

# BuzzXplore 4



**USER'S GUIDE**

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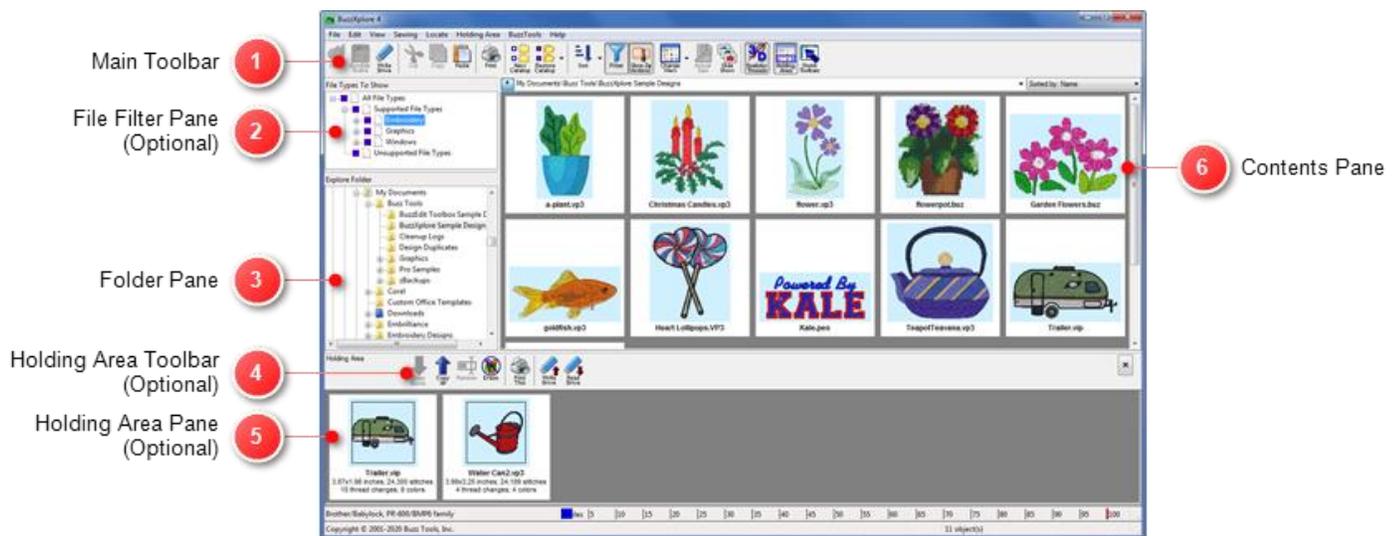
## Workspace Essentials

The designs stored on your computer are stored in files. Microsoft Windows stores your files in a structure similar to a paper filing system, with its equivalents of filing cabinets, drawers, folders and documents. Using BuzzXplore, you can gain direct access to any file, folder, disk, or drive.

BuzzXplore displays your files in the structure you have on your drives. You will not be moving your files into a separate catalog, but rather browsing the files as they are stored on your drives. BuzzXplore does not take any additional disk space to create and maintain catalogs.

## PROGRAM LAYOUT

The first time you start BuzzXplore, your files are shown in **Xplorer mode** which is just like the familiar Windows Explorer style interface. The only two panes visible are the Folder pane and the Contents pane. The program can also display your designs in **Catalog mode**, which is similar to Xplorer mode except that multiple files and folders can be included in the Contents pane at the same time. We'll cover the two modes in more detail after we cover the basic layout of the program and the various view settings.



1

### Main Toolbar

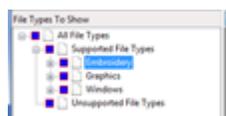
Contains buttons for the most commonly used commands.



2

### File Filter Pane (Optional)

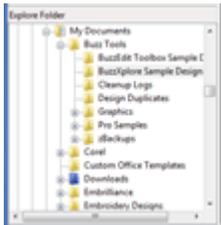
This optional pane is used to limit the number of files displayed in the Contents pane to specific file types. It is closed by default and all file types are shown. Use **View > Filter File Types** to open and close the File Filter pane or use the **Filter File Types** button located on the main toolbar.



3

### Folder Pane

The Folder pane on the left lists the folders and drives on your computer. This is what you will use to navigate to the desired folder (Xplorer mode) or to add folders to your catalog (Catalog mode).



4

### Holding Area Toolbar (Optional)

Only displayed when the Holding Area is open, this toolbar contains the buttons for the Holding Area.



5

### Holding Area Pane (Optional)

This optional pane is used as a temporary holding area for the collecting of designs for projects or for writing to smart cards or embroidery drives. The Holding Area pane is closed by default.

The designs in the holding area are copies of what is contained in your regular folders and can be safely erased when the Holding Area designs are no longer needed. Use the **Holding Area > View Holding Area** command to open and close the Holding Area or use the **View Holding Area** button located on the main toolbar.



6

### Contents Pane

Displays the contents of the currently selected folder (Xplorer mode) or the files in your current catalog (Catalog mode).



# WORKSPACE PANES

## Navigate the Contents Pane

Use the scroll bars to scroll through the designs and files displayed in the Contents pane.

Click anywhere within the Contents pane to make sure it has focus, then use the **PgUp** or **PgDn** keys on your computer to page through the files. Use the **Home** key to jump to the top of the Contents pane and the **End** key to jump to the bottom.

Use **Ctrl + PgDn** to move to the next folder with files and use **Ctrl + PgUp** to move to the previous folders with files.

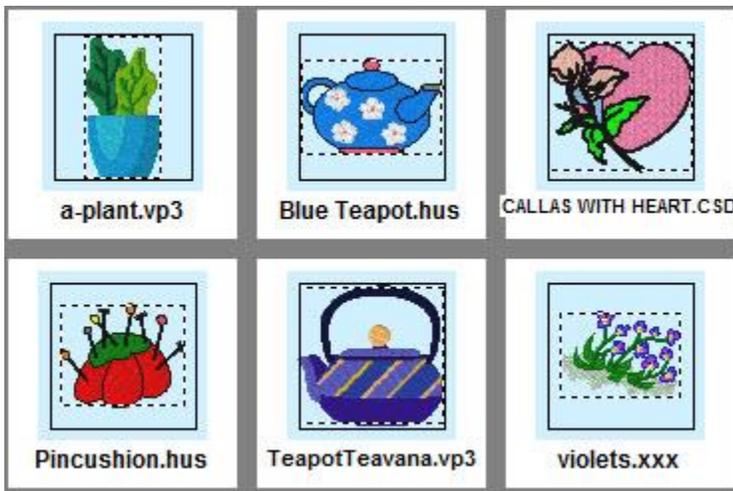
## View Options

BuzzXplore has five view options that affect how your files and folders are displayed in the Contents pane. These settings affect your display in both Xplorer and Catalog modes. When first launched, BuzzXplore displays medium sized Thumbnails. Use the **View** menu to change settings or use the **Change View** toolbar button.



## Views Available

### Thumbnails



Displays a thumbnail picture of designs, graphics, or other files along with the file name and extension. File

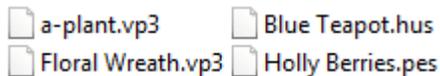
types that are not supported by BuzzXplore are displayed as large icons. Thumbnails are available in four sizes. Use the **View** menu to choose a thumbnail size of Full Window, Large, Medium, or Small.

### **Large Icons**



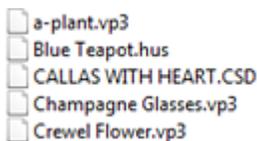
Shows the file name and extension beneath a large icon. Files are listed in a horizontal multiple-column format.

### **Small Icons**



Shows the file name and extension beside a smaller icon. Files are listed in a horizontal multiple-column format.

### **List**



List view is similar to the Small Icons view, but the files are listed in a vertical-column format.

### **Details**

Name	Size	Type	Modified
a-plant.vp3	22KB	VP3 File	5/13/2020 4:0...
Blue Teapot.hus	10KB	HUS File	5/3/2020 7:09...
CALLAS WITH HEART.CSD	70KB	CSD File	10/1/2001 4:1...
Champagne Glasses.vp3	32KB	VP3 File	5/3/2020 5:56...
Crewel Flower.vp3	25KB	VP3 File	5/14/2020 9:4...
Easter Eggs.vp3	13KB	VP3 File	5/3/2020 5:56...

Detail view displays more information about the files such as the file size, type and last modification date. Files are listed in a vertical single-column format. When your files are in Detail view, you are able to click on a column header to sort the files by that criteria. Repeated clicks on the same column header switches from ascending to descending order.

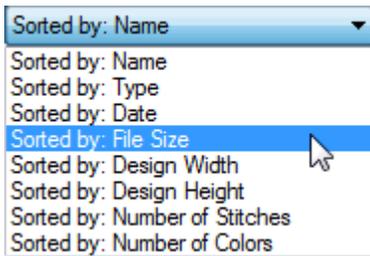
**NOTE:** Files sorted in detail view, retain their sort order even when you switch to another view option. This gives you even more ways to sort your designs. For more information on design sorting, see the tutorial topic [Sorting Folder Contents](#)

## **Background Color**

You can change the background color for design thumbnails. The background color affects the background color of all designs and is also used as the background color for transparent graphics. Use the **Sewing > Background Color** command to open the **Color** dialog where you can choose one of the basic colors or define custom colors.

## Sort Files

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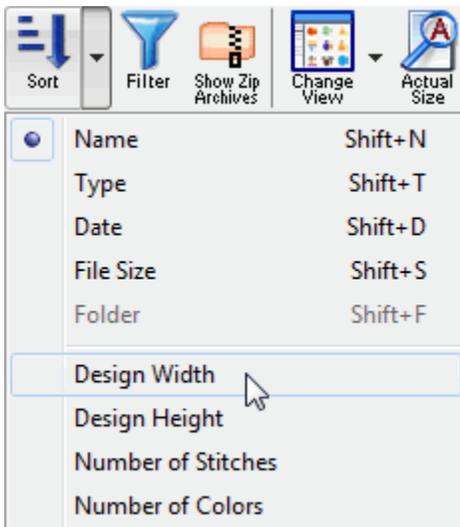


The Contents pane of your BuzzXplore window may contain many files and folders. You can change the order in which the files are displayed by sorting them. The message area on top right of the Contents pane displays the current sort criterion. Use the down arrow to open the Sort list and select another sort option.

You can sort by name, file type, date, folders (Catalog mode only), design width, design height, number of stitches, or number of colors. When you sort by one of the sewing options (i.e. design width, design height, number of stitches, or number of colors) any file that cannot be sorted by the criteria is placed at the bottom of the folder.

BuzzXplore applies the chosen sort criteria to every folder that you browse. Your sort settings are saved between sessions so that the next time you start BuzzXplore your files are sorted by the same criteria. In Catalog mode, the Contents pane can display files in multiple folders; these files are sorted without the constraints of folder boundaries.

### **Sort Using the Sort Button or View Menu**



Sort criteria can also be changed using the **Sort** button. Use the down arrow on the **Sort** button to open the list and choose an option. Sort options may also be found on the **View > Sort by** menu.

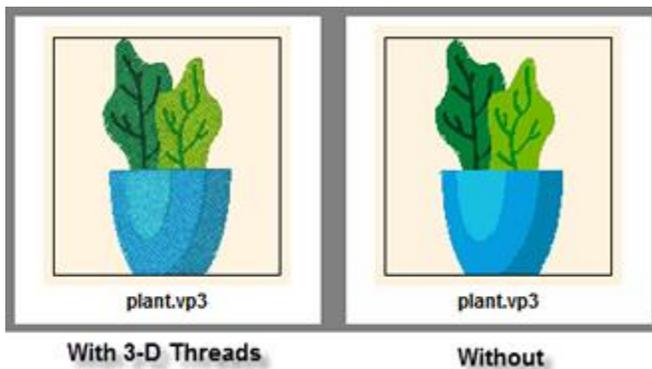
### **Sort By Column Click in the Detail View**

When displaying files in a detail view, you can click on the column headers to sort the list by that column's information. Subsequent clicks on the same column header will reverse the sort order (toggles between ascending / descending).

Name	Size	Type	Modified
 Fantasy		File folder	4/13/2020 9:4...
 Symbols		File folder	9/10/2013 12:...
 Transportation		File folder	3/6/2020 3:45...
 Sayings		File folder	4/10/2020 4:3...
 Home n Garden		File folder	4/14/2020 2:4...
 Hobbies		File folder	3/3/2020 1:32...
 Mini Designs		File folder	9/10/2013 1:3...

## Realistic 3-D Threads

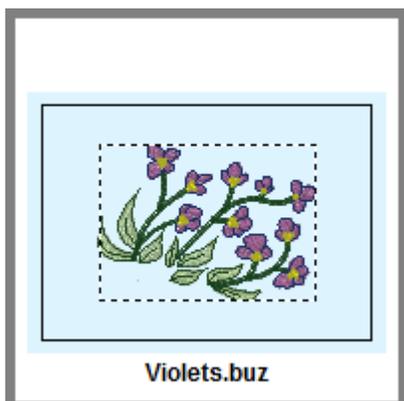
Embroidery designs can be displayed using beautiful realistic 3-D threads. This allows for greater visibility of fill patterns and textures. Use [Sewing > Use Realistic 3-D Threads](#) or the [Realistic 3-D Threads](#) button to toggle on or off the 3-D thread rendering. Use [Sewing > Realistic 3-D Thread Settings](#) to adjust how the 3-D threads are displayed. You can adjust brightness, contrast, thread width and needlepoints.



You might want to turn off 3-D Threads in order to improve the contrast of small thumbnails, or if your computer or monitor does not support high color graphics.

## Hoops and Borders

You can choose whether to display the hoops and borders of embroidery designs. Use [Sewing > Show Hoop](#) and [Sewing > Show Border](#) to toggle these on or off. When these are not selected, the design is enlarged to fill the entire thumbnail space. Therefore, setting the hoop and border can be useful in determining relative design size at a glance.



*Hoop and Border Displayed*

## Sewing Information

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When you are viewing Thumbnails of your embroidery designs, you can set the amount of additional sewing information you want displayed. Use the [Sewing > Summary Information](#) menu to set the amount of information to include.



### Choose from

- **None:** Only the file name and extension are included.
- **Summary:** The file name, design size, the number of stitches and the number of colors are displayed.
- **Details:** The thread colors and stitching order along with the file name, design size, the number of stitches and the number of colors are displayed.

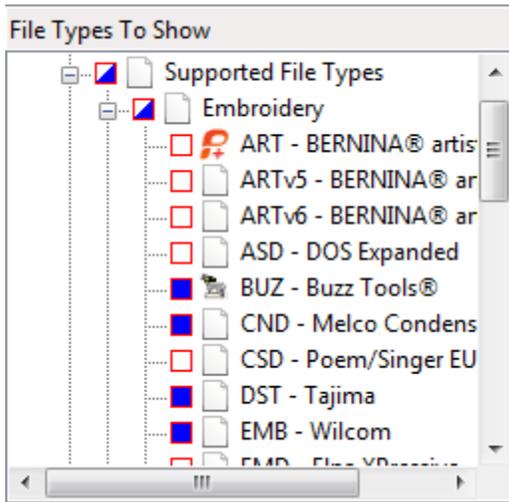
## File Filter Pane (Optional)

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The File Filter allows you to limit which file types to are displayed in both Xplorer and Catalog modes. The File Filter is closed by default and all file types are shown.



Use the [File Filter](#) button to open and close the File Filter pane. Or use the [View > File Filter](#) command.



The File Filter shown has only a few embroidery file formats selected.

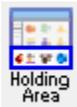
Just like the Folder pane, open and close categories by clicking on the **+** or **-** in front of the categories.

The box beside the file type indicates whether or not the type is shown in the Contents pane. You can quickly choose all file types within a particular category by clicking on the box beside the category name. If a category check box is only half filled, only some of its file types have been selected for display.

**NOTE:** Many of the Buzz Tools wizards, such as the Convert Embroidery Files and the Extract Zip'd Files only work on the file types included in the filter. If you want to run one of these wizards on all of the designs in a folder, be sure to turn off file filtering prior to using them. To find out if a specific wizard has these restrictions, click on the **Help** button located on the Wizard dialog.

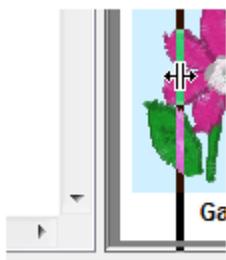
## Holding Area (Optional)

The Holding Area is used for the temporary storage of designs for projects or for embroidery card/drive writing. It is closed by default.



Use the **Holding Area** button to open and close the Holding Area.

## RESIZE WORKSPACE PANES



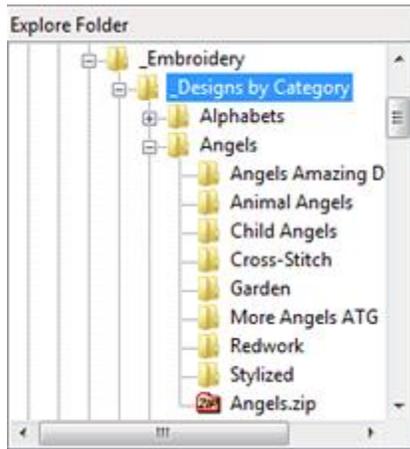
You can change the relative size of the various panes by dragging the vertical and horizontal bars separating them

## BROWSE MODES

BuzzXplore has two modes for browsing through disks and folders; Xplorer mode and Catalog mode. You will probably use Xplorer mode for most activities. However, it is important to recognize how each mode operates and how you can switch from one mode to the other as they both have their uses. Browse modes change how you interact with the Folder pane and how you select the files to view in the Contents pane. Let's go over these now.

### Xplorer mode

As mentioned previously, by default BuzzXplore displays your files in Xplorer mode which is very similar to Windows Explorer.

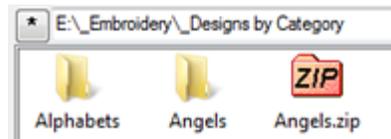


Folder pane in Xplorer mode

When you are in Xplorer mode, the Folder pane (or Folder Tree) displays a simple list of computers, disks and folders. This gives you direct access to any drive or folder on your computer or on a network. Use the scroll bar to scroll the displayed folders.

In the Folder pane, some folders might be open, showing their sub-folders, and others might be closed. Click the **+** sign next to a drive or folder to expand that branch of the tree structure and to see the sub-folders it contains. Click on the **-** sign to collapse the branch and to hide the sub-folders.

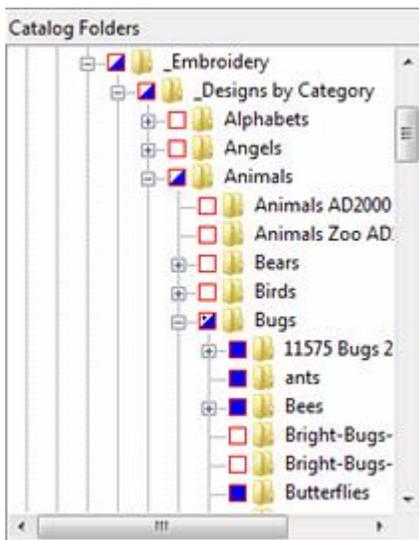
Expanding or collapsing a branch on the Folder Tree doesn't change what is displayed in the Contents pane. To do that, you will need to select a folder by clicking on its name in the Folder pane. The selected folder is highlighted in the Folder pane so you always know which folder you are viewing. In the example above, notice that the folder "\_Designs by Category" is the currently selected folder. The current folder path is also listed in the Address bar at the top of the Contents pane as shown on the image to the right.



Address bar at the top of the Contents pane (Xplorer mode, Large Icon View)

## Catalog Mode

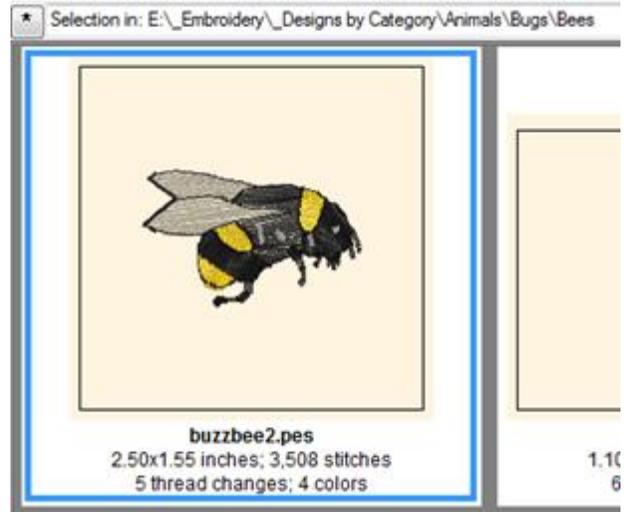
You can also display your files in Catalog mode. Catalog mode is very similar to Xplorer mode except you can include multiple folders in the Contents pane. For those familiar with Buzz Tools Plus, this is similar to the classic interface.



Contents pane in Catalog Mode

In Catalog mode, each item on the list of computers, disks and folders in the folder tree includes a red selection box. Click on a selection box to include the contents of its sub-folders and files in the right Contents pane. The files of the selected folders are listed contiguously, which makes it easy to page through multiple folders and the files are displayed together without the constraints of folder boundaries.

If you click on a file in the Contents pane (select a file), its folder path is displayed at the top of the Contents pane. The folder path is also displayed when multiple files are selected that all belong to the same folder. Otherwise, the top of the Contents pane displays general information messages, such as the number of folders currently marked.



Address bar at the top of the Contents pane  
(Catalog Mode, Large Thumbnail View)

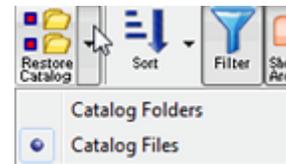
## Switching Modes



You can quickly switch between modes by clicking on the **New Catalog** or the **Restore Catalog** buttons. Views can also be changed by selecting the appropriate mode on the View menu. The **Restore Catalog** button acts as a toggle and you can click on it to switch back and forth between Xplorer mode and Catalog mode.

Catalog mode allows you to include multiple or non-contiguous folders and/or individual files to create the exact catalog you need.

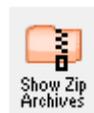
To include files in the Folder pane, click on the arrow next to the **Restore Catalog** button and select either Catalog Folders or Catalog Files.



## ZIP ARCHIVES

ZIP archives are files that contain other files and that are compressed so that they take up less disk space. Most design files available on Internet are distributed as ZIP archives because ZIP's make it easy to group files and make transporting and copying these files faster.

When you extract ZIP'd files, you decompress the files stored in the ZIP archive and save them as separate files on a disk. This step is not necessary because BuzzXplore allows you to include ZIP'd files and even allows you to open them in your design software by automatically extracting on-the-fly as needed. In BuzzXplore, ZIP archives are treated like folders and design files within the ZIP archive files are treated as ordinary files, meaning you can view them, convert them, create notes for them, search for them, etc...



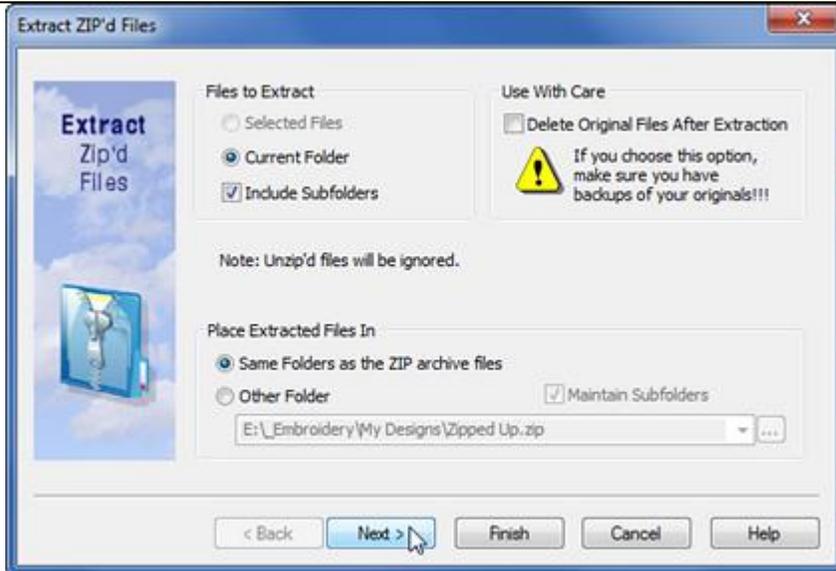
You can also choose whether or not to show the contents of ZIP archives by clicking on the **Show Zips** button.

## ZIP Extraction Tool

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An easy way to extract ZIP'd files is to select the files in BuzzXplore and to copy them to a folder of your choice. Alternatively, BuzzXplore also includes a tool for the batch extraction or unzipping of ZIP'd files. When you extract ZIP archives, you can choose to have the extracted files saved into the same folder as the original ZIP archive or you can choose a new starting folder location for the extracted files.

**NOTE:** Only the displayed file types are extracted. Therefore, turn off your File Filter if you want to extract all of the files in the processed ZIPs.



### Extract ZIP'd Files Wizard

Use **BuzzTools > Extract ZIP'd Files** to extract files from ZIP archives. You can choose to extract the currently selected ZIP archive only, the current folder of ZIP archives (with or without subfolders), or, if you are in Catalog Mode, the entire catalog.

**NOTE:** The contents of ZIP archives with passwords are not displayed in BuzzXplore and are NOT available for extraction.

## Create New ZIP Archives

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You can also create a new empty ZIP archive just as you might create a new empty folder. To create a new ZIP archive, activate Xplorer mode and navigate to the folder in which you want to create the new archive. Use **File > New ZIP Archive** or use **Ctrl + Shift + Z**. You can then move or copy files to the ZIP archive just as if it were a folder.

## PRINT

### Reports

The Print Report wizard guides you through printing thumbnail reports or actual size images of your files. Use the **File > Print Report** command to start the report wizard.

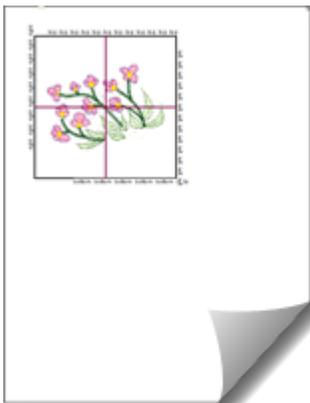


When files are printed in reports, they are always sorted by folder and file name regardless of how they are sorted for display purposes. Only the displayed file types are included in your report so make sure the File Filter pane is set before you print a report. Each folder starts on a new page, except ZIP archives do not cause a page break and their contents are sorted by name alongside the other ordinary files.

You can choose from the following types of reports:

- Thumbnail reports can contain any number of Thumbnail images per page along with optional design information.
- Actual Size reports print one design per page along with optional design information. Embroidery designs are printed the same size they are when they are stitched out and may be used as templates for design placement.
- Folder Table of Contents lists all of the folders included in your current report.
- List Reports print a complete folder tree and their contents even with a File Filter activated.

### Templates



Print design templates using BuzzEdit Lite which you received free with your BuzzXplore purchase. If you have purchased one of the BuzzEdit 4 Toolkit products, then **Print Templates** command will use that version. A printed template is in actual size and can be used for positioning the design in the hoop or on a project.

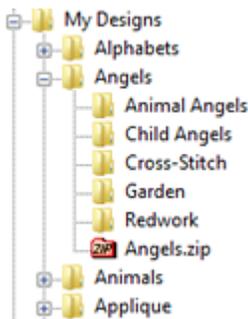
First, select a design in the Contents pane and then use **File > Print Template (via BuzzEdit)** to open the design in BuzzEdit. The BuzzEdit Print Template command is automatically launched for you. Just choose your template settings and click **OK** on the *Print Template* dialog. Close BuzzEdit when you are finished. For help on individual Template options, click the **Help** button on the *Print Template* dialog.

## Organize Your Designs

### CLASSIFY DESIGNS

Your design files need to be organized so that you can find the desired design quickly. You may have just a few design files when you start but after a few years, you could easily have hundreds or even thousands. If you could only look at your designs in a long list, it could take you a long time to find what you are looking for. Fortunately, there is another option.

Just as paper files can be stored in folders within filing cabinets, the files on your computer can be organized in folders on your disks. Folders are very important for organizing your design files because they create the categories you need to get organized.



In addition to storing files, folders can also contain other folders. These nested folders (or sub-folders) can further classify your designs and make it easy for you to navigate the desired design. What you call the folders is a matter of personal choice and differs from person to person. Some people like to classify their designs by where they got them, others by subject matter. What is most important is that you can quickly find your designs. After all, it is your collection!

### Organize by Subject Matter

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Let's say we have organized our designs by subject matter. The main design folder on our C: drive is called My Designs and a few of its nested sub-folders are called Alphabets, Angels, Animals, Applique, and so on. Many of our sub-folders contain other sub-folders. For example, our Angles folder contains the sub-folders Animal Angels, Child Angles, Cross stitch, Garden, and Redwork.

Although you can create folders and sub-folders as you organize your designs, it is best to create a basic folder structure before you start. You can use BuzzXplore to automatically create a folder tree of design categories to get you started (choose **BuzzTools > Create Category Folders**). You can also create folders using the same techniques as Windows Explorer. To create a new folder, navigate to the location of the new folder and choose **File > New Folder** or right click on the folder and choose **New Folder** from the pop up context menu.

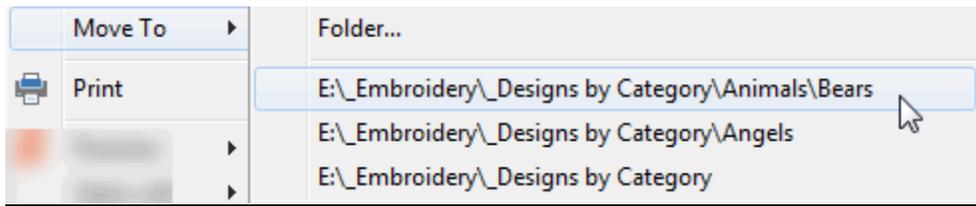
Once you have created your basic folders, use BuzzXplore to move or copy your designs into categories, and if needed, rename them. You can do this with the **Cut**, **Copy** or **Paste** commands, by dragging and dropping files into place, or by using the right-click context menu **Move to** command. If you discover that you have duplicate or unwanted designs, you can delete them by selecting them and pressing the **Delete** key or you can run the **Remove Duplicate Designs** tool, described in a later section.

### "Move to" & "Copy to" Commands

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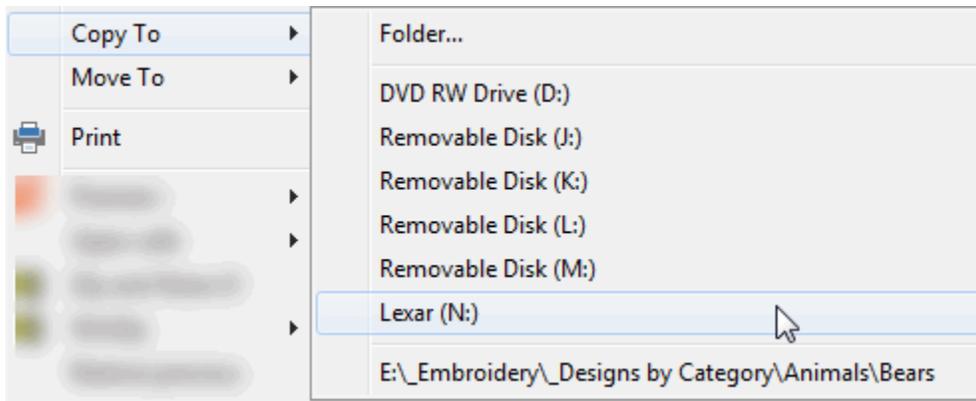
The **Move to** and **Copy to** menu commands makes it easier to organize your designs because they keep track of recently used folders. To use one of these commands, first select your files and then do one of the following:

#### **To move the selected files:**



Choose **File > Move to** or RIGHT click on the selection and choose **Move to** from the pop up context menu. Select a folder location or make a create a new folder. The most recently used folders are displayed in the context menu for speedy access.

### **To copy the selected files:**



Choose **File > Copy** to or RIGHT click on the selection and choose **Copy to** from the pop up context menu. Select a folder location or make a create a new folder. The most recently used folders are displayed in the context menu for speedy access.

## **BACK UP YOUR FILES**

Unexpected disasters can happen even when your designs are stored on your computer's hard drive. Occasionally, hard drives fail and computer viruses can make your important files unusable. Therefore, it is essential to make additional copies of your files to protect them from disaster.

BuzzXplore can also be used to create a backup of your files. Right click on the folder you would like to backup (in either the Folder pane or the Content pane) to bring up the context menu. Select a USB drive and your backup is created!

**NOTE:** Copying embroidery software and designs to share with others is a copyright violation. Copying software without authorization from the manufacturer is usually illegal and the penalties for violating the Copyright Act can be severe. This includes duplicating software to sell, to share with friends or to distribute free over the Internet.

If you have copyright questions, you are encouraged to check the licensing agreement that comes with the software, call the software manufacturer, or visit the manufacturer's website to gain specific information on the copyright rules that pertain to your software.

## **REMOVE DUPLICATE DESIGNS**

Most people organize their embroidery designs by category, such as those shown in the **Classifying Designs** section of this document. When removing duplicate designs, we assume you might want to have a copy of a design in two different categories – such as a floral heart design might be located in a "Floral" category and a "Heart" categories – but that you don't want two copies of the same design in the same category. Usually, situations like this occur because we have the same design in multiple formats at the

same time. This can occur when purchased or downloaded designs include all formats in a Zip Archive. Fortunately, cleaning up these duplicates is easy with the Remove Duplicate Designs wizard and its easy!

## Remove Duplicate Designs Wizard

---

The **Remove Duplicate Designs** wizard provides an easy and SAFE way to eliminate duplicate designs in your embroidery design collection.

Things to know. The **Remove Duplicate Designs** tool:

- Always starts in the currently selected folder and is only available in Explorer mode.
- Automatically scans the selected folder and its sub-folders for duplicate files which are then removed.
- Automatically keeps your most preferred embroidery formats for each duplicate. Less preferred formats are either deleted or moved to a duplicates folder of your choosing.
- Allows you to optionally keep a design format all the time, regardless of your other format preferences.
- Zip archives are ignored. If you want to process the contents of your Zip archives, you will need to extract them first.
- You can process and verify one design duplicate at a time or have the **Remove Duplicate Designs** wizard processes through your folders automatically detecting and removing duplicates.

You can choose to move duplicates to a special duplicates folder of your choosing or you can delete them. All deleted duplicates are moved to the recycling bin where they can be retrieved if needed. Once you are certain of the changes, feel free to delete the files in the duplicates folder or recycling bin.

**NOTE:** Whenever you run the **Remove Duplicate Designs** wizard, there will be a status dialog in addition to the standard program dialogs you are used to. The status dialog keeps you informed of what the remove duplicates tool is doing and displays information about the current folder being processed. If you choose to run the remove duplicates tool without confirming each duplicate file, this will be the only dialog visible while it inspects subfolders and handles duplicates. If you change your mind and would like to cancel the **Remove Duplicate Designs** tool processing, click the close **X** at the top of the status dialog.

## Chapter 3

## Design Notes & Finding Files

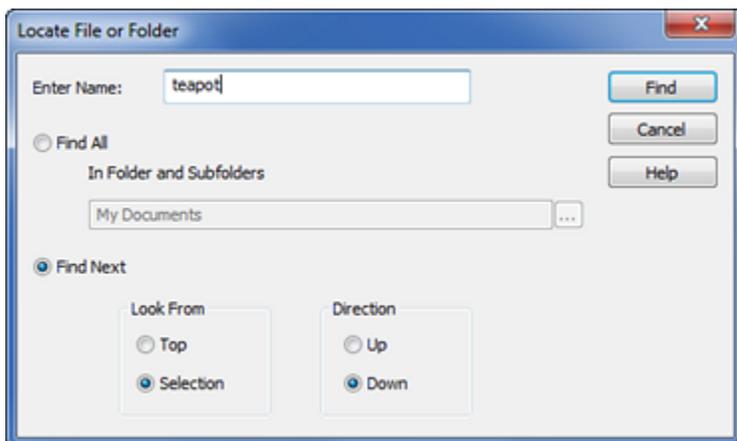
### FIND FILES

Finding the perfect design is always a challenge. Even when you have your designs filed in folders by subject, there are many occasions where one design may actually fall into multiple categories. For example, you may have a wonderful heart design that is made up of flowers and a sentimental quote. When you originally organized your designs, you may have filed this in your "Hearts" folder or in "Flowers".

The simplest way to find this design may be to browse the two folders, "Hearts" and "Flowers", until you locate the design you are looking for. This might work, but perhaps you had a weak moment and instead filed the design under "Love" or even under the name of the digitizer. If this is the case, you may not find the design at all. Fortunately, BuzzXplore has several tools to help you.

### Locate a File or Folder

If you know the name of the file or part of the file name, you can search for it using the BuzzXplore command **Locate > File or Folder**



*Use to Locate a File Name or Folder Name*

Fill in the name of the file or folder you are looking for in the **Enter Name** field. You may use standard wild card characters in your search, where \* is the wild card replacement for any number of trailing characters and ? is the wild card replacement for a single character.

BuzzXplore displays and selects the first file that meets your search criteria. If this is not the design you are looking for, you can repeat the search by selecting the menu item **Locate > Next** or by pressing **F3**.

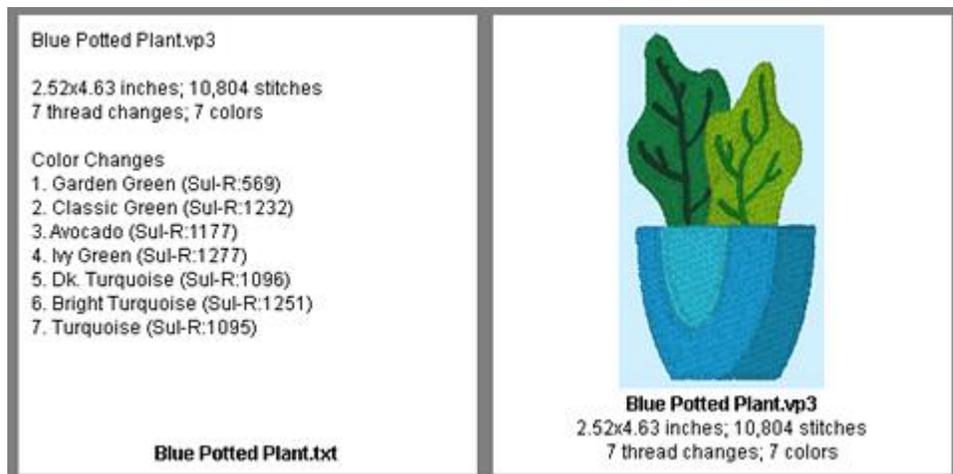
To display the results of your search in a new catalog, choose **Find All** and select the starting folder. Sub-folders will automatically be searched.

### Design Notes

Some embroidery formats (i.e. PCS, PES, ART and HUS) allow for the inclusion of short comments within the design file. In fact, you may already be using the comments area to include information about your designs.

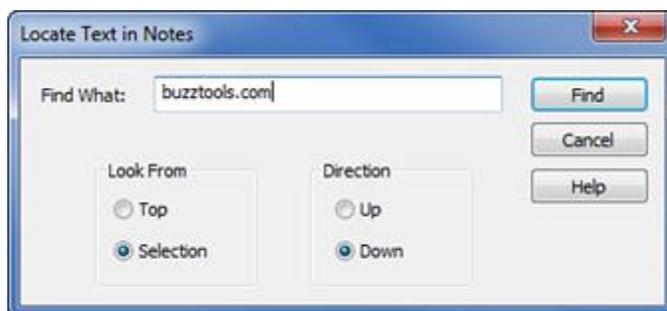
Other embroiderers use note files to store specific information about their designs. Usually, there is one note file per design that contains information such as the source of the design, thread colors and specific sewing instructions. Notes are frequently saved as .txt files and are given the same name as the design but, of course, with the extension TXT. For example, the embroidery design file "Blue Potted Plant.vp3" may have a corresponding note file called "Blue Potted Plant.txt". When your files are sorted by file name

(the default), BuzzXplore displays these note files alongside of your designs.



*This design is shown adjacent to its design note file.*

You can use BuzzXplore to search through embedded design comments or through your design notes (contained in text files). This gives you the ability to locate your designs based on the information you have included. Use the BuzzXplore command [Locate > Text in Notes](#)



*Use to Locate Embedded Design Comments*

**NOTE:** If you are storing your design notes in text files, it is important to remember that the design file and the note file are separate entities. As you organize your designs, you are responsible for making sure that your note files are stored in the same folder as the corresponding design. This way, when you search your note files for keywords or other text, you are able to find the design.

You can use BuzzXplore to create note files for your designs ([BuzzTools > Create Design Notes](#)). Once the basic note file is created, you may edit individual note files to include information specific to your designs.

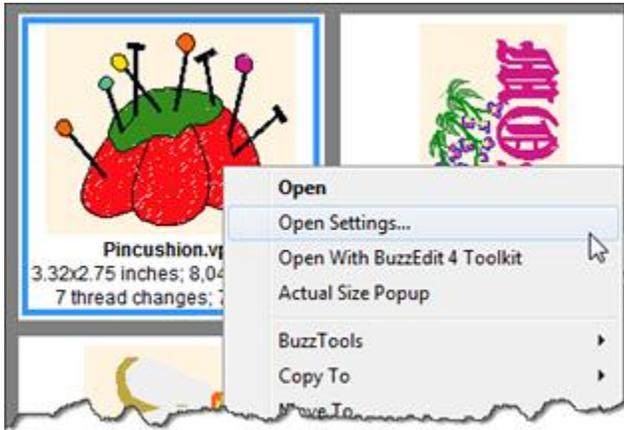
Chapter 4

## Editing Design Files

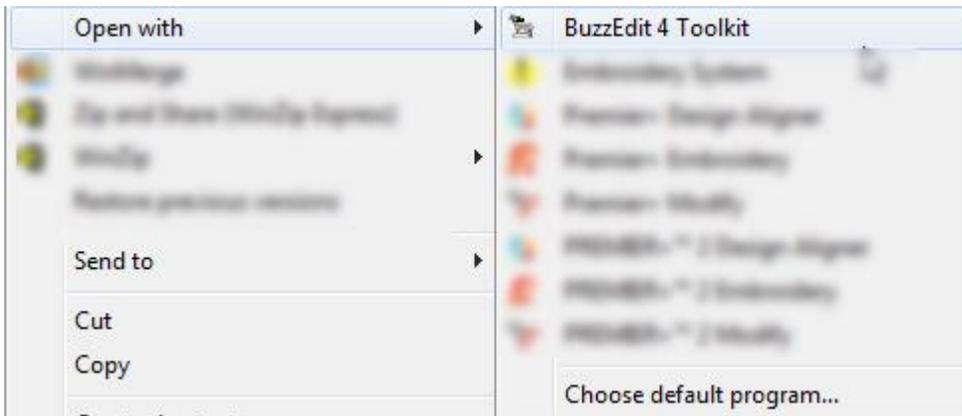
When a file is double clicked, BuzzXplore opens the file in the associated program. Most file types have programs associated with them by Windows Explorer and this association is used if appropriate. BuzzXplore also lets you set BuzzXplore program specific associations. This means that when you double-click a supported file type, you can have Windows Explorer launch one program and BuzzXplore can launch another – although this is not required.

### WINDOWS FILE ASSOCIATIONS

Most of your Windows file associations are available from within BuzzXplore on the pop up context menus, which are accessed by clicking on a file with the alternate mouse button. The **Open** command on the top of the pop up menu uses the BuzzXplore open settings not the Open file association that may be set from Windows Explorer. Sometimes the BuzzXplore open settings tell BuzzXplore to use the Windows File association and sometimes they are set to use another program.

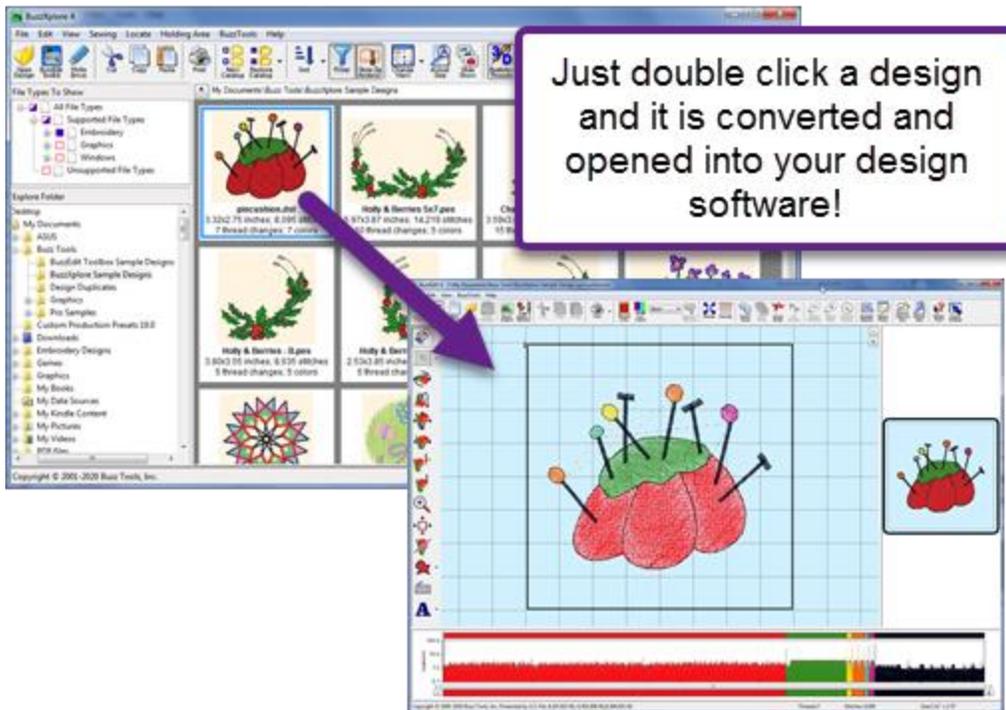


Also on the context menu, is the **Open With** command. This is where you can view additional Windows Explorer associations and can choose the default program you would like Windows to use when opening this specific file type.



## ON-THE-FLY CONVERSIONS

When you double-click a design file, it is read into your design software. If you do not own software that can read the selected design file type, BuzzXplore can convert the file on-the-fly to a type that can be read. BuzzXplore specific file associations are required for any file type that needs on-the-fly conversions.

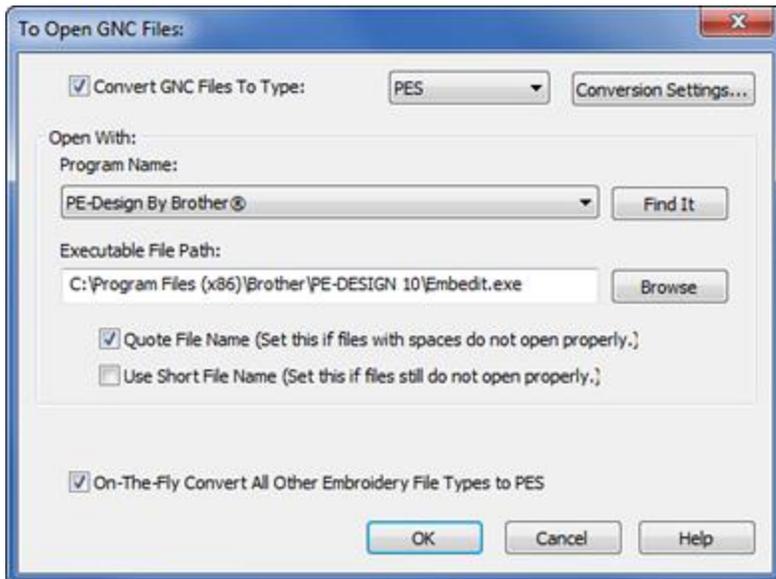


When you are finished editing the design and are ready to return to BuzzXplore, save the design if you want to keep your changes and exit your design software. BuzzXplore will display the changed design – assuming of course that you have not excluded its file type on the File Filter pane!

## Embroidery Design Open Settings

When you double click on an embroidery design, BuzzXplore uses the Windows Explorer file associations to open the design into the associated program. If no program has been associated with that file type, BuzzXplore opens the *Open Settings* dialog which allows you to assign the embroidery program you want to use to open it. On the *Open settings* dialog, you can optionally tell BuzzXplore to convert the design format on-the-fly in order to be accepted by the assigned embroidery program.

For example, let's say you double-click on a GNC (Great Notions Condensed) file. In our example, you do not have any windows file associations for GNC files, so the *Open Settings* dialog opens and allows you to enter your open settings for this file type. If your embroidery software is the Brother PE-Design program, you can tell BuzzXplore to convert all GNC formats to the PES format and open them into the PE-Design software.



The next time you double click on a GNC file, the design will automatically be converted to PES, your PE-Design program is started and the newly converted design file is loaded.

The settings that determine which file type BuzzXplore converts to on-the-fly, as well as the program used to edit each file type, can be changed at any time. Just right click on a file and choose **Open Settings** from the pop up menu.

**NOTE:** Another way to access the open settings for a file type is to double click the file type in the File Filter pane. This is handy for infrequently used file types as it saves you from having to locate in your collection!

## Converting Embroidery Designs

BuzzXplore can convert embroidery files from one embroidery file format to another and can convert between supported graphics formats. You can do embroidery conversions on-the-fly by double-clicking on a design or you can convert a batch of design files at once by choosing **BuzzTools > Convert Embroidery Files**.

### WHY CONVERT?

Different embroidery programs require different design file formats. This is because different software and embroidery machine manufacturers have developed their software independently of one another and have incorporated different features, color palettes and innovations in their software and machines. If you are going to use another program's embroidery designs you need to convert the design to a format your software can understand.

If you always use BuzzXplore to locate your designs and to launch your design software, you do not need to convert designs ahead of time. BuzzXplore automatically converts designs for you as needed when you double-click on a design.

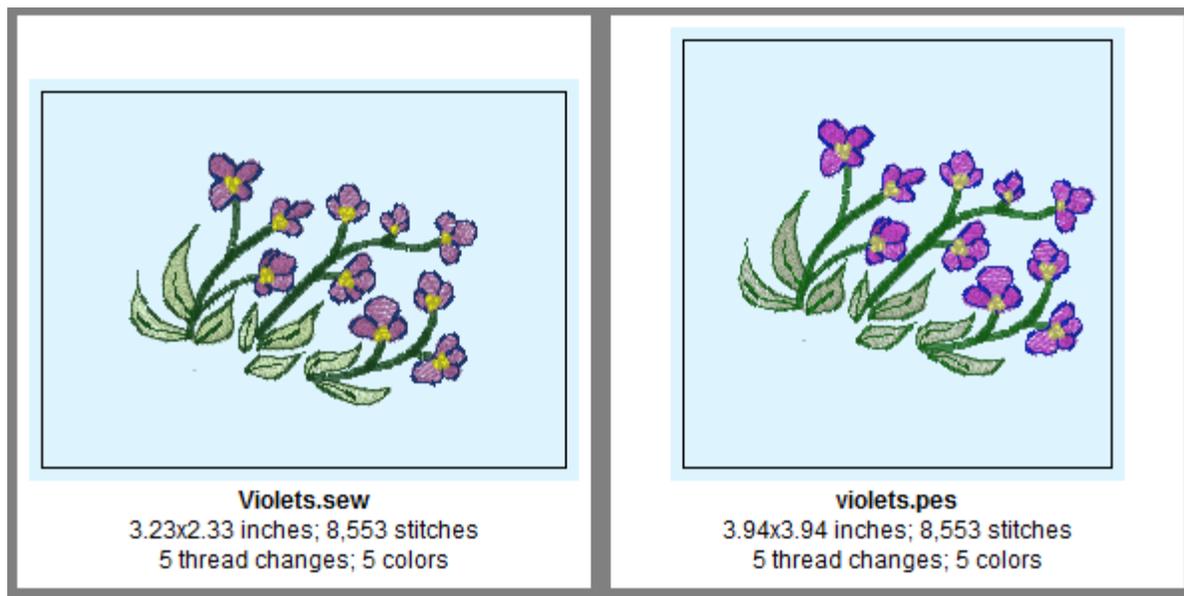
In addition to the convenience, this is beneficial. Every time a design is converted, some information is lost in the process. If you keep your designs in their original format, you can be assured that you are keeping the most accurate and detailed information available about the original design.

If you want to be able to open your designs directly from your design software, or if your design software is a DOS based program (such as the Singer EU embroidery program), you may need to do your conversions ahead of time. Or perhaps you sell your designs and want to distribute them in multiple formats. BuzzXplore provides a powerful tool for converting designs which can convert thousands of designs in only a few minutes. In addition, you can modify numerous conversion settings so that you control how your designs are converted. Beginning users usually have excellent results with BuzzXplore default conversion settings.

### CONVERSION TOOLS

To convert some or all of the embroidery files on your drives, use **BuzzTools > Convert Embroidery Files**. You can choose to convert the currently selected designs, the current folder of designs, or, if you are in Catalog Mode, the entire catalog. You may convert from multiple file types at once.

Don't worry if your selection or catalog contains designs of the destination file type or files that are not designs – these files are simply ignored. For example, you may have a catalog consisting of embroidery PES and DST files along with bitmap graphics. If you choose to convert the entire catalog to PES files, the PES files already in your catalog and the bitmap files are ignored.



### *Original and Converted Design*

When BuzzXplore is finished with the conversions, the program displays the new files if their file type is not excluded by the File Filter.

## How Your Files are Processed

When you run the Convert Embroidery Files wizard (available from the BuzzTools menu), you are asked to specify the location for the converted files. You can choose to have the new designs saved into the same folder as the original designs or you can choose a new starting tree location for the conversions.

By default, the new file is named the same as the original but of course with a new extension. However, if a newly created design file duplicates an existing file name, the existing file is not overwritten. Instead, BuzzXplore first compares the existing design file with the new file. If they are exactly the same, the new file is not written at all.

If the file contents are different in any way, BuzzXplore creates a new name for the new design file. The new name is the original name with a number appended to the end. If you do not like the names selected, you can rename them from BuzzXplore after the conversion process is complete.

Once the new design file is created, the original design file is permanently deleted if (and only if) you specified the **Delete Converted Files** option. Using this option has two advantages. First, you do not have duplicate designs cluttering up your drives. Second, it allows you to see exactly where the conversion left off if the conversion is interrupted. Remember if you are going to use this option to save a copy of the original design!

## Colors During Conversions

Each embroidery file format comes with certain standard colors and restrictions. Some design formats have only a few color choices and some have a plethora. Moreover, some designs don't contain color information at all; only color stops to let the embroiderer know it is time to change threads.

When embroidery design files are converted using BuzzXplore, the best possible match is made from the colors available. In some cases, this may involve selecting a secondary color choice in order to preserve color stops.

DST and EXP files do not contain any embedded color information. They do have color breaks, that is,

markers in the file to tell the machines to stop sewing, but no actual color values. A few programs save color information for DST and EXP files in an auxiliary file. If BuzzXplore can locate the auxiliary color file for a DST or EXP file, it displays the colors correctly.

When there is no auxiliary color file, BuzzXplore does not know what colors the digitizer intended for the color breaks and the color stops are assigned a color value so that the design can be displayed and converted. DST and EXP files displayed in this manner are shown with an arbitrary color sequence. A line is displayed for each color stop rather than a color value so you can write in your color choices on a printed catalog if you like.

When EXP or DST designs are converted to another file format that requires a color value, BuzzXplore uses the auxiliary colors file if it is available. If the design does not have an auxiliary color file, BuzzXplore does not know what color the digitizer intended for the color breaks. Should color break one be green (for a tree) or blue (for sky)? Therefore, when these files are converted, BuzzXplore assigns its arbitrary color choices to the file. These of course, do not relate to an actual color value but represent the color break present in the original file.

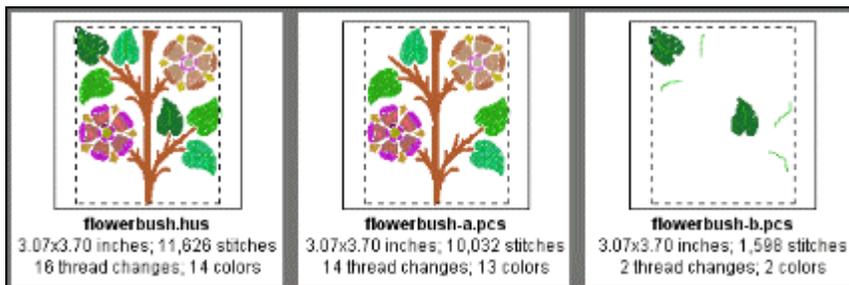
## File Splitting

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Each embroidery file format comes with certain file limitations and restrictions. Typically, these limitations are on the number of stitches a design may have or the number of color breaks. The limitations are specific to the design format you are converting to and are usually not up for negotiation.

For example, if your embroidery software is the Janome Easy Scan, your embroidery machine cannot stitch any design that contains over fourteen colors. When you convert a design to the SEW format that contains twenty colors, you cannot use the final design unless the design has been divided into parts.

During conversions, BuzzXplore will "split" a design with too many colors or stitches in two or more files. The design in this example would be divided into two files. File one would contain the color breaks one through fourteen and file two would contain the color breaks thirteen through twenty.



*This HUS design had to be split into two parts to convert correctly to PCS.*

The new file names are the original name with a letter appended to the end. File one is appended with the letter A, file two with the letter B and so on. When you stitch these designs, you sew design A first, followed by B, etc. When you are sewing the multiple files of a split design, do not move the design sections on your embroidery machine unless you move each section by exactly the same amount. The designs overlay each other in the correct position to create the complete design.

## Design Rotation and Resizing

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When you are converting designs, there may be instances when the original design does not fit in the new file type's hoop. Perhaps the original design hoop was taller than it was wide, but your embroidery hoop is wider than it is tall. Without rotating the design ninety degrees, the newly converted design will not fit and cannot be sewn. BuzzXplore provides a rotation option that automatically rotates designs if needed during conversions.

In addition, BuzzXplore provides a resizing option that can automatically reduce the size of your designs if needed during conversions. If you select this option, you control the maximum amount that a design can be reduced by BuzzXplore.



*Before Resizing*



*After Resizing*

Designs that have been shrunk contain the same number of stitches as the original. The design size is reduced by shortening the length of the stitches. This has the effect of making the finished design denser. Reduce a design too much and the stitches are too close together to stitch. For most designs, you can reduce them up to ten percent without any adverse stitching affects. BuzzXplore flags every resized design with a # so that you can easily identify them in your catalog and monitor them when embroidered. For many designs, you can improve the stitching quality of reduced designs by using a lighter weight thread.

**NOTE:** When BuzzSize is installed and authorized on the same computer as BuzzXplore, its resizing engine is available and resized designs

## Advanced Conversion Options

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If you are an advanced user, you can control how your designs are converted. The conversion defaults set by BuzzXplore are the ones that are the most common for each embroidery file format. If these defaults do not work well for you, you can modify a number of conversion settings. The second screen of the Convert Embroidery Files wizard displays the file splitting criteria for the file type you are currently converting to. In addition, you can choose whether to use the default color palette or to use best possible colors for designs (CSD, PCS and XXX file formats only).

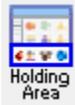
If you are a beginning user, or you do not understand these settings, you should not modify them. They have been set to the values needed by the majority of users and it is possible that you could modify them in such a way as to make your design conversions unusable.

On the third screen of the conversion Wizard, you may decide whether your design is rotated or resized during conversions. This screen also displays a list of hoop sizes if the format that you are converting to supports more than one size. Place a check mark next to each hoop that BuzzXplore to may use.

## Holding Area Usage

The Holding Area is located at the very bottom of the BuzzXplore window and by default is not displayed. It is used to temporarily storage and may be used to accumulate embroidery designs for writing to embroidery drives, media cards or as a temporary holding area for project files.

For example, if you were going to embroidery designs onto some kitchen towels, you might not know exactly which designs you will end up using. As you search through your designs, just copy candidates to the Holding Area. Only a copy of the design is placed in the Holding Area and the original designs remain untouched. Once you are finished, you can safely erase any design in the Holding Area that you don't need without worrying about the originals.



If you would like to use the Holding Area and it is not displayed, click on the **View Holding Area** button located on the top toolbar. Click the **View Holding Area** button again to close it. Any designs left in the Holding Area are present the next time it is opened.

### ADD FILES TO THE HOLDING AREA



To add files to the holding area, select them and use the **Copy Down** button on the Holding Area toolbar. You can also copy designs to the Holding Area by dragging and dropping them in. Remember that these are copies -- the original designs are not moved or modified in any way.

### ERASE FILES FROM THE HOLDING AREA



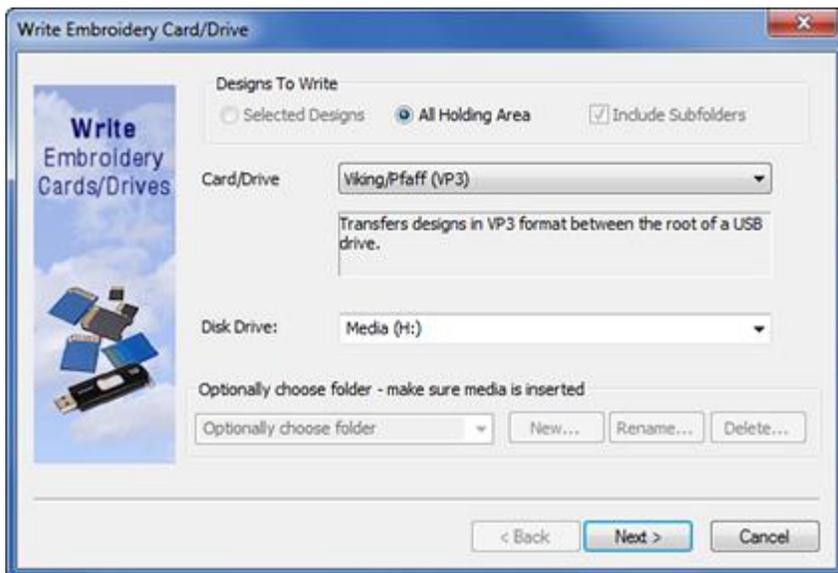
To erase files from the Holding Area, use the **Erase** button on Holding Area toolbar. If a specific design is selected, only that design is removed. Otherwise the entire holding area is cleared.

### WRITE TO EMBROIDERY CARDS & DRIVES

The Write Embroidery Card/Drive wizard quickly writes embroidery designs to USB drives, Bernina drives, memory cards, compact flash drives, and even external hard drives. This is also how to create SHV formatted diskettes.



With the desired designs in the Holding Area, use the **Write Drive** button to launch the Write Embroidery Card/Drive wizard. Follow the on-screen instructions or click on the dialogs **Help** button for more information.



You can choose from many different built in Card/Drive formats or you can select Generic. If required by the selected card/drive format, the designs in the Holding Area are converted prior to writing.

## READ EMBROIDERY CARDS & DRIVES

The Read Embroidery Card/Drive wizard transfers the embroidery designs on the selected drive to the Holding Area. Once there, you can navigate to another folder and move the designs to a more permanent location.



Use the **Read Drive** button to launch the Read Embroidery Card/Drive wizard. Follow the on-screen instructions or click on the dialogs **Help** button for more information.

### CONVERTING GRAPHICS

You can use BuzzXplore to convert from one graphics format to another. To convert graphics from one graphics format to another, use the **BuzzTools > Convert Graphics** command and follow the on-screen instructions.

**NOTE:** Graphics are converted from one graphics format to another graphics format. You cannot create an embroidery design using this command. To create embroidery designs from graphics, you need an auto-digitizing program such as Buzz-2-Stitches.

### CREATE THUMBNAIL GRAPHICS

This tool creates individual pictures of your designs. This can be useful if you are creating your own website and need individual graphics files or if you want to re-digitize an existing design.

To create thumbnail graphics, choose **BuzzTools > Create Thumbnail Graphics**. You can choose to create thumbnail graphics for the currently selected designs, the current folder of designs, or, if you are in Catalog mode, the entire catalog. The wizard also allows you to choose the type of graphic file to create.

If you are creating graphics for use on a website you need to be aware that the larger the graphic, the longer it takes to load. Realistic stitches look best when at least 300 pixels in size, but this size may be too large for web pages with multiple images. When you create a web page of designs, you might want to limit either bitmap size or the number of images displayed per web page.

If you are creating graphics for re-digitizing use, turn off realistic 3-D threads. This allows your digitizing software to better see the boundaries of each color included in the design.

### CONVERTING GRAPHICS

You can view your designs consecutively in full-screen mode using the Slide Show tool. To start your slide show, choose **BuzzTools > Slide show**. You can choose to include the selected designs only, the current folder of designs, or, if you are in Catalog mode, the entire catalog. The *Slide Show* dialog lets you customize the slide show settings and it displays information about specific keys that may be used to control the slide show.

## Chapter 8

## Other Features

## PACKAGE DESIGN COLLECTIONS

**If you sell embroidery designs or offer your embroidery designs for free on the Internet, this tool can make the process easier for you!** The Package Design Collections wizard was originally created to help the folks at Buzz Tools prepare the embroidery design collections for uploading to the [Buzz Tools Free Embroidery Designs](#) web pages.

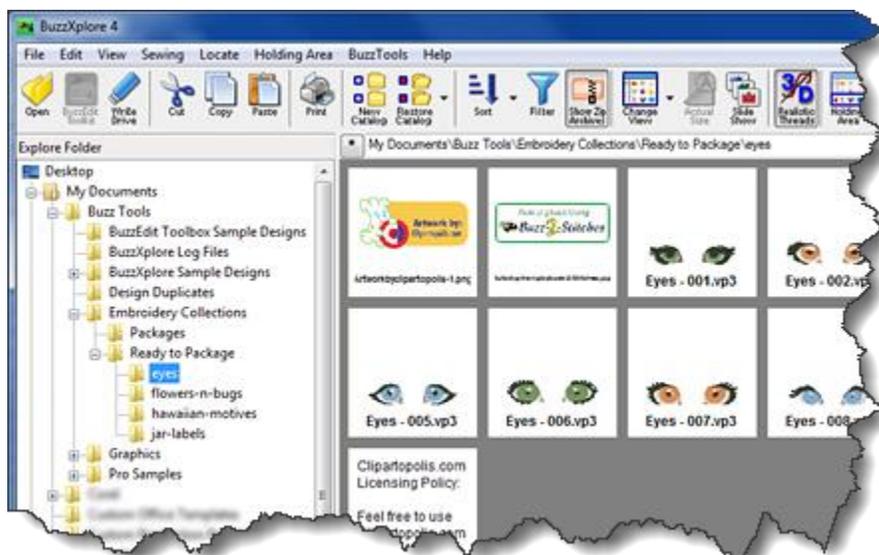
## How it Works

When the packager runs, it doesn't touch the contents of the original design folder so you don't need to worry about your source files being overwritten. You will launch it from a main folder which contains a separate subfolder for each of your embroidery collections. In each collection folder, you will place the embroidery designs and any other collection specific files such as PDF instructions, project images or perhaps a company logo for that collection.

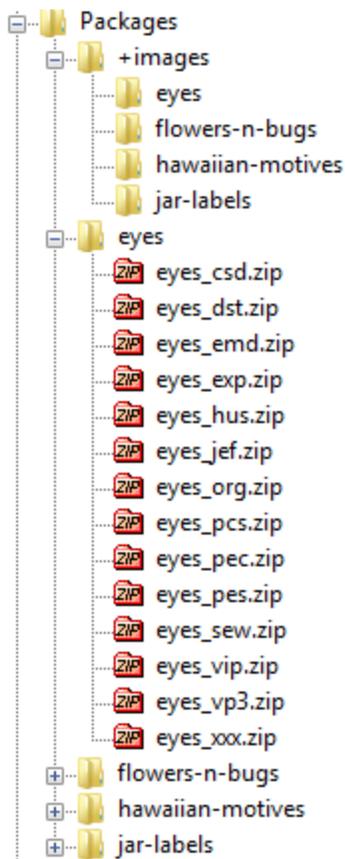
The Package Design Collections wizard processes these subfolders, one at a time. The designs are converted and neatly packaged into format specific ZIP archive files, one for every supported embroidery format. In addition to the converted designs, the ZIPs also contain a copy of any non-embroidery files that you put into the collections folder and it automatically generates design note files for each design. The wizard also automatically generates Thumbnail graphics needed for displaying on a website along with a smaller "icon" sized graphic to represent the collection.

## Example

Here a sample folder structure for a few collections. As you can see from the image below, we have created a main folder called "Embroidery Collections" which contains two subfolders. The "Packages" folder is empty and will be used to store the ZIP and graphics files created by the Package Design Collections wizard. Our collections subfolders are organized in the "Ready to Package" folder. In the example below, we have created three separate collections - eyes, flower-n-bug and hawaiian-motives.



When the packager has finished processing the collections, they are organized in the location you specified for the completed packages and there will be one zip per format for each collection.



We suggest you first try the Package Design Collections wizard on a few simple collections so you are familiar with what exactly this powerful tool produces for you. However, there is no limit to the number of collection folders the packager can process. Just keep each collection in its own folder and don't put anything in the folder that you don't want in the resulting ZIPs. It's that easy!

See the [Package Design Collections tutorial](#) in the online help for more information.

## Before you run the Design Packager

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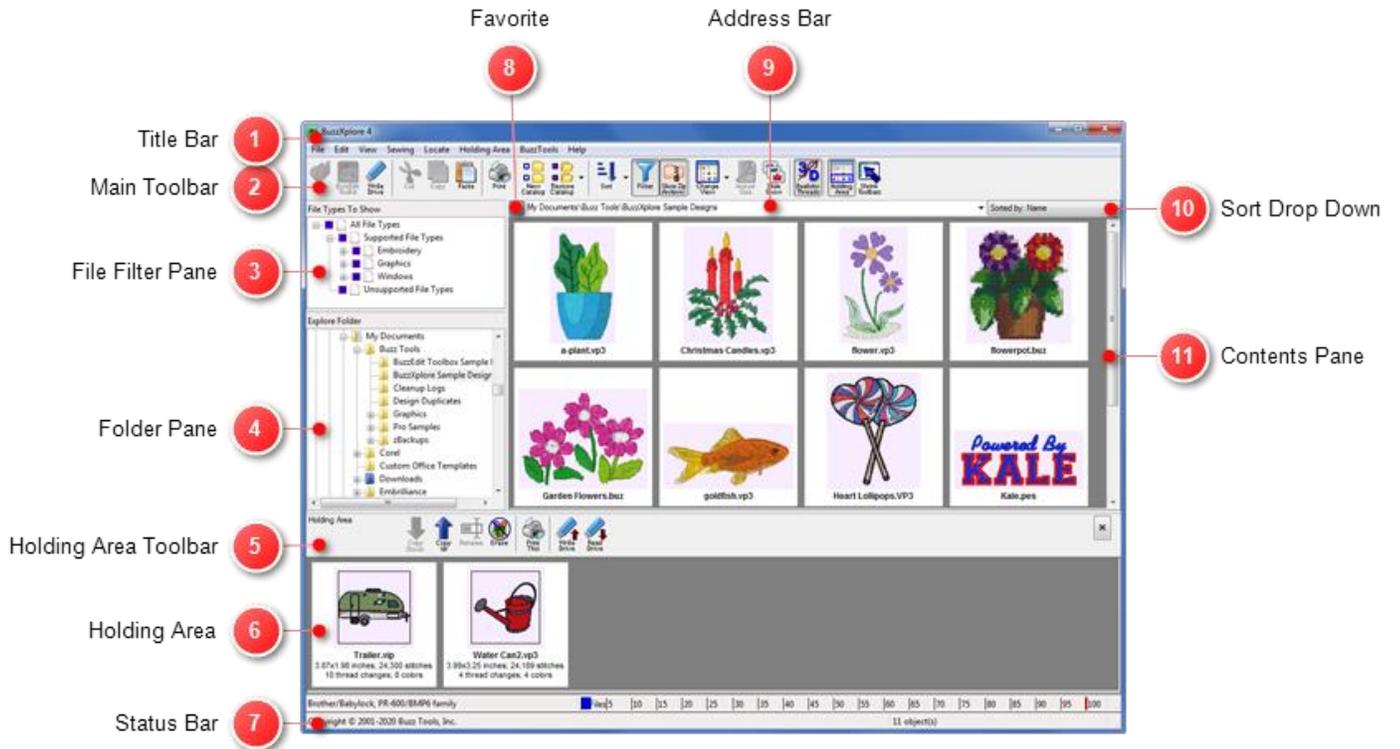
- Create a folder for each of your embroidery design collections and name them accordingly. For example, you might want to include an abbreviation for your company and either a collection number or descriptive text. **Whatever you name your collection folder become the name of the resulting ZIP files generated, as shown in the example above.**
- In each of these folders, put the embroidery designs for the collection. You don't need to convert any of the designs. Just put your original designs into the folder along with any other supporting files. For example, you might include a PDF of instructions for "In Hoop" designs or perhaps an image of your company logo. Everything in a collections folder becomes part of the design packages.
- In another location on your hard drive, create a copyright file in any format you wish. This copyright information will be placed into each ZIP file the packager creates. You'll be telling the Design Packager where to find it on the first dialog.
- Decide where on your hard drive you want the finished packages to be. Again, this should not be in your collections folder!

That's it. You're ready to run the Package Design Collections wizard.

Appendix A

# Summary Reference

## WORKSPACE



## Reference Charts

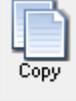
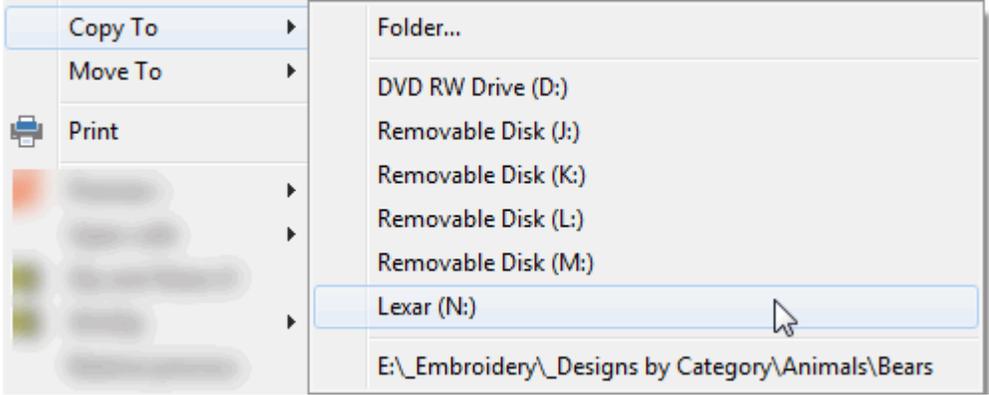
### SELECTING FILES

Here are several methods that you can use to select files and folders within BuzzXplore.

To Select	Use this Procedure
A single file or folder	<ul style="list-style-type: none"><li>Click on the item you wish to select.</li></ul>
Multiple files or folders	<ul style="list-style-type: none"><li>Hold down the <b>Ctrl</b> key and click the desired items.</li></ul>
A group of consecutive files or folders	<ul style="list-style-type: none"><li>Click on the first item in the consecutive list.</li><li>Hold down the <b>Shift</b> key and click on the last item in the list.</li></ul>
Any combination of files and folders	<ul style="list-style-type: none"><li>Use any of the above methods in combination. For example, you can select a group of consecutive files by using the <b>Shift</b> + click method and then use <b>Ctrl</b> + click to select another file to add to the group.</li></ul>
All of the files and folders in the Contents pane.	<ul style="list-style-type: none"><li>Use <b>Edit &gt; Select All</b> or use the keyboard shortcut <b>Ctrl + A</b>.</li></ul>

## COPYING FILES OR FOLDERS

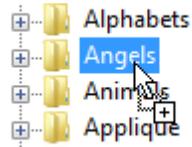
Copying creates an exact duplicate of a file or a folder. The copy can be placed in a new folder or drive. There are several methods that can be used for copying files and folders.

Method	Procedure
Copy and Paste	<ol style="list-style-type: none"> <li>1. Select the items to be copied.</li> <li>2. Choose <b>Edit &gt; Copy</b> or click the <b>Copy</b> button.   <p>If you are in <b>Catalog</b> mode and you want to copy a folder, click on it with your right mouse button and choose Copy from the popup menu.</p> </li> <li>3. In the <b>Folder pane</b>, find the folder where you would like to place a copy of the items and click on it with your alternate mouse button. Choose <b>Paste</b> from the popup menu.</li> </ol>
Copy to menu	<ol style="list-style-type: none"> <li>4. Select the items to be copied.</li> <li>5. Right click on one of the selected items and choose <b>Copy to</b> from the popup menu.   </li> <li>6. Select a folder location or make a create a new folder. Removable drives and recently used folders are displayed in the context menu for speedy access.</li> </ol>

Drag and Drop

7. Select the items to be copied.

8. Hold down the mouse button and drag the items so that the mouse cursor is over the folder where you want to place a copy. Don't let go of the mouse button yet.

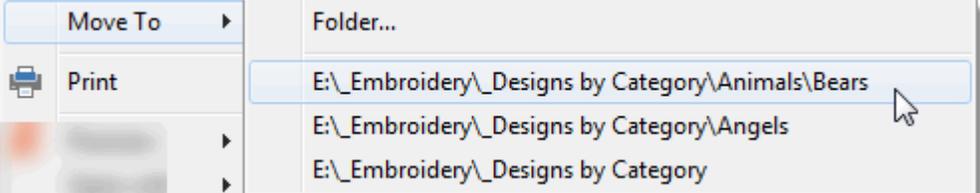


9. Press and hold the **Ctrl** key and notice that a + appears by the drag cursor indicating that you are creating a copy of the items. Release the mouse button and then release the **Ctrl** key.

10. Choose **Copy Here** from the popup menu.

## MOVING FILES OR FOLDERS

When you move a file or folder, the original item is deleted from its original location and it is placed in a new location. There are several methods that can be used for moving files and folders.

Method	Procedure
Cut and Paste	<p>11. Select the items to be moved.</p> <p>12. Use <b>Edit &gt; Cut</b> or the <b>Cut</b> button.</p>  <p>If you are in Catalog mode and you want to cut a folder, right click on it and choose <b>Cut</b> from the popup menu.</p> <p>The <b>Cut</b> command sends the selected items to the Windows® Clipboard, and marks them for removal. They are removed only during a subsequent paste command.</p> <p>13. In the <b>Folder pane</b>, find the folder where you would like to place the items and right click on it and choose Paste from the popup menu.</p> 
Move to menu	<p>14. Select the items to be moved.</p> <p>15. Right click on one of the selected items and choose Move to from the popup menu.</p>  <p>16. Select a folder location or make a create a new folder. The most recently used folders are displayed in the context menu for speedy access.</p>
Drag and Drop	<p>17. Select the items to be moved.</p> <p>18. Hold down the mouse button and drag the items so that the mouse cursor is over the folder where you want them moved.</p> <p>19. Release the mouse button and drop them into place.</p>

## RENAMING FILES AND FOLDERS

There may be times when you want to change the name of a file or folder. This can be accomplished in several ways.

<p><b>Method One</b></p> <p><i>Not Available in Thumbnail View</i></p>	<p>20. Click once on the file or folder you wish to rename. Pause 2 seconds, then click again on the same file or folder. You know when it is ready to rename when you see a square around the highlighted name and the cursor is blinking at the end of the name.</p> <p>21. Type the new name and the old name is erased as soon as you begin to type.</p> <p>OR</p> <p>Select any portion of the name you wish to change and then re-type it.</p> <p><b>NOTE:</b> Be sure to type in the same extension when you enter the new name or the file may become unusable.</p>
<p><b>Method Two</b></p>	<p>22. Use your alternate mouse button and click on the file name or folder you wish to rename. Choose Rename from the popup menu. A square appears around the highlighted name and the cursor blinks at the end of the name.</p> <p>23. Type the new name and the old name is erased as soon as you begin to type.</p> <p>OR</p> <p>Select any portion of the name you wish to change and then retype it.</p> <p><b>NOTE:</b> Be sure to type in the same extension when you enter the new name or the file may become unusable.</p>

Appendix C

## Keyboard Shortcuts

The BuzzXplore 4 includes various shortcut key combinations that make it easier to launch commands within the program. Below is the complete list of commands that are available.

<b>General</b>	<b>Shortcut</b>
Help	<b>F1</b>
Print Report	<b>Ctrl + P</b>
New Folder	<b>Ctrl + Shift + E</b>
New Zip Archive	<b>Ctrl + Shift + Z</b>
Open with BuzzEdit 4 Toolkit	<b>Ctrl + B</b>
Cancel Current Operation	<b>Escape</b>
Exit	<b>Alt + F4</b>
<b>Editing</b>	<b>Shortcut</b>
Cut	<b>Ctrl + X</b>
Copy	<b>Ctrl + C</b>
Paste	<b>Ctrl + V</b>
Delete Current Selection (Move to Recycling Bin)	<b>Delete</b> or <b>Ctrl + D</b>
Permanently Delete Selection	<b>Shift + Delete</b>
Select All	<b>Ctrl + A</b>
Select None	<b>Escape</b>
<b>Locating</b>	<b>Shortcut</b>
Locate in Text	<b>F5</b>
Locate File or Folders	<b>F4</b>
Locate Next	<b>F3</b>
Locate Next Folder with Files	<b>Ctrl + PgDn</b>
Previous Folder with Files	<b>Ctrl + PgUp</b>
Sorting	<b>Shortcut</b>
Sort by Name	<b>Shift + N</b>
Sort by File Type	<b>Shift + T</b>
Sort by Date	<b>Shift + D</b>
Sort by File Size	<b>Shift + S</b>
Sort by Folder (Catalog Mode Only)	<b>Shift + F</b>
<b>Viewing</b>	<b>Shortcut</b>
Toggle between Xplorer & Catalog Modes	<b>Ctrl + M</b>
New Empty Catalog	<b>Ctrl + N</b>
Actual Size Preview	<b>Ctrl + F</b>
Use Realistic 3-D Threads	<b>Ctrl + T</b>
Full Size Thumbnail View	<b>Ctrl + 1</b>
Large Thumbnail View	<b>Ctrl + 2</b>

Medium Thumbnail View	<b>Ctrl + 3</b>
Small Thumbnail View	<b>Ctrl + 4</b>
Refresh – Quick	<b>Ctrl + R</b>
Refresh – Force Full Refresh	<b>Shift + Ctrl + R</b>
<b>Tools</b>	<b>Shortcut</b>
Convert Embroider Files	<b>F6</b>
Extract ZIP'd Files	<b>F7</b>
Create Design Notes	<b>F8</b>
Create Thumbnail Graphics	<b>F9</b>

*Appendix D*

## Getting Help

If you have questions about BuzzXplore, please visit our online **Education & Support** pages which provides access to technical articles, tutorials and other resources. Once you search the FAQs, you will be provided information on how to contact us directly should you need additional help. If you are experiencing an issue with our software, please mention the following details:

- The product title and version.
- The version of your operating system (Windows 7, Windows 8, etc.) including service packs.
- The sequence of your actions leading to the problem.
- Please try to mention as many relevant details as possible.

## SUPPORT & MAINTENANCE PLAN

When you purchased a BuzzXplore 4, we included a FREE ~~6-month~~ 1-YEAR Support and Maintenance Plan\* which includes the following benefits:

- Access to the latest software, updates and previous versions.
- Product enhancements and bug fixes.
- Support for new Windows operating systems
- Technical support

**IMPORTANT:** If you do not renew your contract before it expires, you may lose access to the benefits listed above but you will continue to have the right to use your installed licensed software.

Your maintenance plan started automatically the first time you authorized your software and expires after one year. Continuous coverage with a maintenance plan is required to access updates and technical support.

## Check for Updates

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The program automatically checks for updates every 30 days and will notify you if an update is required. As long as your maintenance plan has not expired, you will be able to download and install the update.

Before contacting us for technical support, please make sure that you are using the latest version of the product, since your problem may have been fixed in a later update. You can find information about the latest releases by clicking on the **Help > Check for Update** command.

## Renewal Information

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### **Manual Renewal**

Maintenance plans do not renew automatically and can be renewed as early as 90 days prior to expiration. To avoid potentially losing access to updates and support, it is important to renew your maintenance plan before the expiration date. If not renewed, notifications are emailed to the registered user 30, 15 and 4 days prior to expiration. Please see the renewal policy below.

### **Updating Your Email Address**

Because maintenance plans are linked to your email, it is important to notify us of any email changes.

We do not offer phone tech support for a variety of reasons but mostly because it is clearer for us to provide tech support with step by step instructions and screen captures rather than trying to describe a software screen over the phone. Therefore, please do not call our sales office for technical support as they will only direct you to our online support options.

## UPGRADES

### Updates

---

Updates modify your current software and are available for bug fixes and changes required to the installed hoops and formats. For example, if you are running BuzzXplore v2.14 you can download and install v2.2. Updates are free and you are able to check for updates to your current software using the [Help > Check for Updates](#) command.

### Upgrades

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Upgrades totally replaces your existing software with a new major version. For example, if you are running BuzzXplore v2.14, then BuzzXplore 4 would be an upgrade. Upgrades add additional features to the software and are not free. However, if you have an earlier version of BuzzXplore or Buzz Tools Plus, you can upgrade at a special price. [Request upgrade pricing.](#)

Buzz Tools, Inc. provides free upgrades for customers who have purchased a product shortly before or after the announcement of a new version of an application is released. Offers are available for a limited time and vary from product to product. [Check free upgrades availability.](#)

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