FAQ's Software

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Software download, installation & system requirements

What versions of Windows does the software work on?

Our software is compatible with Windows XP, Windows Vista, Windows 7 and Windows 8 Operating Systems.

Can I use the software on my MAC?

Yes, we have a MAC version of our layout software. The software is compatible with Mac OS 10.6 and higher.

What are the minimum System Requirements to use your Pics2book software?

The minimum system requirements to use our editor are:

- Mac OSX 10.6 or higher; Windows XP, Vista, 7 or 8

- 2.66 GHz processor or above

- 2 GB RAM

- 2 GB free hard disk space

NB* Please make sure that you are not installing the software on a computer that has the 'My Documents Folder' located on a server. If this is the case, every time you are not connected to the server, you will not be able to locate your Pics2book projects or be able to save them.

How do I download and install the layout software?

- Before you can start a project, you will need to download the layout software from our website.

- The software is also available to copy in store.

- **Windows** – your browser will prompt you to either 'Run' the installer file or 'Save to Disk'. Click 'Run' and the installer file will start downloading.

When the download is complete you will be guided through the installation process by the installation wizard. After installation, an icon will appear on your desktop and the software will also appear in your Start Menu. To launch and run the software, simply double click on the icon.

Mac - depending on the browser you use, the download will either start automatically, or you will be prompted to click 'Save File'.
Once the download has completed, simply double click on the installation file and follow the prompts - drag the software folder into the Applications folder – then you should be able to open the editor directly from your Applications. The icon can also be dragged down to the dock so that it is easily available.

## How do I keep my software up to date?

You will need to be connected to the internet to do software updates. Launch the software and 'start a new project'. Then click on 'updates' in the bottom left of the window. You can choose whether you would like to download the updates or not. These updates may include new products, page styles, backgrounds, scrapbook artwork etc.

I can't install the software on my Mac, I keep getting the message that it is from an 'unidentified developer'?

The error is due to your current security settings. You will need to disarm 'Gatekeeper' on your Mac temporarily in order to install the software.
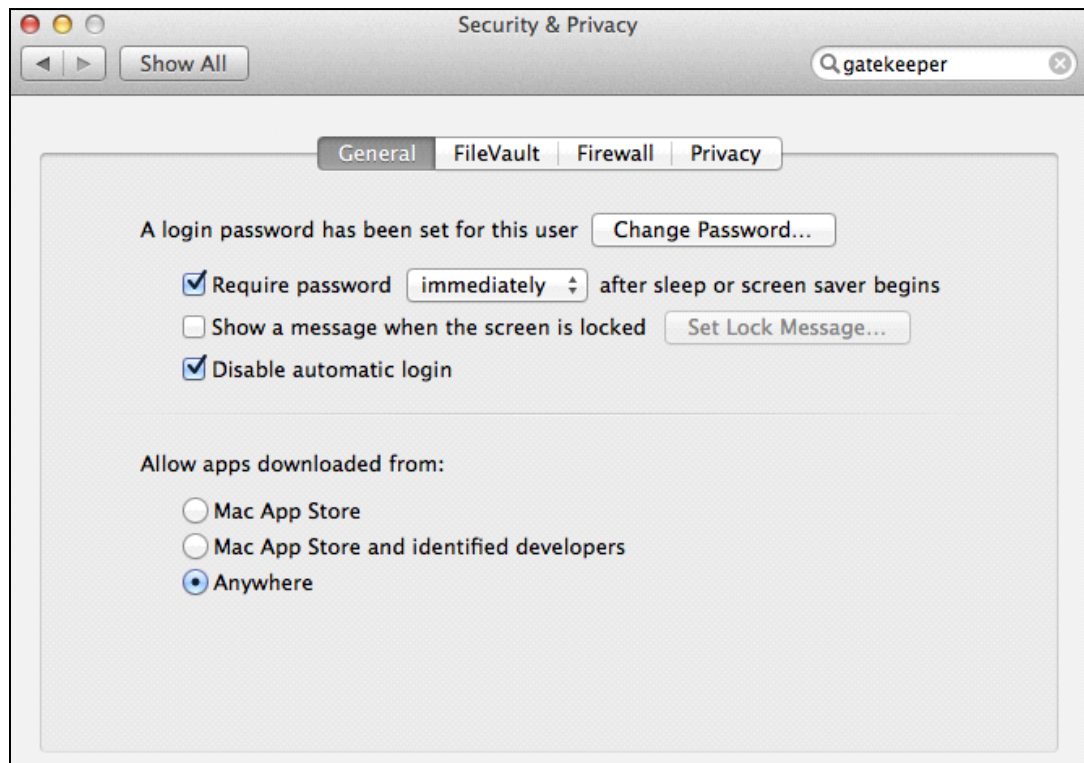
Please follow these instructions to install:

- Click on the Apple icon on the top left of your screen
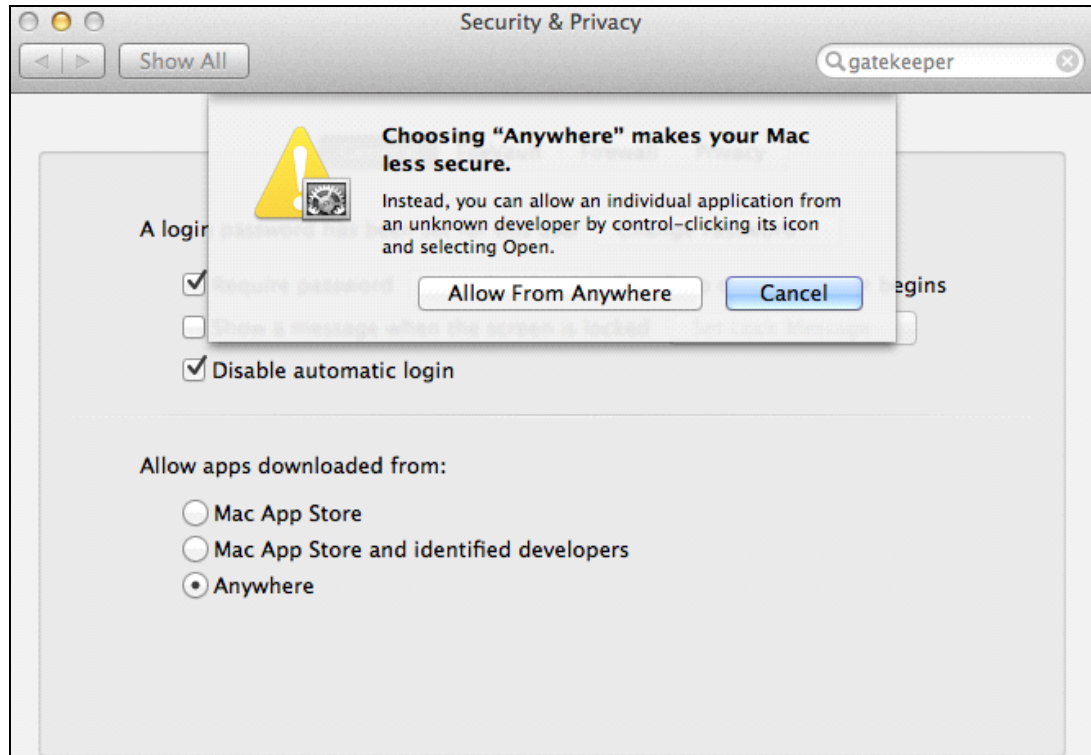- Open System Preferences in the dropdown
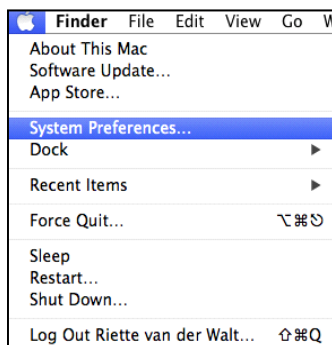
- Click on the 'Security & Privacy' icon

- This will open a new window – Under the 'General' click on 'Anywhere' under the section that says 'Allow applications downloaded from: '

- A pop-up will now ask you to confirm your choice ' Allow from anywhere'

- You will now be able to install the software by dragging it into your applications folder. You will also be able to pin it to your task bar if you wish.

NB* We suggest that you revert your settings after installation to improve your security on your Mac.

Tips before you start

Where should I copy my images to before I start my project?

We strongly suggest that you store your images on your computer's hard drive instead of keeping them on your desktop or an external device such as a USB.

Eg. My Documents>My Pictures

If you store your images on an external device, you will always need the external device to be connected to your computer in order to work on your projects in the software. Without this connection your images will be missing in your project.

*Tip: It is easier to make an image selection before starting your project and working from 1 folder of images.

How many photos should I have in my project?

There is no rule as to how many photos you should use in a project.

Additional pages can be added to the standard 28 pages in a photobook so that you can include more photos.

Less is more! The less images used on a page, the bigger the images can be on the layout on your page. A combination of 1 large image on 1 page, paired with a selection of smaller images on the opposite page, works well.

Trouble shooting

An exclamation mark is warning me that my photos are low-resolution. How do I increase the quality of my photos?

It is not possible to increase the resolution of your photos. The resolution of each photo is determined by the camera and image settings on the camera used to take the photo.

- You have the choice to make your image smaller on the layout you have created in order to improve the quality
- Or you can choose to ignore the warning and go ahead with printing even though the image size is not optimal

*Take note – images sent and received on e-mail or saved from Facebook may be lower resolution versions of the original images. It is better to obtain the original images to get the best quality possible.

*Take note – these low resolution messages are a useful tool to warn you against low quality images but you can choose to go ahead and print after checking the quality.

*NB

If you have pre-processed your photos to a smaller size, it would be worth sourcing the original photos directly from the camera to get the best quality possible.

I am getting a 'Missing Photos' warning? How do I fix this?

The 'Missing Photos' warning means that the software is unable to locate your images. In other words the software can't find the 'path' to the images you used in your project.

You will still see the images in the thumbnail preview but you will need to locate the original images so that the software can load them.

How did this happen?

- Are your images saved on USB, External drive or CD? You will need to plug in the USB or external drive or CD so that the software can source the images. To avoid this happening we suggest that you save a folder with all the images directly to your computer instead. It is best to save this folder in 'my documents' and NOT on your desktop to avoid it getting deleted by mistake.

- Have you moved the photos from their original location? This will mean that the software can no longer find the path to the images.
- Have you renamed the folder or any of the images within the folder? This will mean that the software can no longer find the path to the images.

How do I get my images back in my project?

- When you open your project, a window will pop-up saying 'The following pictures are missing…' Click on 'Find Pictures'
- The software will then open a 'Find missing pictures' window with the list of missing images
- Click on one of the pictures and then click on 'Update'
- You will then be asked to select the folder where your images are stored
- When you locate the image you want to update, select the image and click ' Select'
- The software will then recognize all the other missing images that are located in the same folder and you will be asked if you would like to update all the other missing images in that particular folder. Click 'Yes'
- Click 'Continue' and you will be able to continue with your project

    *NB If images are saved in different folders; you will need to relocate at least one image from each folder so that the software recognizes the path to each folder.

Why am I receiving an 'empty picture box' or 'empty text box' warning?

If you have and empty picture box or text box on a page, the software will warn you that they are there. If you can't see the box it is possible that it is hidden under layers of images or text.

If you click on 'file' > 'check project' in your dropdown menu, you will be able to double click on any empty picture or text boxes and the software will take you directly to the page that they are on and they will automatically be selected for you so that you can delete them.

Images & Page Styles

Will the photos from my phone be high enough resolution to use in my project?

Most camera phone pics will be high enough resolution for print. The print size will be dependent on the settings you have chosen for taking photos on your phone. They may not be able to be used as full page images but will definitely be printable. Use the low resolution warning as guide to see if your images are too low resolution for the size in your layout.

How many photos should I have in my project?

There is no rule as to how many photos you should use in a project.

Additional pages can be added to the standard 28 pages in a photobook so that you can include more photos.

Less is more! The less images used on a page, the bigger the images can be on the layout on your page. A combination of 1 large image on 1 page, paired with a selection of smaller images on the opposite page, works well.

Will my project look identical to how it appears on my computer monitor?

The version of your project as it appears on your computer screen will never translate exactly the same when printed. A monitor will always be able to display a wider range of colours than in print and can vary both in brightness and colour representation. Prints often appear darker than on screen because monitors are set to a very high brightness setting.

To get the colour of your prints matched as closely as possible to your screen, we suggest calibrating your monitor and doing a test print to ensure that you are not disappointed in the colour difference between screen and print.

Can I scan developed photos to use in my project?

Scanned photos turn out well in the final product if they're scanned at a high enough resolution.

We have many customers who have successfully created superb albums using scanned photos.

When scanning your images, make sure they're free of dust or dirt otherwise these imperfections will turn up in the final product. You may also need to crop your photos after scanning to ensure there are no white edges.

If you have the computer resources it would be beneficial to scan all your photos at a high dpi value (600). This will allow you greater freedom when deciding where and how to display your photos in your album.

We highly recommend against scanning at higher than 600 dpi as this won't introduce any greater quality but it will slow down your computer as the files will become very large. This may also introduce file processing issues if the files are too large.

How can I enhance my images?

- Select the image or images you would like to enhance
- Click on ' Auto-Enhance' in the 2nd tab of your editing options on the right hand side of your screen.

- Click this button on and off to see the difference in enhancement, just to make sure that the enhancement is an improvement and not too much.
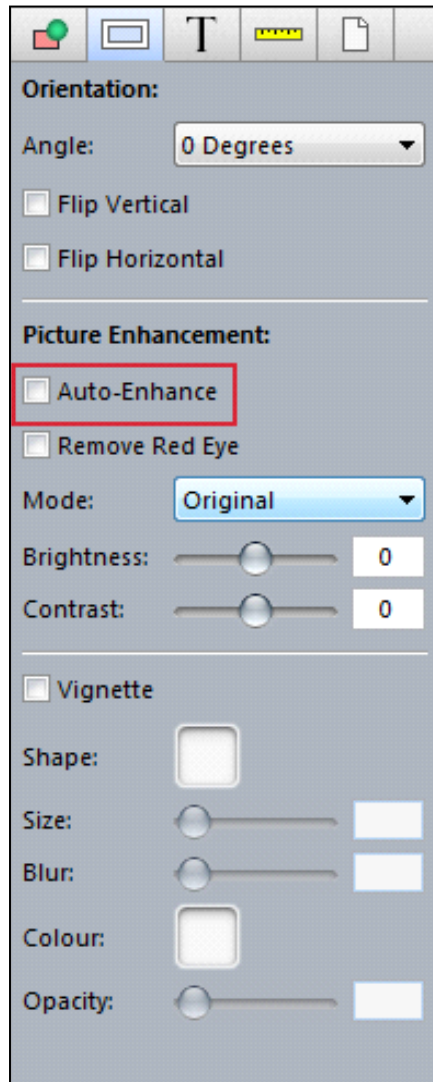

Can I adjust the brightness and contrast of my images?

Yes you can adjust the brightness and contrast of images without having to use external editing software.

- Simply click on the image or images you would like to adjust
- In the 2nd Tab of your editing options on the right hand side of the screen, use the sliders or insert values to achieve the desired brightness or contrast levels
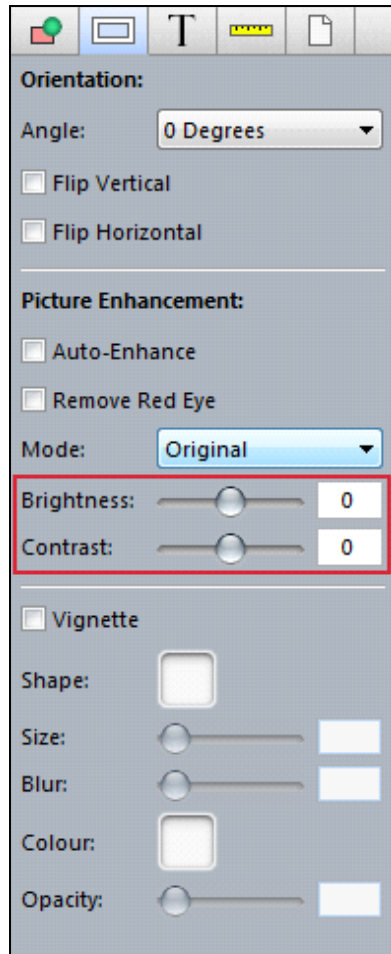
Can I change my images to Black & White or Sepia?

Yes you can change your images to black & white or sepia without having to use external editing software.

- Simply click on the image or images you would like to adjust.
- In the 2nd Tab of your editing options on the right hand side of the screen click on 'Black and White' or 'Sepia' to change the colour of your images.
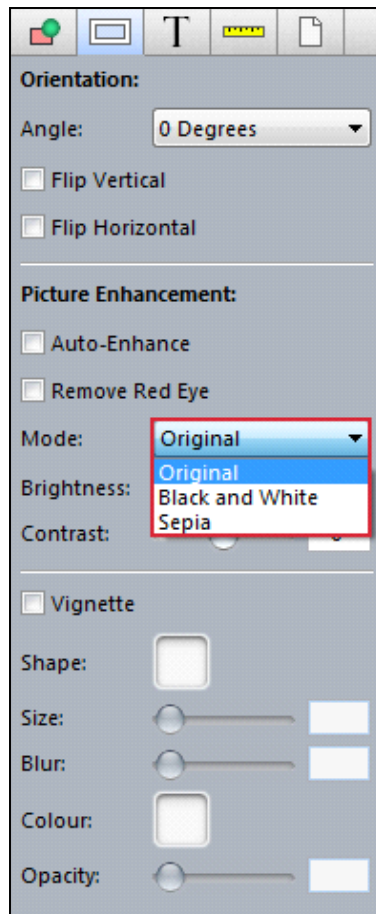
*NB This adjustment does not change the original files, it is merely a filter in the software. You can click on 'Original' to revert to the original colour of the image.

How do I add a drop shadow to my images?

- Simply click on the image or images you would like to add a drop shadow to.

- In the 1st Tab of your editing options on the right hand side of the screen click on 'Drop Shadow' to add the drop shadow. You can change the opacity, angle, offset and colour of the drop shadow
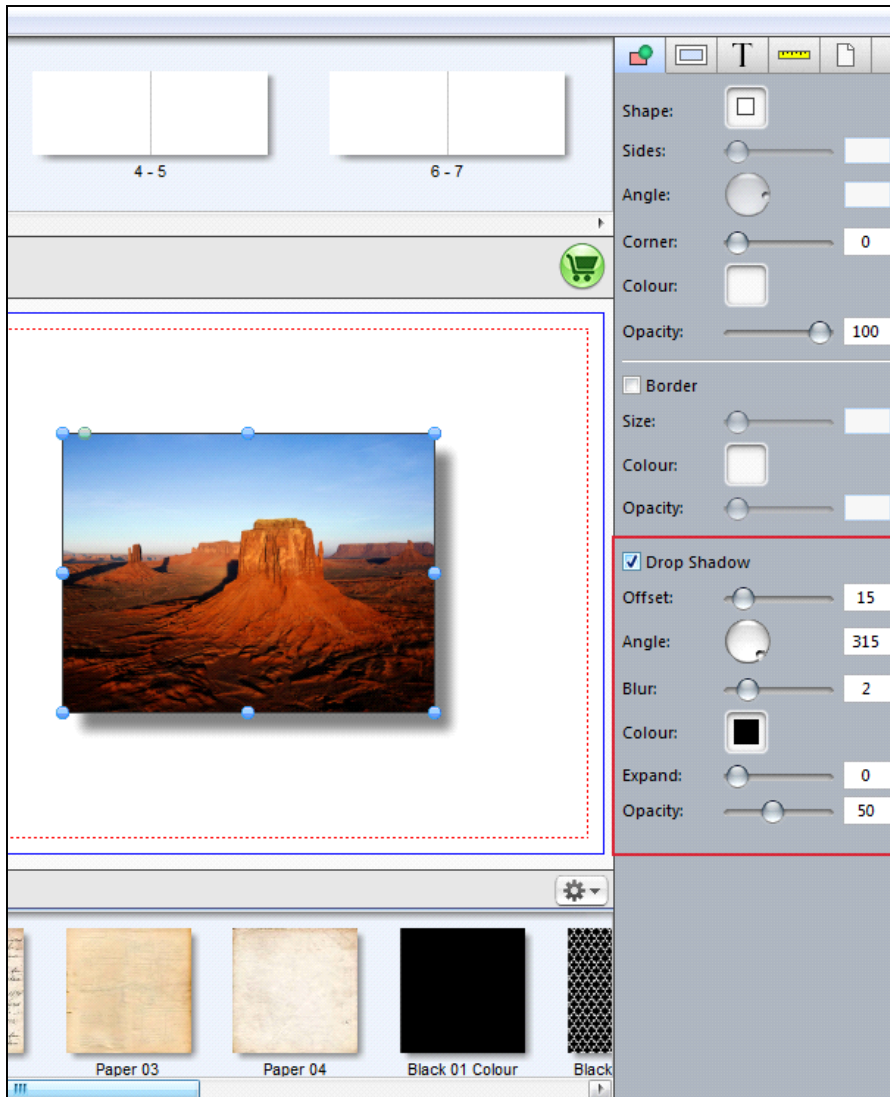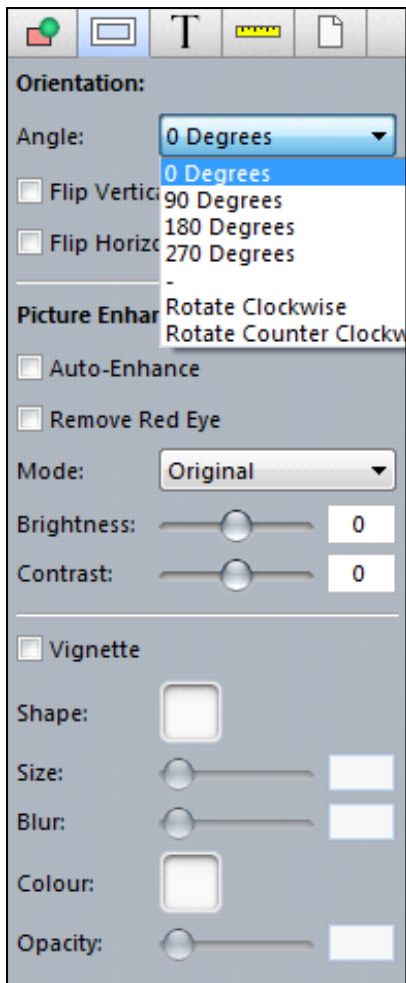
How do I rotate my images?

You can either right click on your images before you add them to your project and rotate them
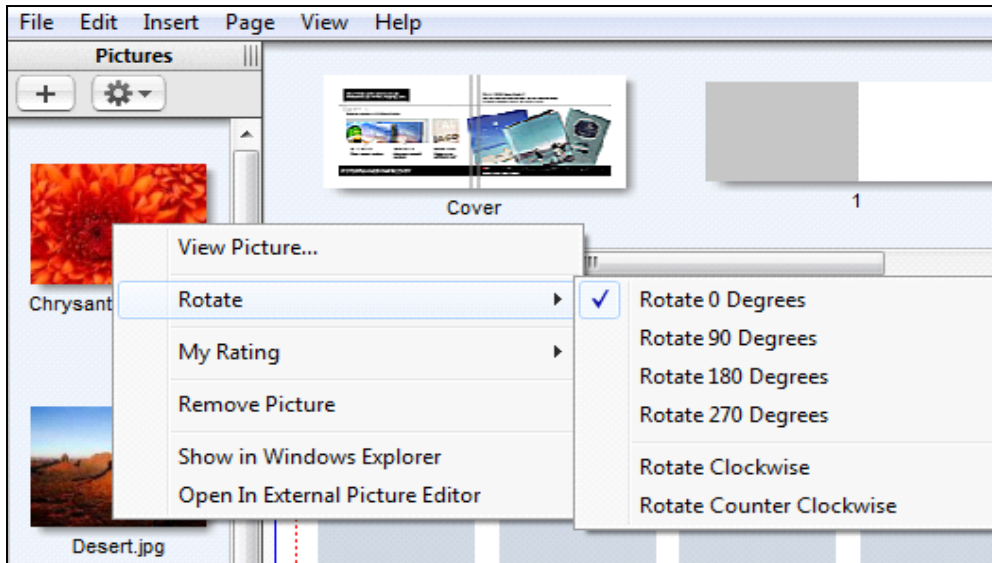
If you have already added your image to your project, simply click on the Orientation option on your editing tools in the right hand side and rotate.

My images do not look sharp when I zoom into the view of my project. Why have I lost quality?

When you zoom into your project, images may appear slightly blurry. This is because the software is not loading the full quality image for the preview. If this is the case, simply right click on the image(s) and select 'Show High Quality Picture' and it should now show the high quality image.

Can I only use the page styles provided or can I make my own?

No. You can edit or customise any of the page styles provided or make your own from scratch and save them to use again in future.

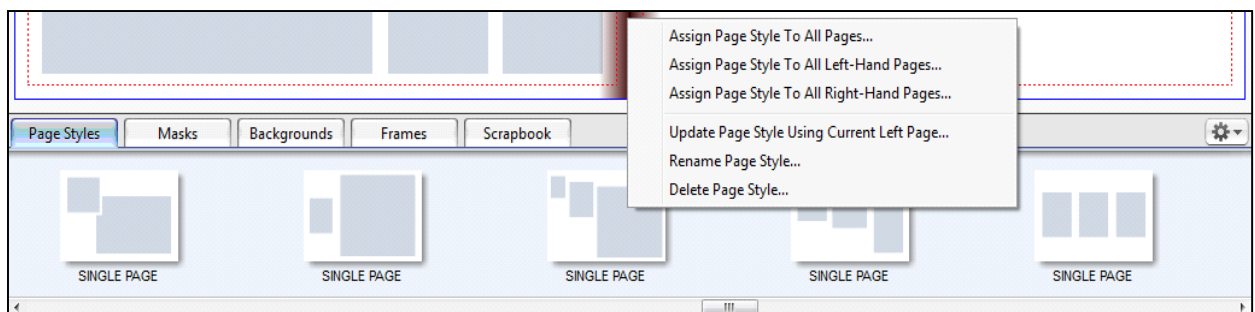- Add picture boxes

- or text boxes

- and customise your layout
- To save the layout simply click on
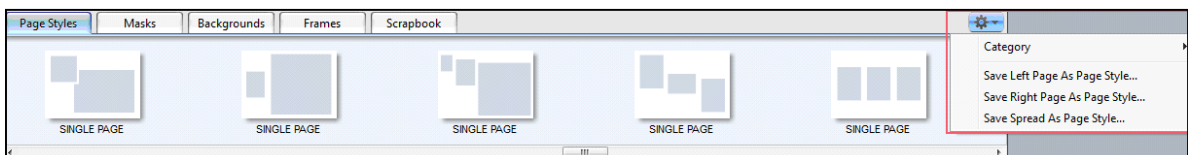
The layout will now be available for use in future.

NB* Please note that you can also right click on page styles in the bottom window and assign to all pages or delete etc.

Working with text

What fonts are available in the software?

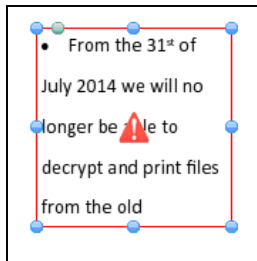The fonts available in the software are dependent on the fonts you have loaded on your computer.

Can I import text from another location such as an e-mail or a word doc?

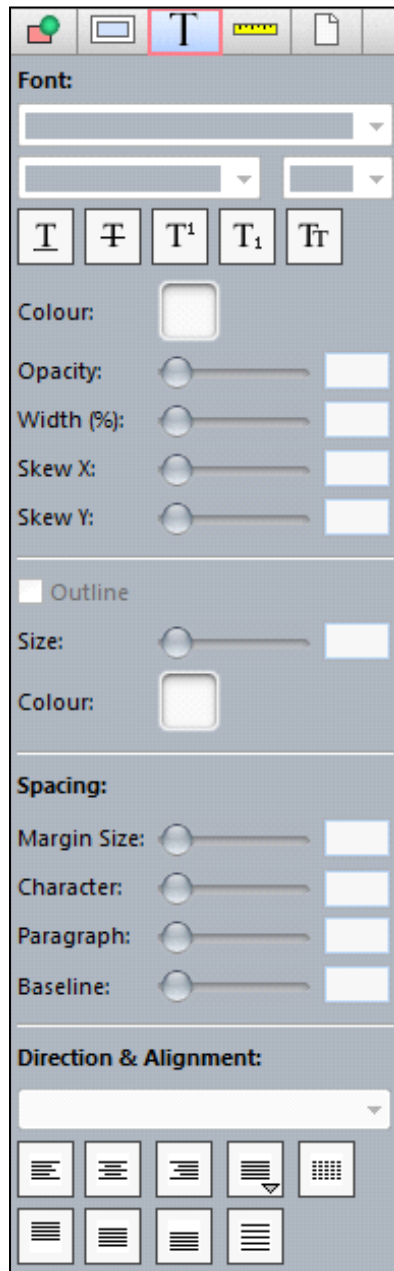Yes you can - As long as the text is in a digital format and not a scan.

1. You will simply need to open the document that you would like to copy the text from and select the text you would like to copy.

2. Right click and 'Copy' – keyboard shortcut Ctrl C or [Apple C for MAC]

3. Then open your software and go to the page you would like to paste the text on.

4. Add a text box to your page by clicking on
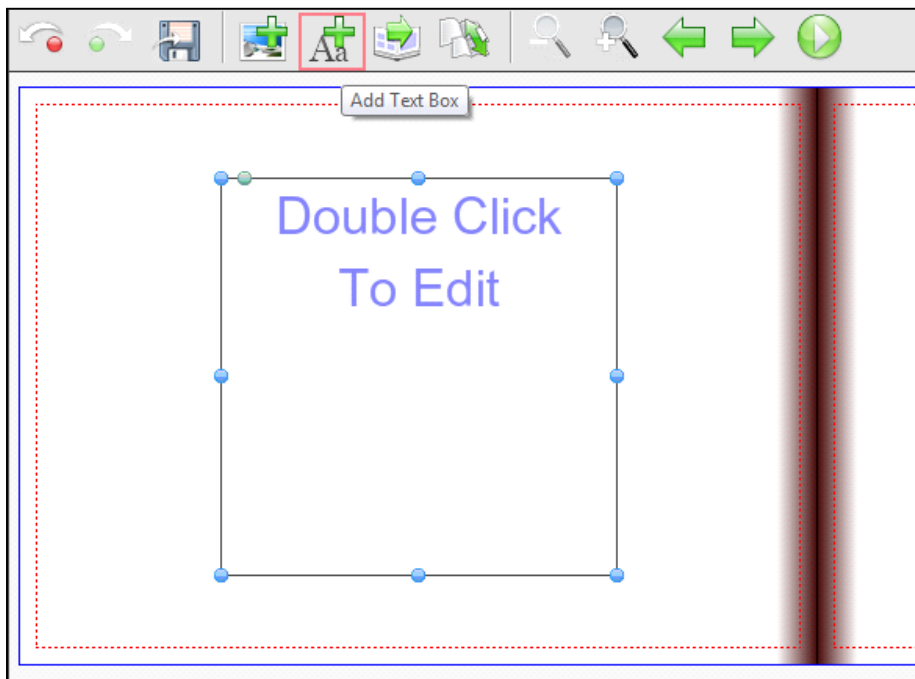
5. Double click inside the text box. You will now see a cursor and then you can right click 'Paste' – keyboards shortcut Ctrl V or [Apple V for MAC]

6. Please ensure that your text box is big enough for the text that you have pasted in it. If you get a red exclamation mark in the text box, you will need to drag the text box bigger by selecting it and clicking on it and dragging it bigger until the exclamation disappears.

- From the 31st of July 2014 we will no longer be able to decrypt and print files from the old

- You can now edit the text by selecting it and using all the text editing options.

Font:

Colour:

Opacity:

Width (%):

Skew X:

Skew Y:

Outline

Size:

Colour:

Spacing:

Margin Size:

Character:

Paragraph:

Baseline:

Direction & Alignment:

*NB Keyboard shortcut to select all text in box. Double click on text box so that the cursor appears and Ctrl A – Will select all text in text box.

Backgrounds

### How do I use my images as backgrounds?

- Simply click and drag your images directly onto the page. Then right click on the image and select 'Fit' to page or spread. You may need to right click again and 'Arrange' 'Send to Back'.

- You can also add your images as backgrounds in the background tab. Make sure you have the background tab selected then click 'Add' on insert image. Your image will now be added to your list of backgrounds and you can simply drag onto your page and it will automatically add as a background.
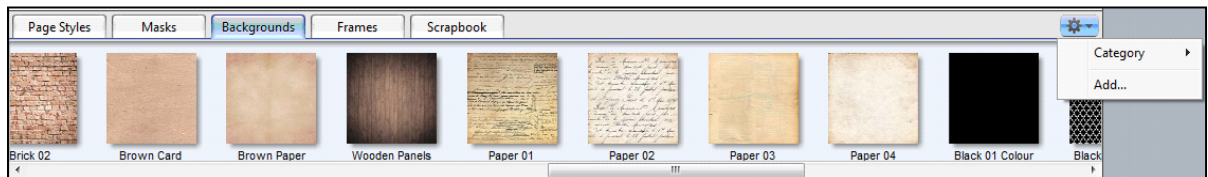
### How do I change the opacity of my backgrounds?

- Select the background you would like to edit by clicking on it.

- Click on the first tab with editing options on the right hand side of the screen.

- Change the opacity of the background by using the slider bar or inserting a value for opacity change.
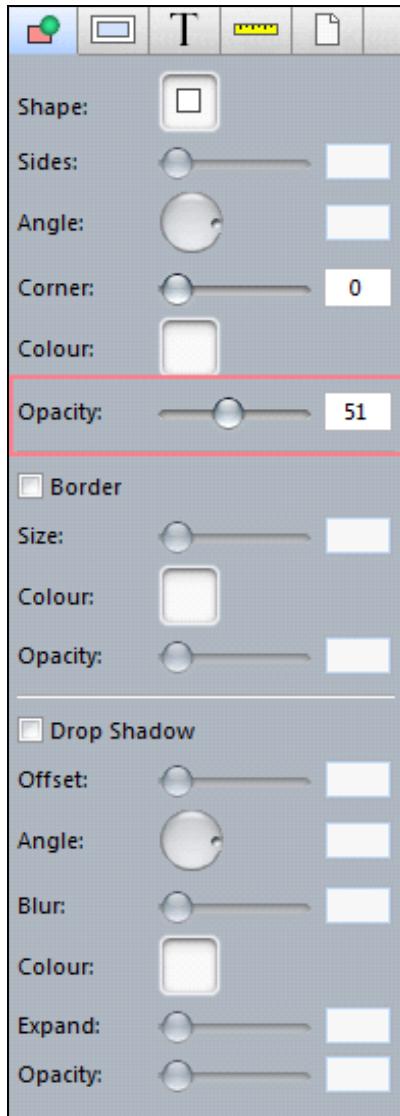
I would like a plain colour background. How do I do this?

- Click on the last tab in the editing options on the right hand side of the screen.
- You will now be able to change the colour of your left and right page backgrounds
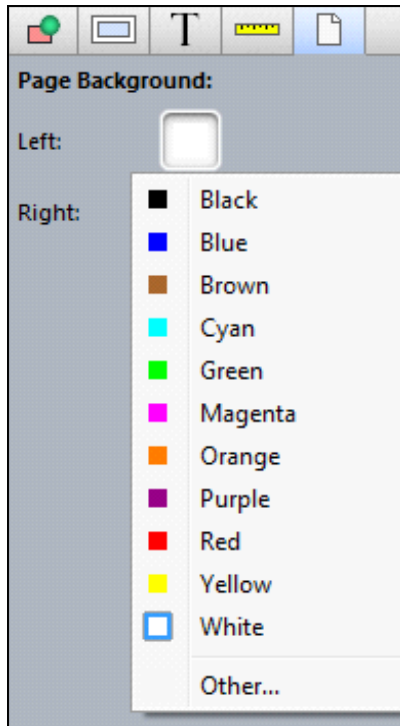
How do I add the same background to all my pages?

- Firstly make sure that the background is added as a background in the backgrounds tab at the bottom of your screen

- Right click on the background you would like to use and choose from the options provided
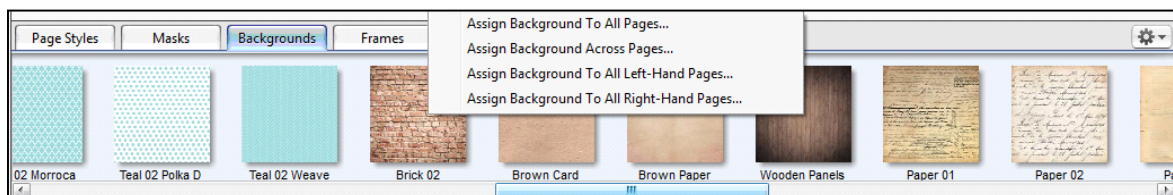
Frames and borders

What is the difference between a frame and a border?
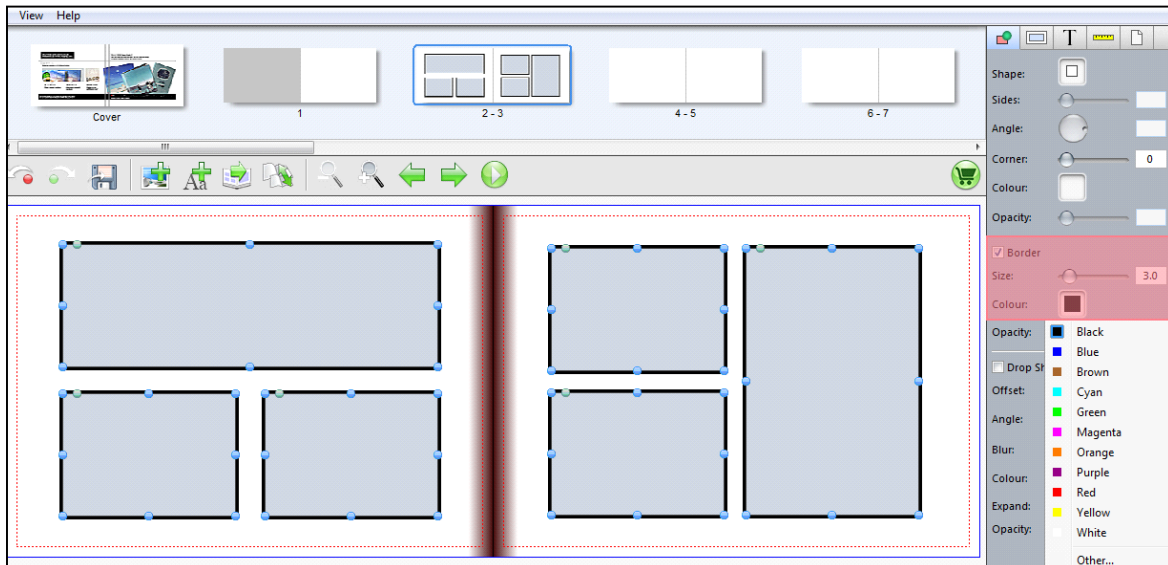
Frames

Frames work like an image that is added to the edge of a picture box. This will mean that if the format of the image box changes, the frame may distort if the picture box is not scaled proportionally. *Frames* are located in the bottom of your design space and can be dragged and dropped onto page layouts.
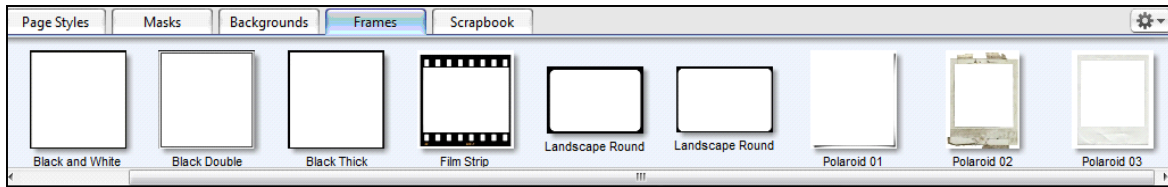
Borders

You can make your own custom image borders by selecting the picture boxes you would like to add borders on. Then click on the 'borders' tab in the right hand side editing panel.

You can now select the colour, thickness and opacity of your border.
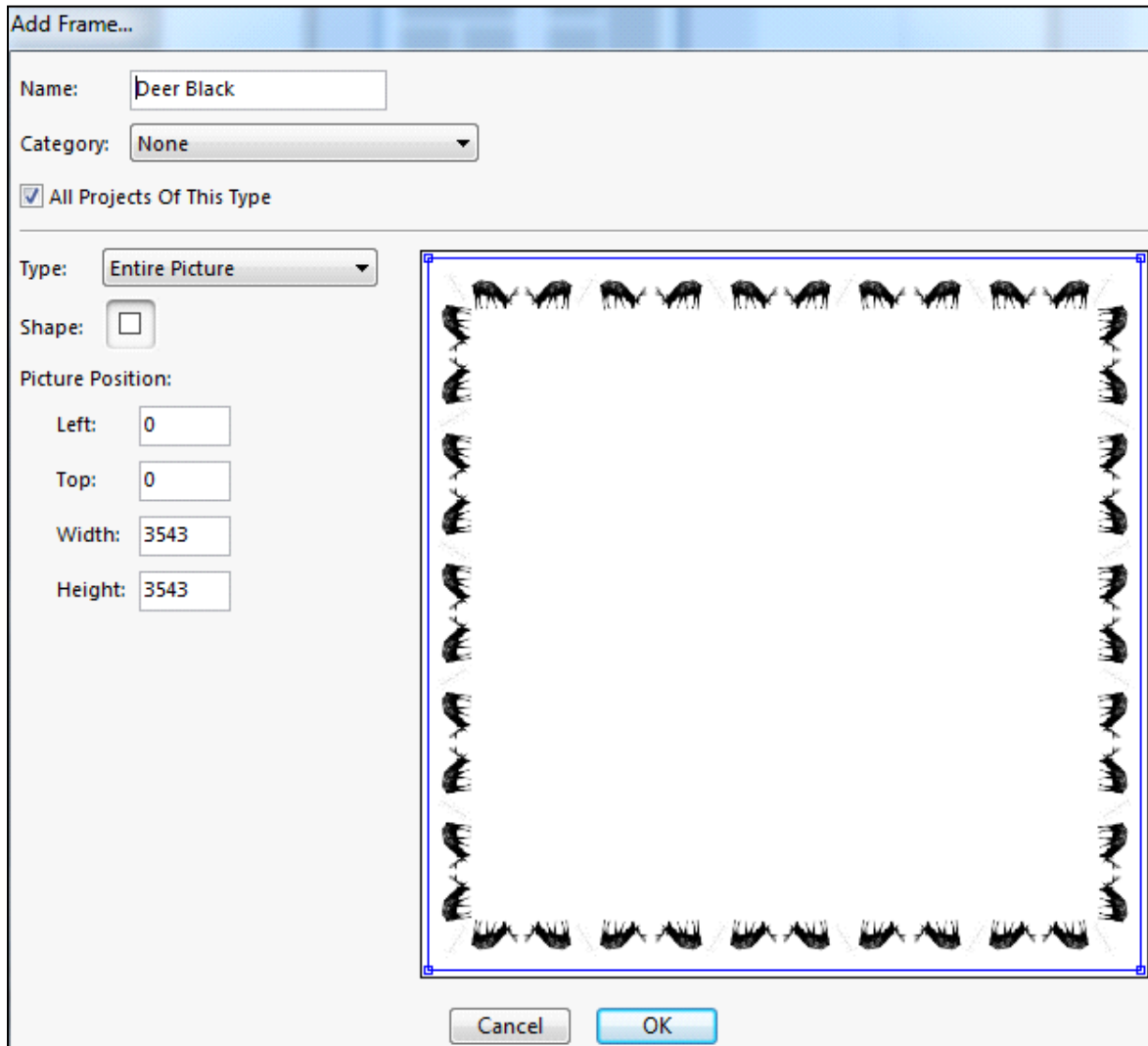

Can I load my own Frames?

- Yes you can. You will need to make sure that your frame is designed as a transparent. PNG file (it needs to have a transparent background – otherwise your image will not be visible in the frame)

- You will need to have the Frames Tab open in the bottom window of your design area.

- Click on 'Add'
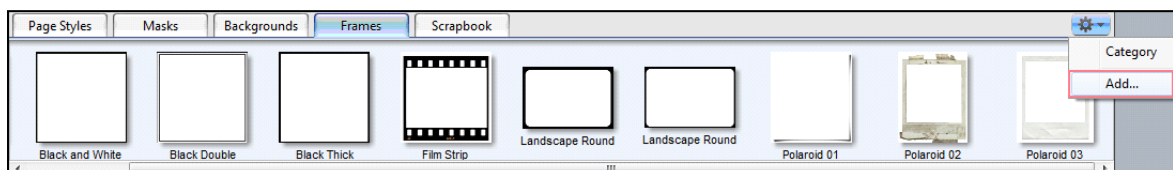
- Select the frame you would like to add

- Drag the blue line into position – this line indicates where the image box will sit within the frame and click on ok

Add Frame...

Name: Deer Black

Category: None

☑ All Projects Of This Type

Type: Entire Picture

Shape: □

Picture Position:

Left: 0

Top: 0

Width: 3543

Height: 3543

Cancel   OK

- Your new frame will now appear in your frame selection in the bottom window

Can I add the same border to all my images?

Unfortunately you can't add the same border to every image with the click of a button. We are currently working on making this feature available. However you can click on Ctrl A and select all (this will select everything on the 2 pages you have open) and then you can apply the same border to all selected images on the 2 pages.

Editing Options and shortcuts

Useful keyboard shortcuts

Ctrl C	Copy
Ctrl V	Paste
Ctrl X	Cut
Ctrl A	Select All
Shift + Select image	Hold in the shift key while selecting images. This will allow you to select more than 1 image to edit.
Ctrl +	Zoom into project view
Ctrl -	Zoom out of project view
Ctrl/Shift/ -	Minimum zoom
Ctrl/Shift/ +	Maximum zoom
Ctrl S	Save
Ctrl Z	Undo
Backspace	Delete
Ctrl + Shift + T	Insert text box
Ctrl + I	Insert page
Ctrl + Shift + D	Duplicate page
Ctrl + Shift + I	Add page
Ctrl + Shift + T	Insert text box
Ctrl + F	Takes you to first page
Ctrl + L	Takes you to last page
Ctrl + B	Takes you to previous page
Ctrl + N	Takes you to next page
Ctrl + R	Show rulers

I would like to swop 2 images around in my layout. How do I do this?

Select 1 of the images.

Hold down the left click till you see a green + icon and a smaller thumbnail of the image.

Now drag the image into the picture box of the image you would like to swop it with.

How do I crop my images or scale my images after I have added them to my layout?

Double click on the image you would like to edit. You can now drag the editing box to scale and show the area of the image you would like to be visible in the picture box. You can also straighten the horizon of your image if necessary.

*NB You can move the image around in the picture box without double clicking and opening it in the picture editor. Select the image. Now hold down the Alt key and hold down left click on the mouse and you will now be able to move the image around in the picture box by moving your mouse.

How do I rearrange the pages in my project?

Click on 'Page' in the dropdown menu on top left of the software. Select 'Rearrange Pages'

You will now be able to rearrange the order of the pages by selecting a spread and moving its position up or down with the arrows on the left of the window.

*NB You will only be able to rearrange spreads and individual, single pages.

How do I make sure that my images boxes are in a straight line?

Select the image you would like to align by holding down the 'Shift' key and selecting the images. The selected images should now have a blue line around them to indicate that they are selected. Right click> Align and choose the type of alignment you would like.

How can I make sure that my picture box is centered on my page?

Select the image. Right click>Align>Align Vertical Page Centre

Then Right click>Align>Align Horizontal Page Centre


Saving and placing your order

How often do I need to save while working on my project?

The software automatically saves every 5 changes that you make. We do however recommend that you save your project often just to be safe.

I have completed my project, how do I save my file to bring in to the store?

- Click on the Green shopping cart icon to complete your order
- You will then be given a list of any problems that the software is picking up in your design, you can choose to correct these or view the preview to check your project
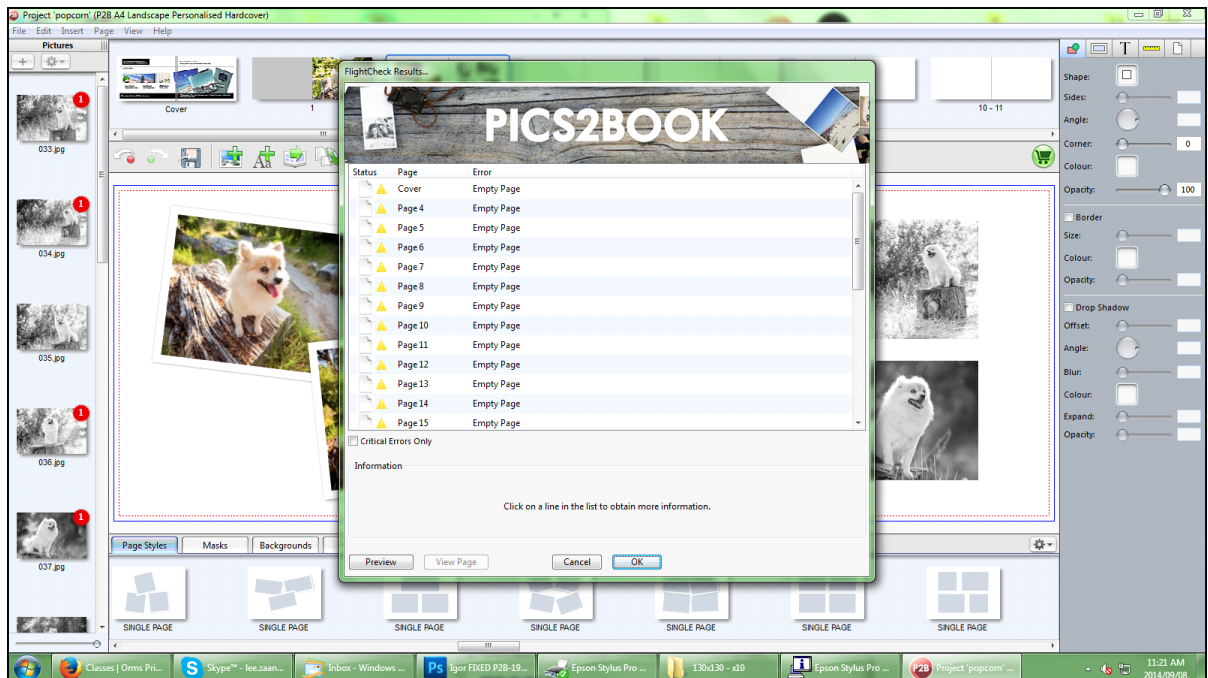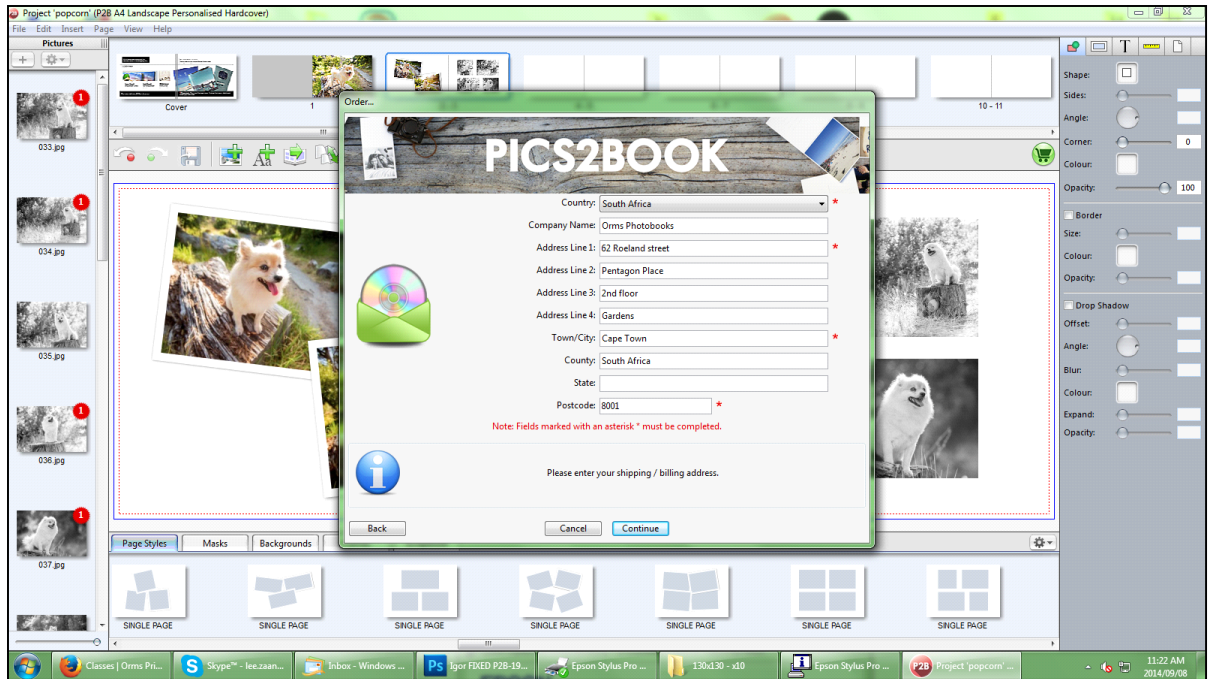
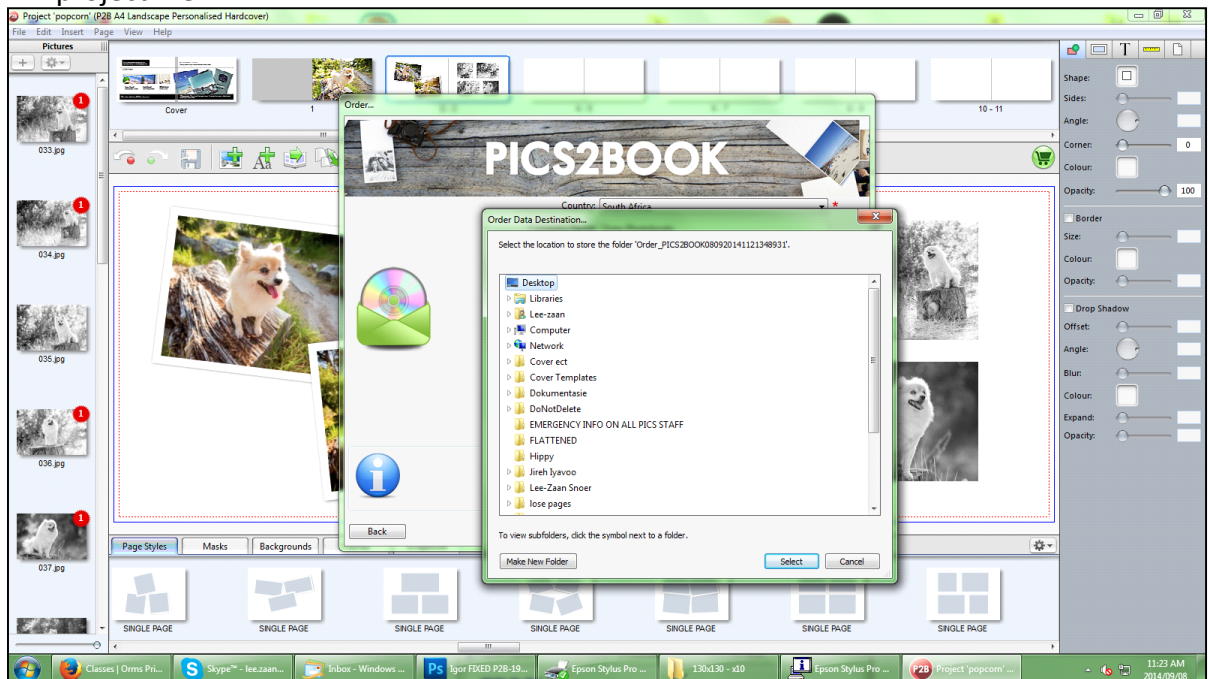- Accept the terms and conditions to continue.
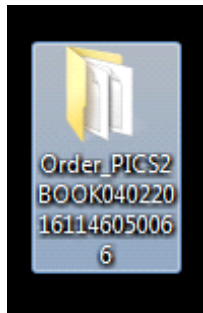

- You will need to fill in your details

- You will now need to choose the location where you would like to save your project file
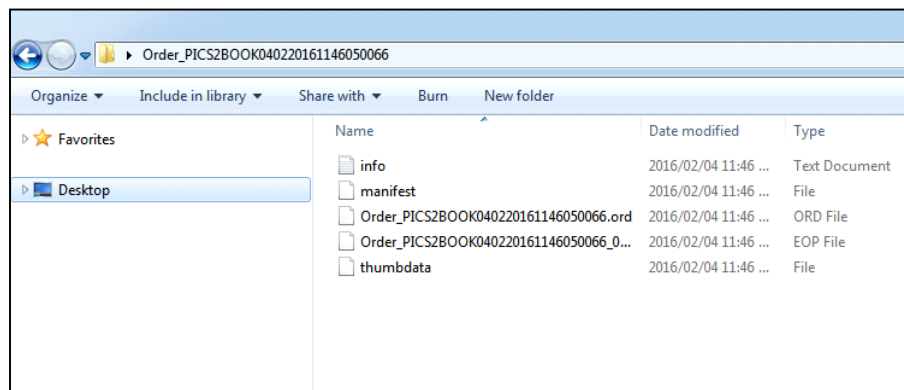

- The print file will appear as a folder with an order number

- The contents of the folder will look like this. Please ensure that you save the whole folder to USB or Disc to bring in store or post to us.

I have received my order. How do I order more copies of my project? Do I need to re-design my project?

You do not need to re-design your project. To re-order more copies of a project, you will just need to duplicate the project and go through the saving and ordering procedure again.

- Open the software
- Click ' Open Existing Project'
- Click once only on the project you wish to re-order (it will now be highlighted)
- Click 'Duplicate Project' button at the bottom left of the window.
- You will now need to give the duplicate project a new name and click 'OK'
- Now click on 'Open' and open your renamed project and resave the file to bring instore.

General

How long will my order take?

Your order will take approximate 7 working days. During the festive season this may be extended to 10 working days.

What does the red dotted line indicate in the software?

The red dotted line is known as the 'bleed area'. The bleed area may be trimmed or cropped off during production!

The bleed area will vary from product to product depending on how much bleed is needed to produce the product.

In other words:

- Everything outside of the bleed area may be cropped or cut during production.
- Everything inside of the bleed area is safe.

So please make sure that you do not have important parts of images or any text in the area outside of the red line. All important areas of your design must lie inside the red line to avoid any cropping.

NB* When checking the preview proof of your project before ordering, the bleed area will be included in the preview.

What is does the dark area between my pages indicate?

This grey area indicates the gutter of the book. The book will not lay completely flat when opened and we suggest that your design does not overlap this grey area since it may not be visible in the gutter of the book when it is bound.
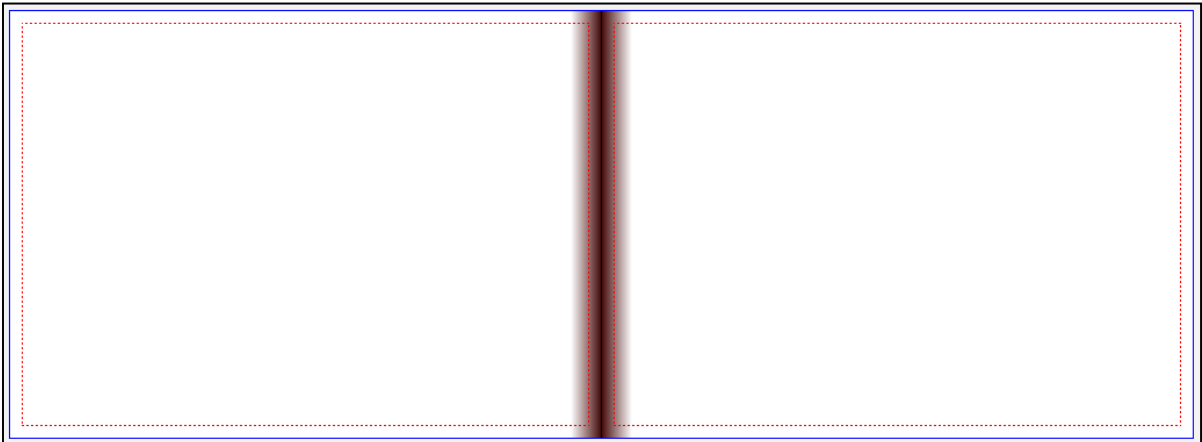
Can I print my project at home?

No. Unfortunately the files created by our software are encrypted and can only be decrypted and printed by us.

You can create a proof by opening the software and clicking on 'File' > 'Create Proofs' in the dropdown menu. You can create JPEG, TIFF or PDF proofs for e-mailing purposes but they will be low quality for print and have the 'PROOF' watermark all over them.

How do I create a proof to send to my client?

You can create a proof by opening the software and clicking on 'File' > 'Create Proofs' in the dropdown menu. You can create JPEG, TIFF or PDF proofs for e-mailing purposes. These files will not be good enough quality to print and have the 'PROOF' watermark all over them.

I would like to change the size of my book. How do I do this?

You can change the size of your book by simply clicking on the 'Change Product' button

This will allow you to upscale or downscale or change the cover option from Standard Cover to Custom Cover and vice versa.

*NB Please check your design after you have changed the size, to ensure that nothing has shifted. You will not be able to change a landscape format to portrait or square format. You will only be able to upscale or downscale size within the same format.

I would like to switch between an external picture editor and the software. How do I do this?

- Click on 'File' in the dropdown menu and select Preferences
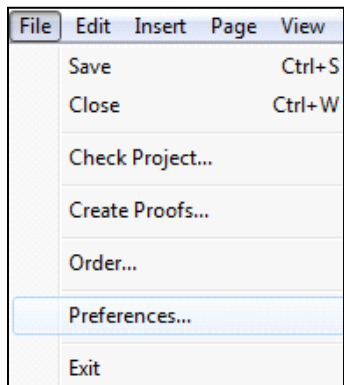
- In your Preferences window, select the path to the external picture editor of your choice
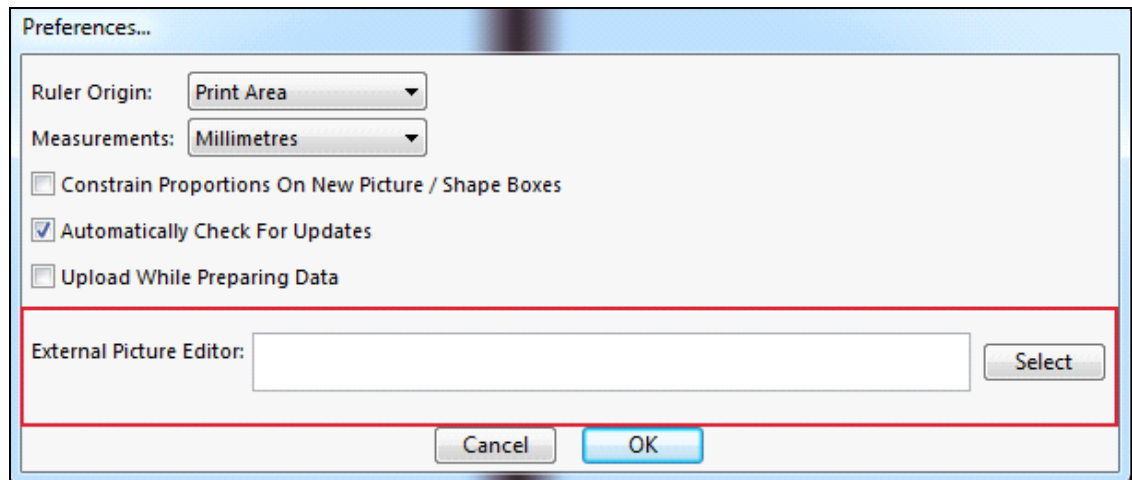
- Click 'Ok'
- You will now be able to right click on images in the software and open them directly in the external editor to edit