

iPhoto-Express



How can I get replacement or upgrade software?

Situation & Solution: All of the software included with your scanner is copyrighted material. There is no software available on our Website or BBS for download other than scanner drivers. You will have to contact Info if you wish to purchase replacement or upgrade software: 800-777-3208. In most cases, there is a charge for replacement software. Info does not have upgrade software for iPhoto-Express or iPhoto-Plus. iPhoto-Express and iPhoto-Plus are designed and marketed by Ulead Products. You may want to check their webpage for possible upgrades: <http://www.ulead.com>.
Note: Info does not provide support for any upgrades made directly through Ulead.



The book that came with my scanner doesn't tell me how to use the software.

Situation & Solution: The manuals for the software are on the CD-ROM disc that came with your scanner. They are in pdf format that can only be read with the Adobe Acrobat Reader. The Reader installation is also on the CD (see below).

If you want printed manuals, you can print from the Adobe Acrobat Reader (for pdf files). Info does not offer any pre-printed or bound manuals.

Here is a quick, easy way to find and open the manuals on the scanner CD-ROM:

1. Put the Info CD in your CD-ROM drive:
2. Start the Find function.

Windows 95:

- a) Click **Start**
- b) Click **Find**
- c) Click **Files or Folders**

Windows 3.1 and 3.11:

- a) Double-click **Main**
- b) Double-click **File Manager**
- c) Click **File**
- d) Click **Search**

3. On the **Named** or **Search For** line, type ***.pdf**.
4. On the **Look In** or **Start From** line, type the drive letter of your CD-ROM.
5. Click **Find Now** or **OK**.
6. This should find the manual files. Which files are found will depend on your scanner model & software package.
IPEGuide.pdf is the manual for iPhoto-Express.

If you have already installed the Adobe Acrobat Reader, all you have to do is double-click on the file name & the Acrobat Reader will load and display the chosen manual.

If you have not already installed the Adobe Acrobat Reader, you must do so to be able to read the manuals.

- 1) With the CD in the drive, click on **Start** (*Windows 95*) or **File** (*Windows 3.1 or 3.11*).
- 2) Click on **Run**.
- 3) Type **D:\Acrobat\Reader.exe** (if D is not your CD-ROM drive letter, substitute your drive letter for the D).
- 4) Click **OK**. This will start the installation. Follow the on-screen prompts from this point.



There is nothing in the selection box when I go to select source.

Situation & Solution: The driver was not installed for one of three reasons.

1. If you only typed **d:\setup32.exe**, or the Autorun feature on your computer started the installation of iPhoto-Express. The scanner's device drivers (and Info Center) are not installed. Reinstall the Scanning System CD following the directions in the Quick Start Guide: **d:\install\setup.exe**.
2. If there are other programs running while you are installing the driver, it may not completely install, even though you got the message the installation was successful. You need to ensure there are no programs running in the background when you install the CD.

Windows 95:

1. With your desktop clear, press the **Ctrl**, the **Alt** and the **Delete** keys at the same time (Ctrl+Alt+Delete). This will bring up a **Close Programs** window. Everything listed in this window is a running program. **Explorer** is the Windows 95 desktop, you cannot close this program. **Systray** is the taskbar and time listing in generally in the lower right hand corner of your screen, you also cannot close this program (some systems do not list this program in the Close Program window). All other programs can be closed, one at a time.
2. Highlight a program then click on **End Task**. The Close Program window will disappear, but pressing Ctrl+Alt+Delete will bring it back up. This will only close these programs until the next time you boot your computer. All of these programs are generally set up to run as soon as you start your computer or boot up Windows.
3. When only **Explorer** and **Systray** are listed in the **Close Programs** window, click on **Cancel**.
4. Try to install the driver once more following the **Quick Start Guide** instructions.

Note: In Windows 95, you can also install the driver in Safe Mode. If you have the installation on CD-ROM, copy the installation files into a temporary directory before shutdown and reboot into Safe Mode, then install from the temporary directory. If you have the installation files on floppy disk, you can install directly from the diskettes in Safe Mode.

Windows 3.1 or Windows 3.11:

1. With your desktop clear, click **Ctrl** and **Esc**. This will bring up a **Task List** window. **Program Manager** is the Windows 3.1 and Windows 3.11 desktop and cannot be closed. All other programs listed are running applications that can be closed one at a time.
2. Highlight a program then click on **End Task** to close it. This will only close these programs until the next time you boot your computer. All of these programs are generally set up to run as soon as you start your computer or boot up Windows.
3. When **Program Manager** is the only program listed, click on **cancel**.
4. Try to install the driver once more following the **Quick Start Guide** instructions.



I don't have a CD-ROM drive, can I get the iPhoto-Express on floppy diskette?

Situation & Solution: iPhoto-Express is not available on floppy diskette. If your scanner package came with iPhoto-Express, you can get a similar 16-bit program on floppy diskette: iPhoto-Plus. See the FAQ for your scanner model for information of CD-ROM exchanges.



I have Windows 3.1 or Windows 3.11 and when I try to run iPhoto-Express, my computer locks up.

Situation & Solution: iPhoto-Express is a 32-bit program that is designed to work only with Windows 95. It will not work with Windows 3.1 or Windows 3.11 (even if you have Win32s installed). You need to uninstall iPhoto-Express and install iPhoto-Plus instead.

1. Double-click on **Main**, then double-click on **File Manager**.
2. Delete the directory for **iPhoto-Express** and everything within it.
3. Open the **Windows** directory.
4. Delete the **Twain_32** directory.
5. Delete the **Twunk_32.exe** file.
6. Delete the **Twain_32.exe** and **Twain_32.dll** files.
7. Close **File Manager**.
8. Run **Setup16.exe** from the CD that came with your scanner to install iPhoto-Plus.



I have Windows 3.1 or Windows 3.11 and cannot find the iPhoto-Express icons.

Situation & Solution: iPhoto-Express is a 32-bit program that is designed to work only under Windows 95. It will not work with Windows 3.1 or Windows 3.11 (even if you have Win32s installed). The program that was installed when you ran Setup16 is **iPhoto-Plus**. iPhoto-Plus is 16-bit imaging software that will run under Windows 3.1 and Windows 3.11.



With Windows 95, there are two sources for my scanner, which one do I choose?

Situation & Solution: iPhoto-Express is a 32-bit application, you can choose (32) or (16).



I get an error message saying it can't find the TWAIN source manager, t009 and then another error message, too.

Situation & Solution: Some computer systems have to have the scanner booting up in a particular sequence rather than all at once.

1. Shut Down your computer & turn off power to both computer & scanner.
 2. Unplug the scanner from its power source (for example the wall socket or the power strip).
 3. Turn the computer back on & wait for Windows to reboot.
 4. When Windows is done rebooting, plug the scanner in & wait a moment for it to start itself.
 5. Go back into iPhoto-Express (or the program in which you were attempting to scan) & attempt to scan.
- If you get the same error, try the above in reverse, plug in the scanner before you power up the computer. One of these two will likely solve the error. This problem is only with Ulead software and the 32-bit driver interface with its 32-bit (Windows 95) programs.



How do I save an image.

Situation & Solution: After you have scanned an image, you are likely to want to save the image as a file.

1. Click **File**
2. Click **Save As**

This will open a dialog box that will help you to save the file.

1. **Type a file name.** Don't worry about a three-letter extension, the program will add that for you based on the file type you choose. Your file name must be eight letters or less. In the file name, you can also include some other characters such as numbers, dash, underline, and many of the symbols above the numbers. Your file name cannot include a period or dot, a question mark, an asterisk or star, a slash, a back-slash, a colon, a semi-colon, or a comma.
2. **Choose a file type.** Click on the down arrow by List Files of Type. BMP is an uncompressed format that can be viewed in Windows Paint and Paintbrush as well as most graphics programs. JPG and GIF are compressed formats that will create a file that will take up less space but require a special graphics program to view. JPG and GIF are the

preferred formats for sending as email attached files.

3. **Choose where to save the file.** Remember where you save the file so you can find it later.
 - a) To change the drive (such as to the floppy drive, which is A:), click on the down arrow of Drives.
 - b) To change the directory/folder, double-click on the folder icon for the directory you want.
4. **Click on OK.**



I want to save my scanned image as a JPG, GIF or some other format and it is not in the list when I click the down arrow on Save File As Type.

Situation & Solution: If your image was not scanned in the color range that is supported by the file format, it will not be listed. One thing you can do is use the **Image>Convert** to change the image to a color range supported by the file format you want. Image Pals supports the following file formats, with the listed limitations.

JPEG or JPG does not support single-bit images (only black and white, no color). It also does not support Indexed 16 or 256 color images.

GIF supports Indexed 16 or 256 color images. If you have a 24- or 30-bit scanner, your scanned color image will have millions or billions of colors.

Bitmap or BMP does not support 8-bit Grayscale.

Encapsulated PostScript or EPS does not support Indexed 16 or 256 color images.

PC Paintbrush or PCX supports all the image types.

Tagged Image Format or TIF also support all the image types.

Image color ranges supported by ImageReader scanners:

LineArt, Half-tone, Bi-tone or B/W images are 1-bit images. These images have only black and white no shades.

Grayscale images are 16 or 256 shades (or colors) of gray.

RGB Color or True Color images will be 24-bit (millions or billions of shades) color. *Note:* Some scanners support 30-bit hard scanning. The 30-bit is hardware supported but the image will be saved & displayed as 24-bit.



When I attempt to scan, I get an Image Transfer Failed or Out of Memory message.

Situation & Solution: Error messages while scanning, such as these, usually only occur if there is not enough free disk space or enough free resources for the scanning software to process the image. Even if you seem to have enough free disk space for the image, the virtual memory usage during the image transfer will take up some of the free disk space making it not free for the image transfer.

There are three things that influence the size of the file created when scanning an image: Resolution, Mode, and Scanning area. A higher resolution (dpi) will yield a clearer picture, but it will also create a larger file. A color mode (millions of billions of shades) will create a larger file than a grayscale (256 shades) or black and white (LineArt, Half-tone, Bi-tone, only two shades) mode. A larger scanning area will also create a larger file than a small scanning area. The following example is a letter-sized image scanned with a 30-bit scanner (billions of shades in the color mode). All sizes are approximate and may differ from your own results.

	color	grayscale	black and white
100dpi:	2 ½ Mb	1 Mb	120 Kb
300dpi:	25 Mb	8 Mb	1 Mb
4800dpi:	6 Gb	2 Gb	260 Mb

Try reducing the resolution of your image, reduce the scanning area, change the mode, or free up hard drive space. Information on how to change the resolution, mode and scanning area is in the scanner User's Guide. Freeing up hard drive space is a matter of deleting or otherwise removing unneeded files or programs. Information on how to do delete files is in Windows documentation. Which files you delete or remove is your decision (only you know what is important to you). Some software has special uninstall programs to remove them from your computer. The alternative to freeing up

hard drive space is getting a larger hard drive.



When I am trying to save an image to a floppy diskette, I get an error message telling me the disk is full. Or When I send an image with my email, it takes a long time and the file is very big.

Situation & Solution: When you are saving a file to a floppy diskette, the file **MUST** be smaller than 1.44 Mb. When you want to email an image, there is one very important thing to keep in mind: the bigger the file the longer it will take to transfer (upload or download).

See the information above on *Image Transfer Error* for help in reducing your file size.

When you want to email a JPG or GIF, you will have to attach the saved file to your email message. Different email programs have different methods of attaching a file; you will need to consult the documentation that came with your email program for information on attaching files. Some email programs have a button with a paperclip icon that will start the attachment process.



I am able to print from iPhoto-Express, but the printed results are either too small or too large.

Situation & Solution: Usually this happens when your printer's resolution doesn't match the resolution that your scanner is using. Make sure that both devices are at the same setting. If your printer supports 600dpi for example, you do need to be aware that scanning at 600dpi requires a large amount of free disk space. Make sure you have available resources in order to scan that high.