

Ulead iPhoto Express 1.0&1.1/iPhoto Plus 4.0, Photo Express 2.0 Support

iPhoto Plus 4.0 is the same software as iPhoto Express 1.0.

Photo Express 2.0 Update Patch

The Photo Express 2.0 update will improve performance and fix screen corruption problems in Photo Express 2.0. Since Photo Express 2.0 has two different versions (Full and Special Edition), you should check what version you have first and then download the proper one.

For Photo Express 2.0 FULL Version

Patch1 for Photo Express 2.0 Full Version	
For English Version only (6749kb)	
site 1	site 2

Patch2 for Photo Express 2.0 Full Version	
For English Version only (5558kb)	
site 1	site 2

To install the Photo Express 2.0 Full Version Update:

1. Close Photo Express 2.0.
2. Download Patch 1 and Patch 2 and run both EXE files. These installations will automatically update your existing version of Photo Express 2.0.
Please note: Photo Express will not run properly if only one of the EXE files is installed - you need to install both of them.

For Photo Express 2.0 SE Version

Patch1 for Photo Express 2.0 SE Version	
For English Version only (2305kb)	
site 1	site 2

To install the Photo Express 2.0 SE Version Update:

1. Close Photo Express 2.0.
2. Download the Patch and run this EXE file. This installation will automatically update your existing version of Photo Express 2.0.

iPhoto Express 1.0/ iPhoto Plus 4 Update Patch

The iPhoto Express update will upgrade your iPhoto Express version 1.0 to version 1.1. The

update provides both FlashPix and MMX support and is available in English, German, French, Italian, Spanish, and Chinese.

iPhoto Express update patch					
ENGLISH (1958 kb)	GERMAN (2015 kb)	FRENCH (1997 kb)	ITALIAN (2034 kb)	SPANISH (2019 kb)	CHINESE (1976kb)
site 1	site 1	site 1	site 1	site 1	site 1
site 2	site 2	site 2	site 2	site 2	site 2

To install the iPhoto Express Update:

1. Select the language version that corresponds to your iPhoto Express 1.0.
2. Click on the link and save the file to your hard drive.
3. After downloading the file, click on the saved file to execute the program to install the free update to your iPhoto Express folder.

iPhoto Express 1.0&1.1/iPhoto Plus 4.0, Photo Express

2.0 Manual

You can choose relevant manual you need from accessing one of the sites below.

Click a site to download the Photo Express Manual

Photo Express Manual	
iPhoto Express 1.0&1.1 iPhoto Plus 4.0	2.0
site 1	site 1
site 2	site 2
site 3	site 3

iPhoto Express 1.0&1.1/iPhoto Plus 4.0, Photo Express

2.0 FAQs

Error messages

Q1: Whenever I try to acquire an image from scanner I get an error message: "Twain error. [T009] Error getting next Twain data source [T022]. Unable to find the Twain source manager

[Twain.DLL]. Please copy the TWAIN.DLL file from your source disk to your Windows folder [T039]." What should I do?

Answer: There are several possible reasons for this problem:

1. Make sure that your scanner is properly connected to the computer. (Please read the manual provided by the hardware manufacturer.)
2. Make sure that the scanner driver is installed and configured properly.
3. Make sure that the scanner is power on when you start up the computer.
4. Select the input device from the "Select data source" drop-down list, and then click "Acquire" to scan an image.

Q2: I can scan the pictures, but cannot save them onto a floppy disk. I tried to save as BMP, but I got a file writing error [813:5:4]. How do I fix it?

Answer: The free space in the floppy disk may not be large enough to save the file. You can try saving the file into your local drive to verify it first before you save on floppy disk.

Q3: When I run the Photo Express 2.0, I receive the following message: "IPE20 caused an invalid page fault in module U32BASE.DLL". What is causing this?

Answer: Please install this [PE2_u32Base.zip](#) file to fix it. Here's how to do that:

1. Rename the original u32Base.dll file. This file can be found in your Ulead Photo Express program folder.
2. Download the PE2_u32Base.zip file
3. Unzip the PE2_u32Base.zip file.
4. After unzipping the file, please copy the u32base.dll file to your Ulead Photo Express program folder.

Q4: A "Macxw4.drv" error message appears when I launch Photo Express 2.0. Why?

Answer: When the color depth is 32 bits (True Color) and Photo Express's Panel Style is in "Slate" mode, you will get the ""Macxw4.drv"" error message. To solve this problem: Go to Control Panel -> Display -> Settings tab. Select 16 bits (High Color) or 24 bits (True Color) instead of 32 bits (True Color) from the Colors drop-down menu. If you prefer working in 32 bits (True Color), then change the Panel Style to Cork in File/Preferences. After that, you can revert the display color to 32 bits (True Color).

Q5: I have successfully sent one card before but now I can't. I made a card and when I try to e-mail it I get the error message: "Invalid parameter- 2180:500:474." Is there a way to fix it?

Answer: Please refer to the information below while you send the E-mail

1. **Use Lower Resolution-**

When scanning images for e-mail, it is best to use the lowest resolution available on the scanner. This keeps the file size of the image low and, in most cases, ensures that the recipient can view the entire image without scrolling up and down.

2. Save Images in the JPEG Format-

The JPEG (jpg) file format uses compression to further reduce image file size. Smaller files upload and download faster than large ones and some e-mail services have size restrictions for files. Also, the JPEG format is fairly common and most recipients will be able to view the images without using special programs.

3. Keep Filenames Simple-

When naming the saved files, keep the names short and easy to remember. This will make them easier for you find and for the recipient to understand. Consider how easy BOB.JPG is to remember compared to BOBTRYINGTOLOOKFUNNYEVENTHOUGHHEISNOT.JPG.

4. Remember Where Files are Saved-

Choose or create a folder on the hard drive specifically for images to be e-mailed so that they are easy to find when you're prompted to choose the one to attach to e-mail.

If you send an e-mail, and the recipient doesn't get it, you may not have done anything wrong. There may have been trouble in the transfer, or, in some cases, the recipient is using an e-mail provider that doesn't allow for attached files. Try sending it again and if they still don't receive the image, suggest that they consult with their e-mail provider.

Q6: When I open Photo Express, a message saying that there is a Keneral32 error appears then the program closes, why?

Answer:

1. Clean up windows\temp folder
2. Uninstall Photo Express from control panel-> Add/Remove programs and then restart the machine
3. Please defragment your system by using system defragment in Program Files->Accessories->System tool
4. Reinstall Photo Express
5. If problem persists, please reinstall your OS. The keneral32 error frequently occurs on unstable systems.

Q7: Recently when I try to launch the Photo Express, I always encounter MFC42.DLL error message, and I can only close it. What is causing this?

Answer: Usually the error message means that there is a conflict in your system with the program -- and any program may crash in XXXXXX.DLL. You may try the following:

1. Uninstall and reinstall the program and driver, then reboot the computer.
2. If it doesn't help, you may need to reinstall the Windows system.

Q8: When scanning or editing an error message of "insufficient memory..." comes up and I am unable to proceed. How do I fix it?

Answer: There are several possible reasons that may cause this problem. Please do the following:

1. Clean up your temp directory in Windows, for example, C: Windows(Winnt)/Temp under Windows 98/ME/2000.
2. Check Control Panel/System/Performance/Virtual Memory. Virtual memory is by default set in the C drive. If the free spaces in your C drive are small, please change to another drive partition.

Installation questions

Q1: Which operating systems does iPhoto Express support?

Answer: iPhoto Express is a Win-32-bit application. It supports both Microsoft Windows 95, 98 and Windows NT. It will not work in Windows 3.1 and Mac OS.

Q2: After installing iPhoto Express and loading it, I can only find a number of templates to choose from. Where are those "over 50 templates" as claimed on the package?

Answer: During the installation of iPhoto Express, you may have selected "Typical" installation". This will only install some templates into your hard drive to save disk space. Nevertheless, you can access the templates from the iPhoto Express CD templates folder.

Q3: How can I install all the templates on my local drive?

Answer: During iPhoto Express installation, choose "Custom" installation. When prompting to select which components to install, be sure that there is a check mark on the "Templates" and "More Templates" items.

Q4: What versions of Windows system does Photo Express 2.0 support?

Answer: Photo Express 2.0 supports Windows 98, Windows 95 and Windows NT 4.0.

Q5: What display resolution does Photo Express 2.0 support?

Answer: Photo Express supports a resolution of 800 x 600 pixels or higher. To have the best view in Photo Express, we recommend that you set your display resolution to either 800 x 600 or 1024 x 768 pixels.

1. To adjust your display, go to Control Panel->Display->Settings Tab->Colors.
2. Set the Colors to High Color or True Color
3. Set the Screen Area to 800 x 600 or 1024 x 768 resolution.

Q6: I just installed Photo Express 1.0 under Windows 2000 but the "save as" command doesn't work. When I try to do it, the program closes without warning and without saving. Is Photo Express 1.0 compatible with Windows 2000?

Answer: Sorry, iPhoto Express 1.0 is a very old version and we can't guarantee if it works properly on Windows 2000. We would suggest you upgrade your iPhoto Express 1.0 to the latest version of Photo Express. Please get relevant info from link below:

<http://www.ulead.com/pe/runme.htm>

Q7: Recently my system needed to be reinstalled, but I lost my iPhoto Plus 4 disc, how can I get a new copy?

Answer: We suggest that you contact the scanner manufacturer to get a new copy of iPhoto Plus 4.0 first because it is bundled with scanner.

And we do not sell iPhoto Plus 4.0 since it is a license deal. The latest version of this product is Photo Express 4.0. You may visit Ulead web site at <http://www.ulead.com/pe/runme.htm>

Q8: When I tried to uninstall the program, I received a message, "Uninstall shield did not install properly". How do I uninstall Photo Express completely?

Answer: Apparently it's because some program files were probably lost, please install Photo Express again in the same location to complete the installation and then uninstall it using Control Panel: Add/Remove programs.

Usage questions

Q1: After I install Photo Express, Photo Express opens all my image files automatically. I don't want them to open in Photo Express. How can I change the file association?

Answer: Please go to File->Preference->select Photo Express tab and uncheck "Associate picture file with Photo Express"

Q2: The edited image is much larger than the original scanned one. This creates problems when I try to send a picture in the e-mail. I don't know how to make the edited image smaller than the original one.

Answer: Please make sure only to scan the area you want. Don't scan any unnecessary information, because that will cause your file size to become larger. And set the resolution to about 150dpi. Your image should now be ready to be emailed at the perfect size for your correspondent to view or print.

Q3: When I click the FAX function, it says, ""Microsoft Fax is not installed. Please install it first before using this command."" But I can't find it in Windows 98.

Answer: Run the programs WMS.EXE and AWFAX.EXE. You will find them in the

\\Tools\\OldWin95\\Messaging directory of the Windows 98 CD.

1. In Windows Explorer, double-click WMS.EXE to install it first.
2. Then, double-click AWFAX.EXE to install it.
3. Open Control Panel: Mail to set up the modem, and follow the instructions provided by the installation wizard.

Q4: I can't use the email function from Photo Express, how can I set the default mail program?

Answer: Photo Express supports Microsoft Outlook, Microsoft Outlook Express, Netscape Messenger, Qualcomm Eudora, and any e-mail client with a MAPI server.

First, please check if you already assigned any mail-client as the default

For Outlook Express4.0:

- 1.Click Tools: Options.
- 2.Select General page in the Options dialog box.
- 3.Select Make Outlook Express my default e-mail program.
- 4.Select Make Outlook Express my Simple MAPI client.
- 5.Close Outlook Express.

For outlook Express 5.0 and 6.0

- 1.Open your Outlook Express
- 2.Select Tools: Options.
- 2.Select the General tab in the Options dialog box.
- 3.Under 'Default Messaging Programs' if you see 'This application is NOT the default Mail handler', then click 'Make Default'.
- 4.Click Apply then click OK.

For Netscape Messenger

- 1.Select Edit: Preferences.
- 2.Select Mail & Newsgroups in the Category list.
- 3.Select Use Netscape Messenger from MAPI-based applications.
- 4.Click OK

For Eudora

- 1.Run Eudora.
- 2.Select Tools: Options.
- 3.Select MAPI from the Category list.
- 4.Check Always under Use Eudora MAPI server.

Then, please open Internet Explore->Go to Tools->Internet options->

select programs tab->choose the one which you would like to be default mail-client here.

Q5: What is Lossy?

Answer: The message "saving to a lossy file may cause changes to the image data. These

changes will not be shown in the image until you reopen it" will appear every time you save an image in JPEG compression (i.e. JPEG format, FPX (JPEG), etc.). This is just to remind you that the format you used to save the image uses lossy compression and the quality of the image may degrade.

[iPhoto Express / iPhoto Plus4.0]

Q6: Can iPhoto Express be used to send images by e-mail?

Answer: Currently, iPhoto Express is a MAPI application, meaning it works through the Microsoft Exchange protocol. Your mail application and/or email provider must support this protocol to allow for iPhoto Express to send directly to an email address. If you do not have such an application or network setup, then save your image as a BMP or JPG and then attach the message to your email. Please consult your email program for instructions about attaching a file to your mail. To know how to set MAPI in the mail program, please refer to [Q4](#).

Q7: When I load an image in iPhoto Express 1.0/iPhoto Plus 4.0, it changes the file association, even though no attributes are checked in the Preferences section. How do I fix it?

Answer: To correct this problem, please download iPhoto Express 1.0/ iPhoto Plus 4.0 update patch to upgrade your iPhoto Express 1.0/iPhoto Plus 4.0 to iPhoto Express 1.1.

For iPhoto Express 1.0:

Please download [Photo Express 1.0 update patch](#).

For iPhoto Plus 4.0:

Please download [iPhoto Plus 4.0 update patch](#).

After you have installed the update patch, you can select/deselect which file format to associate/disassociate with iPhoto Express 1.1 though the File/Preferences/Associate tab.

Q8: Can I add text or objects into a template?

Answer: No. You can only edit or remove the existing text and objects on a template.

Q9: I can no longer see the Effects Palette. The Effects icon on the top bar lights up when it is clicked but nothing appears. It used to work. How can I correct this problem?

Answer: Most likely, the Effects palette was positioned outside the workspace that's why you can no longer see it. To reset the workspace position of the Effects palette, go to Windows /ULEAD.DAT/ directory and delete the file IPE.CFG. This will fix the problem you're having.

Q10: Why do I always get a black and white scan?

Answer: If all you can scan is black and white, it is probably because your TWAIN module is set to the Line Art mode. Please consult your TWAIN scanning module instructions for adjusting it to scan in 24-bit True Color, or "Millions of Colors". For the ScanWiz product, you can find this

under View->Show Settings Panel after you select Acquire->Image.

Q11: My ISP's computer only accepts lower case file names, is there a way to set iPhoto Express 1.0/1.1/iPhoto Plus 4.0 to give lower case extensions?

Answer: Since the default setting in iPhoto Express 1.0/1.1/iPhoto Plus 4.0 has been fixed and the JPEG file extension name saved as capital case, you most likely have to rename the .JPG to .jpg by yourself.

Q12: How do I create a slide show & screen saver?

Answer:

Creating a screen saver:

1. Click Screen Saver from the Screen Art task menu. This opens a dialog box for you to select photo and sound files.
2. If you haven't already created a slide show, go ahead and select the files that you want to use and click OK.
3. If you want to use a slide show that you created earlier, double-click on any file to open the Screen Saver dialog box. Then click Advanced to expand the window and then click Load to select the slide show file that you want to use as a screen saver.
4. "Make sure to check Update Screen Saver file list and save your changes".
5. Click Play (You have to click play to run the screen saver which you made, then the new one will replace the old one).
6. Go to the Windows desktop and right click to choose Properties. Click the Screen Saver tab in the Display Properties dialog box select Ulead iPhoto Express from the Screen Saver list box. For the screen saver, be sure that you have selected the "update screen saver file list" check box. This way any changes you made will automatically apply to the "Ulead Screen Saver.Scr". To use it as the screen saver, just select it under the Screen Saver tab in the Display settings.

Q13: Can I create my OWN templates in iPhoto Plus 4?

Answer: iPhoto Plus 4.0 doesn't contain the feature which can create a user's own templates. We suggest that you upgrade to Photo Express 4.0, it is the latest version of iPhoto Plus 4.0 and it supports the function that you need. For more product information, please visit our web site at <http://www.ulead.com/pe/runme.htm>. The below is the content you could take a reference.

Photo Express 4.0 has enhanced functions which allow you to add texts, photos, frames and prop objects. You can also change the edge surrounding photos or the background image. Therefore, by adding, deleting or changing the objects in a template, you can create a new one.

Click [File: Save As] to save the new template, and it can be used later.

Q14: Why can't I use the created screen saver or slide show file for some other use, like a playback?

Answer: If you click the ""Save"" button in the Screen Saver/Slide Show dialog box, it saves the settings you made, not a screen saver or a slide show file. The program does not save a slide show file for later playback. For screen savers, make sure that you select the ""Update screen saver file list"" option. This will automatically update the changes you make in the ""Ulead Screen Saver.Scr"" file. To use the screen saver file, select it in the Control Panel: Display: Screen Saver tab.

Q15: On the operation of the text tool, I always arrive at a floating text image, but sometimes cannot position it, sometimes cannot integrate it with the base image. Any clues to what I am doing wrong?

Answer: iPhoto Plus only can process one floating text object in an image. When you insert the first text object, you'll see some dots around the object, it means you may move this floating object to anywhere, but once you insert the second object, then the first one will become basic image and you can't move it anymore.

Q16: Where is the Eyedropper and how to use it?

Answer: Drag your mouse to the color box, then right click on the mouse button.

You will see the "Eyedropper" option. Once you click it, the cursor will change into an eyedropper cursor.

Q17: The scanned image comes up on screen in color but I can't print it in color from my Xeron Docuprint XJ6C printer. What should I do?

Answer : Please download and copy this [u32print.dll](#) file to \\iPhoto Plus 4\\Programs\\ and overwrite older one to correct this problem.

[Photo Express2]

Q18: Why can't I open templates in Photo Express 2.0's project mode?

Answer: There are possible two reasons for this problem:

1. Make sure you insert the Photo Express 2.0 CD into your CD-ROM drive, otherwise you can't access the templates in Photo Express.
2. Go to Control Panel: Add & Remove programs and see if you can find "DCOM for Windows 95" in the list. If you can't, please do the following to install it: Insert your Photo Express 2.0 CD in your CD-ROM drive. There is a ""Dcom95"" folder in the program CD. Open the folder and look for a file called "Dcom95.exe". Double-click this file. The installation process starts automatically. Reboot your computer after completing the installation.

Q19: What is the **calendar checker** and how do I **remove** it?

Answer:

1. If you create multiple Weekly/Monthly/Yearly calendars to use as your wallpaper, Photo Express will replace the wallpaper automatically. Photo Express 2.0 has a calendar checker which checks the date on your system and updates your wallpaper accordingly.
2. Follow the steps below to remove "Calendar Checker": Click the Start button, then select Settings: "Taskbar & Start Menu". In the dialog box, click the Start Menu Programs Tab and click the Remove button. In the "Start up" folder, find the ""Photo Express calendar checker"" option and click the Remove button.

Q20: Do I need to use the program CD while working in Photo Express?

Answer: Yes. In order to enjoy the rich content that Photo Express provides without taking up your hard drive space, the program keeps sample images, templates, edges, frames and the prop objects on the program CD. If you need to access these features during editing, you need to use the Photo Express CD-ROM; otherwise, an error message will prompt you to insert the Photo Express CD-ROM.

Q21: Which email programs work with Photo Express? If I install a new email program, will it work with Photo Express?

Answer: Photo Express supports Microsoft Outlook, Microsoft Outlook Express, Netscape Messenger, Qualcomm Eudora, and any email client with a MAPI server. To learn how to set MAPI in the mail program, please click [here](#).

Q22: How many photos can I insert into each Album?

Answer: You can insert a maximum number of 65,535 photos in each Photo Express album, and create an unlimited number of albums in Photo Express.

Q23: Why can't I send images via AOL in Photo Express?

Answer: Photo Express is a MAPI application, which means it works through the Microsoft Exchange protocol. However, America Online (AOL) doesn't support this protocol, so the Photo Express mail function is not available with AOL mail clients. Please save your image in popular image formats, such as BMP or JPG, and send it as an attachment to your message. Please consult your email program for instructions about attaching a file to email.

Q24: Can I use my previous templates that came with version 1.0?

Answer: Yes, you can use all of the templates that were provided with version 1.0 and 1.1.

Photo Express 2.0 supports the .TPL file format, version 1.0 template format. The major difference is version 2.0 templates are created for 300 dpi printing, which will result in a higher quality printing. Not all of 1.0 template were created in the higher printing format.

Q25: Can I make my own templates (.TPX file format)?

Answer: Yes, you can make your own templates. Unlike version 1.0, version 2.0 allows you to add text, photos, frames and prop objects. It also allows you to change the edge surrounding photos and the template's background image. Therefore, by adding and deleting any number of objects, you can create a new template. Simply Save As a new template file and you can use it over and over again.

Q26: How can I change between the cork and slate user interfaces?

Answer: Photo Express provides two different user interface styles - cork and slate. When you install Photo Express you need to choose which style you want. You can switch between styles at any time as follows:

1. Go to File Menu: Preferences and choose cork or slate interface colors.
2. The interface will switch styles after you exit and reopen Photo Express 2.0.

Q27: While in "Project" mode, I have attempted to add a border to an image that I've scanned and saved as a tpx file. When I select "apply", I receive the error message "cannot apply frame to the background image". What does this mean?

Answer: Because you only can add a frame on object but not background image, you should follow the instructions below to add a frame on scanned photo.

1. Open one photo and then make it as blank paper by Edit->Selection->Shape->click "Select the whole image" symbol under selection in Options panel->then click delete After that you got blank paper
2. Open an image that you want to add frame and then and then select this whole photo by Edit->Selection->Shape->Click "select the whole image" then go to Edit->Cut to cut this photo then paste it to the blank paper that you made before
3. You can change the size of this image by Edit->Transform
4. Save this file as a TPX file by File->Save as
5. Right now, you can open this file in project mode
6. Go to Edit->Decoration->Frame to add frame on this photo

Q28: Why PE 2.0 can't recognize my video camcorder?

Answer:

1. The capture card driver is not installed properly. Please check your capture card driver and be sure that it is configured correctly.

2. There are more than one capture card driver installed into your system and the card you intend to use is not the default device. Please check this under the Multimedia: Advanced tab: Video Capture devices. If there is more than one capture card listed, please delete the one that you don't need.

Q29: How can I change the size of the prop I'm using?

Answer:

1. Click Edit: Adjust, and select the 'Transform' tool.
2. Drag the pointer of the object to resize it.

Q30: How do I scan a page of picture, make them thumbnails, and turn them into html files, then post them to my web site?

Answer:

1. When you scan photo, please select "save to album" at Destination item. Your scanned images will be inserted into album
2. Select a series of images from an album. Press the Ctrl key as you click on the thumbnails to add them to your selection. Selected thumbnails are highlighted in green
3. Go to Share
3. Click Web Page.
4. In the Basic tab, select a title for your web page.
5. Select an output folder. This is where the HTML documents for your web page and associated images will be saved. They can then be uploaded to your Web site.
6. Set up the layout of the page by entering the number of rows and columns.
7. Choose a size for your thumbnails. 96 pixels is a good recommended minimum size.
8. Select To disk to save the page locally. You can upload it to your web site later.

Note: Further options are available on the More tab, but these are all optional. Additional modifications can be made using any HTML editor after Photo Express has created the basic page.

9. Click the Preview button to see your web page. Click Apply to save the page.

Tip: On the Basic tab, select To mail as the Destination if you want to share your file with a friend by e-mail. This will package the HTML document and thumbnail images into a single EXE file for convenience.

Q31: How to create slide show in Photo Express 2.0?

Answer:

To make a slide show:

1. In get mode, select a series of images from an album. Press the Ctrl key as you click on the thumbnails to add them to your selection. Selected thumbnails are highlighted in green.

2. Click the Express button on the Command panel. The Express extras appear on the Toolbar.
3. Select Slide Show from the Toolbar.
4. Click Apply.

Q32: How can I run the tutorial installed on the PE2 disc?

Answer: Please insert PE2 CD and then go to windows Explore->to access Tutorial folder on CD-ROM->then execute tutorial file to run tutorial.

Q33: How do I create a collage?

Answer: Please follow steps below:

1. Open one photo and then make it as blank paper by Edit->Selection->Shape->click "Select the whole image" symbol under selection in Options panel->then click delete After that you got blank paper
2. Open one of your image files and then select whole image by Edit->Selection->Shape->Click "select the whole image" then go to Edit->Cut to cut this photo then paste it to the blank paper that you create before
3. You can change the size of this image by Edit->Transform
4. Do the same steps with other images

Q34: After scanning from the twain menu, how can I save the scanned document to the album?

Answer:

1. Click Get from the Command panel.
2. From the Toolbar, click Scanner.
3. On the Options panel, select your scanner from the Select data source list.
4. Choose a Destination: Open to workspace or Save to album
If choose "Save to album", the scanned photo will automatically be inserted into album that you open right now as the last thumbnail.
If choose "Open to workspace", the scanned photo will show on workspace.
5. When you have selected other options, click Acquire to upload images from your scanner.

Q35: When clicking on "Share", all I get are the: Email, Fax, Web Page, and Gift Center icons. No "Floppy" icon or other Save button. Why?

Answer: If you are in thumbnail display mode, there are only four icons (E-mail, Fax, Web page and Gift service) under the Share function. You should double-click an image to open it into the Workspace. You will then see five icons under the Share function.

Q36: I am trying to trace an area from a photo and I keep getting the message that I cannot perform the operation without making a selection active first. What do I need to do?

Answer: No matter which selection tools (Shape, Trace, By color) that you use, you should choose the portion that you want on photo by clicking the mouse on your image and drag to create a selection area and then click "Crop". Otherwise, you will get this message.

Q37: When trying to apply the MASK special effects (edges), it just puts a blue outline in the shape of the selected mask but doesn't apply the mask to a saved picture. Any clues to what I am doing wrong?

Answer: After you select a mask that you want and apply it on the photo, Please use "Crop" function in option panel under Shape, Trace or By color. Then you can get actual mask shape you want on your photo.

Q38: How can I print 4 different photos to the same piece of paper?

Answer: Photo Express 2.0 does not support the multiple printing feature but we add this feature on Photo Express 4.0. If you are interested in Photo Express 4.0, you can get relevant info from link below:

<http://www.ulead.com/pe/runme.htm>

Q39: When I use creating text, why are the color/gradient/texture buttons not displayed correctly after creating text?

Answer: Please go to following page and download correct patch to update PE2.

http://www.ulead.com/tech/pe_ftp20.htm#pe2

Q40: When I first scan a photo, and then try to put it in the calendar to print, it comes out black and white. Is there a way that I can use to fix it?

Answer:

1. Please download this [u32print.zip](#) file
2. Rename the older u32print.dll file
3. Please unzip this u32printer.zip file by winzip and then copy it to
..\Ulead Systems\Ulead Photo Express2.0 folder

Q41: I've edited the scanned image and viewed it again from album, but the thumbnail in the album is not changed as what I edited. What's the problem?

Answer: Actually, all of thumbnails are shortcuts so they just link to source files. When you modify a photo then save it, you won't see the changes at thumbnail. If you want to update the thumbnail, please go to Get->Album, there are many albums on the right-hand side of screen. Please right click the album that you edited and then select Refresh.

Q42: How to create slide show with music?

Answer:

To make a slide show:

1. In get mode, select a series of images from an album. Press the Ctrl key as you click on the thumbnails to add them to your selection. Selected thumbnails are highlighted in green.
2. Click the Express button on the Command panel. The Express extras appear on the Toolbar.
3. Select Slide Show from the Toolbar.
4. Click Custom Tab to add music file, PE2 only accepts MID, RMI or WAV file format. You can press "Add a music file" button to add music.
5. After all, click Apply.

Q43: When I try to download pictures from my digital camera, I can't find my digital camera name showed in the select data source drop-down list in the options window. What should I do to fix that?

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

1. Run the Get/Scanner (Camera) command.
2. Select "More" in the combo box to make Photo Express gather all TWAIN sources again.
3. Return to Get/Scanner (Camera).
4. You should see your input device in the Select data source box.

Q44: I can scan and download a picture but when I continue to scan the next one (same size), I receive an error message "Unable to create file". Why?

Answer: The error message "unable to create the file" that you got might be relative to low space on your C driver. Please notice which destination item (save to album or open to workspace) that you check while you scan a photo. Please check if check different option in destination will make any difference? If your problem happened only in "save to album", that means you don't have enough space.

Q45: Each time I try to open a template a message pops up saying cannot open template file. How can I do to fix it?

Answer: There are possible two reasons for this problem:

1. Make sure you insert the Photo Express 2.0 CD into your CD-ROM drive, otherwise you can't access the templates in Photo Express.
2. Go to Control Panel: Add & Remove programs and see if you can find "DCOM for Windows95" in the list. If you can't, please do the following to install it: Insert your Photo Express 2.0 CD in your CD-ROM drive. There is a "Dcom95" folder in the program CD. Open the folder and look for a file called "Dcom95.exe". Double-click this file. The installation process starts automatically. Reboot your computer after completing the installation.

There is one other reason is relative to this problem, besides inserting Photo Express2 Disc on CD and installing Dcom95 or not.

You would better check if you rename or delete source file. Actually, all of thumbnails are shortcut, so they just links to source files. If you accidentally delete the source file, you can't open this thumbnail even you can see it in the album. Please point the thumbnail then click right mouse->Choose properties and see location of this thumbnail->then go to this location to check if a file in the location or not. If not, that's why you can't open this thumbnail.

Other FAQs

Q1: My CD is broken and I can't install the program, what should I do?

Answer: If your Ulead software CD was lost or damaged and it was included with other software on a single CD delivered by a third-party hardware device or software manufacturer (OEM), you will first need to check with the OEM to see if they can provide the proper replacement media. This is because, in addition to the Ulead product you received, your CD probably included other software that you needed.

If the device manufacturer cannot supply a replacement CD, you may send a written request to the Ulead Customer Service Department for a replacement. If we are able to replace the software, there will be a small replacement fee of \$15.00, plus \$5.00 for shipping and handling.

If the CD was missing from the original bundle, only the OEM can assist you.

Send your replacement request with the following information:

Name

Company Name

Address

City, State, ZIP

Phone

Email address

Serial number

Name and version number of the Ulead software that is being requested

If the product was bundled with a hardware device, the name of the manufacturer and model name. If the replacement is for damaged media, include a photocopy of either the bad disk or the user manual for the requested Ulead product. In case of lost media, another proof of ownership can be accepted. Normally, a photocopy of the box, manual, or sales receipt is adequate.

You should receive the replacement media within 2-3 weeks. Replacement media is available only for US and Canadian customers.

Fax to 310-523-9399 or call 310-523-9393 ext. 134 if you have any questions.

Q2: My hard drive was damaged and the COOL 3D program I bought online was damaged

along with the hard drive, where can I download the program again?

Answer: WebUtilities does not process direct customer transactions, so what you need to do is go back to the online store where you first made your purchase. We don't have the entire customer information database as some online stores don't pass this information on to us. When you made your purchase, you should have been asked to choose from a list of our online partner stores. This store should have sent you a confirmation e-mail once they processed your credit card. There should also be a mention of the store on your credit card receipt. Here is a complete list of our online partners:

[WebUtilities Online Store](#)

[beyond.com](#)

[BuyDirect.com](#)

[Soft Gallery](#)

[buyOnet](#)

[Software.net \(beyond.com\)](#)

Each online store has a slightly different policy, but once you explain to them your situation, they should be able to provide you with a new copy (usually they will give you an FTP address from which to download a new copy).

Or you can e-mail support2@webutilities.com for technical support.

Q3: I don't have a manual. Can I still get one?

Answer: The company you bought the software from did not purchase the manual from us to be included with the program. However, there is an online version which can be read in Acrobat Reader. You can also find the PDF file in the Manuals or Documents folder in the CD. Double-click on READER.EXE in the same directory to install Acrobat Reader if necessary. You can access the extensive online help anytime by pressing [F1]. If you are interested in upgrading, please contact the Ulead Upgrade Center near you. Upgrade products will have manuals.