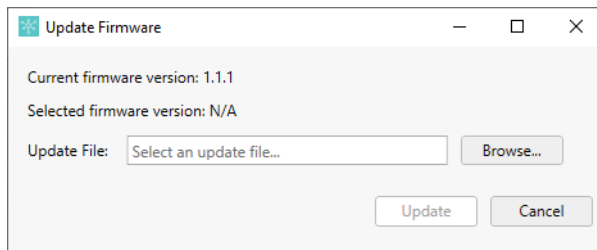
**Caution:** When updating firmware on your machine, make sure to unplug the EmbroideryConnect device. This mainly applies to machines with twin USB ports.

## To update the firmware...

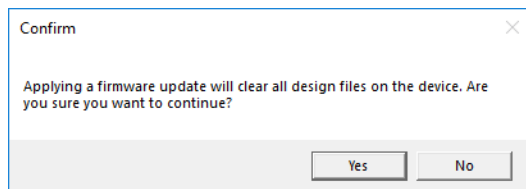
- 1 Save a copy of the firmware update file to the EmbroideryHub computer. This will have been sent to you or downloaded from the [Help & Support](#) site. Firmware files have a '.WIL' extension which is an encrypted format.
- 2 Double-click the device icon in the EmbroideryHub main window to access device settings.



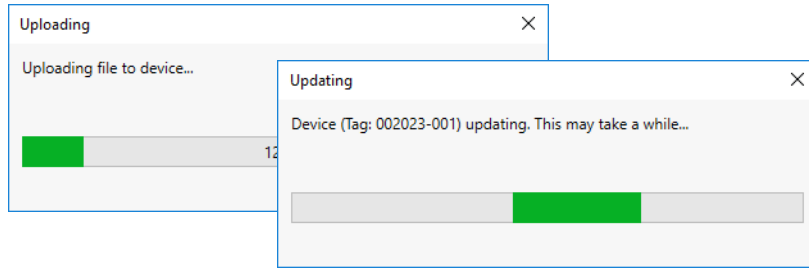
- 3 On the **Info** tab, click the **Update** button to access the **Update Firmware** dialog.



- 4 Click the **Browse** button and locate the firmware update file in the save location.
- 5 Click **Update** to proceed. A confirmation message warns you that all design files will be cleared from the device.



- 6 Click **Yes** to proceed. Progress messages will tell you the current status of the firmware update.



- 7 Once you have confirmation that the EmbroideryConnect device is updating, you can close the device settings dialog and move to the next device. No need to wait until the current one has finished updating. Each device must be individually updated.

# INDEX

## D

### designs

- manage WiFi device 15
- read from WiFi device 13
- send / receive 10
- send to WiFi device 11
- view on WiFi device 15

### device

- reset 24

- requirements 23
- WLAN Protocol 802.11 G 23

## E

### EC device

- configuring memory size 18
- reset 24
- troubleshooting 17

### EmbroideryConnect device, send/receive 10

## M

### memory size, configuring EC device 18

## O

### output, send design to WiFi device 11

## R

### reset device 24

## S

### Send to EmbroideryConnect tool 11

### Standard security protocol 23

### Standard toolbar

- Send to  
EmbroideryConnect 11

## T

### troubleshooting 17

## U

### USB stick, troubleshoot 17

## W

### WiFi device

- manage designs 15
- send / receive 10

### WiFi router, compatibility