

Ulead PhotoExpress 3 support

Photo Express Platinum 2000, 3.0, and 3.0 SE Update Patches



Photo Express is now KODAK Picture Friendly! The latest update patch for Photo Express Platinum 2000 & 3.0 users means you can now get seamless access to KODAK PhotoNet online print service to send and receive photos and gifts from right within Photo Express

The Kodak picture friendly logo means this software works well with Kodak PhotoNet online, Kodak Picture CD, Kodak digital cameras and Kodak inkjet photo paper templates and is in compliance with applicable 2000 requirements.

This update patch also fixes the following bugs in Platinum 2000, 3.0 and 3.0 SE:

1. Running Photo Express with a Cyrix CPU system may cause the computer to crash, showing an error with u32comm.dll.
2. Photo Express 3.0 may print in black and white even though you are using a color printer.

To install the Photo Express Platinum 2000 & 3.0 update:

1. Close Photo Express.
2. Download the patch (8.75) and run the EXE file. This patch will automatically update your existing version of Photo Express Platinum 2000 or 3.0

Patch for Photo Express Platinum 2000 & 3.0 Full Version			
site 1	site 2	site 3	site 4

Please note: KODAK Picture Friendly is for North American Platinum 2000 and 3.0 users only. For users outside North America, the update patch will still improve Photo Express performance by fixing the two bugs mentioned above.

To install the Photo Express 3.0 SE update:

1. Close Photo Express.
2. Download the patch (2.80 MB) and run the EXE file. This patch will automatically update your existing version of Photo Express 3.0 SE.

Patch for Photo Express 3.0 SE Version			
For English Version only (2.80 MB)			
site 1	site 2	site 3	site 4

Please note: This patch is only for the Photo Express 3.0 SE English version. The 3.0 SE version does not provide Kodak Picture Friendly support. However the patch will still improve program performance by fixing the two bugs mentioned above.

PotoExpress 3 User Manual

English (4.38 MB)
site 1

PhotoExpress 3 FAQ

Q: I upgraded to Windows® XP from Windows® 98 but I cannot run Ulead software anymore. Why?

A: You need to login to Windows® XP as the Power-User or Administrator in order to run Ulead software.

Q: I can only print in black & white when using Photo Express 3.0 to print color images. Why is this?

A: We have a patch available to fix this problem. Please check which version of Photo Express 3.0 you have, then download the appropriate patch as follows:

1. If you have Platinum 2000 or Photo Express 3.0 Full version: please download the patch from our Website at http://www.ulead.com/tech/pe/pe_ftp.htm to rectify the problem.
2. If your Photo Express 3.0 (English version) came bundled with hardware: you have the 3.0 SE version. Please download your patch from one of the following sites:

Patch for Photo Express Platinum 3.0 English OEM Version
For English Version only (2.80 MB)

site 1	site 2
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To install the Photo Express 3.0 SE English Version Update:

1. Close Photo Express.
2. Download the patch (2.80 MB) and run the EXE file. This patch will automatically update your existing version of Photo Express 3.0 SE.

(Note: This patch is only for Photo Express 3.0 SE English version.)

Q: I'm using a Cyrix CPU. After installing Photo Express 3.0, I ran the program only to receive the following message: "IPE3.0 executed an invalid instruction in Module U32comm.dll at 014F:4a1091e2".

A: We have a patch available to fix this problem. Please check which version of Photo Express 3.0 you have, then download the appropriate patch as follows:

1. If you have Platinum 2000 or Photo Express 3.0 full version: please download the patch from our Website at http://www.ulead.com/tech/pe/pe_ftp.htm to rectify the problem.
2. If your Photo Express 3.0 (English version) came bundled with hardware, you have the 3.0 SE version. Please download your patch from one of the following sites:

Patch for Photo Express Platinum 3.0 English OEM Version	
For English Version only (2.80 MB)	
site 1	site 2

To install the Photo Express 3.0 SE English Version Update:

1. Close Photo Express.
2. Download the patch (2.80 MB) and run the EXE file. This patch will automatically update your existing version of Photo Express 3.0 SE.

(Note: This patch is only for Photo Express 3.0 SE English version.)

Q: My input device is not listed in the Select data source option.

A: Photo Express only works with TWAIN drivers. Please check whether or not your hardware driver is a TWAIN driver.

Run the Get/Scanner (Camera) command

Select "More" in the combo box to make Photo Express gather all TWAIN sources again.

Return to Get/Scanner (Camera). >

You should see your input device in the Select data source box.

Q: What do I need to run Photo Express?

A: Photo Express is a 32-bit application that has the following system requirements:

- Intel Pentium or higher (Pentium III Compatible)
- Microsoft Windows 95, Windows 98 or Windows NT 4.0 with Service Pack 3 or above;
If you have a Pentium III, Service Pack 4 or above is recommended.
- 32MB of RAM (64MB Recommended)
- 115MB of available hard drive space
- CD-ROM drive
- 800 x 600 pixels desktop display area (1024 x 768 Recommended)
- Color monitor
- Mouse or other Windows pointing device

Options

- TWAIN-compliant image capture devices
- WinTab compatible pressure-sensitive graphics tablet
- Windows compatible printer or output devices
- Video for Windows compatible video capture devices
- Supports 32-bit Adobe Photoshop Plug-ins

Q: When I use Online Extras, I only receive the message, "this page can't be viewed".

A: Please take the following steps to fix this problem:

1. Please uninstall Photo Express 3.0 (Start -> Settings -> Control Panel ->
2. Add/Remove Programs) and then reinstall it. 2. Open Internet Explorer 5.0 -> Tools -> Internet Options -> Connections Tab -> LAN Setting. Then in the Proxy Server box, please un-check "Use a proxy server" option. >
3. Please clean your cache in Internet Explore 5.0.
4. Then go to Tools -> Internet Options -> General Tab -> Temporary Internet files -> Delete Files -> check "Delete all offline content".

Q: Do I need to use the Photo Express CD while working in Photo Express?

A: No. You do not need the Photo Express CD while working in Photo Express. During installation you can choose to copy all of the included project and web template files, edges, frames and background files or samples images onto your hard drive. To install these files onto your hard drive, select the Custom option during installation and choose what files you

want installed. If you decide not to install these files onto your hard drive, you will need to use the Photo Express CD to properly use Photo Express. When you need to access these features, Photo Express will prompt you to insert the Photo Express CD-ROM.

Q: How can I get more templates and content?

A: Every month Ulead provides free templates and effects presets that can be downloaded directly within the Photo Express program. Found under the Web Studio menu in the Album Tab, Online Extras allows you to download project templates, calendar templates, paint textures, or special effects.

Q: How can I move the album in Photo Express 2.0 into Photo Express 3.0?

A: To move the album that you created in Photo Express 2.0 into Photo Express 3.0, please follow the instructions below:

1. Go to \Program Files\Ulead Systems\Ulead Photo Express 2.0\PhotoAbm folder to copy the albums that you want, then Paste them into your \Program Files\Ulead Systems\Ulead Photo Express 3.0\PhotoAbm folder
2. Please note that all thumbnails are shortcuts, so they link to source files. If you moved the thumbnails that are initialized in Photo Express 2.0, you should insert the Photo Express 2.0 CD when you open the thumbnails.

Q: If I want to install the Photo Express 3.0 upgrade version on my computer, can I first uninstall my previous version of Photo Express?

A: Yes, you can first uninstall your previous version of Photo Express before installing the Photo Express 3.0 upgrade version if you still have the CD-ROM of the previous version. When you install the Photo Express 3.0 upgrade, the installer will ask you to insert the CD-ROM of your previous version to verify that you are an authorized upgrade user.

Q: Where is the serial number?

A: The serial number is included in the package of materials inside the Photo Express box. During the installation process, you will be prompted to input the serial number for successful installation.

Q: How do I email photos and Web Studio projects? Will the file size be too large?

A: Emailing photo and Web Studio projects is easy. Photo Express will automatically start your default mail client and either attach a converted .jpg file of the photo or package the projects into an executable EXE file. Photo Express will automatically adjust the photo file size and resolution for screen viewing.

Q: Can I print more than one photo on a piece of paper?

A: Yes, you can print more than one photo on a piece of paper. Photo Express 3.0 supports Avery and Kodak specialty paper. To print multiple photos, simply go to the Multiple Print command under the Print Command Group and choose a paper type and layout. In the next step, choose which photos will be printed and simply drag and drop them into their appropriate place. With Avery and Kodak support, you can create business cards, VCR labels, stickers and so much more!

Q: I already own Photo Express 2.0 and I want to upgrade to Platinum 2000. What do I need to upgrade?

A: To upgrade to Photo Express Platinum 2000 at a special upgrade price, you need to have one of the following Ulead products:

iPhoto Express 1.0

iPhoto Express 1.1

iPhoto Plus 4

Photo Express 2.0

Photo Express 2.0 SE

Photo Express 3.0 (North American Version only)

Photo Express 3.0 SE

When you install the Photo Express upgrade version, the program will scan your hard drive to detect if one of the above mentioned products is presently installed on the computer. Or if the program has already been uninstalled, simply insert the CD-ROM into the CD-ROM drive when prompted during the installation process.

Q: If I reinstall Photo Express 3.0, do I need to re-download the content I downloaded from Online Extras again?

A: Yes you do. Photo Express 3.0 allows you to download free templates, calendars and contents via the Online Extra function. If you uninstall Photo Express 3.0, any Online Extras content you've previously downloaded will also be removed during this process. Therefore, if you reinstall Photo Express 3.0, you will need to download any content obtained through the Online Extras function again.

Q: Where are the files saved on my computer when I download the Online Extras content?

A: The Photo Express team will provide different content for holidays or special events coming in that particular month through the Online Extras function. One of the benefits of

Online Extras is you do not need to be concerned about saving the files in a folder and then installing them after download. The installer will automatically update your Photo Express 3.0 program and allow you to use the free contents immediately. The installer works differently depending on what content you download. The details for each type of content follows:

Project Templates: When you download the project templates, the Online Extras installer will automatically create a separate project album. For example, if you download extra templates for August, the installer will create a project album labeled "August 1999 Downloads" which you can find under the Album Tab in the Organize function.

Calendar Templates: When you download calendar templates, the Online Extras installer will automatically import the new styles in the appropriate section under the Calendar function. For example, if you download a monthly style calendar, you will find it as a new style in the monthly section under the Calendar function.

Paint Textures: When you download paint textures, the Online Extras installer will automatically import the new styles in the Paint Texture function. To locate your new textures, first select the Texture feature in the Paint function under the Photo Tab. When you scroll to the right of the Textures in the Options Panel, you will find the new textures at the end.

Special Effects: When you download special effects, the Online Extras installer will automatically import the Bubbles, Firefly, Star, Cloud and Pencil presets. You can locate your new presets by selecting the appropriate function and scrolling to the end of the thumbnail list in the Options Panel.

Web Album Templates: When you download Web Album templates, the Online Extras installer will automatically insert the new styles in the Web Album function.

Web Show Templates: When you download Web Show templates, the Online Extras installer will automatically insert the new styles in the Web Show function.

Q: What is Web Studio?

A: Web Studio is a completely new project section in Photo Express 3.0. The Web Studio function provides pre-designed Web pages for creating photo albums, slide show and greeting cards for posting on the Internet. Web Album allows you to create a thumbnail page of your photos with links to a full-sized photo while the Web Slide Show allows you to scroll through photos on a single Web page. Lastly Web Card allows you to create a greeting card with photos, sound and video files.

Q: Why my Photo Express can not detect Meade Binocular camera?

A: Please go to <http://www.meade.com/sportsoptics/catalog/captureview/index.html> then download and install the CaptureView Certified Windows XP Driver.

NOTE: For users with a Pentium IV processor, Windows may ask to install the driver more than once. Just follow the instructions shown on screen. It usually repeats the operation three times. When Windows stops asking you to "Install New Drivers", then the driver has been successfully installed.