

Embroidery Office

version 17

Installation
Activation
Important notes
License agreement

Embroidery Office 17 Installation Guide - Rev 17.20
First Edition – Printed in Buenos Aires, July 2019
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Before Starting

Embroidery Office 17 will run properly in your computer if it meets a series of minimum characteristics. To get a better performance, we suggest that you consider the Suggested Configuration column, trying that your computer meets or exceeds the specified configuration.

Embroidery Office 17 has been developed to work on Microsoft® Windows® 10, Microsoft® Windows® 8, Microsoft® Windows® 7 and Microsoft® Windows® Vista operating systems

Note: Should you have any doubt about the operating system, software or hardware necessary for the proper performance of Embroidery Office 17, please refer to your technical support people or supplier of IT products.

System requirements

Device	Minimum config. requirements	Suggested configuration
Processor	Core Duo technology (Intel 7300 Series)	I5 Processor - 3.2 GHz
Memory	2 Gb	4 Gb
Video	1024 x 768 pixels True color (32 bits) with OpenGL acceleration	1440 x 900 pixels True color (32 bits) or better with OpenGL acceleration.
Monitor	17" monitor	19" Monitor
Free disk space	2 Gbyte	20 Gbytes
DVD unit	DVD Reader	DVD Reader/writer
Floppy	3.5" HD non USB (required for old embroidery machines)	3.5" HD non USB (required for old embroidery machines)
Ports	1 x USB port (required for USB dongle) 1 x USB port (for mass storage device) 1 x RS-232 port (for/if direct connection)	1 x USB port (required for USB dongle) 1 x USB port (for mass storage device) 1 x RS-232 (for/if direct connection)

Note: Embroidery Office 17 uses a graphical engine that increases its power if the video card has OpenGL acceleration. Most of the manufacturers of video cards provide this feature. At the end of this guide, you will find a list with the video hardware tested with Embroidery Office 17.

Internet connection

- **Live Mode:** If you have the **Live Mode** version of the product, the installation, the activation and the use of the software requires a permanent broadband Internet connection. The software must be connected permanently to internet in order to work properly, otherwise it will not function at all.

- **Dongle Mode:** If you have the traditional **Dongle Mode** version of the product with the dongle or protection device, does not require a permanent Internet connection, but keep in mind the following notes:

In order to activate the application once installed in the equipment, you will need an Internet connection in your computer. The Internet connection generally requires a contract with a local ISP (Internet Service Provider).

Important: *Through an Internet connection, the application checks the availability of newer versions of the program and, upon confirmation, installs the necessary modules in order to update the version, if applicable. Also, the application will check the availability of new system components (fonts, patterns, special effects, etc.), whether standard or optional. Furthermore, you will be able to acquire additional components (such as fill patterns, programmable stitches, typographies, etc.).*

It is recommended to have an Internet connection in the computer where the application is running. If this is not possible, you will need access to Internet (from any other computer) to get the installation password and to perform the License Activation process. Whichever the case, it is necessary that you have an e-mail account.

Screen resolution

We recommend you set your screen resolution to at least 1024 x 768 pixels in true color mode (32 bits). If you are planning to use a higher resolution or a wide screen format (16:9), please check that the video card installed in your system fully support it, specially about the OpenGL acceleration features.

Optional Devices

Scanner, printer, etc.

-
- With most of the scanner type devices, manufacturers provide TWAIN drivers, which must be installed in order to allow Embroidery Office 17 to use the device.
 - Embroidery Office 17 connects to printers using the Windows standard interface. You must previously install the drivers provided by the manufacturer (or included with the operating system) for the printer to operate properly.
-

Connecting to embroidery machines

Embroidery Office 17 may be connected to embroidery machines to send designs direct to them using an optional feature called Direct Connection. Certain connections (depending on the embroidery machine model) require a serial port and a cable, whereas other connections require an additional hardware.

Although Direct Connection is an optional feature, you may set up Embroidery Office 17 to use a Direct Connection in Evaluation Mode (limited to 1000 stitches) just to check if your embroidery machine accept the connection properly.

Note: Direct Connection is an optional feature and is not included with the product. For further information about brands, models supported and required cables and/or hardware, please contact your distributor.

Embroidery Office 17 in the Dongle Mode version

Installing

To install Embroidery Office you will need:

- Installation DVD
- Protection device or dongle
- Installation password-file (a file ended with .spp)

Follow the steps hereunder:

1 - Getting your installation password-file

Your installation password-file is available for download from Internet. The procedure to get your password-file is different depending upon you are an user updating from Embroidery Office version 8 or superior or not.

For new Users and for Users updating from Embroidery Office version 7 or older:

Please, point your internet browser to <http://www.sierra-software.com/users>. Click on the link Download the password to install your product, located at the center of the page. You will find a form with three fields: key Serial Number, key B-Code and License W-Code.

You can find the key Serial Number and key B-Code in the label of the protection device. The License W-Code is located in a PDF document sent to you by the agent you purchased the product to. If you purchased Embroidery Office 17 direct from Sierra, the PDF document is attached to the Order Processed notification e-mail message. If you did not receive the W-Code, please contact your agent and request it.

Once you complete the required information and get into the site, just click on the link "Download Password". A File Download box will come up. Press the Save button and select a location, within your computer, to store the password-file. The download will take just a few seconds.

For Users updating from Embroidery Office version 8 or superior:

Once you received the e-mail message with the Order Processed notification, the password-file for your

system will be ready to download from the Service Center. Please, point your internet browser to <http://www.sierra-software.com/users> and login to the Service Center using your current username and password. Inside the section My Products click the link Download Password.

2 - Prepare your computer to install Embroidery Office 17

Important: Some antivirus, anti-spyware, registry-tracker or similar software may interfere with the installation process. It is highly recommended to temporary disable them before installing Embroidery Office. Once the product is installed, you can enable them again.
Also, depending upon configuration, Windows firewall may block the On-line Activation Wizard and Live Update agent. It is recommended to check the firewall configuration and allow Embroidery Office to access the internet.

New Users:

Please, skip this step and continue with Step 3.

Users updating from previous versions of Embroidery Office:

Before proceeding with this step, it is recommended that you back up all the components (fonts, programmable stitches, patterns, etc.) that you may created. Components created with EO previous versions could be used with EO 17 (a conversion process may be required); components created with versions 6 and older, could not be used with EO 17.

Components are located inside the folder \Program Files\Common Files\Sierra

In order to uninstall the former version of Embroidery Office, select Start > Configuration > Control panel, and run the item Add or Remove Programs. From the programs list select Embroidery Office, and press the Add or Remove... button. During the uninstallation process, you may have to restart the computer.

3 - Insert the protection device

This is an USB type device. Insert it in any free USB port. It is not necessary to turn off the computer to do so. The operating system will automatically recognize the device, since it has the necessary controllers, which come as a standard. Once the dongle is recognized, you will be able to start the software installation process.



4 - Insert the DVD

Close any program you are running. Then, insert the Embroidery Office 17 installation DVD in the DVD-Rom drive. The installation program will be automatically executed.

Note: If your computer does not have the auto-run feature activated, the installation program must be manually executed. Click on the start button, select Run and type: "X: \setup.exe" where "X" is the letter that corresponds to the DVD-ROM unit of the computer, normally D. Then, press Enter or the Ok button.

The figure at the right shows an image of the installation screen.

To change the language, press the corresponding button on the upper right area of the screen.

The Legal Notes section contains an electronic copy of the License Agreement (similar to the one included in this guide). Please, read it before continuing.

Click on Software Installation, read the notes and then press Start Installation.



The figure at the right shows an image of the mode selection screen.

You have to select the installation mode, in this case the **Dongle Mode** installation.

Press the button and wait for the installation wizard to start.

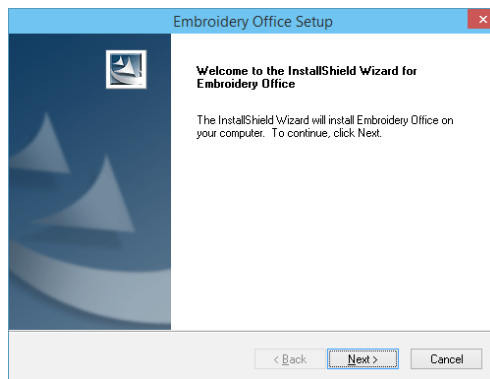


Click on Next> to continue with the process.

Use <Back if you need to return to a previous step in order to modify any of the selections that you must perform during the installation.

The Cancel button allows you to cancel the installation.

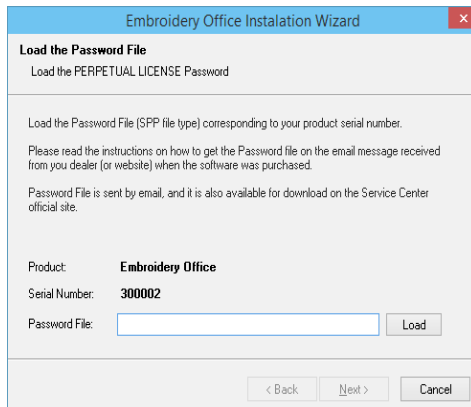
The next step consists of entering the installation password-file you downloaded at the step 1 (Getting your installation password-file)



Press the button at the right of the Password File field to open a box that allow you to browse through the disk units and folders until reaching the file with the installation password.

The name of the file that holds the installation password starts with your licence serial number (which is marked in the dongle and shown as a Serial Number in the wizard) and its extension is '.spp'.

Once the file has been found and selected, click on Open (the box will be closed and will return to the installation wizard). Then, click on the Next button to continue with the next step.



The screenshot shows a window titled "Embroidery Office Installation Wizard" with a red close button in the top right corner. The main heading is "Load the Password File", followed by the instruction "Load the PERPETUAL LICENSE Password". Below this, there is a paragraph: "Load the Password File (SPP file type) corresponding to your product serial number." Another paragraph reads: "Please read the instructions on how to get the Password file on the email message received from you dealer (or website) when the software was purchased." A third paragraph states: "Password File is sent by email, and it is also available for download on the Service Center official site." The form contains three fields: "Product:" with the value "Embroidery Office", "Serial Number:" with the value "300002", and "Password File:" with an empty text box. To the right of the "Password File:" text box is a "Load" button. At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

In the next steps, you may select where to install the product and how to configure your shortcuts in the Start menu. We recommend you to accept the default options (just click on the Next > button) since these will normally work properly in almost all of the cases.

Finally, the wizard will start copying the files, displaying a window that contains a bar that shows the progress of the operation. Once the copying process is finished, all necessary adjustments will be carried out in the system registry and a final window will appear showing the Finish button. If necessary, the installation wizard will require a computer restart. The installation of Embroidery Office 17 will then be finished.

Activating the License

Embroidery Office 17 requires that you register and activate your license. Following a simple process, known as License Activation, you validate the authenticity of your installation and make the limited guarantee effective. Only those installations which licenses have been activated get access to support and updates that Sierra may publish.

When should you activate Embroidery Office 17?

From the installation moment, you have a limited time to complete the License Activation, which is displayed in the ribbon of product Start Page.

This period of time is granted for your convenience, and during it, you will be able to use the product normally.



Nevertheless, once the limit time has expired, you have to activate you license to continue using the product.

The process of License Activation is carried out through Internet, and you will need an Internet connection in the computer where Embroidery Office 17 is installed or, have an e-mail address and Internet access from any other computer. Although we have taken the necessary precaution for the License Activation Service to be available at all times, temporary Internet connectivity problems, out of our control, may affect the availability of this service. Due this, we highly recommend you to go through the License Activation process as soon as possible.

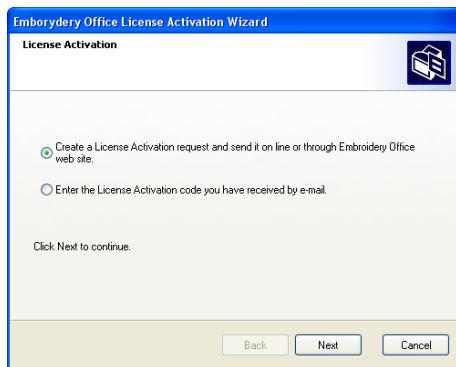
Embroidery Office 17 Activation Wizard

At all times, you can execute the License Activation Wizard by clicking on the icon with a small key, located at the Account Page. If the time to complete the activation has elapsed, the Activation Wizard will automatically appear when you attempt to execute the product.

Online Activation

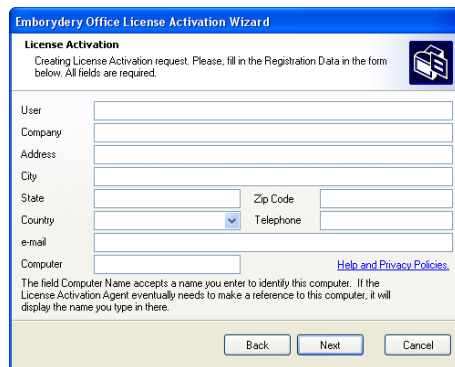
If the computer where Embroidery Office 17 is installed has an Internet connection, you can perform the activation on-line.

Step 1: Execute the Activation Wizard, select the Create a License Activation... option and click on Next.



The screenshot shows the 'Embroidery Office License Activation Wizard' window. The title bar is blue with the text 'Embroidery Office License Activation Wizard'. Below the title bar is a blue header with the text 'License Activation' and a small icon of a document with a checkmark. The main area is white and contains two radio button options: 'Create a License Activation request and send it on line or through Embroidery Office web site.' (which is selected) and 'Enter the License Activation code you have received by e-mail.' Below these options is the text 'Click Next to continue.' At the bottom of the window is a blue bar containing three buttons: 'Back', 'Next', and 'Cancel'.

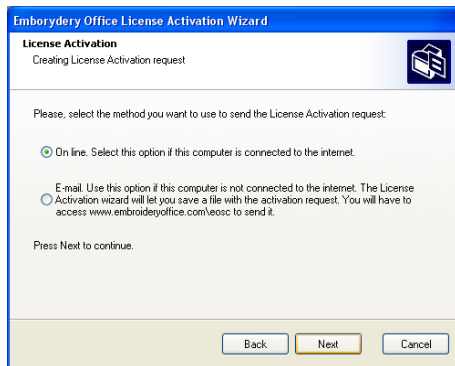
Step 2: Complete your Registration information. Your e-mail address is very important for the activation process. Please, make sure you typed it correctly, and have access to that account.



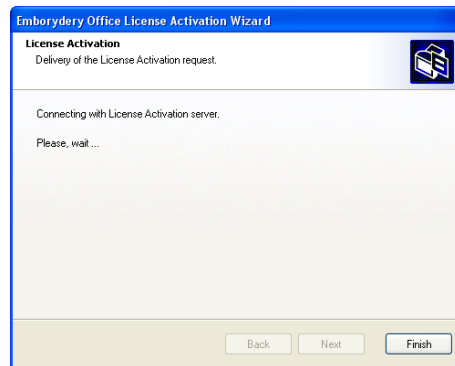
The screenshot shows the 'Embroidery Office License Activation Wizard' window. The title bar is blue with the text 'Embroidery Office License Activation Wizard'. Below the title bar is a blue header with the text 'License Activation' and a small icon of a document with a checkmark. The main area is white and contains the text 'Creating License Activation request. Please, fill in the Registration Data in the form below. All fields are required.' Below this text are several input fields: 'User', 'Company', 'Address', 'City', 'State', 'Zip Code', 'Country' (a dropdown menu), 'Telephone', 'e-mail', and 'Computer'. To the right of the 'Computer' field is a blue link that says 'Help and Privacy Policies.' Below the input fields is a small text block: 'The field Computer Name accepts a name you enter to identify this computer. If the License Activation Agent eventually needs to make a reference to this computer, it will display the name you type in there.' At the bottom of the window is a blue bar containing three buttons: 'Back', 'Next', and 'Cancel'.

Note: The wizard automatically fills the field "Computer" with the machine name assigned by the operating system. You can change it freely. This name will be used just for reference, to help you identify the machine(s) where you have activated the product.

Step 3: Select the On line option and click on Next



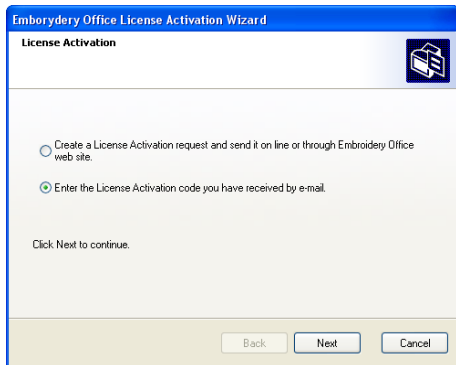
Step 4: During this step, the application will try to connect with the Activation Service to transfer your request.



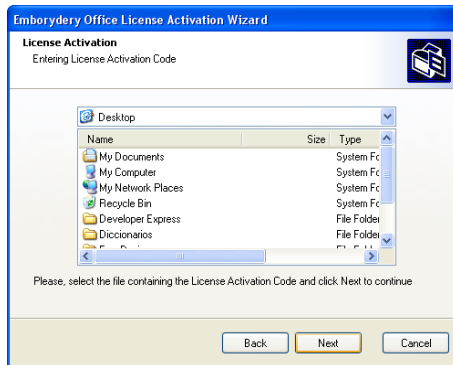
If your request can be processed automatically, the wizard will report that your license has been activated. You will receive an e-mail at the address you have registered, confirming the activation and notifying your username and password to enter Embroidery Office Service Center (<http://www.sierra-software.com/users>)

In some cases, the activation request cannot be processed automatically. The activation wizard will inform you about this situation and you will receive an e-mail confirming the reception of the request. When your request is processed, you will receive an e-mail with the Activation Code for your license. Save the file attached to the e-mail message in your hard drive and follow this procedure:

Step 5: Execute the Activation Wizard, select the Enter the License Activation code... option and click on Next



Step 6: Use the list of Units and the list of Folders to point the wizard to the location where you saved the received file. Then click on Next

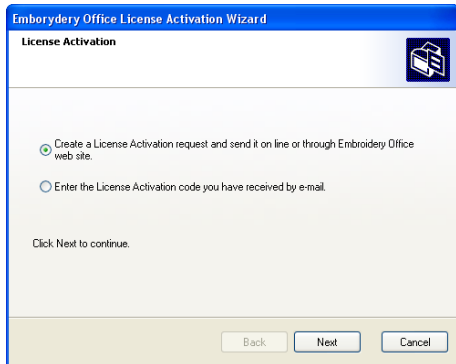


If the procedure were successful, the wizard will confirm that your license is activated. In the e-mail you have received the Activation Code you will find your username and password to enter Embroidery Office Service Center (<http://www.sierra-software.com/users>)

E-mail Activation

If the computer where Embroidery Office 17 is installed has no Internet access, you will need to perform the activation through e-mail. To do this, you will also need to access Embroidery Office web site at <http://www.sierra-software.com/users>

Step 1: Execute the Activation Wizard, select the Create a License Activation request... option and click on Next.



Embroidery Office License Activation Wizard

License Activation

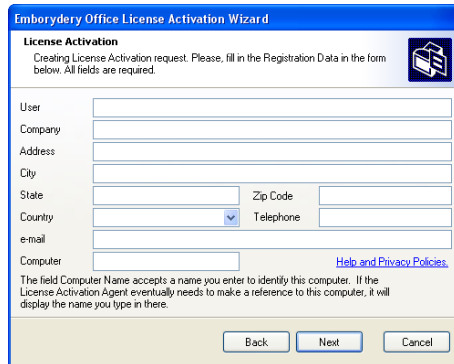
☒ Create a License Activation request and send it on line or through Embroidery Office web site.

☐ Enter the License Activation code you have received by e-mail.

Click Next to continue.

Back Next Cancel

Step 2: Complete your Registration information. Your e-mail address is very important for the activation process. Please, make sure you typed it correctly and have access to that account.



Embroidery Office License Activation Wizard

License Activation

Creating License Activation request. Please, fill in the Registration Data in the form below. All fields are required.

User

Company

Address

City

State Zip Code

Country Telephone

e-mail

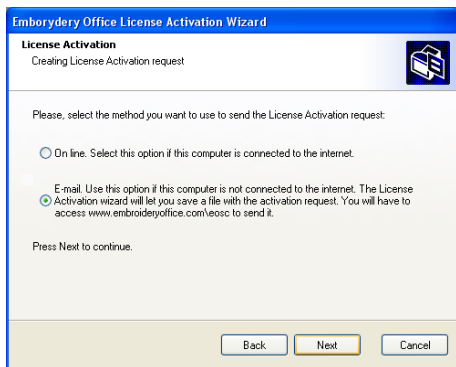
Computer [Help and Privacy Policies](#)

The field Computer Name accepts a name you enter to identify this computer. If the License Activation Agent eventually needs to make a reference to this computer, it will display the name you type in there.

Back Next Cancel

Note: The field "Computer" is filled by the wizard with the name defined by Windows. You can change it freely. The same name is used for reference of the computer if necessary.

Step 3: Select the E-mail option and click on Next



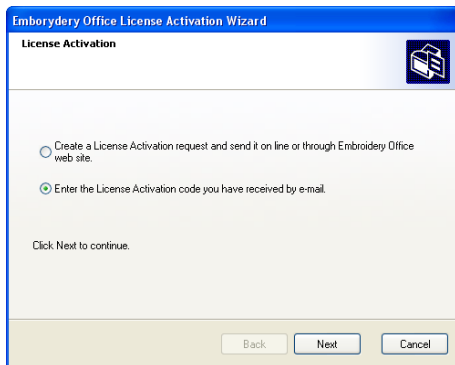
Step 4: Use the list of folders and units and indicate where you wish to save the activation request. Click on Finish.



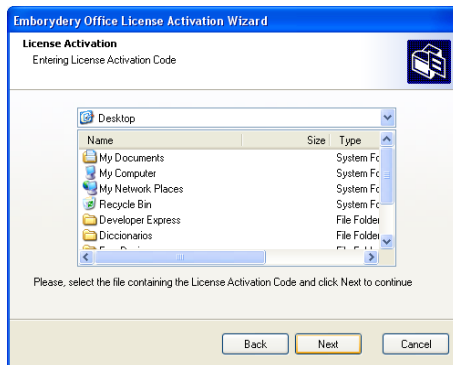
Once you have saved in your hard drive the file that contains the Activation Request, copy it to a computer with Internet access. You will also need the Key Serial Number and Key B-Code of your license (printed in the label of the protection device). Point your browser to <http://www.sierra-software.com/users> and use the link Activate your product off-line (located at the bottom of the page). A page with a form entitled "Send Your Activation Request" will appear. Please, fill the form, press the Send Request button.

When your request is processed, you will receive, in the e-mail address you registered, the Activation Code of your license. Save the file attached to the e-mail message in your hard drive and follow this procedure:

Step 5: Execute the Activation Wizard, select the Enter the License Activation code received by e-mail option and click on Next



Step 6: Use the list of Units and the list of Folders to point the wizard to the location where you saved the received file. Then click on Next



If the procedure were successful, the wizard will confirm that your license is activated. In the e-mail you received the Activation Code you will find your username and password to enter the Embroidery Office Service Center (<http://www.sierra-software.com/users>)

Embroidery Office in the Live Mode version

Installing

To install Embroidery Office you will need:

- Installation DVD or downloaded package
- Installation password-file (a file ended with .sus)

Follow the steps hereunder:

1 - Getting your installation password-file

Your installation password-file has been attached to an email sent to you at the moment of the purchase of Embroidery Office in Live Mode. Save the file to your computer and keep it backed up properly. The installer will ask for this password-file and you will have to search for it in your computer drives to validate the installation.

2 - Prepare your computer to install Embroidery Office

Important: Some anti-virus, anti-spyware, registry-tracker or similar software may interfere with the installation process. It is highly recommended to temporary disable them before installing Embroidery Office. Once the product is installed, you can enable them again. Also, depending upon configuration, Windows firewall may block the On-line Activation Wizard and Live Update agent. It is recommended to check the firewall configuration and allow Embroidery Office to access the internet.

New Users:

Please, skip this step and continue with Step 3.

Users updating from previous versions of Embroidery Office:

Before proceeding with this step, it is recommended that you back up all the components (fonts, programmable stitches, patterns, etc.) that you may created. Components created with EO previous versions could be used with EO 17 (a conversion process may be required); components created with versions 6 and older, could not be used with EO 17.

Components are located inside the folder \Program Files\Common Files\Sierra

In order to uninstall the former version of Embroidery Office, select Start > Configuration > Control panel, and run the item Add or Remove Programs. From the programs list select Embroidery Office, and press the Add or Remove... button. During the uninstallation process, you may have to restart the computer.

3 - Insert the DVD

Close any program you are running. Then, insert the Embroidery Office 17 installation DVD in the DVD-Rom drive. The installation program will be automatically executed.

Note: *If your computer does not have the auto-run feature activated, the installation program must be manually executed. Click on the start button, select Run and type: "X: \autorun.exe" where "X" is the letter that corresponds to the DVD-ROM unit of the computer, normally D. Then, press Enter or the Ok button.*

The figure at the right shows an image of the installation screen.

To change the language, press the corresponding button on the upper right area of the screen.

The Legal Notes section contains an electronic copy of the License Agreement (similar to the one included in this guide). Please, read it before continuing.

Click on Software Installation, read the notes and then press Start Installation.



The figure at the right shows an image of the mode selection screen.

You have to select the installation mode, in this case the **Live Mode** installation

Press the button and wait for the installation wizard to start



Click on Next> to continue with the process.

Use <Back if you need to return to a previous step in order to modify any of the selections that you must perform during the installation.

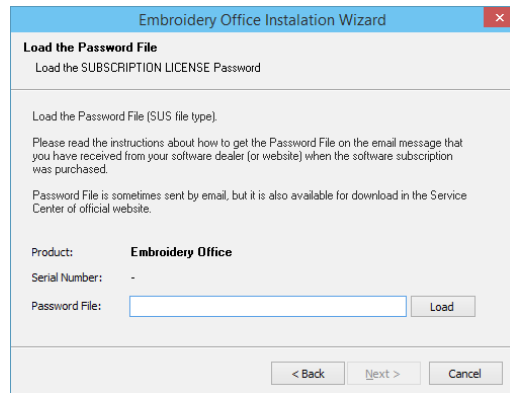
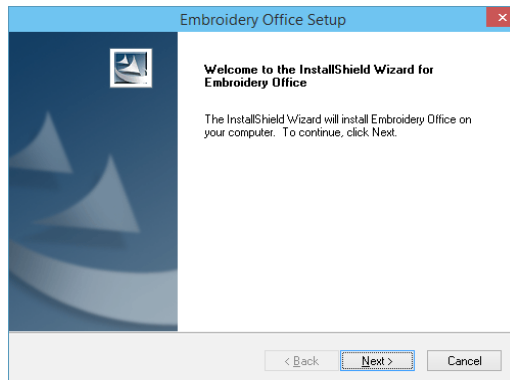
The Cancel button allows you to cancel the installation.

The next step consists of entering the installation password-file you have received by email at the step 1.

Press the button at the right of the Password File field to open a box that allow you to browse through the disk units and folders until reaching the file with the installation password.

The name of the file that holds the installation password starts with your licence number and its extension is '.sus'.

Once the file has been found and selected, click on Open (the box will be closed and will return to the installation wizard). Then, click on the Next button to continue with the next step.



In the next steps, you may select where to install the product and how to configure your short-cuts in the Start menu. We recommend you to accept the default options (just click on the Next > button) since these will normally work properly in almost all of the cases.

Finally, the wizard will start copying the files, displaying a window that contains a bar that shows the progress of the operation. Once the copying process is finished, all necessary adjustments will be carried out in the system registry and a final window will appear showing the Finish button. If necessary, the installation wizard will require a computer restart. The installation of Embroidery Office will then be finished.

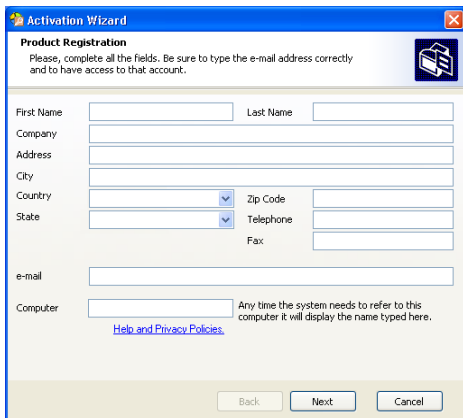
Activating the License

Embroidery Office requires that you register and activate your license. Following a simple process, known as License Activation, you validate the authenticity of your installation and make the limited guarantee effective. Only those installations which licenses have been activated get access to support and updates that Sierra may publish.

Embroidery Office Activation Wizard

After the installation moment, you have to complete the License Activation in order to begun using the software. The process of License Activation is carried out through Internet, and you will need an Internet connection in the computer where Embroidery Office is installed.

The Activation Wizard will automatically appear when you attempt to execute the product.



The screenshot shows the 'Activation Wizard' window with a 'Product Registration' section. It contains several text input fields for personal and company information, dropdown menus for country and state, and checkboxes for e-mail and computer registration. A 'Back' button, 'Next' button, and 'Cancel' button are at the bottom.

Activation Wizard

Product Registration

Please, complete all the fields. Be sure to type the e-mail address correctly and to have access to that account.

First Name Last Name

Company

Address

City

Country Zip Code

State Telephone

Fax

e-mail

Computer ☐ Any time the system needs to refer to this computer it will display the name typed here.

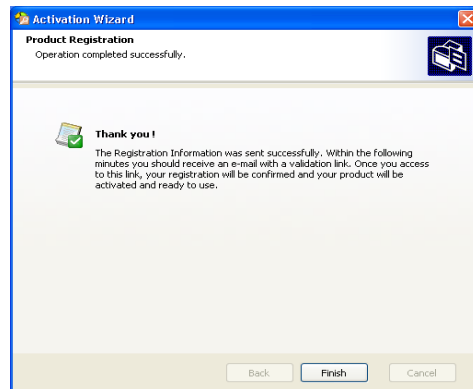
[Help and Privacy Policies](#)

Back Next Cancel

Step 1: Complete your Registration information. Your e-mail address is very important for the activation process and you can not change it at activation time. This email address is the one that you have chosen when you bought the product.

Note: The wizard automatically fills the field "Computer" with the machine name assigned by the operating system. You can change it freely. This name will be used just for reference, to help you identify the machine(s) where you have activated the product.

Step 2: During this step, the application will try to connect with the Activation Service to transfer your request. Your request will be processed automatically, the wizard will report that your registration information was sent successfully and that you will receive an e-mail at the address you have registered with a link that you must click in order to confirm the activation and to finish with the activation process.



If you try to run Embroidery Office without confirming the activation in the email link you will be prompted to register again, as shown in the image at the right, until you confirm the activation. If you want you can register again, and you will receive the activation email again, but you must activate the software in order to use it.



Using Embroidery Office 17 in several computers

With the Dongle Mode version of the software you can install and activate Embroidery Office in several computers. However, you can not use it in more than one computer at a time. The product will only run in the computer where the protection device is plugged in. To legally install the product in several computers, you will need to complete the License Activation process for each of them. **Please note that you can activate your license in no more than three (3) different computers for the dongle mode version.** In case you have installed and activated Embroidery Office in three different computers and need to install it in a fourth one (ie. due to a computer failure), the installation wizard will prompt you to select one of your previous installations to be marked as disabled and the product will become inoperative in that computer.

Installation and activation in multiple computers will be a smooth and trouble-less process if you complete the License Activation in the first computer before starting the installation in a second one.

In the live mode version you can install and activate the software in as many computers as you want but you can only use the software in only one (1) of them. The last computer where the software is been activated is the active computer where you can use the software. if you activate another computer later you make this new computer the active one and the first one will not work.

The ribbon bar available when Embroidery Office software start page is visible, shows the status of your activations, displaying the computer names where the activation were completed. In the Live Mode version of the software you can see the time remaining for the subscription to expire.

Activation and changes in computer hardware

License Activation links your computer with your license. If you replace important parts of your computer hardware such as the main board, the hard disk, etc. you will need to activate the license again. Upon a computer hardware change, the product Activation Agent will be triggered and will prompt you to complete a new activation within a period, usually shorter than the period for the the very first activation.

Important Notes for the dongle mode version

About the protection device

For the Software to run properly, it requires a protection device connected to a USB port of the computer in which it runs. Such device is provided with the Software physical media, within the sealed envelope, and must be installed by the user following the printed instructions in the software documentation. The limited warranty stated in the License Agreement warrants the user for manufacturing defects that may affect the protection device.

During the warranty term, Sierra shall replace a defective protection device by a flawless one, with no charge, provided that a) the original defective protection device is returned to Sierra for its inspection, and b) the outcome of such inspection shows that the defect is due to manufacturing problems. Shipping, insurance, taxes and other charges arising from the returning of the original protection device and its replacement shall be afforded by the user. In case the warranty term has expired, or the protection device, at Sierra's technical experts sole judgment, is affected by damages not covered by the warranty, the defective protection device may be replaced, at the applicable charges, which shall be afforded by the user.

Warranty does not cover damages or malfunctions arising from, a) problems with the USB port; electrical supply breakdown, atmospheric phenomenon; external or internal damages or breakdowns for any cause not related to manufacturing errors.

If the protection device is stolen or lost, Sierra shall not replace it, and the user shall need to acquire a new license at the current prices, except that the user may have hired directly to Sierra the Replacement Insurance, in which case, its terms and conditions shall apply. You may inquire further information about this service sending your query through a form available at <http://www.sierra-software.com>. This service may not be available in all countries.

About the License Activation

The Software included in this package is subject to an authentication and registration procedure, called License Activation. Once the Software is installed, User has a limited time to complete the License Activation process, during which the Software shall be completely operative. After such term, the Software shall become non-operative until the License Activation process is completed.

In order to perform the License Activation process, an Internet access is required on the computer where the Software is installed, or else, the user must have access to internet and an e-mail account to receive the Activation Code. In the License Activation process, the user must provide basic information for the Product Registration. Upon completion, the Software shall be registered and the license activated. The Software can be activated in up to three computers. The activation process gets a digital signature depending of the computer's hardware and software, and both the Activations Request and the Activation Code depends on this digital signature. In case critical parts of the computer's hardware or operative system need to be replaced or reinstalled, the Software may required another license activation. You shall need to Activate the license again, and the previous activation shall be annulled.

Important Notes

Training and Technical Support

Users shall contact their distributors in order to get technical support. Sierra's distributors network is ready to provide technical support and professional training regarding the Software use. Training services as well as the different levels of technical support may or may not be included in the license fee, depending on each distributor's policies. It is a User responsibility to get this information.

Sierra provides a free Basic Support Service, through e-mail, to Users having activated licenses. You may contact support through the form available at <http://www.sierra-software.com/users>

About the Components

The components (patterns, fonts, programmable stitches, monogram styles, stitch styles, motifs, etc.) included in the Software, downloaded from the Update Service, acquired separately or created by User, contain Sierra's proprietary information, protected by intellectual property rights. **For this reason, any attempt to use the components contained in a Software installation, in another Software installation (having a different serial number), even if it is the same or similar software, of the same or different User, under any title (interchange, assignment, transference, sale, lease, knowledge schemes, resources sharing, etc.) is expressly prohibited and shall constitute a violation of Sierra's rights.**

Sierra has a Component Transference Service between licensees to allow Users to use components in different installations of the product. The Components Publication Service is also available for users, allowing specific components created by users to be used in any installation of the Software. You may request this services filling the form available at Embroidery Office Service Center (<http://www.sierra-software.com/users>)

Demo available

Embroidery Office 17 agents are able to demonstrate the product upon request to allow prospective users to carefully evaluate the Software to determine if it fits for their purposes, before acquiring its license.

Once purchased, by opening the sealed envelope containing the Software physical media and protection device (if any), you accept the conditions of the License Agreement. If you are not in agreement with this terms and conditions, you must return the envelope, unopened, and all the attached documentation to the store where you acquired it, and the price you paid shall be returned to you. If more than 7 days have passed since the acquisition of this software package, the terms and conditions of this agreement shall be accepted by you and you shall have no right to any reimbursement.

License Agreement

AGREEMENT BETWEEN AR ROBOTS S.A. SIERRA SOFTWARE AND THE END USER, BY WHICH IT IS LICENSED THE USE OF THE SOFTWARE

AR ROBOTS S.A. Sierra Software (hereinafter "Sierra") hereby grants to the buyer of this copy (hereinafter "User") a non transferable, perpetual and non exclusive license to use the software contained in this copy (hereinafter the "Software"), according to the following terms and conditions:

1. License granted. By this agreement, Sierra grants the User license to perform, perpetually, the following acts:

1.1. To install, load, and use the Software in one computer (at a time).

1.2. Software Activation: User must activate the Software within a limit period from its installation; otherwise, the Software shall cease working until its activation. Activation is performed at the site <https://www.sierra-software.com/users>. Activation requires Internet access and an e-mail address.

2. Restrictions to the license. Sierra keeps every author right and faculty not expressly granted to the User. Only to clarify and give an example of the acts that are forbidden to the User, it is mentioned that:

2.1. No copies of the Software can be made, other than the only one authorized backup copy.

2.2. The Software can not be used in more than one computer at the same time, nor it can be made accessible to other computers or more than one user through a network.

2.3. The Software can not be leased, or its use allowed to third parties through a time sharing service, or "users' clubs".

2.4. The Software can not be modified or translated;

2.5 The license can not be assigned nor transferred to any third party, by any manner whatsoever, for no purpose at all, without the express and written authorization from Sierra, and payment of the applicable charges.

2.6. The Software can not be subject to any reverse engineering or similar process, as well as to any other process to avoid or supersede its protection and security devices or mechanisms.

3. Term. This license shall be effective until its termination caused by: a) Termination by User; or b) Breach by User to any of the terms and conditions of this Agreement. In both cases, it shall be User's responsibility to erase the Software installation, as well to destroy all the physical media and the backup copy that he may eventually made.

4. Limited Warranty.

4.1. Software Performance: The only warranty Sierra makes is that the software will function as described in the available manual. Sierra makes no other warranty, express or implied, and in no way is responsible for the fitness of the software for a particular purpose. Sierra does not warrant that the software shall be free of errors, nor that its use shall be uninterrupted. Due to the wide range of computers in which the software may be used, user assumes the risk of the software results and its ability to perform as described. Sierra recommends user to test software to determine if it is appropriate for its intended use, before acquiring it.

4.2. Warranty conditions: It shall be condition for the software performance and defective media warranty to be effective, that User have activated the Software, except that the defects have prevented User to perform them.

4.3. Warranty limitation: Sierra and all persons involved in the software creation, production or marketing, its employees or distributors shall not be liable for any damage, direct or indirect, consequential or incidental, due to the use or the inability to use the software. In any case, liability of any of the aforementioned shall be limited to the amount paid as royalty fee. In case that this warranty limitation is not permitted by the law, it will survive to the extent permitted.

4.4. Security Device: To avoid its illegal use, Software is delivered together with a security device. Software will not work if the security device is not properly installed or missing. Sierra shall not replace the hardware lock if lost or malfunctioning, except for manufacture errors. Please refer to the documentation provided with the Software for further information regarding the Security Device.

5. Upgrades. Users that activated the Software shall be eligible to receive the Software upgrades that Sierra may release from time to time, to the applicable fees set forth for such upgrades.

6. Applicable Law. This license agreement shall be governed by the laws of Argentine Republic. Every dispute between the parties shall be subject to Civil Ordinary Courts at Buenos Aires City, Argentine Republic. In case any of the provisions of this Agreement is annulled this will not affect the rest of the Agreement.

7. ACCEPTANCE OF THE AGREEMENT BY USER. BY OPENING THE SEALED ENVELOPE ATTACHED TO THIS AGREEMENT, USER CONFIRMS THAT HAS READ AND UNDERSTOOD THE AGREEMENT, AND THAT AGREES TO BE BOUND TO IT. USER AGREES THAT THIS AGREEMENT IS THE ONLY APPLICABLE BETWEEN THE PARTIES, AND THAT IT SUPERSEDES EVERY PREVIOUS REPRESENTATION, WHETHER ORAL OR WRITTEN, RELATED TO THE OBJECT OF THIS AGREEMENT.

Compatible Hardware

Embroidery Office 17 has been tested on computer systems with the following motherboards and processors:

Processor	Intel(R) I5 Processor Core(TM) CPU 4430 @ 3GHz
Total Memory	8 GB
Video	NVIDIA GeForce 8500 GS
Adapter RAM	512 MB

Processor	Intel(R) Core(TM)2 Duo CPU E8400 @ 3GHz, 2 Core(s)
Total Memory	4 GB
Video	Ati Radeon HD 3600
Adapter RAM	512 MB

Processor	Intel(R) Core(TM)2 Quad CPU Q8300 @ 2.50GHz
Total Memory	4 GB
Video	NVIDIA GeForce 8400 GS
Adapter RAM	512 MB

Processor	x86 Family 15 Model 3 Stepping 3 GenuineIntel ~2799 Mhz (Pentium 4)
Total Memory	1 GB
Video	NVIDIA GeForce FX 5200
Adapter RAM	128 MB

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