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# **System requirements**

Microsoft Picture It! requires:

- Pentium PC
- Windows 95 or 98 or Windows NT 4.0 or later
- 16 meg of RAM
- 90 megabytes of hard drive space

NT users using DBCS folder names should have NT Service Pack 2 or above installed.

# Out of memory / Disk space messages

When you work in Microsoft Picture It!, large amounts of image data are stored in temporary files that use space on your hard drive. Picture It! uses the system's Temporary drive setting to determine where these temporary files should be stored. These temporary files are removed when Picture It! closes. Picture It! checks and warns when less than 30 megabytes of free disk space is available. If you receive "Out of memory/disk space" errors when using Microsoft Windows 95 or 98, and you have space available on another hard drive, alter your default setting as follows:

- 1 From the **Start** menu, click **Run**, and then type "SYSEDIT". Press ENTER.
- 2 Select the Autoexec.bat window
- 3 Look for a line that indicates TMP= or TEMP=. If there is such a line, check that the drive letter and the location it points to has free space, or change the drive letter to indicate a drive with free space.
- 4 If there is not a line with TMP= or TEMP=, the default will be the TEMP folder in your Windows directory. If you want to set Microsoft Windows to use another drive for its temporary space, add a the following line to the AUTOEXEC.BAT window and then click Save on the File menu.

SET TMP= D:\TEMP (e.g. drive and path of new temporary location)

Note: All programs that use temporary files will now write to this new location.

It is also a good idea to periodically check and delete old files in the temporary folder (e.g. \WINDOWS\TEMP), especially if applications have terminated abnormally.

#### Performance

When Microsoft Picture It! applies effects and manipulates images, it usually operates on a significant amount of data. Improve performance by adding memory and turning on "Virtual Memory."

To be sure you have virtual memory turned on, do the following:

- 1 Right click My Computer.
- 2 Click Properties.
- 3 Click the Performance tab.
- 4 Click Virtual Memory.
- 5 Be sure the Let Windows manage my virtual memory settings option is checked.

Some tasks, such as Illusions and Remove Dust & Blemish will still be slow because of the complexity of the work they do.

# **Turning sound on and off**

If you're having trouble with sound in Microsoft Picture It!, make sure your sound card is installed correctly and your volume is turned up.

Try to play a sound in another Microsoft Windows application to confirm that your sound is working. If it is, check **Options** on the **View** menu in Picture It! to be sure the **Play Picture It! sounds** box is checked.

If that doesn't work, you may not have audio compression installed for your sound card. To install audio compression:

- 1 In Microsoft Windows, click the Start button, point to Settings, and then click Control Panel.
- 2 Double-click Add/Remove Programs, and click the Windows Setup tab.
- 3 From the Components list, click Multimedia, and then click the Details button.
- 4 Click the Audio Compression box, and then click OK.
- 5 Click OK again to exit the Control Panel. You may be prompted for your Windows 95 or 98 CD.

# **Display optimization problems**

If you reset your display settings after receiving a "Display Not Optimized" alert message, you might see another alert message that reads, "There is a problem with your display settings...", along with the **Display Properties** dialog box.

Some video configurations may incorrectly report to Microsoft Windows that a higher resolution or color depth is available than is actually supported by the video card, the monitor, or both. Consult your system documentation or, to select a different Color palette or Desktop area setting, click the Microsoft Windows Start button, point to Settings, click Control Panel, click the Display icon, then click the Settings tab.

# **Using Picture It! and Microsoft Plus 95**

If you install Picture It! on a system that includes Microsoft Plus 95, you may not be able to change desktop themes. You can correct this problem by replacing the Themes.exe file on your local machine with the Themes.exe file in the  $\$  branch folder on the Picture It! CD.

# **Picture Too Large alert message**

When you choose the Custom Scan option and the Scan Picture command, the following message might appear:

#### PICTURE IS TOO LARGE.

The picture you are trying to open is too large for Picture It! to work with. Please make sure that the width and height of your picture are both smaller than 3968 pixels.

This problem is the combined result of a scanning area that's too large and a scanner resolution setting that's too high. You can fix this problem by using one or both of the following solutions:

- Reduce the scan area in the scanner application.
- Reduce the scanner resolution in the scanner application.

# **Printer out of memory Error**

If you send a large file to a laser printer, you may get "an out of memory" alert message. Here are the likely sources and solutions of this problem:

- Your printer doesn't have enough memory to print the file. If your printer has room for additional memory, install it. To find out how much memory you can add to your printer, check the printer manual.
- You need to change the printer driver settings. If you've recently upgraded the printer memory, check the printer driver settings. The total amount of installed memory should be the same as the number that appears on the Device Options tab of the printer's Properties dialog box. Should you need to change the settings, check the printer manual, printer manufacturer, or your operating system's online Help file.

# **OLE** support

Slide shows created by Picture It! do not support the OLE Link to file option. Always embed objects when working with OLE support and Microsoft Picture It! slide shows

# Picture It! 99 and Microsoft Camcorder application

Microsoft Picture It! may terminate unexpectedly when used with the Microsoft Camcorder application that shipped with Office 97.

## Importing and exporting non-MIX files

## File formats Microsoft Picture It! can open

There are several third-party or custom image files formats that Microsoft Picture It! cannot open. Check the manuals of the software that created those files for more information on how to convert them to a form that Picture It! can read.

Microsoft Picture It! supports the following image formats:

DXF	CDR	EPS	<i>G</i> IF	JPG
PCD	DRW	PCX	PNG	TIF
TGA	BMP, DIB	WP <i>G</i>	WMF	PIC
FPX	MIX v1. v2			

For more information about supported features or restrictions of a particular format, see the following:

#### MIX v1, v2

Microsoft Picture It! version one format. Picture It! 99 reads and supports all version 1.0 files.

When saving to this format, Microsoft Picture It! can also write version 1.0 compatible files. When doing so, Picture It! will preserve your cutouts, "locking down," or saving, all the effects that are unavailable in version 1.0. . These effects include edges, shadows, fills, distortions, and text bends.

Picture It! will also convert text objects with any effects to graphic objects that cannot be changed within version 1.0. You cannot edit the effects or the text, even if the file is re-opened in Picture It! 2.0.

#### **DXF**

The AutoCAD Format 2-D graphics filter (Dxfimp32.flt) supports all AutoCAD versions through Release 12, including AutoCAD for Microsoft Windows.

The filter has the following limitations:

- Extrusions that are part of 3-D drawings are not supported.
- Control codes and special characters embedded in text shapes that require special characters are not supported.
- The .dxf files that require separate shape definition files are not supported.
- For multiple viewport .dxf files, the file is imported using the current viewport.

#### CDR

The CorelDRAW graphics filter (Cdrimp32.flt) supports .cdr, .cmx, and .pat files from CorelDRAW 3.0, 4.0, 5.0, and 6.0, and has the following limitations:

- CorelDRAW Preferences--such as page size/orientation, units, grid, and guidelines--are not supported.
- Lenses and powerclips are not supported.
- Pages, layers, and groups are not supported.
- OLE objects are not supported.
- Rotated bitmaps are not supported.
- Object and PostScript texture fills are replaced with solid gray fills.
- Gradient fills are split into monocolored stripes.

- Vector fills are not supported.
- Multi area paragraph text is not supported.

#### **EPS**

The Encapsulated PostScript graphics filter (Epsimp32.flt) supports the Adobe Systems Encapsulated PostScript Specification versions 3.0 and earlier. The filter supports .eps images from tagged image file format (TIFF) and Microsoft Windows Metafile (.wmf) embedded previews. Microsoft Picture It! will only import the rasterized thumbnails from these files; EPS files without thumbnails will appear blank within Picture It!

## **GIF**

The Graphics Interchange Format filter (Gifimp32.flt) supports file format versions GIF87a (including interlacing) and GIF89a (including interlacing and transparency). The GIF filter works with the Portable Network Graphics filter (Png32.flt) to import GIF files into Microsoft Picture It!.

The GIF filter has the following limitation: Only the first image of a multi-image (animated) GIF is imported.

#### JPG, JPEG

The JPEG graphics filter (Jpegim32.flt) supports Version 6.0 of the JPEG File Interchange Format (JFIF).

The JPEG filter has the following limitations:

- The filter does not support JPEG Tagged Interchange Format (JTIF) files.
- The filter does not support cyan-magenta-yellow-black (CMYK) JPEG files.

#### PCD

The Photo CD graphics filter supports Kodak Photo CD Version 3.0.

#### **DRW**

The Micrografx Designer/Draw graphics filter (Drwimp32.flt) supports Micrografx Designer 3.x, Charisma 2.1, and Draw files. The filter imports the entire first page of the file as it would appear in Micrografx Designer because these files don't contain information about the size of the image. Once the image is imported, you can crop the bounding box to make it fit the size of the image.

The Micrografx Designer/Draw filter has the following limitations:

- Text arrays are not supported.
- Some Micrografx Designer 3.x fonts are not supported.
- Clip paths and tiled paths aren't supported.
- Gradient fills aren't supported.

#### **PCX**

The PC Paintbrush graphics filter (Pcximp32.flt) supports all versions of the .pcx file format through ZSoft version 3.0, with support for 256-color images.

#### PNG

The Portable Network Graphics filter (Png32.flt) supports files conforming to the Portable Network Graphics Tenth Specification (Version 1.0)

#### TIF

The Tagged Image File Format graphics filter (Tiffim32.flt) supports all image types and compressions that conform to TIFF Specification Revision 5.0 and 6.0, Part1: Baseline TIFF. These types include monochrome, grayscale, palette color, and RGB Full Color images. The filter correctly handles a single 8-bit alpha channel stored with an RGB Full Color image. The TIFF filter also supports the TIFF Extension for CMYK images.

The TIFF filter has the following limitations:

- Only the first image of a .tif file with multiple images (subfiles) is imported.
- The filter does not support multiple alpha channels (stored as subfiles) or alpha channels that don't have 8 bits per pixel.

#### TGA

The Targa graphics filter (Tgaimp32.flt) supports Truevision Targa images with up to 32 bits per pixel.

#### BMP DIB

The Microsoft Windows Bitmap graphics filter (Bmpimp32.flt) supports Microsoft Windows and OS/2 bitmaps, Run Length Encoded (RLE) bitmaps, and device-independent bitmaps (DIB).

#### WPG

The WordPerfect Graphics import filter (Wpgimp32.flt) supports WordPerfect Graphics versions 1.0, 1.0e, and 2.0, which correspond to WordPerfect version 6.x and earlier. For graphics stored in WordPerfect documents, the filter uses the size of the picture frame stored in the document to determine the size of the picture to import. For .wpg images created in DrawPerfect, the frame size is the size of the screen.

The WordPerfect Graphics import filter has the following limitations:

- PostScript information is lost in Encapsulated PostScript images embedded in WordPerfect Graphics files.
- WordPerfect Graphics files with large, embedded bitmaps may not appear properly on computers that use the Mach series video drivers from ATI. If you think you have this problem, try running Microsoft Windows Setup and changing your video driver to the 8514/a drivers supplied with Microsoft Windows.

# Associating a file type so Picture It! will be the default application to open it

Microsoft Picture It! will set itself as the default application to open an image file if the file type doesn't already have a program associated with it. If you have a file type that Microsoft Picture It! can open, and you wish to set Picture It! as the default program to open it, do the following:

- 1 In My Computer or the Microsoft Windows Explorer, click the View menu, and then point to Folder Options.
- 2 Click the File Types tab.
- 3 In the **Registered file types** list, click the file type that you want to change. The settings for that file type are shown in the **File Type Details** box.
- 4 Click Edit.
- 5 In the Actions box, click Open.
- 6 Click Edit, click Browse, and then select the Microsoft Picture It! is in the Microsoft Picture It! directory under Program Files.

**Note:** There are several third-party or custom image files formats that Picture It! cannot open. Check the manuals of the software that created those files for more information on how to convert them to a form that Picture It! can read.

# Associating a file type so another program will be the default application to open it

Microsoft Picture It! will set itself as the default application to open an image file if the file type doesn't already have a program associated with it. If you have a file type that Microsoft Picture It! has set itself to open, and you wish to set another program to open it instead, do the following:

- 1 In My Computer or the Microsoft Windows Explorer, click the View menu, and then point to Folder Options.
- 2 Click the File Types tab.
- 3 In the Registered file types list, click the file type that want to change. The settings for that file type are shown in the File Type Details box.
- 4 Click Edit.
- 5 In the Actions box, click Open.
- 6 Click Edit, click Browse, and then select the program you want to use to open that type of file.

NT Users who use the Wang or Kodak Image Viewer to view .tif fax files should re-associate the .tif file extension with the Wang or Kodak Image Viewer, because Microsoft Picture It! will only show the first image (so only the first page) of such a faxed file.

# **Uninstalling Microsoft Media Manager**

If you decide not to take advantage of the cataloging features Microsoft Media Manager offers, you can uninstall the program. Uninstalling Microsoft Media Manager frees up disc space and active memory.

- 1 Click the Microsoft Windows Start button, click Settings, and then click Control Panel.
- 2 Double-click Add \ Remove Programs.
- 3 Click the Install/Uninstall tab, then from the Select "Microsoft Media Manager" from the list and click Add/Remove.
- 4 Follow the on-screen instructions carefully.
  - Be sure to select the Convert folders back option from the Media Manager uninstall, so that you will still have access to the files created in folders converted to Media Manager folders.

**Note:** If you uninstall Microsoft Media Manager without uninstalling Picture It!, cataloging functions within Microsoft Picture It! will no longer work.

# **Mustek flatbed scanners**

At this writing, the drivers for Mustek flatbed scanners, including the 1200 Pro, do not work with the Picture It! Smart Task Scan feature. This is due to a driver error. Future updates to the scanning software by Mustek may fix the problem. Contact Mustek at http://www.mustek.com for software update information.

# **Turning off Virus Checkers**

Some virus checking programs will not allow Picture It! to be properly installed. If you encounter problems during installation, it may be necessary to first turn off the virus-checking program.

To turn off a virus-checking program perform one of the following procedures:

If an icon appears on the right end or bottom of your Microsoft Windows taskbar, rightclick the icon and choose a command to turn it off (command names vary, but may include Close, Exit and Suspend)

--or--

If no icon appears on your Microsoft Windows taskbar, try holding down the following keys at once CTRL+ALT+DELETE. You will see a list of all the programs that are running. Select the virus-checking program, and click **End Task**.

# Using version 1 or version 2 content with Picture It! 99

Most content used in previous versions of Microsoft Picture It! can still be used in Picture It! 99. If you insert a version 1 or version 2 CD you can still open the content.

- 1 On the Picture It! File menu, click Open.
- 2 In Click a Folder list, point to the CD-ROM drive that contains the Picture It! CD.
- 3 Click the plus sign (+)next to the Content folder.
- 4 To open a template, click the **Projects** folder and then choose the project you want.
- 5 To open **PictureArt**, click the **Pict\_Art** folder, and then choose the category and subcategory you want.

# **Getting Microsoft Windows NT version 4.0 Service Pack 3**

If you have a version of NT version 4.0 that's older than Service Pack 3, you will need to upgrade in order to use Microsoft Picture It!

#### Order the Windows NT 4.0 Service Pack 3 CD

Customers in the 50 United States and Canada can order the North American version of Service Pack 3 for Microsoft Windows NT for US \$14.95 (CDN \$20.95) plus customer service and handling charges of US \$5 (CDN \$7.50). Customers can order the product by phone or mail.

- Phone (800) 370-8758
- Fax (716) 873-0906
- In the 50 United States, mail to

Microsoft NT Service Pack 3 PO Box 1095 Buffalo, NY 14240-1095

In Canada, mail to

Microsoft Service Pack 3 PO Box 643 Fort Erie, ON L2A 6M1 Canada

Request part number 236-00789 for the North American (128-bit) version and Part Number 236-00791 for the International English (40-bit) version.

IF YOU ARE ORDERING THE 128-BIT VERSION OF SERVICE PACK 3, PLEASE NOTE: The North American version of Service Pack 3 is intended for distribution only in the United States and Canada. Effective January 1, 1997, export of this Service Pack from the United States is regulated under "EI controls" of the Export Administration Regulations (EAR, 15 CFR 730-744) of the U.S. Commerce Department, Bureau of Export Administration (BXA). EI controls are the current equivalent of ITAR munitions export controls that previously applied to this product. EI controls require that you obtain a Commerce export license prior to any export, transmission or shipment of this product to any country, other than Canada, or to any person, entity, or end user subject to U.S. export restrictions. For further information, the Commerce export license process and EI controls are described on BXA's Web site. Microsoft will distribute the North American version of Service Pack 3 to U.S. or Canadian companies or persons for end use in the U.S. or Canada only.

# Picture It! Trial version filter problems when installed over Picture It!

If you installed the Microsoft Picture It! Trial version after installing Picture It! 99, you may encounter some FPX filter problems. To fix these problems, please reinstall Picture It! 99.

# Microsoft Media Manager Help

Some of the help topics in Media Manager's help file are out of date and inaccurate.

# Manually updating the Microsoft Media Manager index

If you add files to your Media Manager My Pictures folder from Microsoft Windows Explorer, you will need to update the index manually in order for the Picture It! search to find the files.

- 1 In Microsoft Windows, click Start, click Windows Explorer, then right-click your **My Pictures** folder.
- 2 Point to **Index**, then click **Update**.

# Display problems with Number Nine Visual Technology Video Card

There are some highlight drawing problems in Picture It! on the following system:

- Manufacturer: Number Nine Visual Technology
- Adapter Type: Imagine(tm) Series 2 (HawkEye, Direct Draw)
- Version: 4.0
- Monitor Type: Liyama Vision Master MF-8317

# **Hewlett-Packard LaserJet 5si and 4si**

Some systems may experience problems when printing reprints to HP LaserJet 5si and 4si printers on Microsoft Windows 98. This problem may be fixed by downloading and installing the latest drivers for these printers from the HP web site at http://www.hp.com.

# Minolta Dimage Scan Dual film scanner

Colors scanned using the Minolta Dimage Scan Dual film scanner may come out wrong. This is due to a driver error. The following steps may fix the problem:

- 1 Launch Microsoft Picture It!
- 2 On the View menu item, click Options.
- 3 Click the Scanner/Camera Options button.
- 4 Set Scanner Performance to Normal.

#### Plustek flatbed scanners

At this writing, the drivers for some Plustek flatbed scanners do not work with the Picture It! Smart Task Scan feature. This is due to a driver error. The following steps may fix the problem for some scanners:

- 1 Launch Microsoft Picture It!
- 2 On the View menu item, click Options.
- 3 Click the Scanner/Camera Options button.
- 4 Set Scanner Performance to Normal.

I f the above steps do not help, future updates to the scanning software by Plustek may fix the problem. Contact Plustek at http://www.plustek.com for software update information.

# Visioneer flatbed scanners

At this writing, the drivers for Visioneer flatbed scanners, including the PaperPort 6000, do not work with the Picture It! Smart Task Scan feature. This is due to a driver error. Future updates to the scanning software by Visioneer may fix the problem. Contact Visioneer at http://www.visioneer.com for software update information.

#### Year 2000 issues

Microsoft Picture It 99 interprets dates differently, depending on which version OLEAUT32.DLL is installed in the system folder of your computer.

If the version of OLEAUT32.DLL that's installed in your system folder is 2.20.4049 or later, Picture It 99 interprets dates entered with an abbreviated year format, such as mm/dd/yy, as follows:

- 1/1/00 through 12/31/29 are interpreted as 1/1/2000 through 12/31/2029
- 1/1/30 through 12/31/99 are interpreted as 1/1/1930 through 12/31/1999

If you have Office97 and/or Windows NT 4.0, your system probably has a version of OLEAUT32.DLL that follows the previously outlined rules.

If the version of OLEAUT32.DLL that's installed in your system folder is earlier than 2.20.4049, Picture It 99 interprets dates entered with an abbreviated year format as follows.

- If the current century is the 20th, 1/1/00 through 12/31/99 are interpreted as 1/1/1900 through 12/31/1999
- If the current century is the 21st, 1/1/00 through 12/31/99 are interpreted as 1/1/2000 through 12/31/2099

To find out which version of OLEAUT 32.DLL you have, perform the following procedure:

- 1 On the Start menu, click Find and then click Files or Folders.
- 2 In the Named text box, enter Oleaut.
- 3 In the Look in list, click [C:], and check Include subfolders.
- 4 Click Find Now.
- 5 In the list of files, highlight Oleaut 32.dll
- 6 On the File menu, click Properties
- 7 In the dialog box, click the **Version** tab, and then read the version number.

If the version is earlier than 2.20.4094 you may wish to download the latest version of this file for greater flexibility when working with calendar dates in Picture It! You can obtain this file at: http://support.microsoft.com/download/support/mslfiles/Msvbvm50.exe

# Microsoft Media Manager installed in Microsoft Windows 98

In Microsoft Windows 98 with Microsoft Media Manager Cataloging installed, folders placed inside the \My Documents\My Pictures folder cannot be accessed from Microsoft Internet Explorer. Microsoft Picture It! and other programs can still access these folders and subfolders.

#### **PhotoDisc**

Note: PhotoDisc digital images are an important part of Microsoft PictureIt! The following background and ordering information is provided by PhotoDisc, Inc. as a service to PictureIt! users.



# Enhance your Picturelt! projects with professional photography!

Have an idea in mind, but don't have the right photo on hand? Get just what you're looking for with ready-to-use digital images from PhotoDisc®, the leader in digital stock photography.

# A Creative Edge.

PhotoDisc's award-winning photos give you a full range of powerful and professional choices for your business and personal communications. For creative, attention-grabbing cards, calendars, flyers, mailers, presentations, newsletters, personal web pages and more, you'll find thousands of options with high-quality images from PhotoDisc.

The enclosed PictureIt!-ready images are just a sampling from the PhotoDisc collection of royalty-free photographs available online.

For lots of choices at an affordable price, PhotoDisc has an easy new online photography collection specially designed for PictureIt! and Microsoft Office® users. It's called **PowerPics™**. At <a href="https://www.powerpics.com">www.powerpics.com</a> you'll find thousands of high-quality photos ranging from ...

**personal choices** such as holiday themes, travel, nature, animals, sports and vintage shots, to ...

**common business themes** such as success, time, money, communication and teamwork, as well as a myriad of photographic backgrounds and icons (such as computers, telephones and more) ...

that you can use to add impact to your everyday communications. Searching through the collection is free. And when you find what you're looking for, you'll be surprised at how affordable professionally taken photos can be to purchase.

Each PowerPics image is available in your choice of two sizes — to get the best results onscreen <u>or</u> on your desktop color printer. Simply choose your images and your file size, and register to purchase. You can have the images you need in just minutes — the

JPEG files are carefully compressed for speedy downloading and easy, rewarding use with most PC applications.

And because PowerPics photos are sold only online, they're ready when you are: 7 days a week, 24 hours a day.

# We've Taken Care of Everything for You.

As the highest-rated provider of digital stock photography, PhotoDisc has the keys to making sure the image is right, every time. Each of the photographs in the PowerPics collection is chosen from the portfolios of award-winning photographers, carefully scanned with the highest-quality scanning technology, color-corrected and stored in full-color JPEG format for dazzling impact.

And once you've made a purchase from <a href="www.powerpics.com">www.powerpics.com</a>, your PowerPics images are always ready for you from your Previous Purchase page online.

#### Five FREE Photos for PictureIt! Users!

We're so sure you'll like the idea of fueling your imagination with professional photography online, that we've reserved five FREE images for you. They're waiting for you right now at <a href="www.powerpics.com">www.powerpics.com</a>. See for yourself how easy it is to download and use high-quality digital photos from PowerPics!

And PhotoDisc is adding fresh new images to the PowerPics collection constantly — be sure to check out <a href="https://www.powerpics.com">www.powerpics.com</a> frequently to see the latest ways to add polish to your creativity.

#### For More Information.

For more information about PowerPics images, please use version 3.1 or higher of your browser to access **www.powerpics.com** on the internet.

#### Licensing.

For licensing information on the PhotoDisc images included with your PictureIt! software, please look to the Microsoft End User License Agreement. For complete PowerPics licensing information, please visit the PowerPics site.

# Playing Help movies in Picture It!

If the movies in Microsoft Picture It! Help and the Introduction do not play properly, turn on Video Compression:

- 1 In Microsoft Windows, click Start, point to Settings, and then click Control Panel.
- 2 Double-click Add/Remove Programs, and then click the Windows Setup tab.
- 3 From the Components list, click Multimedia, and then click the Details button.
- 4 Select the Video Compression checkbox, then click OK.
- 5 Click **OK** again to exit the **Control Panel**. You may be asked to insert your Microsoft Windows CD.

# Installing Picture It! on systems with Hewlett-Packard OfficeJet devices

If you have Hewlett-Packard OfficeJet devices installed on your system, you may have trouble installing Microsoft Picture It! Usually, turning off the OfficeJet software before installing Picture It! solves this problem. To turn off the OfficeJet software, right-click the OfficeJet Software Icon on the Task bar, then click **Close OfficeJet Software**.