

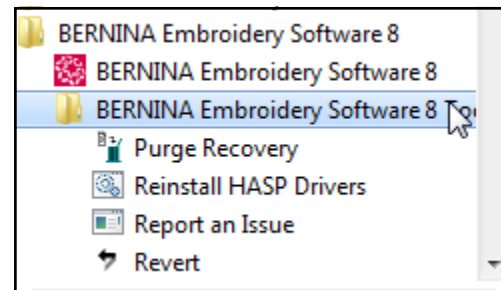
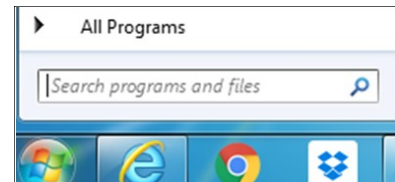
## Reporting an Installation Issue with V8 using the Feedback Reporter:

### Information to Gather:

- Take these screen captures with the snipping tool and save on your desktop:
  - Product Code Registration form  
(Double click on the V8 desktop icon to access)
  - Any error messages that are shown
- If you updated from a previous version, take a picture of your dongle with the tag and serial number showing and save on your desktop.

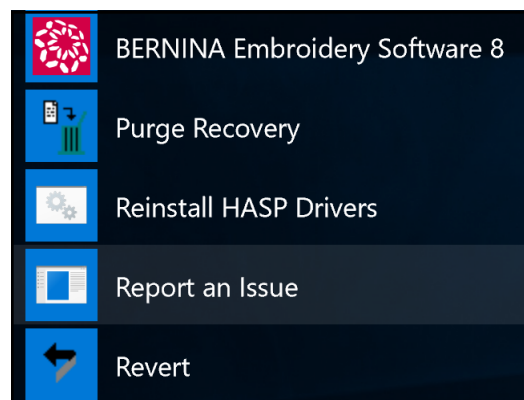
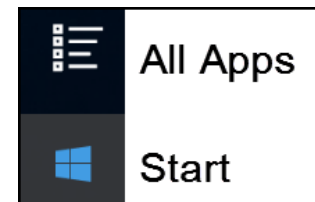
### To send reports for Windows 7 & 8:

- Go to Start> All Programs.
- Select BERNINA Embroidery Software 8 from the list of programs.
- Select BERNINA Embroidery Software Tools.
- Select Report an Issue.



### For Windows 8.1 & 10:

- Go to Start> All Apps:
- Select BERNINA Embroidery Software 8.
- Select Report an Issue.



- Complete the form that opens.
- Attach the documents from your desktop as listed on page 1
- Select Collect & Send

Report an issue

Fill in the information requested below and click Collect and Send.  
Please provide as much detail as possible to help resolve your issue.  
Items marked with an asterisk are required.

\*Your:   
So we can contact you

\*Summary:   
Brief summary of the issue

\*Description:   
Provide details of the issue

\*Region: United States   
Select your region

Attachments:   
Attach design files that have issues, screen shots of errors

Priority: Medium   
Select your level of priority

I agree to send system information to BERNINA for support purposes