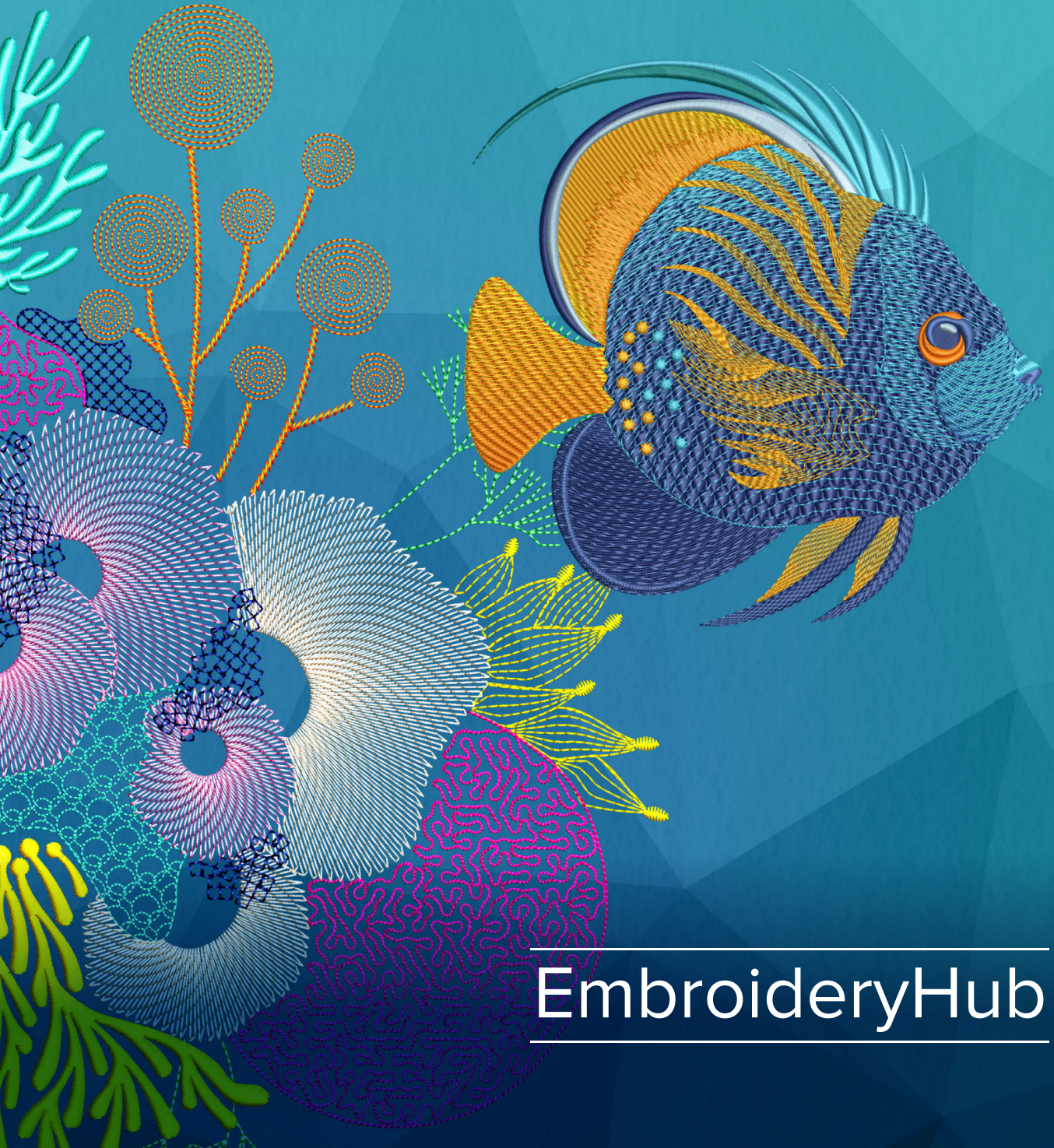




Hatch Embroidery **4**



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EmbroideryHub

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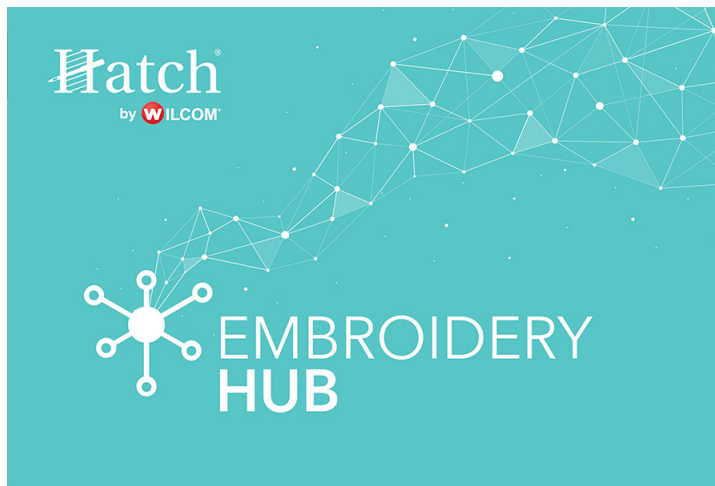
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# WIRELESS NETWORKING

Modern embroidery production relies on fast, connected, and automated workflows. Hatch Embroidery supports a new generation of wireless networking capabilities designed to eliminate USB stick handling, reduce errors, and streamline the path from design to machine. Whether you are working with the latest Brother Wi-Fi enabled embroidery machines or retrofitting your existing equipment using Wilcom's **EmbroideryConnect** device, Hatch Embroidery provides a smooth and flexible wireless production environment.

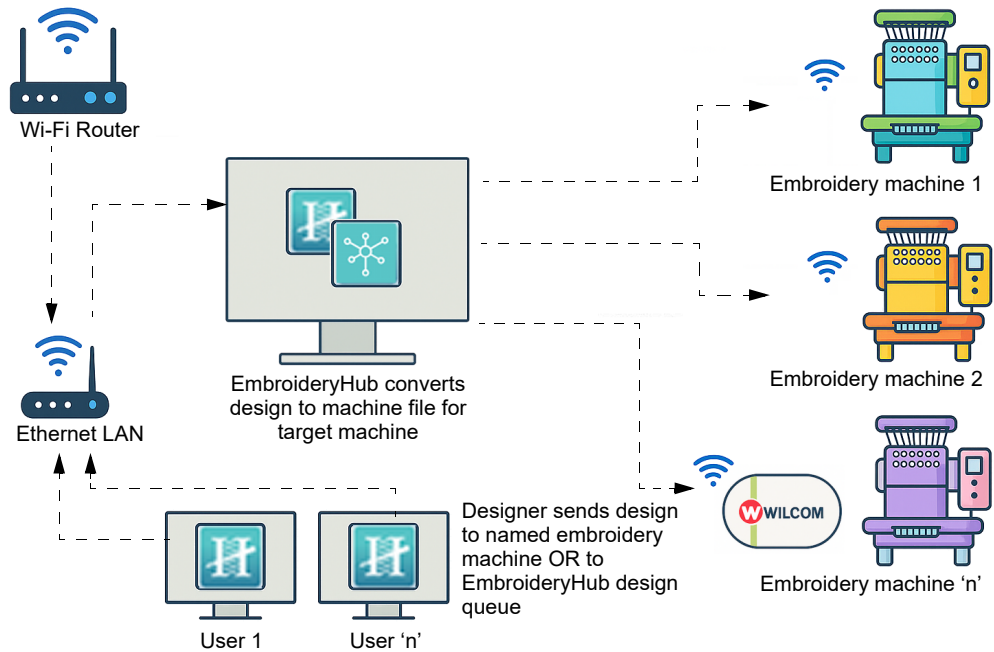


Wireless file transfer is managed through the **EmbroideryHub Hatch 4** application. This is included as standard with Hatch Embroidery and provides centralized control of multiple machines. Core features include:

- ◀ Seamless integration with standard Wi-Fi networks
- ◀ Secure encrypted design transfers to USB-only machines
- ◀ Color-coded LED status indicators for fast visual feedback
- ◀ Optional barcode scanning for rapid design loading and job queuing
- ◀ Central machine and workflow management.

## How wireless file transfer works

Hatch Embroidery allows you to wirelessly transfer embroidery designs to WLAN-enabled Brother machines and **EmbroideryConnect** devices via the **EmbroideryHub** application.



### In a nutshell...

- ◀ Connect your machine to Wi-Fi using its built-in wireless setup or EC device.
- ◀ Discover your target machine in EmbroideryHub – it will appear automatically when on the same network.
- ◀ Send designs wirelessly from Hatch Embroidery via EmbroideryHub with just a few clicks.
- ◀ Start stitching – your design is ready on the machine.

### Before you begin...

- ◀ Confirm that both your computer and machine are connected to the same Wi-Fi network.
- ◀ Ensure you have the latest version of **Hatch Embroidery** and **EmbroideryHub** installed.
- ◀ When connecting to a Brother machine, make sure it is one of the supported models – e.g. PR680W (6 needles), PR1055X (10 needles), or PR1060W (10 needles).

- ◀ When connecting to an EC device, make sure it is attached to a compatible machine.
- 

## Tips

- ◀ Every design sent over the network is protected with industry-standard encryption, ensuring your work stays safe during transfer.
- ◀ Check with the [Brother support website](#). Here you'll find support resources for your Brother product.
- ◀ Visit the [Wilcom Support Center](#) for a current list of compatible machines.

## Usage scenarios

There are two basic ways of setting up an EmbroideryHub network using either a single PC or multiple PCs.

### Single PC

If you are using a single PC to create, edit, and manage your designs as well as serve machine files to your embroidery machine/s, you will need both **Hatch Embroidery** and **EmbroideryHub** running.

### Multiple PCs

If you are using two or more PCs to create your designs and a dedicated PC to serve your machine files, you will need:

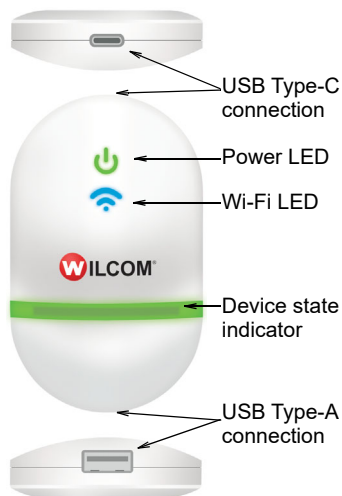
- ◀ **Hatch Embroidery** with **EmbroideryHub** running on PC 1.
- ◀ **Hatch Embroidery** running on PC 2, PC 3, etc.

Design files may be saved anywhere on your network. They are sent to the EmbroideryHub where they are converted to machine files and sent to the target embroidery machine.

## EmbroideryConnect

**EmbroideryConnect** is designed for Hatch Embroidery users who want to send designs from PC directly to a nominated machine. Most modern embroidery machines like Tajima, Barudan, Happy, ZSK, Ricoma and SWF, can read files from a standard USB memory stick. With EmbroideryConnect, there is no need for serial

ports, different interface methods, or machine cabling. A separate device is needed for each embroidery machine on the network.



Device features include:

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.
Device state indicator	The device displays basic status information. See <a href="#">Send designs to EmbroideryConnect device</a> for details.
Power from USB	No separate power supply needed – power is drawn from USB port.
Mounting strips	The EC device comes with mounting strips to attach it to the target machine.

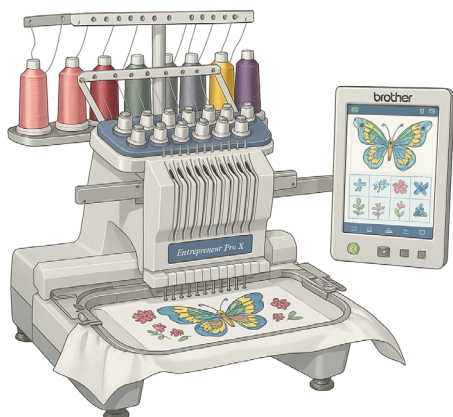


**Note:** Visit the [Wilcom Support Center](#) for a current list of compatible machines.

## Wireless file transfer to Brother machines

Hatch Embroidery supports direct Wi-Fi design transfers to compatible WLAN-enabled Brother embroidery machines. No USB drives, no manual file

copying – just send your designs straight from your computer to your machine over WLAN. Designs are transferred via the **EmbroideryHub Hatch 4** application.



## Set up your connections



Double-click to start EmbroideryHub Hatch 4.

Use the following steps to first connect your Brother machine to Wi-Fi and then connect EmbroideryHub to your Brother machine.

### To connect your Brother machine to Wi-Fi...

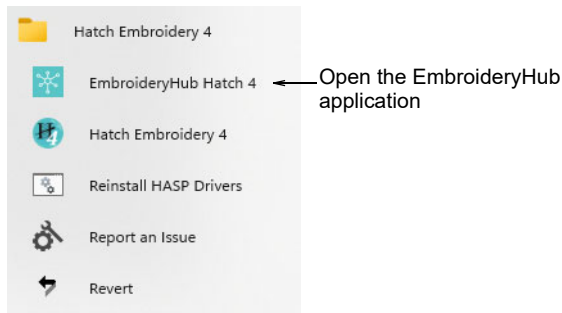
- 1 On your Brother machine, open the **Settings** menu.
- 2 Select **Network Settings > Wireless LAN**.
- 3 Follow the on-screen steps to connect your machine to your Wi-Fi network.
- 4 Enter your Wi-Fi password if required.
- 5 Once connected, your machine will show a Wi-Fi symbol on its screen.



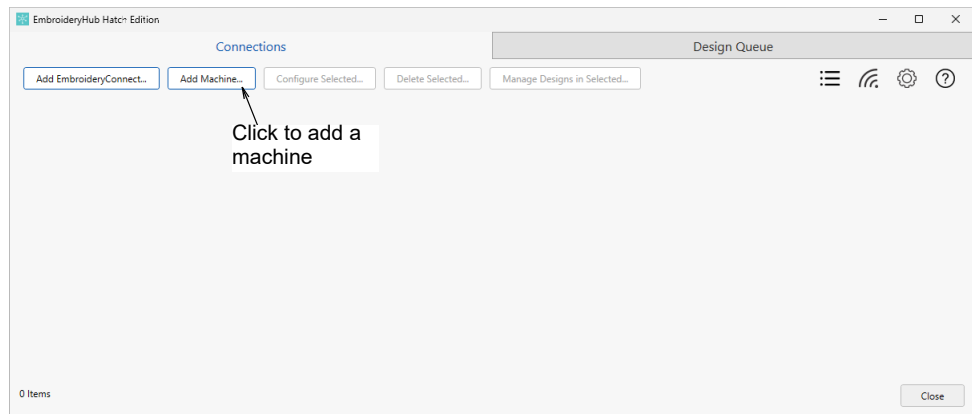
### To connect EmbroideryHub to your Brother machine...

- 1 Ensure the computer has an active internet connection.

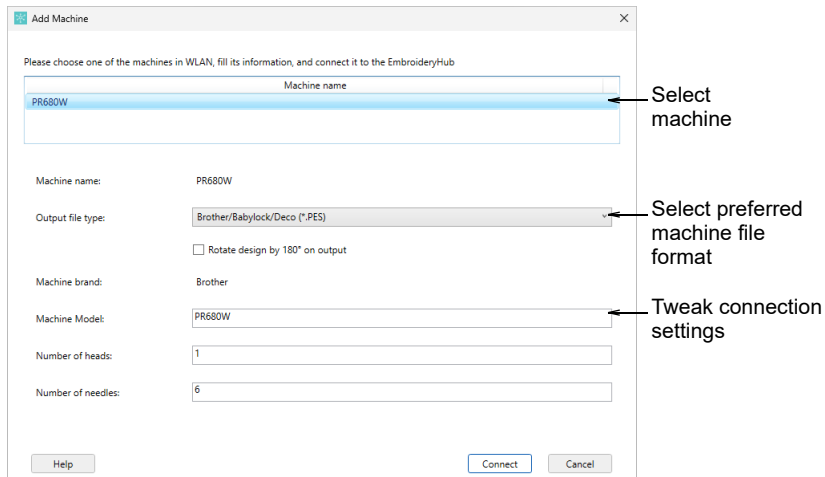
- 2 Start **EmbroideryHub** from the desktop icon or the program group.



- 3 Go to the **Connections** tab.



- 4 Click **Add Machine**. EmbroideryHub will automatically search for Brother machines on your network.

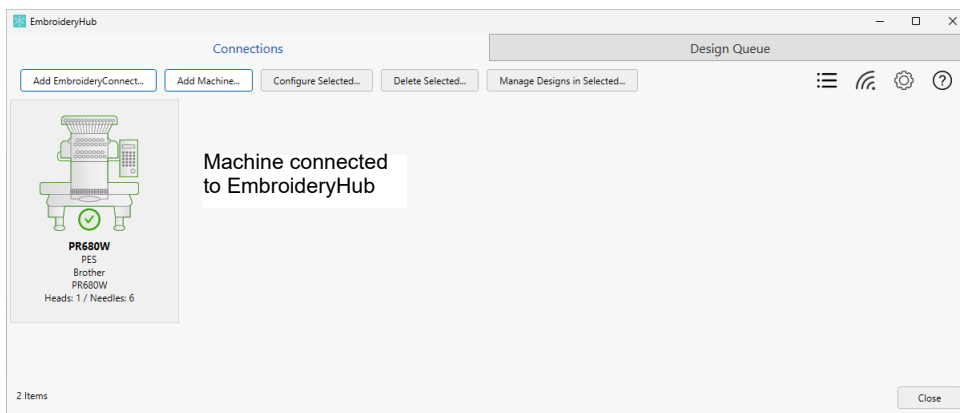


- 5 From the list, select your Brother machine – e.g. 'PR680W'.

6 Tweak your connection settings as necessary:

Option	Function
Machine name	Read only: this name comes from the machine's Wi-Fi setup.
Output file type	Specify the machine file type for the selected machine – e.g. *.PES. 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.
Machine brand	Read only.
Machine model	Descriptive field only.
Number of heads	Descriptive field only.
Number of needles	Descriptive field only.

Click **Connect** to confirm the connection. Once added, your Brother machine will appear in the **Connections** list in EmbroideryHub. You can now send designs to this device from Hatch Embroidery.



**Note:** EmbroideryHub needs to remain active at all times in order to send designs to connected devices.

## Troubleshooting

If you are experiencing problems with your WLAN setup, check the following...

Problem	Check...
Machine not found	<ul style="list-style-type: none"><li>• Make sure your Brother machine and computer are on the same Wi-Fi network.</li><li>• Restart EmbroideryHub and try again.</li></ul>
Slow transfer	Check your Wi-Fi signal strength on both your computer and the machine.
Wrong machine showing	Only supported models – e.g. PR680W, PR1055X, PR1060X – will connect.

## Send designs to Brother machine

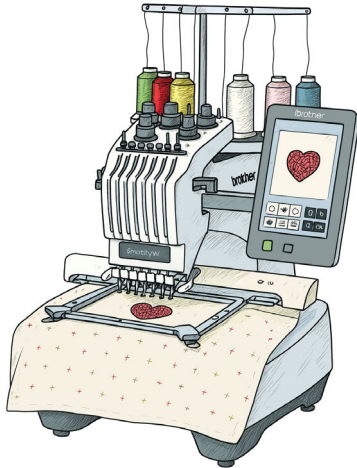


Use **Output Design / Standard > Send Current Design to Device/Machine** to send the current design to a named embroidery machine via WLAN.



Use **Manage Designs > Send Selected Design to Device/Machine** to send the selected design to a named embroidery machine via WLAN.

Once you have configured one or more embroidery machines on your network, you can send designs to any named device from a computer running Hatch Embroidery on your local Wi-Fi network. No USB drives, no manual file copying – just send your designs straight from computer to machine over WLAN.



**Note:** Every design sent over the network is protected with industry-standard encryption, ensuring your work stays safe during transfer. Only machines configured in EmbroideryHub can receive your designs.

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### To send a design a Brother machine...

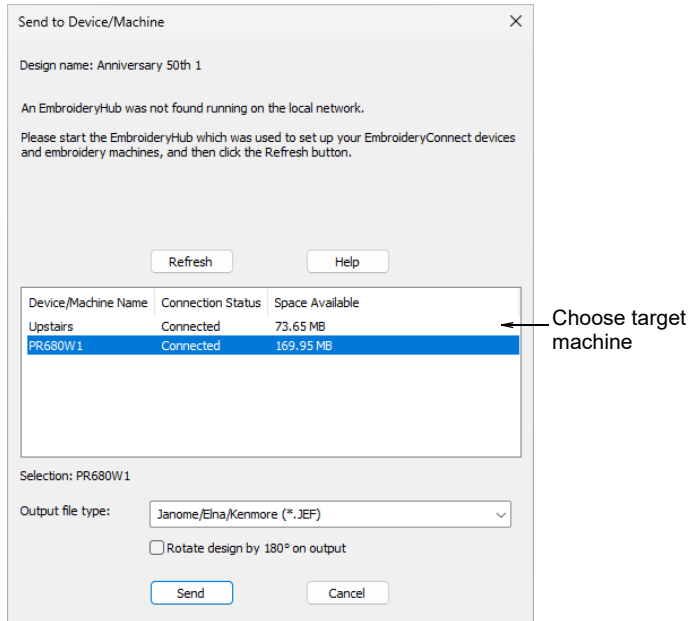
- 1 Open **Hatch Embroidery** and prepare your design.
- 2 Make sure **EmbroideryHub** is running and that any devices on the network have been properly configured.



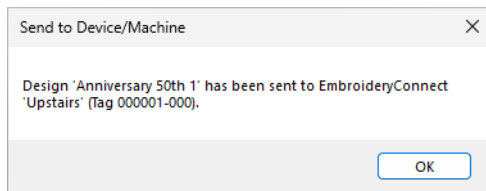
**Note:** The EmbroideryHub PC must be connected to the same local Wi-Fi network as any connected devices.

- 3 From the **Standard** toolbar, choose **Send Current Design to Device/Machine**. Alternatively, select the command from the **File** menu. The dialog will display a

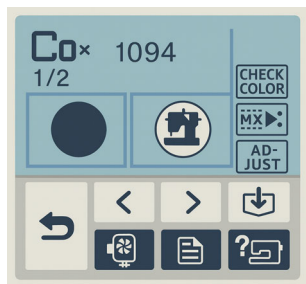
list of configured devices. Both connected and disconnected devices will be listed.



- 4 Select your Brother machine from the list and click **Send**. The design will be automatically converted to the selected machine file format and sent to machine.



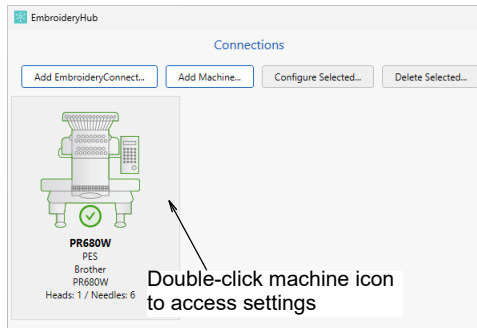
It will appear on the machine's screen after loading.



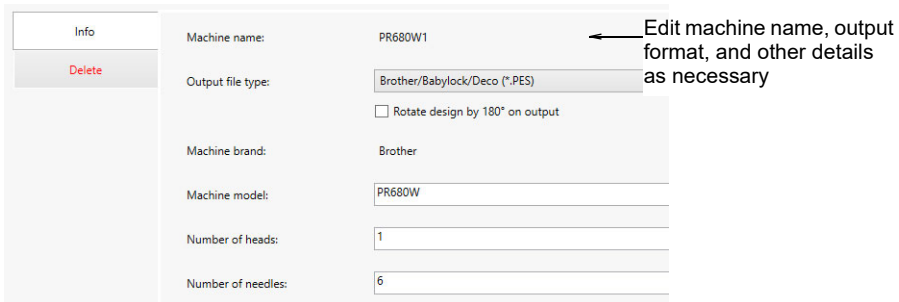
**Note:** When a design is sent to the PR680W machine, it is assigned a random name, not the EMB file name.

## Manage machine settings

Once your machine connections have been set up, you can modify them at any time. Double-click your machine icon to access settings.

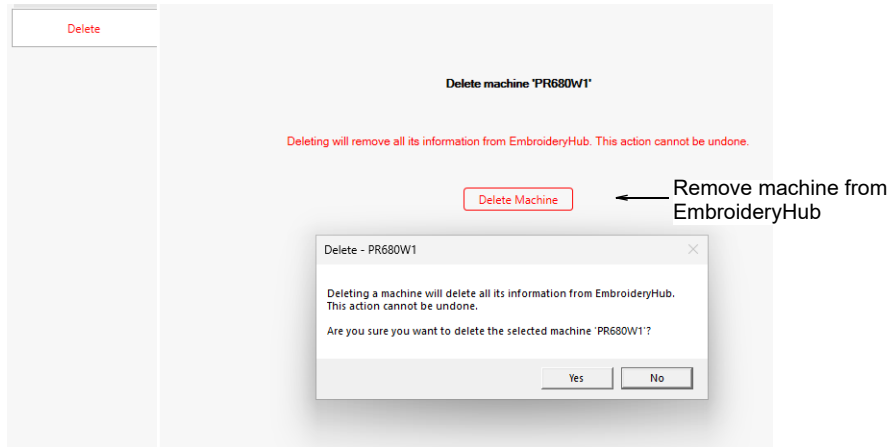


Use the **Info** tab to modify details provided during the setup procedure. Here you can change machine or device name, output file type, and other details...



**Tip:** Use 'Rotate design by 180° on output' to auto-rotate the design on output. If the machine is dedicated for cap designs, tick this option.

Access the **Delete** tab to remove a selected machine from EmbroideryHub. This can also be done from the main window.



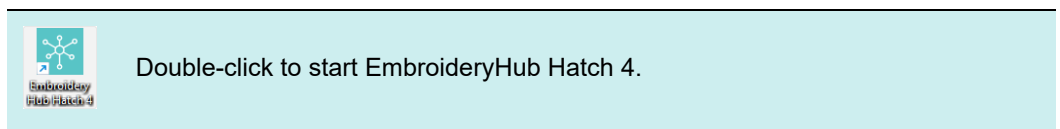
## Wireless file transfer with EmbroideryConnect

For embroidery machines that do not have built-in wireless capability, Wilcom offers EmbroideryConnect – a secure, Wi-Fi enabled USB device that wirelessly receives designs from Hatch Embroidery. Machine files are automatically generated, encrypted, and delivered over your existing network to the EmbroideryConnect device plugged into your machine's USB port. This makes EmbroideryConnect ideal for multi-machine production floors, shared workspaces, and fast-turnaround environments.



Hatch Embroidery supports direct wireless design transfers to compatible Brother embroidery machines. No USB drives, no manual file copying – just send your designs straight from your computer to your machine over WLAN. Designs are transferred via the **EmbroideryHub Hatch 4** application.

### Set up your connections



Setting up an **EmbroideryConnect** network is easy...

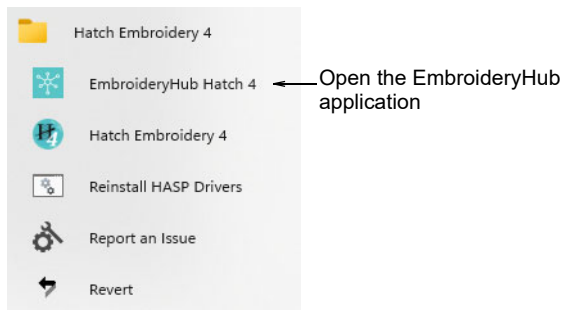
- ◀ A single device is required for each embroidery machine.

- ◀ A dedicated network PC acts as the 'hub' and runs the **EmbroideryHub Hatch 4** application.
- ◀ All EmbroideryConnect devices are configured on this PC.
- ◀ All secondary PCs access the EmbroideryConnect network via EmbroideryHub.

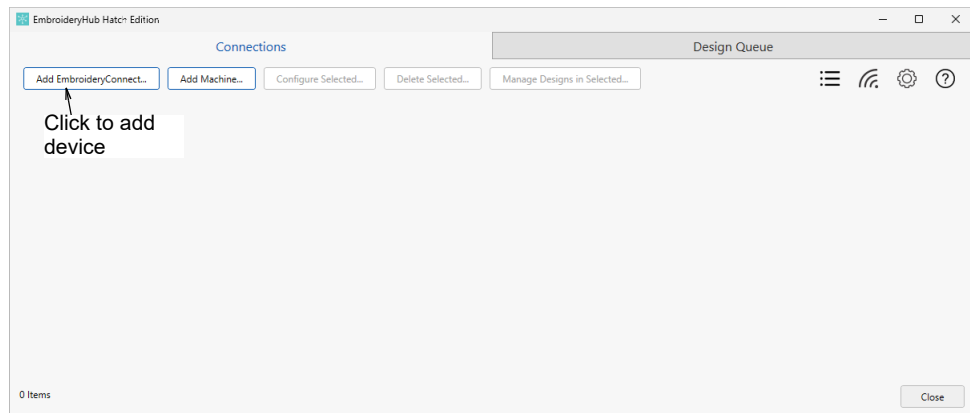
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### To configure an EmbroideryConnect device...

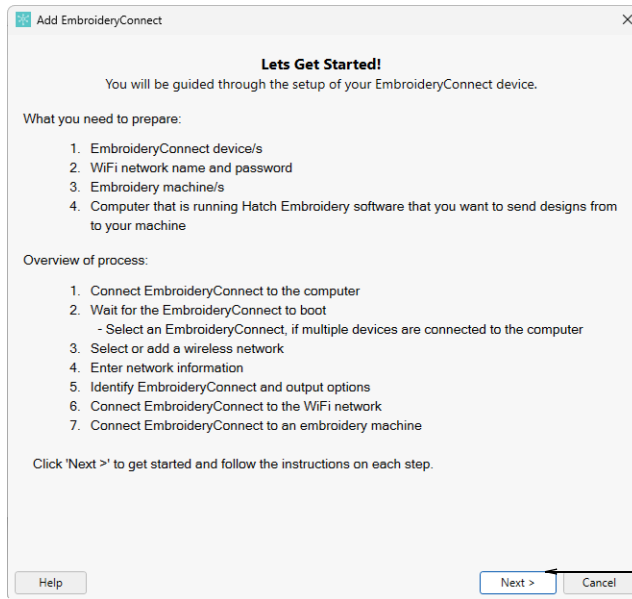
- 1 Ensure the computer has an active internet connection.
- 2 Start **EmbroideryHub** from the desktop icon or the program group.



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

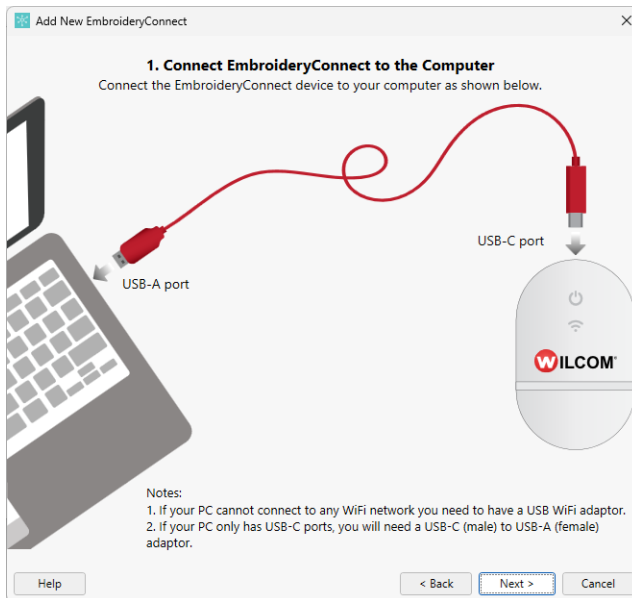


### 3 Click **Add EmbroideryConnect**.



Click Next to begin process

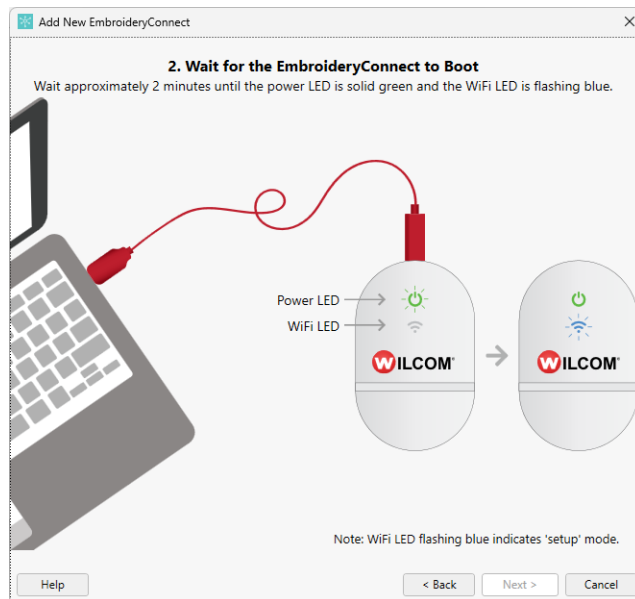
### 4 Click **Next >**. The below dialog will appear.



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

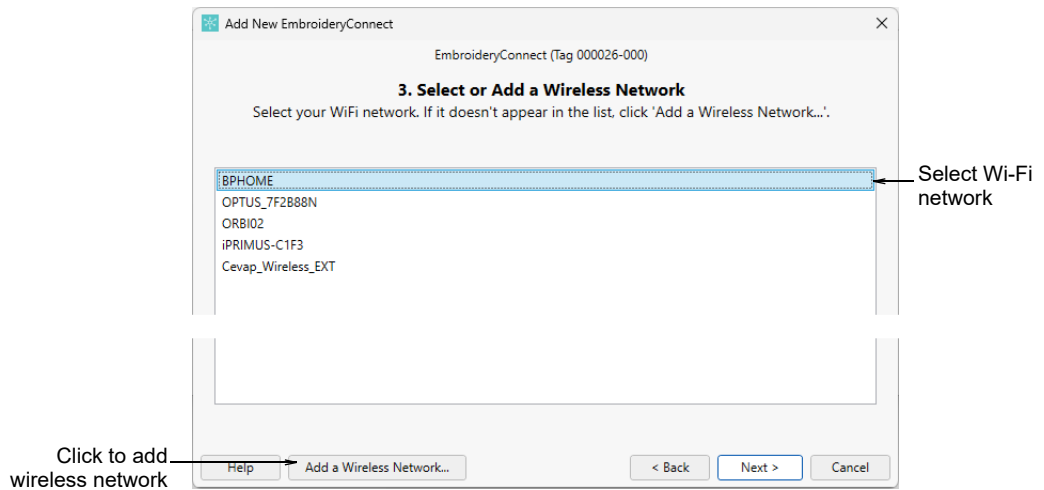


- 6 Click **Next >**. The below dialog will appear.



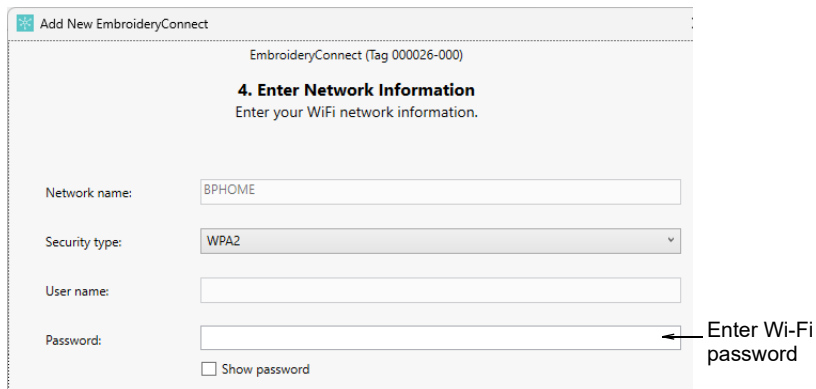
- 7 Ensure all lights are in 'Setup' mode as prompted. When the power LED is solid green and the Wi-Fi LED is flashing blue, the device has finished booting. This generally takes about two (2) minutes.

8 Click **Next >**. The below dialog will appear.



9 Select your Wi-Fi network and click **Next**. If your Wi-Fi network does not appear in list select the **Add a wireless network...** button.

10 Enter the Wi-Fi password and click **Next >**.

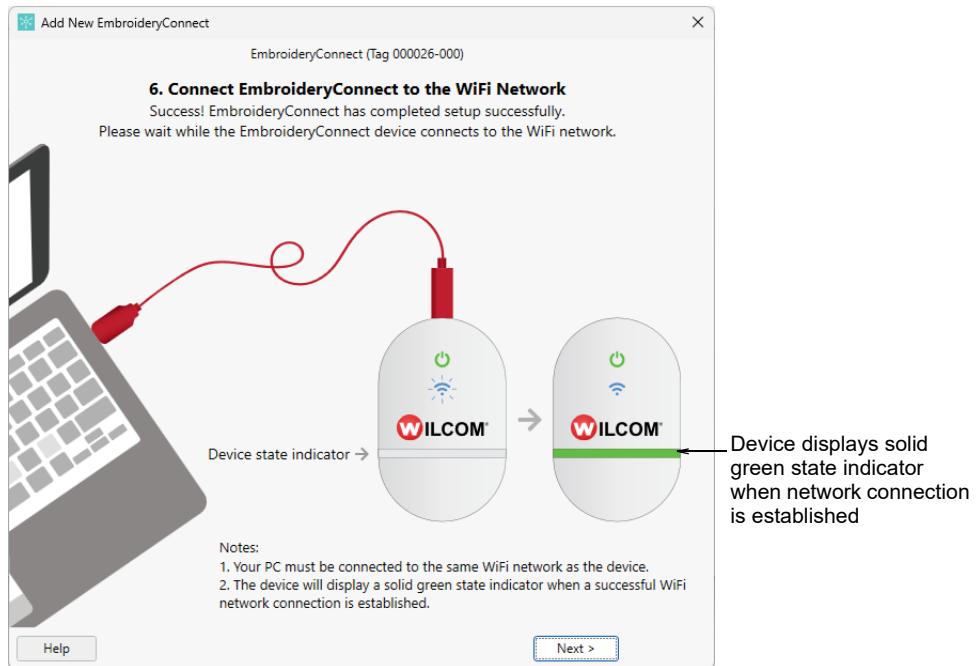


## 11 Identify the EC device and specify output options.

Options include:

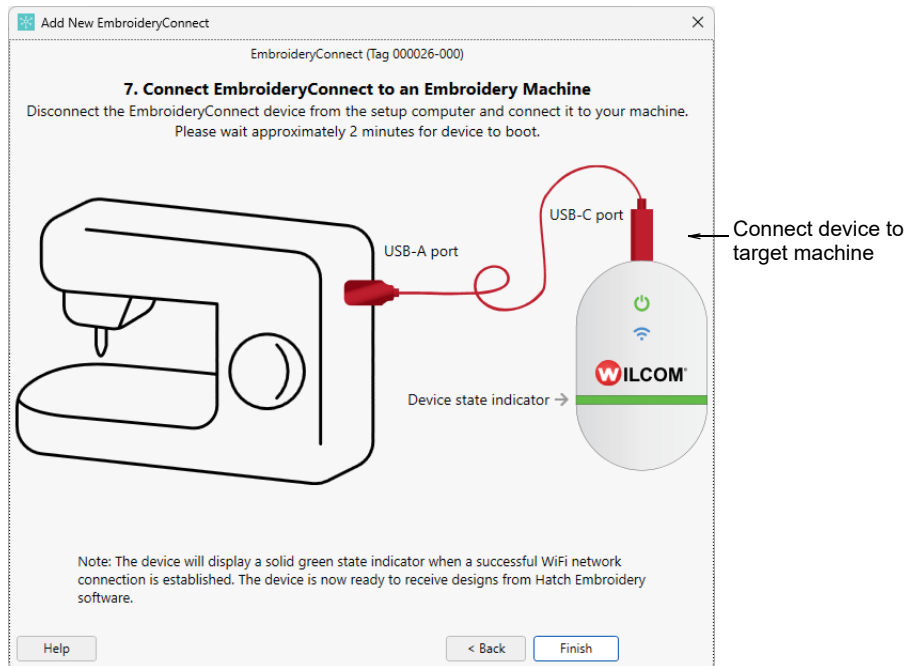
Option	Function
Device name	Give the device a name associated with the connected machine – e.g. 'Tajima #2'.
Output file type	Specify the machine file type for the selected machine – e.g. *.PES. Design files will be converted on-the-fly to this format.
Rotate design	If the machine is dedicated to cap designs, tick this option. The design will be auto-rotated 180° on the machine.
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 EC device.
Machine model	Descriptive field only
Number of heads	Descriptive field only

12 Click **Connect** to proceed. The below confirmation dialog appears.



13 Wait for the EC device to connect to the network. Connection takes about 15 seconds depending on network traffic.

14 Click **Next** > to proceed. The below dialog appears.



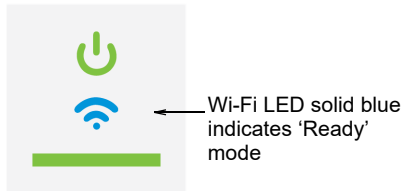
15 Click **Finish** to close the dialog.

16 Remove the cable from the EmbroideryHub computer and connect it to the target machine which is within the same Wi-Fi network.

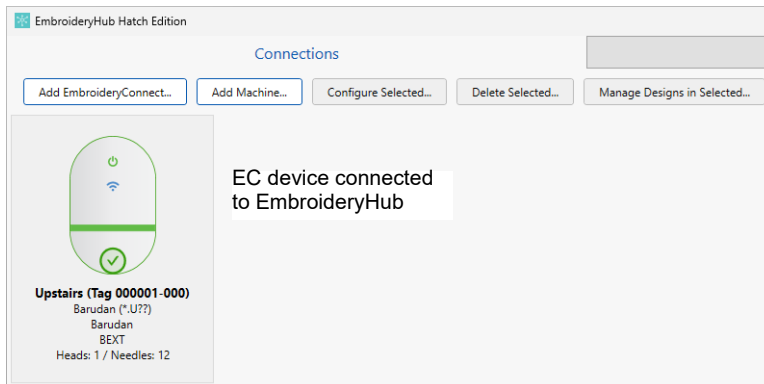


**Tip:** The EC device comes with 3M mounting strips to attach it to the machine.

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



You can now send designs to this device from Hatch Embroidery.



**Note:** EmbroideryHub needs to remain active at all times in order to send designs to connected devices.

## Send designs to EmbroideryConnect device



Use Output Design / Standard > Send Current Design to Device/Machine to send the current design to a named EmbroideryConnect via WLAN.



Use Manage Designs > Send Selected Design to Device/Machine to send the current design to a named EmbroideryConnect via WLAN.

Once you have configured one or more embroidery machines on your local Wi-Fi network, you can send designs to any named device from a computer running **Hatch Embroidery**.

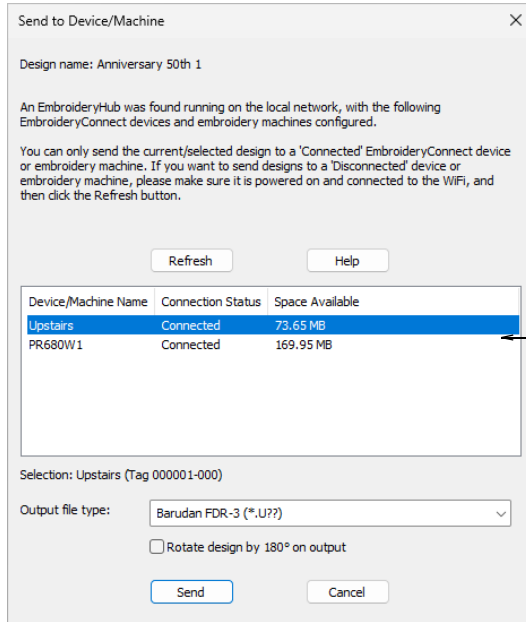
### To send a design to an EmbroideryConnect device...

- 1 Open **Hatch Embroidery** and load the design or designs you want to send to device.
- 2 Make sure **EmbroideryHub** is running and that any devices on the network have been properly configured.



**Note:** The EmbroideryHub PC must be connected to the same local Wi-Fi network as any connected devices.

- From the **Standard** toolbar, choose **Send Current Design to Device/Machine**. Alternatively, select the command from the **File** menu. The dialog will display a list of configured devices. Both connected and disconnected devices will be listed.

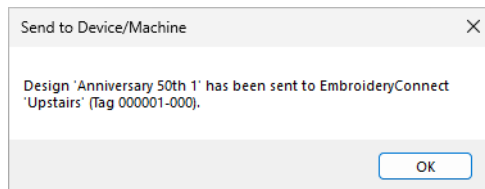


Choose target device

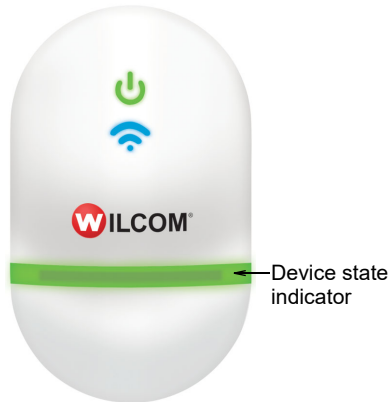


**Tip:** If you want to send a design to a 'disconnected' EmbroideryConnect device, ensure the embroidery machine is powered on and the device connected, then click the **Refresh** button.

- Choose a connected EC device and click **Send**. The design will be automatically converted to the selected machine file format and sent to the device.



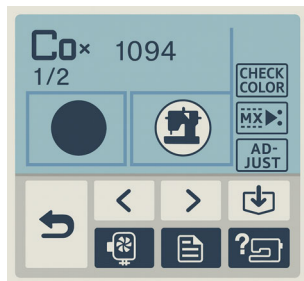
- 5 Check the state indicator of your EC device.



The following table explains the device state 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	There are two cases: <ul style="list-style-type: none"> <li>• After barcode scan: The scanned file was not found in the design queue. Barcode scan failed.</li> <li>• After push to device: The pushed file(s) already exist on the device. Push failed.</li> </ul>
Flashing red	Error occurred while transferring file.
Flashing white	Factory reset in progress.

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



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

## Accessing designs on EmbroideryConnect

**Hatch Embroidery** provides two convenient ways to access and manage designs stored on an **EmbroideryConnect** device over your local Wi-Fi network. You can work directly through **EmbroideryHub** to organize files on the device, or access them from within Hatch Embroidery to open and edit designs. EmbroideryHub allows you to browse device contents, create folders, and rename or delete designs, giving you full control over file organization. Alternatively, you can use Hatch Embroidery to read designs directly from a selected EC device, opening them for further editing while still being able to manage folders and files as needed.

## Manage designs on EmbroideryConnect



Double-click to start EmbroideryHub Hatch 4.

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

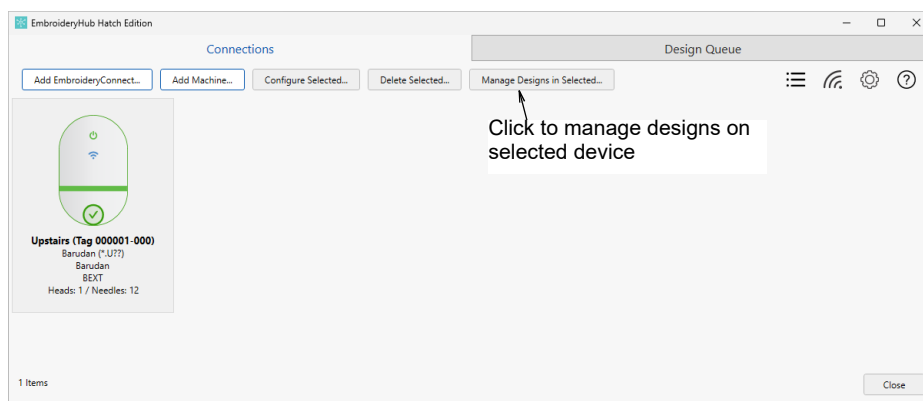


**Note:** When renaming files, take care not to change the extension – e.g. 'JEF', 'EXP' – as the file may become unusable.

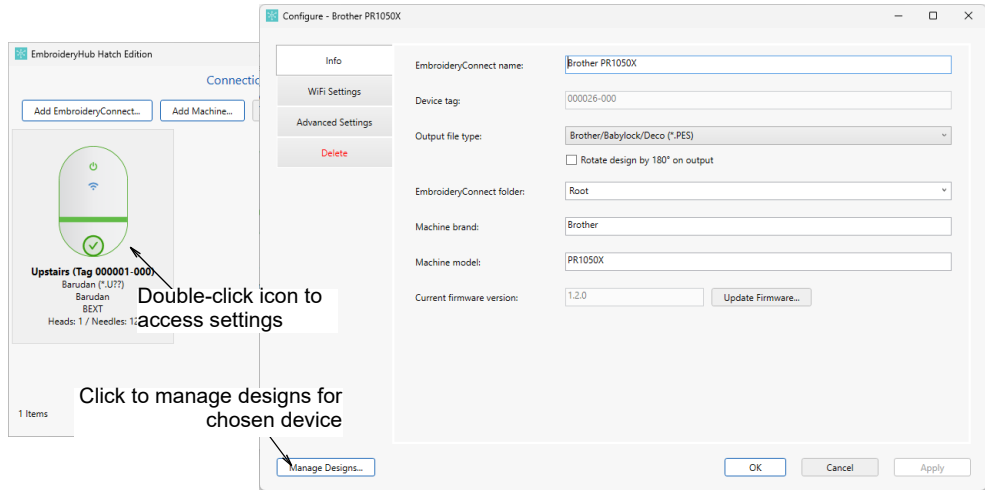
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### To manage designs on EmbroideryConnect...

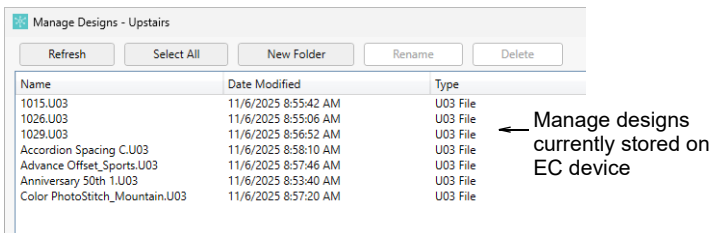
- 1 Open **EmbroideryHub**.
- 2 Select the EC device icon and click **Manage Designs in Selected** at the top of the main window.



Alternatively, double-click the icon to access settings and click the **Manage Designs** button.



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



## Usage tips

- ◀ If you have created a folder structure, double-click the '..' at the top of the list to move up a folder level.
- ◀ 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 EC device directly via Windows Explorer. Folders are best created from within the **Manage Designs** dialog.

## Read designs from EmbroideryConnect

Once you have configured one or more embroidery machines on your local Wi-Fi network, you can read designs from any named EC device from a computer running **Hatch Embroidery**.

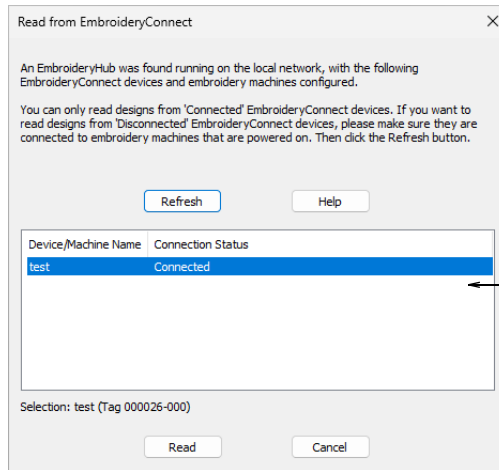
### To read designs from EmbroideryConnect...

- 1 Make sure **EmbroideryHub** is running and that any devices on the network have been properly configured.



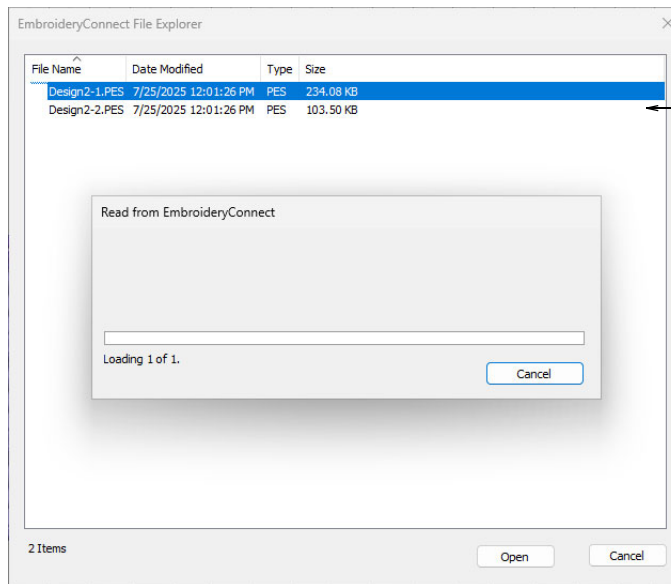
**Note:** The EmbroideryHub PC must be connected to the same local Wi-Fi network as any connected devices.

- 2 Open **Hatch Embroidery**.
- 3 From the **File** menu, choose **Read from EmbroideryConnect**. The dialog will display a list of configured devices. Both connected and disconnected devices are listed.



Both connected and disconnected devices listed

- 4 Select the device you want to interrogate and click **Read**. The **EmbroideryConnect File Explorer** dialog opens listing the designs currently stored on the EC device.



Select designs to read

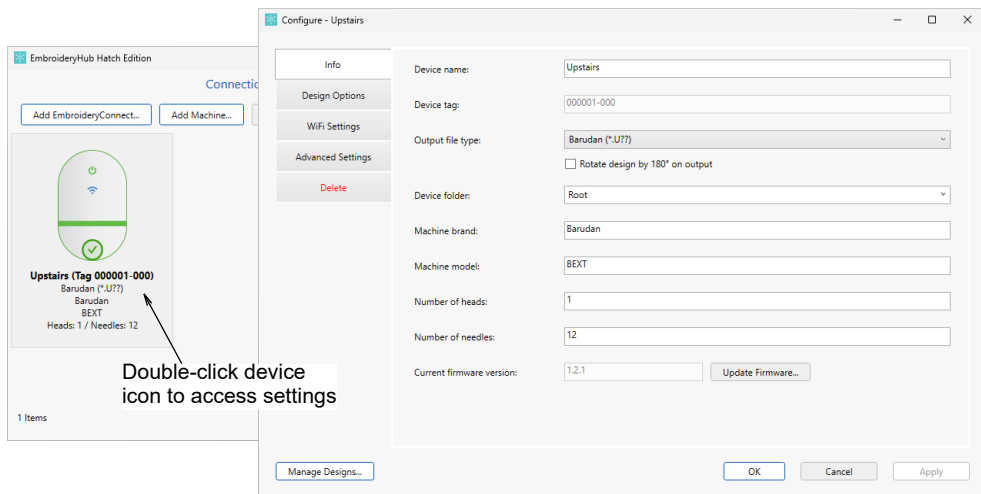
- 5 Select the design you want to read, and click **Open**. The selected design is read and opened in **Hatch Embroidery**.

## Related topics

- ◀ [Machine file recognition](#) (User Guide)

## Managing EmbroideryConnect settings

Once your device connections have been set up, you can modify them at any time. Settings can be modified across the network. There is normally no need to reattach the EC device to the EmbroideryHub computer. The device only needs to be reattached if the Wi-Fi settings have changed or if you want to set it up on a different computer.



**Caution:** Make sure the power LED on the EC device is solid green before double-clicking the device icon in the main window to access settings.

## Update device details

Use the **Info** tab to modify details provided during the setup procedure. Here you can change machine or device name, output file type, and other details...

Info	Device name:	Upstairs	← Edit device name, output format, and other details
Design Options	Device tag:	000001-000	
WiFi Settings	Output file type:	Barudan (*.U??)	
Advanced Settings		<input type="checkbox"/> Rotate design by 180° on output	
Delete	Device folder:	Root	
	Machine brand:	Barudan	
	Machine model:	BEXT	
	Number of heads:	1	



**Tip:** Use 'Rotate design by 180° on output' to auto-rotate the design on output. If the machine is dedicated for cap designs, tick this option.

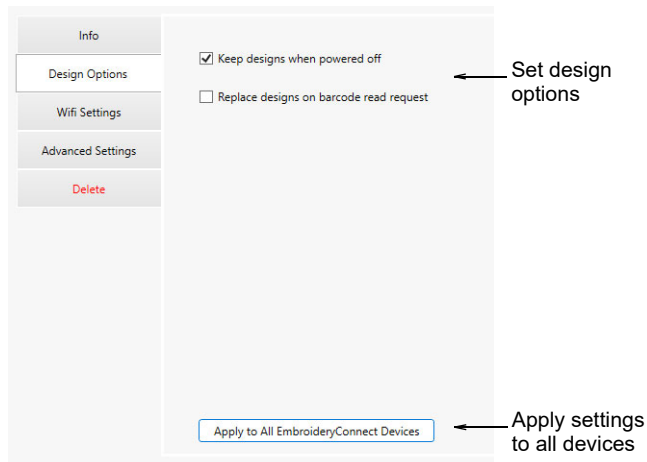
## Configure sub-folders

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.

Info	Device name:	Upstairs	← Specify folder on device
Design Options	Device tag:	000001-000	
WiFi Settings	Output file type:	Barudan (*.U??)	
Advanced Settings		<input type="checkbox"/> Rotate design by 180° on output	
Delete	Device folder:	Designs.fdr/	
	Machine brand:	Root Designs.tfd/ Designs.fdr/ EMB/embf/	
	Machine model:		
	Number of heads:	1	

## Design options

Access the **Design Options** tab to manage design options. All design transfers are securely encrypted across the network. Various options are available for handling design transfers...

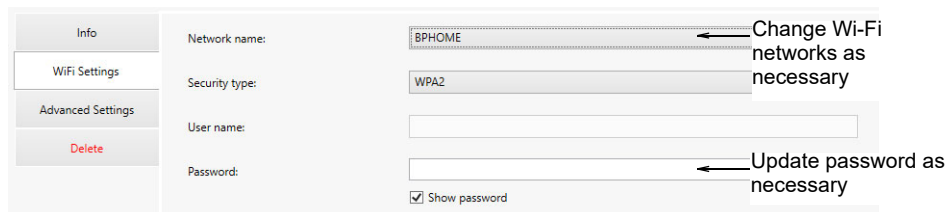


Design options can be modified as preferred for this EC device...

Option	Function
Keep designs when powered off	By default, designs stay on the device unless you remove them in the Manage Designs window. When unticked, designs are cleared after powering off so they can't be copied.
Replace designs on barcode read request	When ticked, whenever the operator does a barcode scan to fetch a design, EmbroideryConnect will delete all existing designs on the device before transferring the scanned design. Some users only want one design on the device at any given time.
Apply to all EmbroideryConnect devices	Click to apply the same settings to all EmbroideryConnect devices configured on the EmbroideryHub.

## Adjust Wi-Fi settings

The main reason for accessing the **Wi-Fi Settings** tab is to change Wi-Fi network and/or password. If Wi-Fi details have changed, the EC device will not be able to access the network.



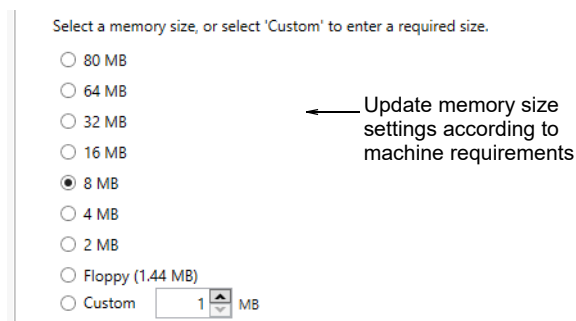
Occasionally you may also want to change Wi-Fi networks. Make sure any new network is correctly configured and the computer running EmbroideryHub is connected.



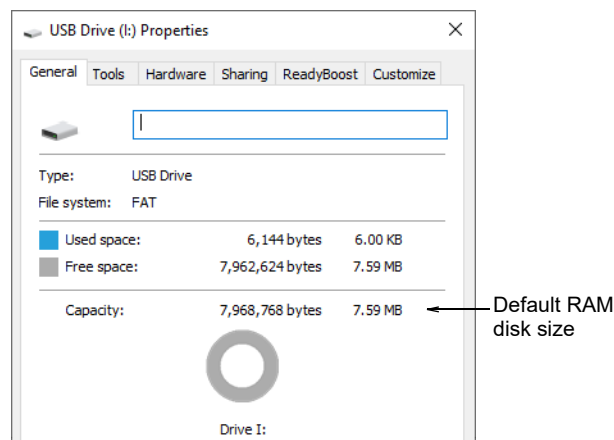
**Tip:** The list of available Wi-Fi networks may not refresh immediately. Try closing and re-opening the dialog for the selected EC device as necessary.

## 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 EC 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.



You can confirm the change in memory size when the EC device is connected to the PC.



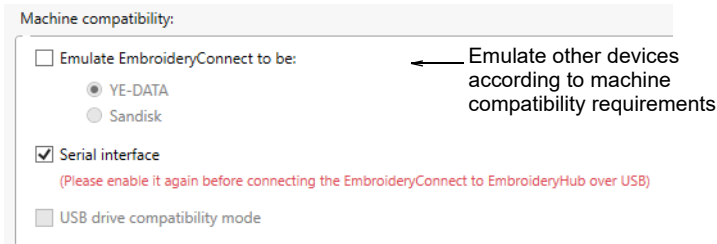
**Caution:** If you choose floppy memory mode (1.44 MB), it may not work on newer machines.

## 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 EC device. If for any reason you lose Wi-Fi connection to the EC device, the only way to reconfigure it is to perform a 'hard reset'. See [EmbroideryConnect troubleshooting](#) for details.

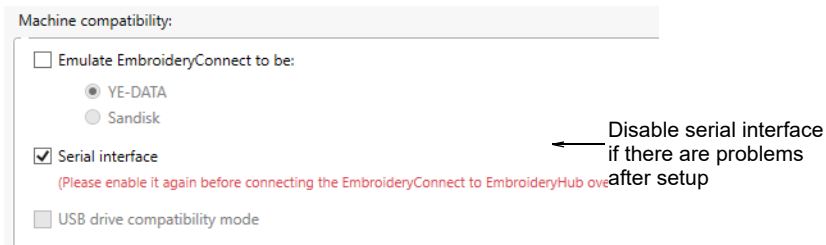
### Emulating other devices

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



### 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 Wi-Fi and serial interface, you may need to disable it. With the EC device connected, the machine may lock up and display an unexpected message.



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

### USB drive compatibility mode

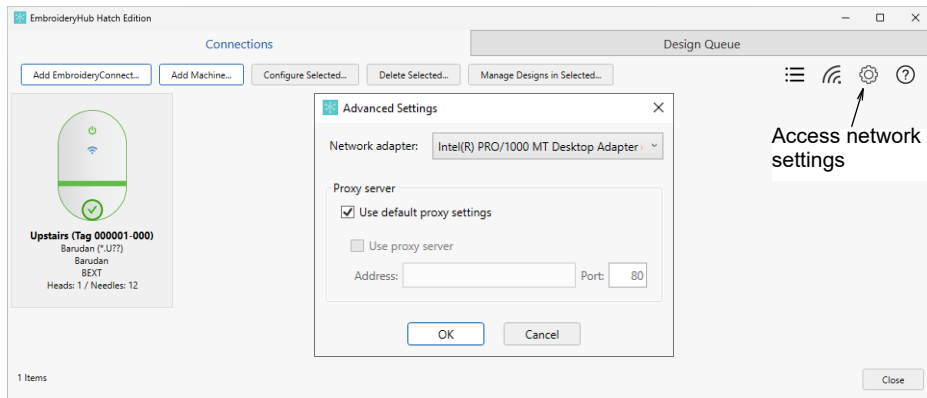
There is an option to run the EC device in 'USB drive compatibility mode'. This may improve machine compatibility in some cases.

- ◀ 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.

## Adjust network settings

Normally you will not need to touch proxy and network adapter settings. However, the **Network** 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 Wi-Fi connection – conflicts may arise. To access settings, click the 'cog' button on the main window.



## Network adapter settings

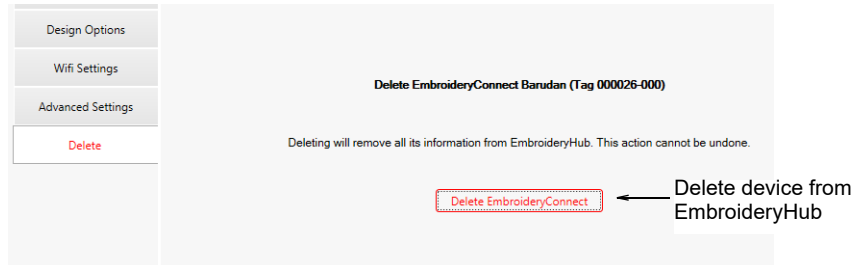
The network adapter should be left on default most of the time. It's only needed when there are multiple adapters connected to two different networks **and** there are device connectivity issues. If you have two adapters and find that the devices consistently switch from 'Connected' to 'Disconnected',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

## Proxy settings

Default proxy settings are set in the Windows **Internet Options** dialog. Keep them 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.

## Delete an EmbroideryConnect device

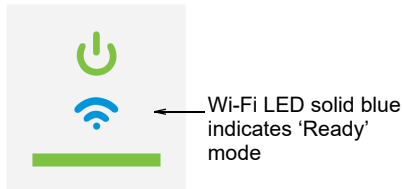
Access the **Delete** tab to remove a selected EC device from EmbroideryHub. This can also be done from the main window.



## EmbroideryConnect troubleshooting

If experiencing problems using the EC device, double check that it connects to the Wi-Fi 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 EC device.
- ◀ If experiencing connectivity problems, make sure EmbroideryHub is open and running on one computer of the network.
- ◀ The Power and Wi-Fi LEDs, and status bar on the EC device are all solid when connected.



- ◀ If they flash briefly and then fade out, the EC device is not connected. Disconnected devices are also displayed in red (not green) in the EmbroideryHub main window.
- ◀ 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 the [Help & Support Center](#).

## EmbroideryConnect system components

The EmbroideryConnect system employs the following components...

Component	Details
EmbroideryConnect Wi-Fi device	A Wilcom-supplied Wi-Fi device – one per machine.
EmbroideryHub PC	A nominated PC will act as EmbroideryHub. This PC should remain on at all times. All designs are routed through it to embroidery machines connected to the EmbroideryConnect network.
EmbroideryHub	EmbroideryHub software is activated on the dedicated PC... <ul style="list-style-type: none"><li>• Designers can send (push) designs to connected machine(s) using the EC device.</li><li>• Alternatively, designers can send designs to the EmbroideryHub queue.</li></ul>
Hatch Embroidery	Other Hatch Embroidery users can send designs to machines via EmbroideryHub. All EmbroideryConnect devices on the network will be listed for selection. There is no need for shared folders, etc.

### 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 Wi-Fi router	See below for details.
Barcode reader	Optional
Windows Administrator privileges	Access must be configured by a user who has full administrator privileges and is part of a Windows 'Workgroup' or 'Domain' network.



**Note:** EmbroideryConnect 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.

### Wi-Fi router compatibility requirements

Note the following Wi-Fi router requirements to be compatible with the EC device:

Requirement	Details
Standard security protocol	The Wi-Fi 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 Wi-Fi password is mandatory.

Requirement	Details
Support for WLAN Protocol 802.11 G	The Wi-Fi router needs to support WLAN Protocol 802.11 G in the 2.4 Ghz band. The EC device will not connect to a Wi-Fi router using the 5 Ghz band. If unsure, consult the documentation provided with your router.
Wi-Fi network name	You must know the Wi-Fi network name (SSID) and Wi-Fi router password (key). We recommend using a SSID (network name) that contains only alphanumeric characters – letters and numbers.
Wi-Fi coverage	Wi-Fi coverage must be sufficient to serve the entire production area.



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

## Reset the device

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

### 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. The EC device will produce a white flash.
- 3 Remove the hairpin. The firmware is restored to its initial state.
- 4 Reconfigure the EC device with EmbroideryHub.

## Update the firmware

The [Help & Support Center](#) will periodically publish firmware updates for the EC device. These may fix known compatibility problems for certain machines or

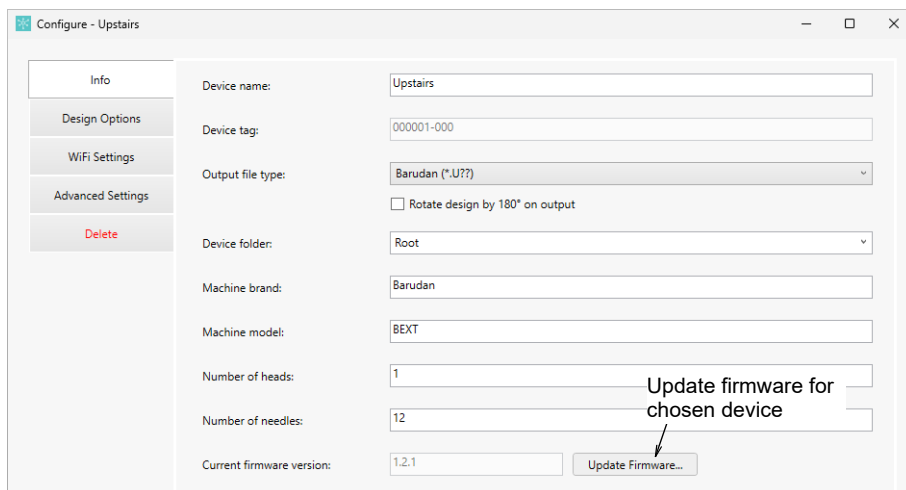
support new features and fixes to the device. Any updates should not compromise your existing setup.



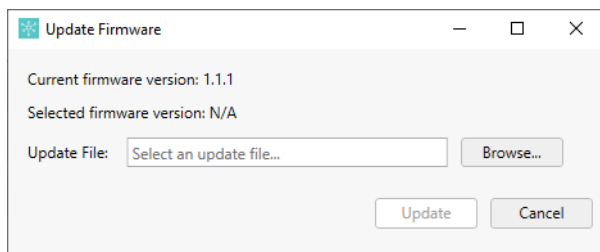
**Caution:** When updating firmware on your machine, make sure to unplug the EC device. This mainly applies to machines with twin USB ports.

### 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 Center](#). 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.

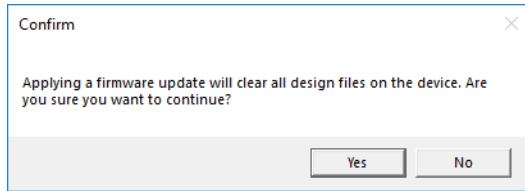


- 3 On the **Info** tab, click the **Update Firmware** button to access the dialog.

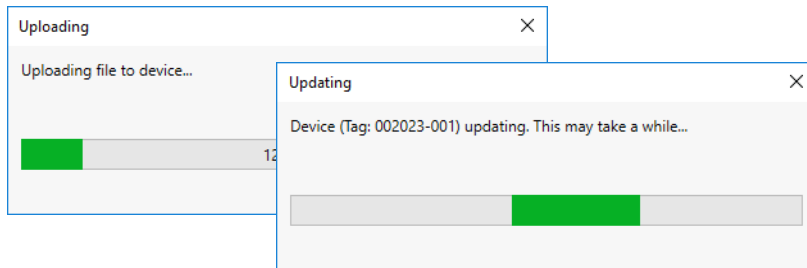


- 4 Click the **Browse** button and locate the firmware update file in the save location.

- 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 EC 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  
  send to WiFi device 19  
device  
  reset 33

## E

EC device  
  configuring memory size 28  
  reset 33  
  troubleshooting 23

## M

Manage Designs toolbox  
  Send Selected Design to  
  Device/Machine 8, 19  
memory size, configuring EC  
  device 28

## O

Output Design toolbox  
  Send Current Design to  
  Device/Machine 8, 19  
output, send design to WiFi  
  device 19

## R

reset device 33

## S

Send Current Design to  
  Device/Machine tool 8, 19  
Send Selected Design to  
  Device/Machine tool 8, 19  
Standard security protocol 32  
Standard toolbar  
  Send Current Design to  
  Device/Machine 8, 19

## T

troubleshooting 23

## U

USB stick, troubleshoot 23

## W

WiFi router, compatibility  
  requirements 32  
WLAN Protocol 802.11 G 33