



64-Bit drivers

Bernina Embroidery Software V5 & V6

Issue: My computer (Windows XP, Vista, or Windows 7 64 bit) will not recognize my dongle.

What do I need to do to fix this problem?

Note: This problem also refers to when you are in the process of installing your Bernina Version 6 software and it tells you to plug in your new red dongle and then click on OK but it does not go any further. If you have this same problem, follow the instructions below

1. Go to <http://berninasupport.custhelp.com>
2. Click on **Click Here to Review the FAQ's**
3. You will see the window: **Search by Keyword**
4. Type in **475** and click on **Search**
5. You will see an answer that states **Dongle not recognized Bernina V5 and V6 (64-bit driver update)**. Click on this link.
6. Scroll down to where it states **File attachments Section** and click on the link that states **Haspusersetup.exe**
7. Click on **Save**
8. Save file to your **desktop**
9. When the file is saved go to your desktop and find it
10. **Plug in** your Bernina **dongle**
11. Double left click on the **haspusersetup.exe** file
12. Go ahead and install the driver update
13. After the driver update installs you should be able to open your software

Note: Sometimes when this driver update installs it may give you a message that states to restart your computer. In this case go ahead and restart your computer and then see if you can now open your software. You may also receive other error messages. If you do, simply restart your computer and then see if you can open your software.

For information online visit: <http://berninasupport.custhelp.com>