

## Known Issues in Gammill Elevate® 1.0.3

Updated 1/23/2019

To assist our users this is a list of known issues with Elevate. Known issues are given high priority in our development process.

**Known Issue 1:** In Multirow, "Adjust Quilt Length" will crash the Elevate app if a value with two decimal points is entered (ie: 54..3 or 54.3.2 will crash).

***Solution:*** In "Adjust Quilt Length" make note of the existing pattern length, then click "Clear" and type the new pattern length. Or be careful while editing the length so that you do not enter a second decimal point.

**Known Issue 2:** In Block Edit "Fit to Margin" feature, if "Maintain Aspect" is off then pattern will not be properly fit to the boundary.

***Solution:*** Use orange handles as needed to place pattern in boundary as desired.

**Known Issue 3:** If patterns are not connected and tie-offs are set to manual and user commands needle to be down when sewing finishes then the needle will be down when moving to the start of the next pattern, which will pull on the quilt and could damage it.

***Solution:*** When using Manual ties feature, be sure at the top of the screen that the Needle icon is set to stop up.

**Known Issue 4:** In Pattern Manager, Pattern Cloud section, clicking "Sync Patterns" with no WiFi connection will cause the incorrect message "Sync Complete, No changes for 0 patterns".

***Solution:*** If you receive this message then fix your WiFi connection and try to "Sync Patterns" again.

**Known Issue 5:** In Block Stitch Boundary there is no option to restart sewing.

***Solution:*** If you get a thread break while stitching a boundary, it will be necessary to press Stop. Then with the Needle Off press Start, allow head to follow boundary till just before the thread break. Then press Pause, bring the bobbin thread up with your single stitch button, take several tacking stitches, then with Needle On press Start to continue sewing.

**Known Issue 6:** On a V1 retrofitted to a V2, four handle buttons show at the bottom of the tablet screen, but there are only two physical handle buttons present on the machine.

***Solution:*** On the screen of the tablet, program the two buttons on the left (A&B) to be the function you want for your left handlebar button (for example, "single stitch"). Do the same for the two buttons on the right (C&D).

**Known Issue 7:** On an Elevate Vision "My Stitch Preset" does not switch to Constant Speed, instead it switches to Basting.

***Solution:*** Instead of using Stitch Preset to change handguided mode just start and stop the desired functions.

**Known Issue 8:** Patterns that have a no sew lead in are incorrectly sewing that lead line. These same patterns can also sew in the incorrect position. Patterns like this are fairly rare and can be recognized by a green start mark that is not connected to the stitching.

***Solution:*** Avoid sewing a pattern with a no sew lead in line, or use CreativeStudio to modify the pattern.

**Known Issue 9:** The new Android update "Oreo" affects the Reset Timer and Stitch count (if those are clicked it crashes the app).

***Solution:*** If you have updated to Oreo for now simply do not click those Reset functions and everything will work fine. Operating system changes affecting our products are rare, but to be safe it is best to wait for Gammill's ok.