

FAQ'S WITH Maisie Moo

Hello & welcome to the world of Maisie Moo Design. I have covered a few common questions in this information worksheet, but please do not hesitate to contact me for help or more information..
Happy Creating!

Ria x



HOW DO I DOWNLOAD MY FILES?

Etsy will send you a download notification email, separate from any transaction notification emails you receive. Sometimes these are hard to find as they can be redirected into Spam/Junk folders or not appear at all (an issue I have taken up with Etsy).

If you have a ETSY ACCOUNT you can easily access your files, go to Your Account > Purchases and Reviews and look for the order. To the right of the order, click Download Files. This goes to the Downloads page for all the files attached to your order.

If you checked out as a GUEST, you'll find a link to download your purchase in the receipt email that was sent to you after purchase.

Please contact me through Etsy Messages to arrange for the files to be sent by email.

HOW BIG WILL MY BOW BE?

This is a common question, and rightly so, bow size is very important. I do give a guide of what the bow size is in the description of your purchase. However the easiest way to determine the finished size of your bow is to simply measure the width of the 'Tail' piece. As this tends to be the widest part of your bow it is the best way to determine finished size, easy! If you are making a pinch bow or a bow with no tail then simply divide the main bow piece you will be folding in two. Again this will give you a guide to the final size of your bow.

NO SVG?

If you are new to SVG's your computer may default to show your SVG as a HTML file. To change the HTML to show as a SVG, right click and select 'open with' and then select the program you wish to use eg: Design Space and click on the small box making this the default.
Now your SVG's will show as SVG's.

WHICH FILE DO I USE?

Your Maisie Moo designs come in 6 file formats.

SVG - The most commonly used file. This is perfect for your Cricut & Design space as well as Silhouettes Designer Edition

DXF - Especially for Silhouette Basic Edition users

PDF - The PDF not only contains an outlined template for hand cutting, but also includes comprehensive instructions, including photos too.

HOW DO I UNZIP MY FILES?

DESKTOP

To do this on your desktop, simply download and save from Etsy. Right click on the saved file and select EXTRACT ALL. Save these unzipped files to your desktop. Your files are all now accessible and able to use.

ANDROID

Go to the Google Play Store and install Files by Google. Open Files by Google and locate the ZIP file you want to unzip. Tap the file you want to unzip. Tap Extract to unzip the file. Tap Done.

All of the extracted files are copied to the same location as the original ZIP file

IPHONE

Open the Files app on your iPhone or iPad. It's the blue folder icon typically found on the home screen. Go to the folder that contains the zip file. The file you're looking for should end with "*.zip". Tap the zip file. Tap Preview Content. Swipe through the preview images.

WHAT ARE THE MEASUREMENTS?

You should not need to change any measurements for Maisie Moo templates (unless you want to change the stated size).

When your templates are the incorrect size then it usually indicates the incorrect file type has been used.

Please ensure you have uploaded the SVG, this is the correct file to use in your Design Space and is pre-sized, no changes needed.

MAISIE MOO IS ON YOUTUBE



Click on the logo for Maisie Moo YouTube videos

www.maisie-moo.com

SILHOUETTE

Open up Silhouette Studio. In the upper left corner select FILE > OPEN, or use the shortcut CTRL+O for PC users. An explorer window will pop open and you can locate the file on your computer. Select the file and Click OK. It will then display the file on your canvas screen in Silhouette Studio.

When you are ready to cut your file, double check the cut lines. Occasionally when importing files from other sources you may just see a box. This is really easy to change.

In Silhouette Studio look in the upper right corner and select the SEND tab.

This will open a window with more tabs to choose from. Select SIMPLE.

Within the Simple Tab make sure you have CUT selected.

For more help or information, I suggest referring to the online tutorials at

[HTTPS://WWW.SILHOUETTEAMERICA.COM/](https://www.silhouetteamerica.com/)

CRICUT

Log into Design Space and create a new project. Click Upload in the panel on the left side. Click Upload Image.

Click Browse and select the SVG file you want to upload, or drag-and-drop from your finder window containing the file. Click Save to finish uploading your file into Design Space.

Your SVG file is now uploaded into Design Space and will now appear at the top of Recently Uploaded Images. Select your new image and click Insert Images.

Your template should now be showing on your Cricut canvas.

You can easily resize your bow template using the bottom right arrows and the ruler as a guide.

If you wish to change colors or edit the template then you will need to Ungroup your pieces.

For more help or information suggest referring to the online tutorials at

[HTTPS://LEARN.CRUCUT.COM/](https://learn.cricut.com/)