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PictureWorks NetCard Trial (Version 1.1.2)
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This document supplements the PictureWorks NetCard on-line help files.   For additional information about PictureWorks, products, and support, visit the PictureWorks Internet website at **http://www.pictureworks.com**.

<u>**CONTENTS**</u>

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

<u>**INSTALLING NETCARD**</u>

Windows 95/NT
1.   Locate the folder containing the NetCard software on your hard disk or CD ROM.
2.   Double click on the "Setup.exe" icon.   (If you downloaded the Trial Version from an on-line service or website, double click on the "netcard.exe" icon.)
3.   The NetCard setup program will begin.   Follow the on screen instructions to proceed with installation.

Macintosh
1.   Locate the folder containing the NetCard software on your hard disk or CD ROM.
2.   Double click on the "Install" icon.   (If you downloaded the Trial Version from an on-line service or website, double click on the "????" icon.)
3.   The NetCard installation program will begin.   Follow the on screen instructions to proceed with installation.

<u>**GENERAL QUESTIONS AND ANSWERS**</u>

Q. What is NetCard?

A. PictureWorks NetCard is a revolutionary Internet software application that turns boring old e-mail into exciting new iMail. NetCard adds the power of visual impact to your e-mail messages by taking your pictures or movies and seamlessly integrating them in a familiar postcard format with your personalized voice and text messages. The front of the NetCard contains your

picture or movie complete with any voice message you choose to add. The back of the NetCard holds your text and the addressing information for automatically sending your NetCard over the Internet or your internal mail system. And best of all, NetCard works its magic without the hassle or steep learning curve of complicated multimedia programs.

Q. What is a 'Trial Version'?

A. The Trial Version of NetCard allows you to try NetCard without having to purchase the full product.   With the Trial Version, you can send five NetCards, to disk or via email.   After you have created and sent five NetCards, you will need to purchase NetCard to continue using it.   When you start the Trial Version software, a dialog reminds you how many NetCards you have remaining and offers the option to buy it.   With a modem or Internet connection, you can unlock the software instantly.

Q. What is iMail?

A. iMail is a term we coined at PictureWorks. iMail stands for image mail to indicate the added visual dimension that NetCards bring to existing e-mail. NetCard is so unique and different we just couldn't see describing it and its underlying technology as boring old e-mail only better.

Q. Is NetCard hardware, software or a combination?

A. NetCard is a software application. It takes its name from interNET postCARD. Besides the general system requirements, NetCard does not require any additional hardware or software to run.

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. How long does it take to send or receive a NetCard?

A. That depends on the image type, length of voice annotation and the speed of your modem or network connection. NetCard automatically compresses the image, voice annotation, text and self contained player application in order to minimize file size and transmission time. A NetCard with a JPEG image and 5 seconds of voice annotation with text message will usually compress into a file of less than 400K and take less than 4 minutes to send or download with a 14.4 bps modem. Movies are much larger than still images and require a longer transmission time.

Q. Can I print a NetCard I received?

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

Q. Once I receive a NetCard can I save or forward it?

A. Yes. NetCards, complete with their self-contained viewer, may be saved to disk for future viewing. NetCards can also be forwarded via e-mail to others who might have an interest in the subject matter.

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. Does NetCard compress images and movies before sending?

A. Still images are automatically compressed by NetCard into small, high quality images, maximizing sharpness while minimizing file size to reduce transfer times. Movies should be compressed to minimize the size of the NetCard. NetCard for Windows will prompt you to compress the movie if it is not already compressed.   We recommend you use one of the standard compression

formats that comes with Windows 95, such as Radius Cinepak, to assure it will be viewable by your recipient. (See the Tips and Techniques section for more information.) If the movie is already compressed, NetCard sends the file as is. Most QuickTime movies for the Macintosh are compressed when they are created; thus, NetCard for Macintosh sends movies without checking for compression.

Q. Can I record a voice message to send with my NetCard?

A. Voice recording requires that your computer be outfitted with a sound system and a microphone. For Windows, we recommend a MPC II compliant sound card, standard with most computers sold since 1995. Nearly all Macintosh systems are pre-configured for sound recording and playback.

Q. Do voice recordings make the NetCard file size large?

A. Yes. To help keep the size of your NetCard to a minimum, we recommend using telephone quality sound recording. In Windows, you can set this when the Microsoft Sound Recorder opens after you click the Record button. On the Edit menu, click Audio Properties and select Telephone Quality as the Preferred Quality setting. For more information, click Help Topics on the Help menu in Microsoft Sound Recorder.

On the Macintosh, NetCard automatically sets the recording quality to telephone and allows up to 1.5mb of recorded sound (or the maximum available ram, which ever is less). This typically results in a maximum recording time of 2.5 minutes.

Q. What is the difference between automated sending and saving my NetCard to disk?

A. PictureWorks NetCard provides two alternatives for sending NetCards via e-mail: automatically via select popular e-mail software; or manually by saving your NetCard to disk and then manually attaching it to any e-mail message. Automatic delivery results in an e-mail message being created, the NetCard attached to the message, and the placement of the message into the e-mail out-basket.

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.

Q. Which e-mail systems support address books in NetCard?

A. Both Microsoft Exchange and Eudora support direct access to their address books from within NetCard. When you select Microsoft Exchange or Eudora for automatic delivery, a button that looks like a card file appears on the back

of the NetCard.   Click the button to open the address book and select recipients.

Q. What is the difference between creating a NetCard as a JPEG file versus attaching a Player?   I didn't know which one to choose in the Preferences dialog.

A.   The delivery format you choose will depend on three factors: The operating system used by the recipient, your desire to send an interactive NetCard, and your desire to send voice or movies. When you attach the Player, NetCard creates self-playing electronic postcards to send to users using the same type of computer operating system as you are; i.e., Windows to Windows or Macintosh to Macintosh.   If you want to send voice messages, movies, or interactive two-sided NetCards with sound effects, choose the option in the Preferences dialog that attaches the Player.

PictureWorks NetCard can also create a compressed JPEG file in which an image of the front of the NetCard is placed above an image of the back.   JPEG files can be viewed by thousands of programs, including many e-mail, word processing, and web browsers.   This option is useful if you will be sending a NetCard to users of other operating systems or if you are not interested in sending voice, movies, or the interactive NetCard interface.   Sending as a JPEG file can save on transmission time as the NetCard with Player is typically 400K in size while the JPEG itself is rarely larger than 150K.

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.

TIPS AND TRICKS

Importing Sounds - Windows
The voice recording feature of NetCard utilizes the standard sound recording function included with Windows 95 and Windows NT version 4.0, the Sound Recorder. The recorder allows you to insert standard WAV files into the recording. WAV files are used for the standard system sounds and are readily available for download from many Internet sites and American Online. To add a sound or music WAV to your NetCard, click the microphone icon on the front of the NetCard. In the small window that opens, click Insert File on the Edit menu, browse to locate the WAV file you want to import and then click the Open button. You can play the sound to test it; then close the dialog to add the sound to your NetCard.

Note: The capability to import pre-recorded audio files is not provided in the Macintosh version.

Playing QuickTime VR movies - Macintosh
NetCards are an excellent way to send VR movies to others to view.   Like any QuickTime movie, QuickTime VR movies can be dragged from the desktop to the open NetCard or imported using the import file button.   In order for recipients to view the movie, they must have a Macintosh with the QuickTime system components installed.   The system components are available for free download from Apple's website at http://quicktime.apple.com.

Sending multiple NetCards in one e-mail message
Sending multiple NetCards in a single e-mail message is easy. First, click the Preferences button in NetCard and set Delivery Service to 'Save to disk in NetCard outbox folder'.   Then, create and "send" as many NetCards as you like.   They will all be placed in the outbox folder where you installed NetCard. You can now start your e-mail software, create an e-mail message, and attach one or more of the NetCards you created. Address the message and send it as you would other mail.

Optionally, if you have a compression program such as WinZip (Windows) or StuffIt (Macintosh), you can create a single compressed file to attach to your e-mail message.   If you do this, be sure that the recipient of the compressed attachment has the necessary software to decompress the files.

Sending a single NetCard to many people
You can send a single NetCard to many people in several ways. One way is to save the NetCard to disk (see above), create an e-mail with as many addressees as you want, and attach the NetCard. Another way that may be a real time saver is to send the NetCard to a group of addresses, if your e-mail allows the creation of groups. This may be a time saver, particularly if you send to the same list of names often. For example,   you can automatically send a NetCard to a group of people by creating a group address (AOL), distribution list (Microsoft Exchange), or nickname (Eudora for Macintosh). Then, in NetCard, create the NetCard and enter the group address name in the 'To:' field on the back of the NetCard. When you send the NetCard, assuming you have specified in Preferences to send automatically, each of   the individual addressees in the group will receive the NetCard.

Compressing audio and video files
When you send compressed audio or video as part of your NetCard, the recipient will need to have the same audio or video codec installed in order to play it. We think the best quality for video compression is provided by Intel Indeo Interactive 4.x codec, which comes standard with Windows NT 4.0; versions for Windows 95 and Windows 3.x are available from Intel's web site at www.intel.com. Otherwise, use one of the codecs your recipient is most

likely to have:
Windows 95/Windows NT
    Intel Indeo R3.2 (video)
    Radius Cinepak (video)
    Microsoft PCM Converter (audio)
Windows 3.x
    Radius Cinepak (video; requires Video for Windows installed)
    Microsoft PCM Converter (audio)
    Microsoft ADPCM Codec (audio)
Macintosh
    QuickTime (recipient needs at least version 2.1 installed)

Converting York FotoFloppy Images for Use with NetCard
York Photo Labs is offering a special, no charge conversion of your pictures on film to floppy disk (with paid film processing).   If you take advantage of this wonderful offer, you can use these converted images with PictureWorks NetCard by installing and running the software included with the images on the FotoFloppy disk, saving the images as BMP (Windows) or PICT (Macintosh) files, and importing them directly into NetCard.

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.