Baby Steps: Lesson 3
How/When to Upload Logs to Support, System Password and Using System Preferences Page

Let's look more deeply at the system menu. From the main menu, click on System. And, let's start over here on the left-hand side with "copy logs to USB". If you are ever having any kind of issue with your IQ, meaning it's behaving in a way that it should not – the first thing you should do, is copy your logs to the USB and upload those logs to the IQ support page. That will allow your dealer and the IQ support staff to know that you are having a problem.

IQ records every button you have pressed for the last 5 or 10 sessions and places those buttons presses into your logs. The IQ support staff can read through the logs to determine what the issue might be.

So, to save your logs on your IQ jump drive you would tap on copy logs to USB. I'm working off the StiQ for this class so I'm not going to press on my button here but when you do, there would be a big red arrow pointing at the USB port so you do not get confused, it will say "insert your jump drive". You'll plug it into that and it will download all of your logs. Next, you'll hop onto your desktop, insert your IQ jump drive into your computer and head over to the IQ website to upload your logs.

Here we are on the IQ website. (www.intelliquilter.com). Click on the "support" menu button. Notice that we have some helpful links provided first that most likely will provide the answer to whatever issue you are facing. There are links to the IQpedia and the IQ help desk forums. These two places have troubleshooting documents you'll find valuable. Don't skip over these as you will likely be directed back to the troubleshooting documents in them in order to provide more details to the support staff who will be assisting you.

Once you've determined that the IQpedia troubleshooting pages or the IQ help desk articles aren't going to solve your problem, you are ready to upload your logs.

 First, you are going to put in your dealer's name – whoever your dealer is. If your dealer is not listed, you will choose right there at the bottom "my dealer is not listed". Otherwise, choose whoever your dealer is. Then put in your name, phone number, e-mail, and your Intelliquilter model. Most people are going to have the standard model. In general if you have the pantograph only IQ model, you will be well aware that you have the pantograph only model. The main way to know is that you won't have the ability to drop motifs into blocks, into single blocks, or do borders or corners or those sorts of things. You are doing just "edge to edge work".

In general, people who get the pantograph only version are people who are adding a second IQ to their workshop, and they are just churning out edge to edge quilts. Click your machine make that your IQ is mounted on; the date of your installation;

and then a FULL description of your problem, and PLEASE be really specific as to what is going on here. The more information the better. Notice that I can grab the little corner of this box and drag it out so I am not typing in a tiny little space. I can make it as big as I need it to be.

Once you put in the description, you will navigate to your IQ jump drive where those logs you just copied are located using the "choose file" button.
Chose the logs that are sitting inside your IQ USB drive. If you have done this before and didn't delete your old logs, you'll notice that your new logs have a number appended to the end of the title of the file. Deleting old logs from your jump drive will be helpful to you. Keep your IQ jump drive cleaned up. Once you have selected the log file for upload to the IQ support page, you'll be asked to enter a verification code – that is just to make sure that you are a human being and not a robot churning through the internet.

What happens when you send this is that not only does the IQ support staff get notified, but your IQ dealer also gets notified. That allows everyone to know that you are having a problem. This is why you enter as many details as possible in as clear a language as possible. You can even attach photos if it helps explain what you're seeing. Your dealer can also go in and append notes to help the IQ support staff better understand everything that has been tried.

This is your first line of defense. Make sure if you do have a problem that you go ahead and send those logs right away, because that allows us to find the problem quicker. If you have a problem, and you keep on working, say for an hour or more, and then you send your logs, then we have to go back through all of those clicks to find where you began having a problem. It makes that "haystack" bigger to dig through and figure out what is going on. So, just as soon as you have an issue, make sure that you go ahead and upload those logs to the IQ website.

One other thing that will also help your dealer and the IQ support staff to troubleshoot any kind of problem that you are having is to be sure that your "date and time" within your system are correct. That helps organize your logs to make them easier to read. Remember that I'm running the StiQ program on my desktop for this class so I have a button here you won't have when your tablet is connected to your machine. You are looking for System Interface Test.

Here's what you are going to see this page. It tells us everything about your system. And, right down here is where you can make sure your "date and time" is accurate. To change it just tap it and adjust it so you are running the accurate "date and time".

Let's also look at this "system preferences" page a little more deeply. You can see here that I have one machine. This machine is IQ #1 for me. This is the machine model, the type of table I am running on. All of this would have been set during your installation. Every machine has its' own personality, so please don't go and look at your "system preferences" page and say – "Well, mine doesn't look anything like

what she has". If you are not running the same kind of machine that I am, and your machine isn't set up the same way that mine is - it is gong to look a little different. So, please don't compare mine with yours. I would recommend you turn the cursor to "off" unless your dealer requests you change that for troubleshooting issues.

Let's take a look here below the ribbon where it says "communication test". Your dealer may ask you to occasionally press this if you are having an issue. That will give you a status update here on the ribbon. This test will "ping" your motors to be sure that there is actual communication happening with your motor. Your "single stitch button" and your start switch. If you want to test that, just be sure that you are asking your machine to be more than "zero" stitches per inch and I'd take out my bobbin and remove the thread from the take up lever to prevent a thread mess when testing these buttons. By the way, that is a typical thing that people forget – they forget to turn up their motor speed enough so that when IQ tells your long arm's motor to fire, your longarm will actually turn on. If you are asking your machine to give you zero stitches per inch, and you want IQ to stitch, your long arm's motor will not turn on because you have asked it to give you zero stitches per inch and that is exactly what it is doing. Also, remember that most longarms will operate best in manual mode when using your IQ. Contact your IQ dealer for the specific recommendation for your brand longarm.

Alright, let's finish out of here and go back and take a look at that system page again. Here is where you'll find your "system password". Some designers will ask you for your particular IQ's password, and that is a proprietary password only for your IQ tablet. Some designers will need that to encrypt your design files so that the designer can ensure they are only going to the person who purchased them. So, if anyone ever asks you for your particular IQ password, this is where it is located.

Finally, Let's look at the Copy System Info to USB button. This is a powerful button. One of the things it will do is download every single help screen located on every single page of your IQ should you ever wish to print out all the help screens. Some people like to have it printed for reference.

The other thing this button will do is download your entire library directory into a text file onto your IQ jump drive. It will place this directory into a folder labeled "Libraries" on your IQ jump drive. The directories contain the names of the catalogs, the names and size of the files in the catalogs, the size of the catalogs and the total size of the library. The files are searchable by using the text editor in your computer.

That is certainly one way to keep track of your files and search through a large library. However, we will talk about ways to search for pattern files and other ways to organize your patterns in a later lesson.

Your homework is to take a look at your System Interface Set Up page to be sure you have the correct date/time listed.