

bernette

Embroidery Software - Frequently Asked Questions

Licensing & Installation

Can I install the software on more than one computer?

Yes. Your license allows installation on up to two computers, such as a desktop and a laptop, for use by the same person.

Can I transfer my software to a new computer if I replace one?

Yes. If you replace or upgrade your computer, you can transfer your license to a new machine. Simply deactivate the old installation and activate it on the new computer.

Can I share my license with another person?

No. The license is for one user only, even though it can be installed on two computers.

System Compatibility

Does the software work on Mac or PC?

Yes. The bernette embroidery software is compatible with both Windows (PC) and macOS (Mac).

Does the software work on iPad or tablet?

No, the bernette software cannot be installed on an iPad or tablet. It requires a computer with a full Windows or Mac operating system.

What are the minimum system requirements?

Windows 11 System Specs:

- Processor: 1 GHz+ 64-bit dual-core processor
- RAM: 4 GB
- Storage: 64 GB or larger
- Graphics: DirectX 12-compatible with WDDM 2.0 driver

Macintosh (macOS Sonoma 14.x.x) System Specs:

- Processor: 8th-generation Intel Amber Lake/Coffee Lake or Intel Xeon-W, or Apple M1/M2/M3/M4 chip
 - RAM: Minimum 8 GB
 - Storage: Minimum 25 GB free
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Learning & Support

Where can I find the user manuals for my software?

The user manual is available from within the software. Go to the Help on the menu bar and click the User Manual icon.

Is technical support included?

Yes, you can reach technical support by emailing softwaresupport@oesd.com



For all my ideas.

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SWISS DESIGN

Usage & Projects

Can I use the software with any embroidery machine?

Yes. The software can save designs in all popular embroidery file formats, making it compatible with a wide variety of embroidery machine brands and models. Please refer to your machine's user manual to confirm which file format your machine requires.

The bernette embroidery software supports the following formats:

A2Z, C2S, CSD, DAT, DST, DSB, DSZ, EMD, EXP, HUS, JEF, KSM, M3, PCM, PCS, PEC, PES v1–2, PES v4–9, PHC, SEW, SHV, SST, TAP, T01, T03, T05, U01, U02, VIP, VP3, VP4, XXX, ZSK, ZHS, and 10o.

Can I resize designs in the software?

Yes, designs can be resized, and stitch recalculation helps maintain stitch quality.

Can I import designs from outside sources or other digitizers?

Yes. The bernette embroidery software allows you to import designs created by other digitizers and from outside sources. It supports a wide range of popular embroidery file formats, including:

A2Z, C2S, CSD, DAT, DST, DSB, DSZ, EMD, EXP, HUS, JEF, KSM, M3, PCM, PCS, PEC, PES v1–2, PES v4–9, PHC, SEW, SHV, SST, TAP, T01, T03, T05, U01, U02, VIP, VP3, VP4, XXX, ZSK, ZHS, and 10o.

Purchasing & Policies

Is the software refundable?

Because software is a digital product, all software sales are final, non-refundable, and not eligible for exchange once purchased.

To make sure you're getting the perfect fit, we encourage you to review the system requirements and product descriptions or reach out to us with any questions before buying! If you run into any technical snags after your purchase, our support team is happy to help at softwaresupport@oesd.com.

Do I need an internet connection to use the software?

An internet connection is required only for registration and activation. Once the software is activated, you can use it without an active internet connection.

Does the software require a dongle?

No, the software uses serial numbers for activation, no dongle is needed.

What's inside the packaging?

You will receive a serial number card, a link to download the software, and installation instructions inside your packaging. Keep your serial number card in a safe place, you will need the serial number to activate your software after installation.

If you need help with your software installation, please reach out to our support team at softwaresupport@oesd.com