
MediaFACE® 5.0 User's Manual

SECTION 1- Installation



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Welcome/Introduction

Thank you for choosing MediaFACE® 5.0 as your labeling design software. With its advanced capabilities, MediaFACE® 5.0 is more than just a software package, it's a complete labeling design system.

Designed with both the expert and novice in mind, MediaFACE® 5.0 is one of the easiest and most feature-rich label preparation programs available for Windows. It has the following features and capabilities:

- ✍ Create labels, inserts and sleeves for CD/DVD, Video, MiniCD, and more
- ✍ Wizard Mode – Design and Print a Label in minutes!
- ✍ 500+ High Resolution Graphic Designs for Backgrounds.
- ✍ Unique Digital Fingerprinting feature which automatically downloads and transfers track information for MP3 and other popular music files - no more typing in track names!
- ✍ Import playlists from popular Media Player systems such as MediaPlayer or iTunes.
- ✍ Direct import of images from digital camera, scanner, or webcam
- ✍ Custom High-End Graphics Design Tools
- ✍ Pre-designed Project Templates for special occasions

The approach used in this manual is to guide you through the fundamentals of using the MediaFACE® 5.0 labeling system to create personalized CD, DVD and additional media labels and inserts. While the manual uses a CD label as an example, the same design concepts, such as adding images and text, can be applied to any template used. This Section of the manual covers MediaFACE® 5.0 Installation.

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SECTION 1: Installation

This chapter will give you the minimum system requirements needed to install and run MediaFACE® 5.0, and will guide you through the installation process.

Section 1.1: System Requirements:

Before installing MediaFACE® 5.0, make sure your system meets the following minimum system requirements:

- ✍ PC Compatible 600MHz or faster processor
- ✍ Windows XP Professional, XP Home, Windows 2000 (SP2 and higher), Windows 98SE;
- ✍ 128MB RAM (256MB RAM recommended)
- ✍ 240MB free disk space (on system drive for installation temporary files)
- ✍ CD-ROM Drive
- ✍ SVGA Display - 16-bit color or higher recommended with a minimum 800x600 screen resolution
- ✍ Internet connection for Digital Fingerprinting (optional)
- ✍ Scanner, digital camera or webcam (optional)

Section 1.2: Installing This Application from a CD

During installation, it is recommended that you close all open applications and turn off any virus checking software that may be running in the background. After the installation is complete, virus protection can be turned back on to restore your computer to its normal operation. The following information applies to installation from your MediaFACE® 5.0 CD. If you are installing the MediaFACE® 5.0 Trial Version downloaded from our Web site, some steps will be bypassed.

Insert the MediaFACE® 5.0 Design Software and Image Library CD into the CD drive. The MediaFACE® 5.0 installation uses an “auto-run” installation program for Windows operating systems that should start shortly after inserting the CD. This may take a few minutes to start up.

If the InstallShield Wizard dialog box does not appear on your screen, click the Start menu and select the Run command. Type the following line to manually begin installation of MediaFACE® 5.0 from your CD:

“D:\setup.exe” (where ‘D’ is the drive letter of your CD drive).

Click OK to continue.

Section 1.3 Main Setup

The first screen you will see is the MediaFACE® 5.0 main setup screen.

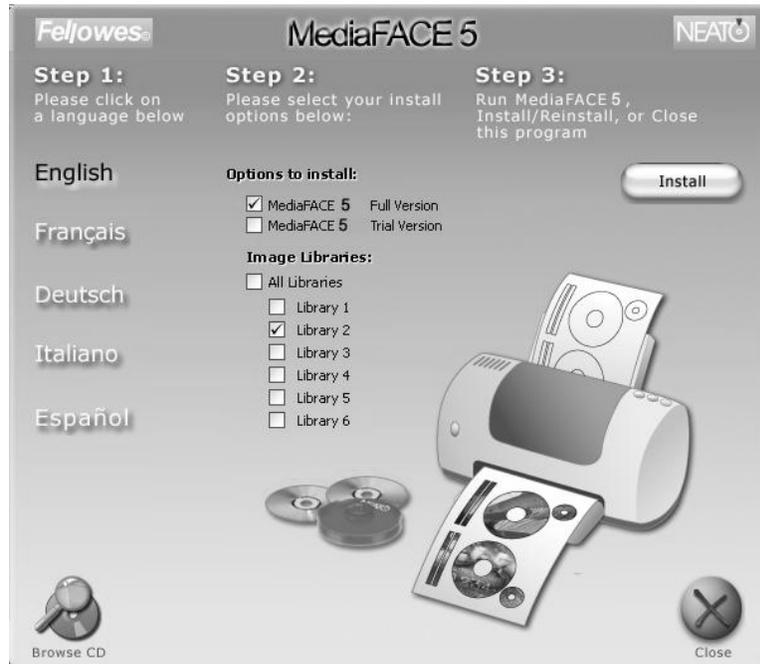


Figure 1.1 – The main MediaFACE® 5.0 Setup screen

Step 1: Select a setup language. English is pre-selected as the default. To choose another language, click once on the name and proceed to the next step.

Step 2:

- (a) Select install options. First, you must choose to install either the Full or Trial version. The Full version requires a serial number to be entered and gives you the full capability of the program. The Trial version is a try-and-buy version of MediaFACE® 5.0 and will expire after 10 days. The Trial version has all the features of the full version, with the exception that fingerprinting of audio CDs is limited to 100 successful identifications of songs, and the image library of 500 images available in the full version will contain only 25 images. If installing the Trial version downloaded from the NEATO website, no images will be installed. They may be added from within the program after activation. During the Trial try-and-buy period, use your own images.
- (b) Select Image Libraries. If installing the Full version, click once in the All Libraries checkbox to install all available image libraries. Otherwise check only the libraries you wish to install. If you are installing from the downloaded web trial version, the image library structure will be installed, but it will be empty. You can use other images on your computer. If you install the downloaded version as a full version with a serial number, you can populate the image library from the NEATO web site (see “Tools”).

Step 3: Click the Install button to continue. If the button is labeled “Reinstall”, it means that a previous version of MediaFACE® has been found, and the installation will run as an update.

Welcome

You should next see the InstallShield Wizard “Preparing to Install” screen. Please be patient as this may take several minutes to load while files are unpacked. Once it has finished loading, you will be presented with the MediaFACE® 5.0 Welcome Screen.



Figure 1.2 – The MediaFACE® 5.0 Welcome Screen

Click Next to continue with the installation.

License Agreement

The next screen you will see will be the License Agreement. Please read the agreement carefully. To continue with the installation, you must accept the terms of the license agreement. If you choose No, the installation will stop and setup will close.



Figure 1.3 – License Agreement

Click “Yes” to proceed with the installation.

User Information

Next, you will see the User Information screen. Please fill in the appropriate information. The “Company Name” field is optional and may be left blank. If you are installing the Full version, you will be required to enter the serial number found on the back of the CD sleeve. Please be sure to type the number exactly as it appears.

The screenshot shows the 'User Information' window of the MediaFACE 5.0 - InstallShield Wizard. The window title is 'MediaFACE 5.0 - InstallShield Wizard'. The main heading is 'User Information' with the instruction 'Enter your registration information.' Below this, there are two radio button options for 'Select Version': 'Full (If you have a Serial Number)' which is selected, and 'Trial (This version does not need a Serial Number)'. A note states: 'Please fill in the fields below. A serial number is required only if you are activating the full version.' There are three input fields: 'User Name' containing 'NEATO', 'Company Name' containing 'NEATO', and 'Serial Number' which is currently empty. A warning note says: 'Please be sure to enter the numbers and letters exactly as they appear on your product - this Serial Number is case sensitive.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 1.4 – User Information. Full version requires serial number for activation.

Please Note: If at any time you need to reinstall the program, you will have to reenter this number. Please keep it stored in a safe place. Click Next to continue with the installation.

Destination Location

The next screen is the Choose Destination Location. This is where the program will be installed on your computer. It is strongly recommended that you accept the default location, "C:\Program Files\Fellowes\MediaFACE® 5.0\". You can also change the name of the program folder, but we recommend leaving it set to the default of MediaFACE® 5.0.

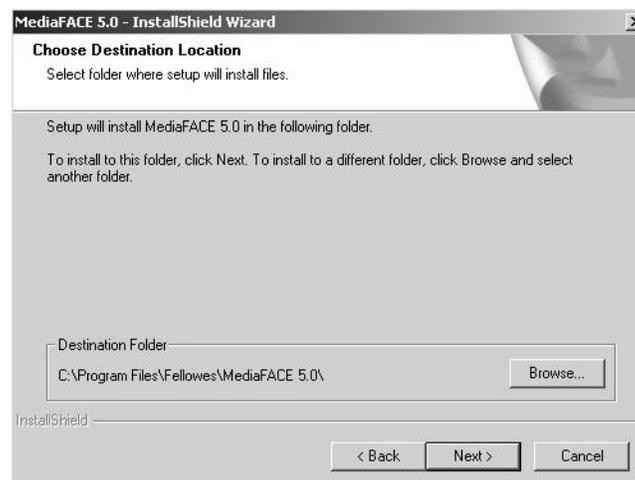
The screenshot shows the 'Choose Destination Location' window of the MediaFACE 5.0 - InstallShield Wizard. The window title is 'MediaFACE 5.0 - InstallShield Wizard'. The main heading is 'Choose Destination Location' with the instruction 'Select folder where setup will install files.' Below this, it says: 'Setup will install MediaFACE 5.0 in the following folder.' and 'To install to this folder, click Next. To install to a different folder, click Browse and select another folder.' There is a text box for 'Destination Folder' containing 'C:\Program Files\Fellowes\MediaFACE 5.0\' and a 'Browse...' button to its right. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 1.5 – Choose Destination Location

Click Next to continue with the installation.

Setup Type

The Setup Type screen allows you to select the type of installation to perform. The options include installing the entire application or only specific features. It is strongly recommended that you choose the Full option, which is selected by default.



Figure 1.6 – Setup Type

Click Next to continue with the installation.

Options

The Options dialog box lets you select which paper sizes to install and which one to use as the default size. MediaFACE® 5.0 supports both US and A4 paper types. The US paper size is 8.5x11". A4 is the European paper standard, which is 210mm x 297mm (narrower and longer than US paper). If you are using an A4 template, you must use A4 paper stock. The paper size you select here is used as the default size when you print your labels.



Figure 1.7 – Options screen for selecting paper sizes.

Select the size you want to use and click Next to continue.

Select Program Folder

The next screen is the Select Program Folder. This allows you to add the MediaFACE® 5.0 folder to your Start menu. The default location in the Start menu is: Start>Programs>MediaFACE® 5.0.

The MediaFACE 5.0 program folder will contain links for the following:

- ✎ Image Library folder
- ✎ MediaFACE 5.0 Calibration Wizard
- ✎ MediaFACE 5.0 Design Wizard
- ✎ MediaFACE 5.0 Help
- ✎ MediaFACE 5.0 Advanced Mode



Figure 1.8 – Select Program Folder to add to Start menu.

As the installation begins, you will see the Setup Status screen. Please be patient as it may take several minutes for the installation to complete.

Registration

Near the end of the installation, a window will pop-up asking that you register the software. We strongly encourage you to register the software at this time. This will allow us to keep you informed of any updates to the software, new paper templates, or special offers.

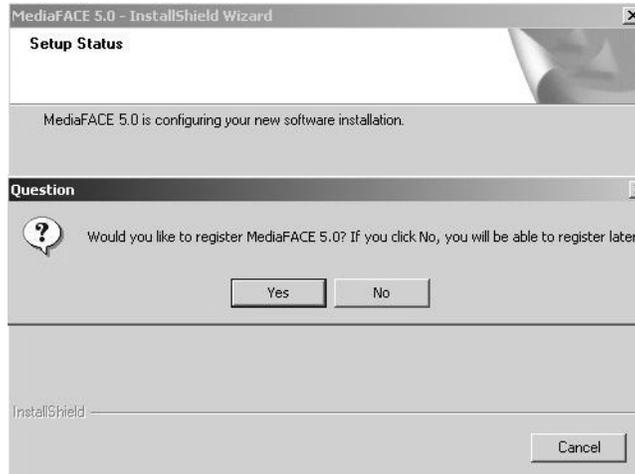


Figure 1.9 - Registration

MediaFACE® 5.0 Installation Complete

The installation of the MediaFACE® 5.0 program has now been successfully completed. Click Finish to close the Installshield Wizard dialog box. If you are installing the Full version, leave your CD in the drive and proceed to the next step. The Image Library installation will automatically begin within a few minutes.

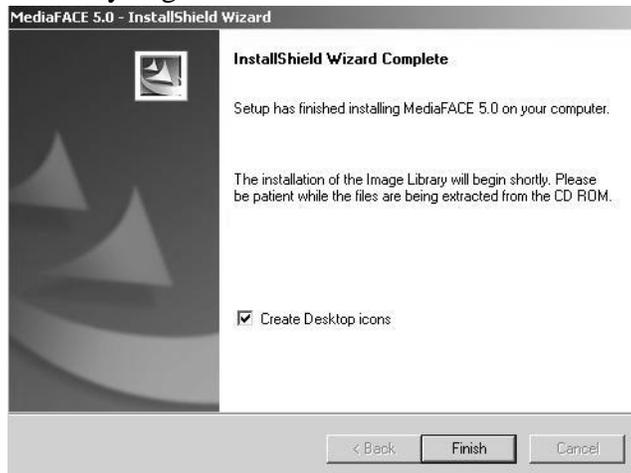


Figure 1.10 – Installation Complete screen

Section 1.4 Image Library Installation

If you selected the Full version, you will now be prompted to install the MediaFACE® 5.0 Image Library. Click Next to begin the installation. Please be patient as this may take several minutes depending upon how many libraries are being installed.

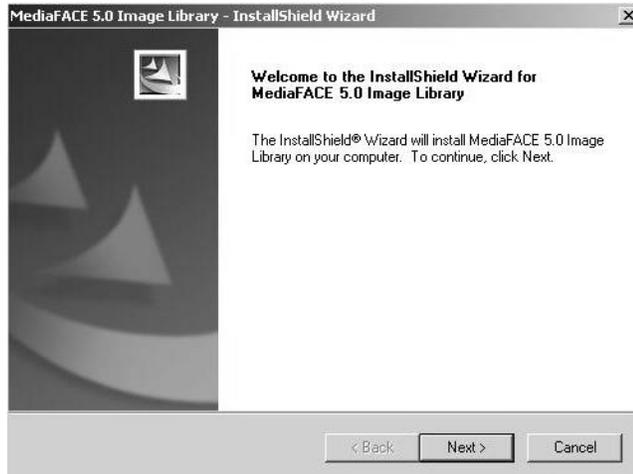


Figure 1.11 – Image Library Installation

Image Library Installation Complete

When the Image Library installation has been successfully completed, a dialog box will appear. Click Finish to close the dialog box.

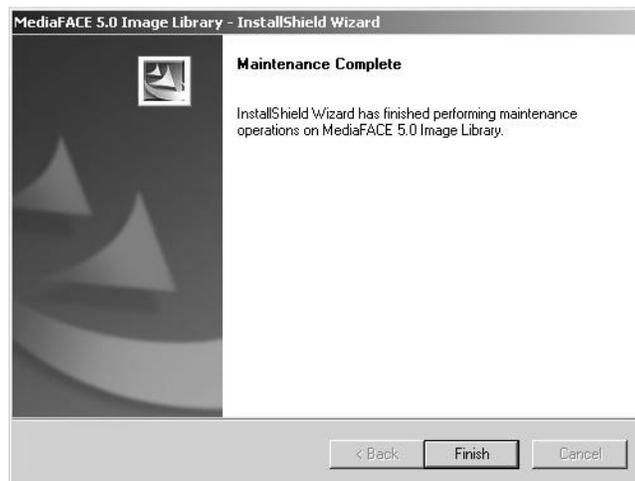


Figure 1.12 – Image Library installation completed

When the dialog box closes, you will notice that shortcuts for both the Design Wizard and the Advanced Mode have been added to your desktop.

Uninstalling the Program

If it becomes necessary to uninstall MediaFACE® 5.0, please do the following:

- ✍ First, make sure that the MediaFACE® 5.0 program is not running. Then, click on the Windows “Start” button and select Settings>Control Panel. Double-click the Add/Remove Programs icon.

- ✎ In the list of installed software, select MediaFACE® 5.0, then click the Add/Remove button. Please note that any installed Service Packs should NOT be uninstalled. Uninstalling the Service Packs by themselves could lead to problems when reinstalling the program.

- ✎ You will now see the InstallShield Wizard dialog box. Please wait while the Wizard prepares to run the MediaFACE® 5.0 Setup Maintenance program. Select the Remove option by clicking on it once. Click the Next button to continue. You will be prompted with a Confirm Uninstall dialog box. Click OK to confirm the uninstall.

- ✎ Next, you will see the Setup Status dialog box as the InstallShield searches for all currently installed components and begins the uninstall process for the MediaFACE® 5.0 program files. This may take several seconds.

- ✎ An Information dialog box will appear for the Image Library files that are currently installed. Click OK to uninstall these files. This may take several seconds.

- ✎ Finally, you will see the Install Wizard Complete dialog box. At this point, you may be prompted to restart your computer. If so, make sure that option is selected and click Finish. Your computer will automatically restart.

Troubleshooting

The purpose of this chapter is to help you with any issues concerning your MediaFACE® 5.0 software. If you have a question concerning the software or issues running the application, please refer to the appropriate section in this manual or consult the Help file. If you cannot find the answer to your question, contact NEATO Technical Support. You can email us at feltech@neato.com or call us at 866-775-7860.

Before calling NEATO Technical Support

There are several steps you can take before calling technical support. Performing these steps can solve many problems and often eliminate the need for telephone assistance.

- ✍ Reinstall MediaFACE® 5.0 Software
Reinstalling MediaFACE® 5.0 can solve many operational problems. Select “Repair” when offered by the install program.

- ✍ Check for a Software Upgrade/FAQ
Fellowes/NEATO is constantly improving upon the MediaFACE® 5.0 software. Therefore, the version that you are currently using may not be the latest. To obtain a software upgrade, visit our support page at www.neato.com/support. In many cases, upgrading the software can solve the problem. While at our site, you may also find it helpful to refer to the most frequently asked questions (FAQ’s).

- ✍ Check for Printer and Video Driver Upgrades
Printer and Video graphic manufacturers are constantly updating their products to conform to the latest advancements in technology. Because of this, you may need to update your printer or video driver to correct the problem. To do so, contact the manufacturer of the printer or video graphics card.

NOTE: Most printer/video graphic manufacturers will place driver updates on their web sites free of charge.

- ✍ Check for Software Conflicts
It is advised that you disable all running programs before you install MediaFACE® 5.0. By doing so, you will prevent any software conflicts that may occur. Once the installation process is complete, you can enable these programs again.

- ✍ Optimize Your Hard Disk
Use a disk utility such as Scandisk to check whether your hard disk contains bad sectors that may be causing your system to lock up or crash. You can then use a utility to defrag the hard drive which will optimize its performance. **NOTE:** In most cases your operating system will have these tools already installed. If they are not installed in your system, refer to your operating system manual.

Checklist for Calling Technical Support

When you need to contact technical support, please be in front of your computer and have the following information ready:

For all issues:

- ✍ Version of MediaFACE® 5.0 you are working with.
- ✍ If uninstalled, check the version of MediaFACE® 5.0 from CD or file name
- ✍ To find the version from a running program:
 - ✍ Open MediaFACE® 5.0.
 - ✍ Close the Select Project Template window if open
 - ✍ Select Help from the Menu Bar.
 - ✍ Select About MediaFACE® 5.0. from the dropdown menu
 - ✍ The dialog box will list the full version number of the program.

Installation or operational issues:

- ✍ Operating System (i.e. Windows 98SE, Me, XP, 2000)
- ✍ Amount of RAM (i.e. 128MB, 256MB)
- ✍ Amount of Free space on your Hard Drive (in megabytes)

Printing or Calibration issues

- ✍ Printer Style (i.e. Laser, Ink Jet)
- ✍ Printer Brand (i.e. HP, Epson, Canon, Lexmark)
- ✍ Printer Model (i.e. HP 940c, Epson 890, Canon S750)
- ✍ Printer connection (i.e. USB, Cable, Network)