PictureWorks NetCard
Copyright 1997, PictureWorks Technology, Inc.

This document supplements the PictureWorks NetCard User's Guide and accompanying software.   For additional information about PictureWorks, products, and support, visit the PictureWorks Internet website at **http://www.pictureworks.com**.

CONTENTS

General Questions and Answers
Technical Questions and Answers
Troubleshooting
Tips and Tricks

GENERAL QUESTIONS AND ANSWERS

Q. Do the people I send NetCards to need to have NetCard software to receive and view them?

A. No. NetCards travel the Internet (and internal e-mail systems) with their own self-contained viewer applet. All someone needs to receive and experience a NetCard is an e-mail address and e-mail software. In fact you can even save NetCards to disk, copy them to a floppy and then send the floppy via regular mail to anyone with a computer for their viewing pleasure.

Q. How do I get images onto the NetCard?

A. You can either select the image on your desktop and drag it onto the front of the NetCard, or if you prefer, click the Import button on the front of the NetCard to invoke the import dialog.

Q. How long can my voice message recording be?

A. That really depends on a couple of things like how much memory your system has, and for Windows, the quality level you choose to record at. Generally speaking you can record up to two and one-half minutes telephone quality voice annotation. We recommend keeping the voice recording to less than 10 to 15 seconds to reduce email transfer times.

Q. Which e-mail systems does NetCard support?

A. NetCard works with any e-mail system that supports attachments. It does this by saving your completed NetCard in the NetCard outbox folder. You then include the finished NetCard as an attachment to your e-mail message and send it as you would any e-mail.

For the most popular e-mail systems, however, NetCard works even better by allowing you to send automatically and directly from the NetCard application itself. With these systems you simply create the NetCard, address it and click send; NetCard takes care of the rest.

Q. What platforms can I send NetCards on and to?

A. You can send interactive NetCards complete with pictures or movies and voice annotation from Macintosh to Macintosh or Windows to Windows.

If you need to send NetCards from Windows to Mac or vice versa, NetCard allows you to do this by automatically creating a JPEG image that contains both sides of the NetCard. When sending NetCards in this fashion you only send still images without voice annotation, but they're still a world apart from regular e-mail.

Q. Can I print a NetCard I received?

A. Yes, NetCards can be printed if they were sent in the optional JPEG format.

TECHNICAL QUESTIONS AND ANSWERS

Q. Which operating systems does NetCard support?

A. NetCard supports Windows 95, Windows NT 4.0, and Macintosh system 7.1.1 (or later).   Windows 3.1 users can view NetCards; however, they will   not be able to create new NetCards.

Q. How does NetCard support images and movies?

A. Images and movies can be dragged from folders and the desktop directly onto the front of the NetCard or opened using the Import button. Still images are automatically resized to fit the NetCard.   The image is stored in the NetCard as a 24-bit image, regardless of its original bit-depth.   Highly efficient compression is used to shrink the size of the incorporated image. Movies are stretched to display at 320x240 pixels on Windows. The original recording size is not changed.

Q. Which still image formats does NetCard support?

A. NetCard supports the following still image file formats:
JPG—JPEG file format
BMP—Windows bitmap (Windows)
   PICT—PICT file format, including compressed PICT (Macintosh)

Q. Which movie formats does NetCard support?

A. NetCard supports the following movie file formats:
AVI—Video for Windows format (Windows)
MOV—QuickTime movie format, including QuickTime VR (Macintosh)
Note that for QuickTime VR movies to be viewed, the QuickTime VR system components must be installed on the viewing machine. The necessary files are available from Apple at no charge via their website at http://quicktime.apple.com.

Q. Which e-mail systems support automated sending?

A. The following e-mail systems support automated sending:

AOL (America Online)—Windows and Macintosh (except for Windows NT, the 32-bit version 3.0 for Windows 95, and 3.0 preview for Macintosh). Version 3.0 for Windows (16-bit; included on the NetCard CD) is strongly recommended for Windows systems if automated sending is desired. Macintosh version 2.7 is recommended for use on Macintosh systems. You should install AOL for Windows before you install NetCard; otherwise, you will need to reinstall NetCard to ensure the AOL drivers are placed in the proper location.

Microsoft Exchange or Windows Messaging—Windows
Windows 95 includes Microsoft Exchange as a standard communications software application. You may be familiar with it as "Inbox", the icon that displays on the desktop when you first install Windows. To send e-mail using Microsoft Exchange, you must first install the Internet mail services software. This enhancement to Microsoft Exchange is included in the Microsoft Plus! software available at retail, or via free download from Microsoft's web site at http://www.microsoft.com/windows/software/updates.htm or directly from their ftp site at ftp://ftp.microsoft.com/Softlib/MSLFILES/inetmail.exe. Note that the latest version of Microsoft Exchange has been renamed Windows Messaging.

Eudora—Windows and Macintosh
The following Eudora versions support automated sending: Eudora Pro 3.0 for Windows and Macintosh, Eudora Light Windows version 1.5.4, Eudora Light Macintosh version 1.5.5. Note that on Windows systems, you must have Eudora configured to support MAPI.

Q. If I'm using an e-mail system that doesn't support automated sending or if I don't want to automatically send my NetCards, what can I do instead?

A. If you are using e-mail software that isn't supported by NetCard's automated sending or if you prefer to create and address your own e-mail message to

attach a NetCard to, select the Save to disk in NetCard outbox folder option in the NetCard Preferences dialog.   When you do so, all NetCards are sent to the outbox folder located in the folder where NetCard was installed.   After your NetCard is saved to disk, you can then attach it to an e-mail in the same manner you would attach any other file in your e-mail software.   Refer to the documentation that accompanied your e-mail software for more information regarding attaching files.

Note that NetCards do not have to be sent via e-mail to share with others.   By selecting the Save to disk... option in the Preferences dialog, you can save your NetCard locally and then copy it to floppy disk, a server or other removable media to make available to others.

TROUBLESHOOTING

Problem: Recipients are unfamiliar with e-mail attachments and don't know how to view their NetCards.

Remedy: Send brief instructions with your e-mail.

When you autosend a NetCard, the recipient receives brief instructions on how to view it. If you save your NetCard to disk and then attach it yourself to an e-mail, you may want to consider writing some helpful instructions in the text of your e-mail. Some examples of what you could include are listed below; for further ideas, scan the rest of the troubleshooting topics in this section.

All recipients, in general: Many e-mail systems let you double-click an attachment to view it. If this doesn't work, or if you want to save the NetCard for later viewing, save the attachment to disk. Once the NetCard attachment is saved, you can view it by finding the file name on the drive where you saved it and double-clicking it. (For Windows 3.1, you can use File Manager; for Windows 95, use Windows Explorer.)

Microsoft Exchange/Microsoft Messaging/Microsoft Internet Mail users: Open the e-mail message and locate the attachment. Double-click it to view it immediately and/or right-click it and select Save As to save it.

America Online (AOL) users: Windows: Open the e-mail message. Click the Download File button in the e-mail's message window. AOL usually puts e-mail attachments in the Download directory where AOL is installed. Macintosh: Open the e-mail message and click the Download Now button. Click Save to copy the NetCard Player to your disk. When you see 'The file has been transferred' message, click OK.

Netscape Navigator users: Open the e-mail and click the attachment listed at the bottom. In the Save As dialog, save the file to the directory of your choice.

Eudora users: Windows: With the e-mail message open, look at the bottom of the message for the directory where the NetCard attachment was saved. Then use File Manager (Windows 3.1) or Windows Explorer (Windows 95) to locate the NetCard file; double-click it to view it.

Macintosh: With Eudora and the e-mail message open, double-click the file listed as the Attachment at the bottom of the message.

cc:Mail users: Open the e-mail and double-click the NetCard attachment. If the NetCard doesn't come up, shift double-click the NetCard. If that still doesn't work (the recipient may see a message that says that no viewer is installed or no association is found), save the attachment to disk with the Save As command on the File menu.

Claris e-mailer users: With the e-mail message open, double-click the NetCard icon in the Enclosures box.

Problem: Recipients using Windows aren't receiving NetCard files named .EXE (NetCard Player file) or .JPG (NetCard JPEG image).

Remedy: Tell recipients to change the file name extension.

For numerous reasons, it is possible that the name of the NetCard file you sent was changed during transfer over the Internet.   The solution is simple: The recipient should make sure that the attached file's name ends in ".EXE" if it was a NetCard Player file, or in ".JPG" if it was a NetCard JPEG file.   If it does not, the recipient should save the attached file to disk, renaming it to "NCPlayer.EXE", "NCImage.JPG", or something similar.   The important part of the name is the ".EXE" or ".JPG". (You can usually assume the attachment is a Player file (EXE) if it is larger than 200K; a NetCard JPEG attachment would likely be smaller.)

Problem: Recipients are having trouble receiving NetCards.

Remedy: NetCards should be sent using MIME format.

To assure NetCards are received properly by other e-mail users, use the MIME message format when sending NetCards. Most e-mail software is configured to send messages in this format by default. In Microsoft Exchange, you can check this by clicking Services on the Tools menu. Select Internet Mail, click Properties, and then click Message Format.   'Use MIME when sending message' should be checked.

Problem: Recipients are having trouble decoding NetCard attachments.

Remedy(1): In Microsoft Exchange, do not send NetCard messages using Rich Text Format.

Unless the recipients also use Microsoft Exchange they will not be able to decode the NetCard attachment if it was sent using Rich Text Format. To make sure you are not sending Rich Text messages, check the Properties for the addressee(s) in the Address Book. The checkbox   'Always send messages in Microsoft Exchange rich text format' should NOT be checked unless you are positive they are using Microsoft Exchange.

Remedy(2): Manually UUDecode the NetCard attachment, if possible.

Users of Microsoft Network and Compuserve receive e-mail attachments that

are UUEncoded. In order to view their NetCard attachment, they will need to UUDecode it.

Problem: There seems to be a compatibility issue with my Diamond Stealth 3D drivers.

Remedy: Upgrade drivers.
If you have Diamond Stealth 3D drivers that are dated before 9-24-96 you should update your drivers to the newest version. You can get these drivers on Diamond Multimedia's site at http://www.diamondmm.com.

Problem: My Progressive JPEG image doesn't display properly on my Macintosh.

Remedy: There is a compatability problem with Progressive JPEG images and NetCard.   If you have such a file, convert it to a standard PICT, JPEG, or QuickTime compressed image prior before loading it into NetCard.

Problem: When I try to record audio in Windows, I get a message that the Sound Recorder is not installed.

Remedy: Rerun the Windows setup program and do a Custom Install. Under Multimedia options, check Sound Recorder.

Be sure to visit our website at http://www.pictureworks.com for additional information, special product offers, and announcements of new products.

Register today!   By registering, you will be notified of new products and updates and be eligible for special upgrade prices.

Thanks again for purchasing PictureWorks NetCard.

Rev 2.0