

BABY LOCK *Radiance* TIPS FOR SUCCESS



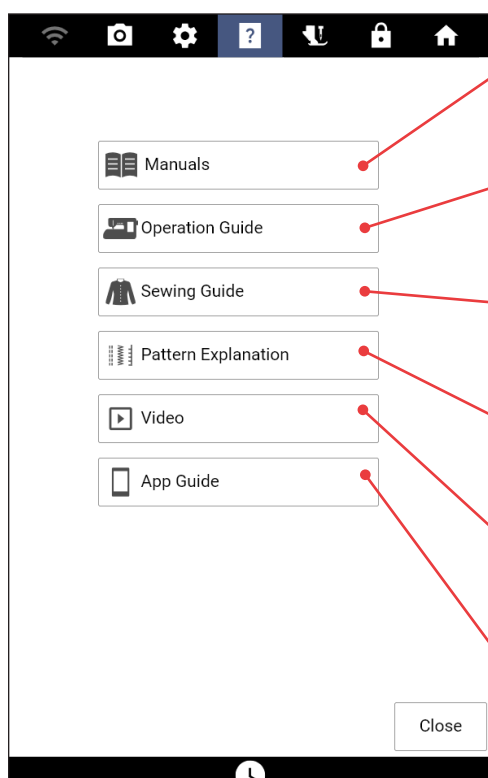
MACHINE HELP TIPS

MACHINE HELP

The Baby Lock Radiance includes help and troubleshooting videos which are found in the Help Key . As with other machines, the videos have been moved out of the machine and on to a web landing page. This webpage can be accessed by scanning the QR Code that is found in the machine when the Help Key is selected or the QR Code found in the User Reference and Instruction Manual. It can also be accessed by entering the web address below.



<https://babylock.com/radiance-training>



A

Manuals - A fully searchable User's Manual is available in the machine or use the QR Code to access an online PDF version.

B

Operation Guide - Provides information on machine function in the areas of Principal Parts, Principal Buttons, Basic Operation, Embroidery Basic Operations, Troubleshooting, and Maintenance.

C

Sewing Guide - Provides detailed information on using the Utility Stitches in Sewing. Shows use of each stitch type and suggested settings.

D

Pattern Explanation - Provides explanation of the currently selected stitch pattern in sewing.

E

Video - Provides QR Code to access How-to and Help videos detailed above.

F

App Guide - Provides QR Code to access the Google Play Store or Apple App Store for downloading the IQ Intuition Monitoring App and IQ Intuition Positioning App.

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FOR THE LOVE OF SEWING

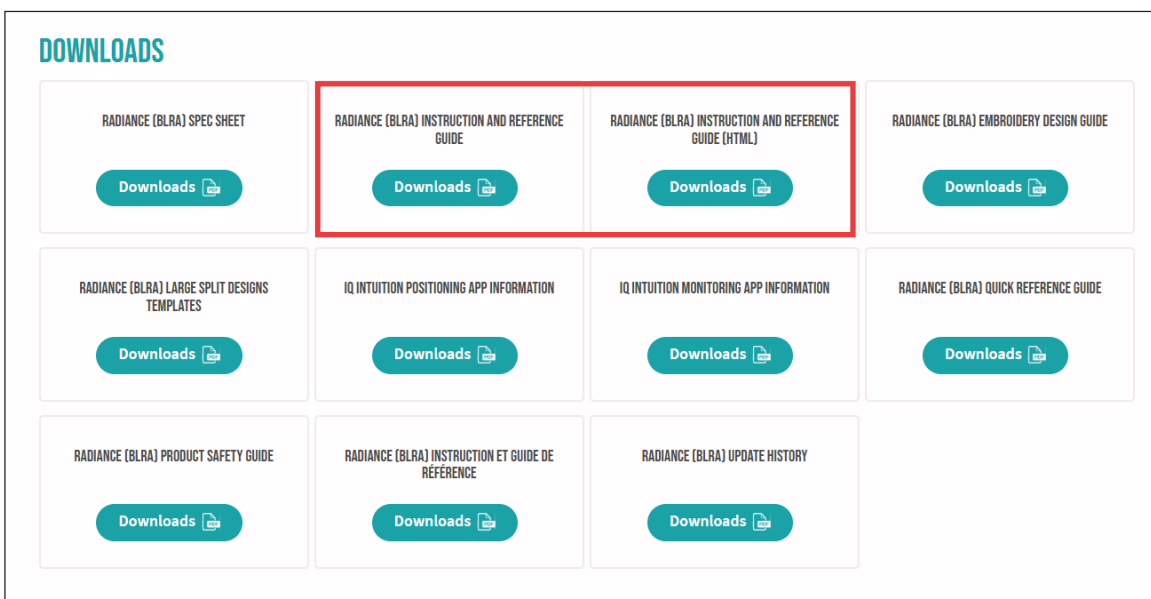
Questions & Answers



MACHINE HELP TIPS

I LIKE HAVING A PRINTED MANUAL FOR MY MACHINE. HOW CAN I GET ONE?

The PDF version of the manual is available on babylock.com. This can be located on the Radiance product page under Downloads. You can download the file to access on your PC, Tablet or Phone. In addition, the PDF can be printed. Please note, that as updates are installed on your Radiance, any changes will be updated on the HTML Instruction Manual on the machine's Help menu and the Baby Lock website..



I HAVE TRIED TO ACCESS THE SEWING GUIDE AND PATTERN EXPLANATION AND THE MACHINE TELLS ME IT CAN NOT ACCESS THAT FEATURE AT THIS TIME? WHAT AM I DOING WRONG?

If you are trying to access those help sections without being in the Sewing side of the machine, you will receive that error message.

WHEN I GO TO WATCH THE VIDEOS ON [HTTPS://BABYLOCK.COM/RADIANCE-TRAINING](https://babylock.com/radiance-training), THERE IS NO SOUND. WHY IS THAT?

In order to cater to the variety of languages our customers may use, these videos do not include any sound or voice-over to keep them universally helpful.

WHERE ELSE CAN I GET ASSISTANCE WITH THE RADIANCE, OUTSIDE OF THE MACHINE?

Here are some options for machine support:

- Manual Pages 265-271 provide troubleshooting help.
- Your Baby Lock Retailer can assist you with your machine.
- Baby Lock Product Support Team 1-800-313-4110
- Visit <https://babylock.com/radiance-news> for FAQ and Updates on the Radiance as well as find more Radiance Tip Sheets like this.
- SEWED Classes – Check out the library of Radiance and other machine feature videos that will help you learn more about your machine. We continue to work on additional Radiance content
- Radiance 101 Classes – If you purchased your Radiance during the promotional period for the Radiance 101 class offering, check out the recorded content to assist.
- Visit <https://babylock.com/sew-radiance> for more Radiance Tip Sheets like this.
- Join the Baby Lock Official Radiance Facebook Group.

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