

Memory Portraits Printing Software Setup Manual

Fall 2024
Version 1.0



Memory Portraits
600 North Weinbach Ave.
Suite #810
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(877) 486-6396

www.memoryportraits.com
techsupport@memoryportraits.com

Welcome to your Memory Portraits Printing Software!

This document includes instructions for downloading and installing your printing software, adjusting printer settings, and troubleshooting common problems.

If you still have questions, you can call us at **(877) 486-6396**, from 8am to 4pm CST, or email us at info@memoryportraits.com.

For printer-specific questions such as ink, paper, mechanical breakdowns and similar issues, Epson customers can call **(888) 377-6611** and have their printer's serial number handy. It is usually located on the back of the printer. They have an alternate customer service number as well, **(800) 463-7766**.

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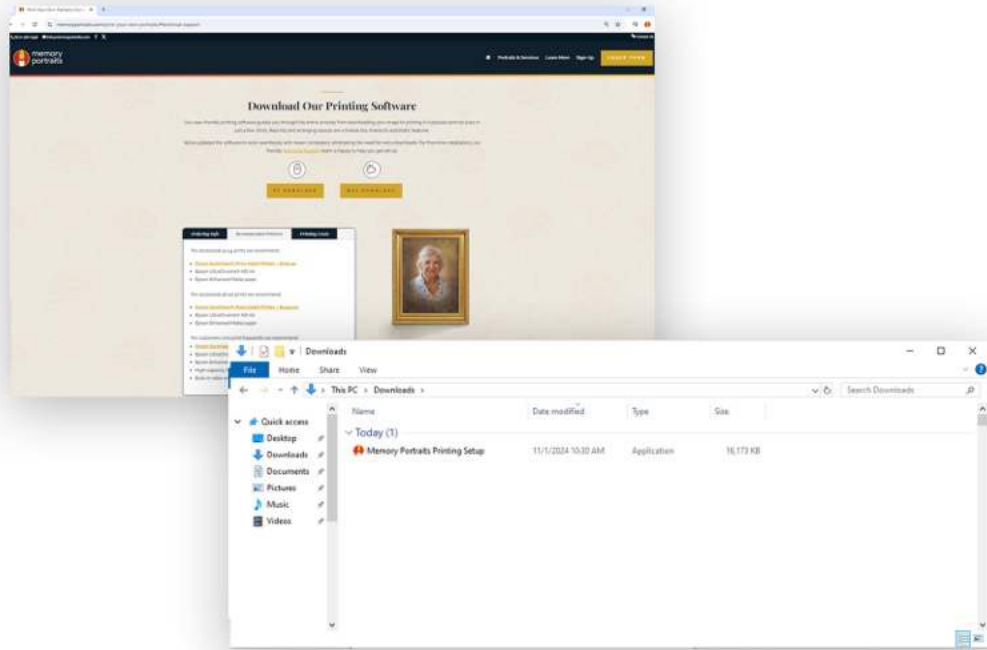
Section 1: Downloading and Installing the Software

You can download our printing software from our website's Print Your Own Portraits section <https://memoryportraits.com/print-your-own-portraits/> pictured below.

Click one of the gold buttons depending on whether you will be using the software on a PC or a Mac.

Note: If a warning comes up about the install, select "Run anyway."

After downloading the software, go to the Downloads folder on your computer and locate the Memory Portraits Printing Setup file.

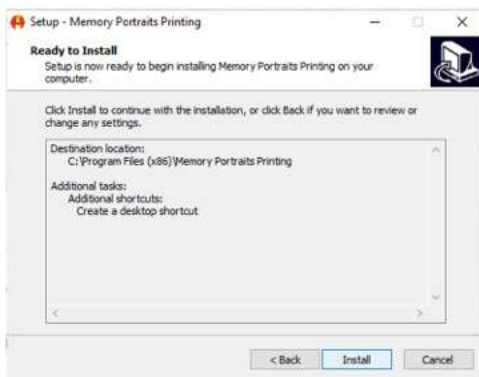
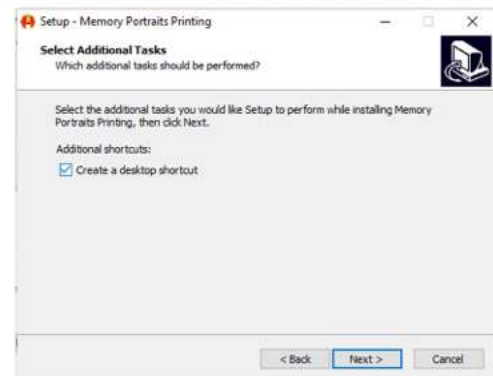
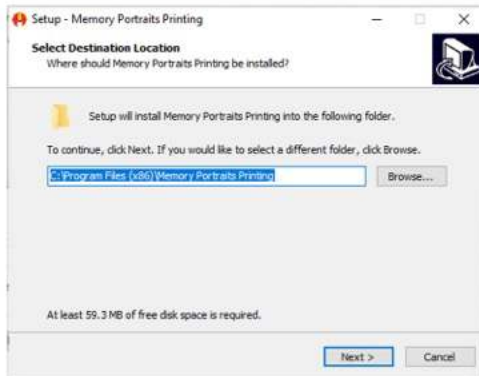


Open the file to run the Setup Wizard.

After you've selected the folder you want the software to be in (going with what your computer suggests is usually best) and chosen to have a desktop shortcut or not, click Install.

Once the wizard finishes installing your software, click Finish.

Your software is now installed and ready to set up!



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Section 2: Getting Started

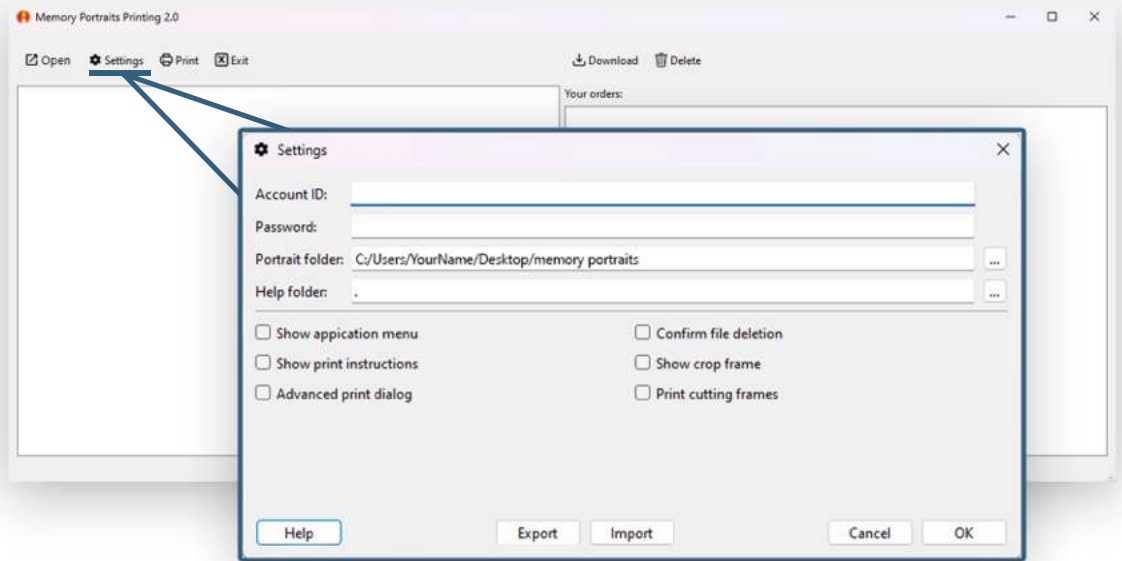
Our software download page (memoryportraits.com/print-your-own-portraits) also features a form under the heading "Signup & Print-Your-Own Portraits."

You can fill out this form to get set up with an Account ID and Password, or call us at (877) 486-6396.

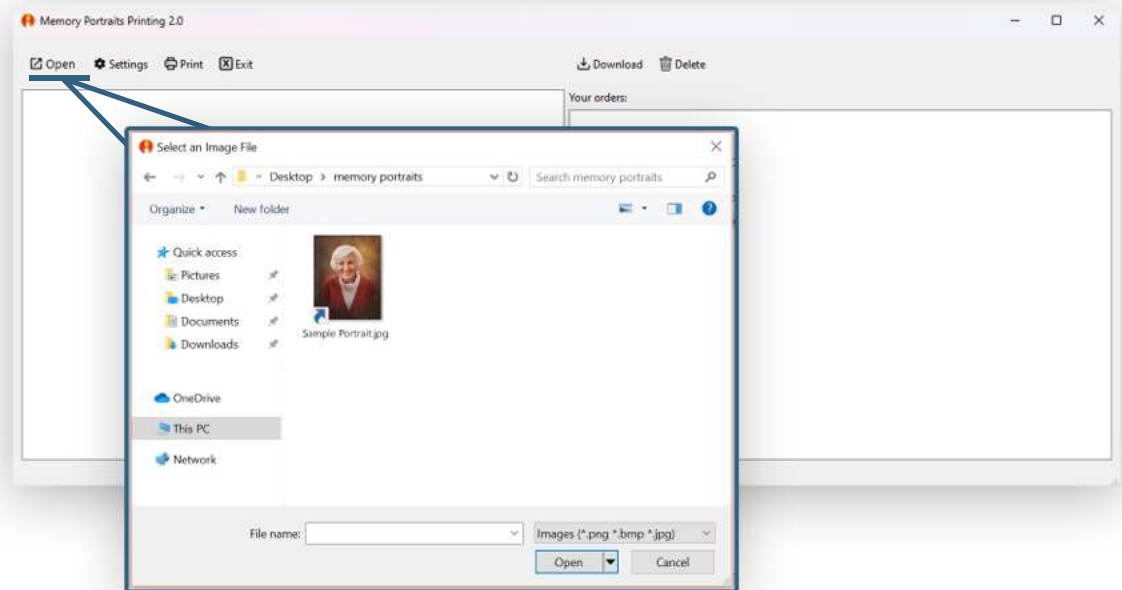
Step 1. Logging into your account

Once you've downloaded and installed our software, go to Settings. Enter your Memory Portraits Account ID and Password and designate the folder you want your portrait files downloaded into.

Note: This folder must NOT be in C:/Program Files.



Step 2. Opening a file



After you click OK, you'll be able to open files from your designated Portrait folder. Click on Open at the top left to see your available Portrait files.



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Section 3: Downloading a Portrait

When our artists finish your next Memory Portrait, you will receive an email from info@memoryportraits.com with your files. You will receive a "PRINT-YOUR-OWN" (high quality, print ready) file link and a "THUMBNAIL" (web quality, not suitable for printing) file link below it.

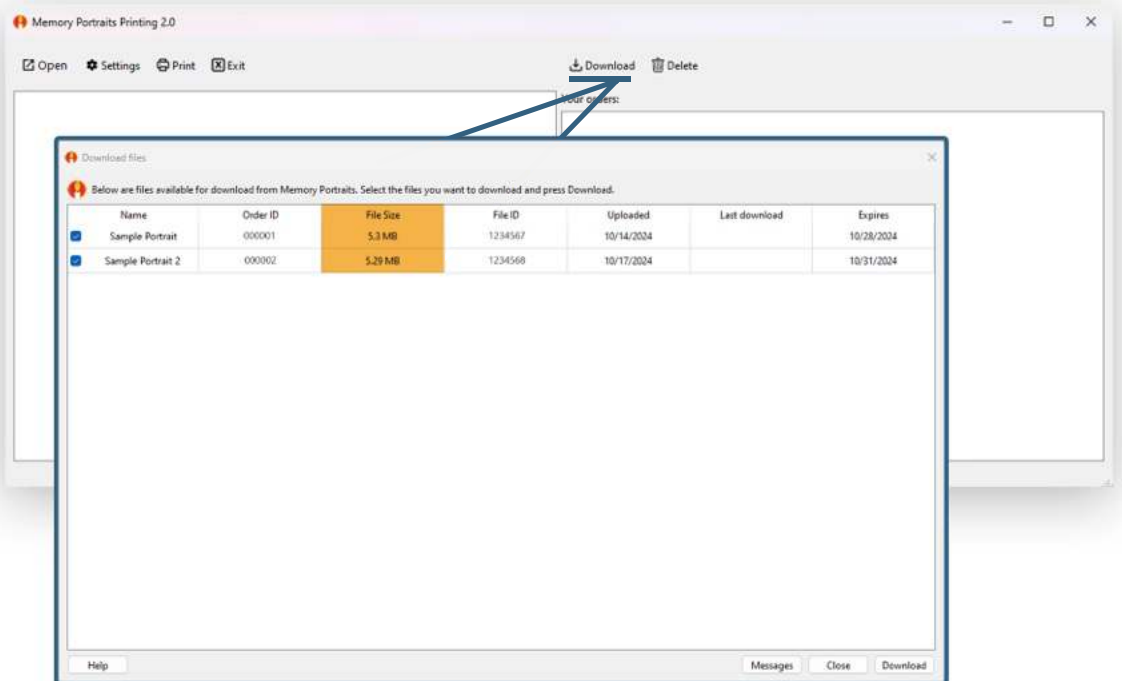
Downloading a file from your account

When you're ready to print, make sure to click the "PRINT YOUR OWN" file link and download the file to the folder you selected when you set up your software. This is where it will look for your print quality files.



Occasionally someone may try to print the THUMBNAIL file on accident. You can tell your files are the full print resolution file if they are around 5MB or more in size.

Note: Unless you have requested otherwise, print quality files are in .TIFF format. If it is .JPG, you may be trying to print the THUMBNAIL file.



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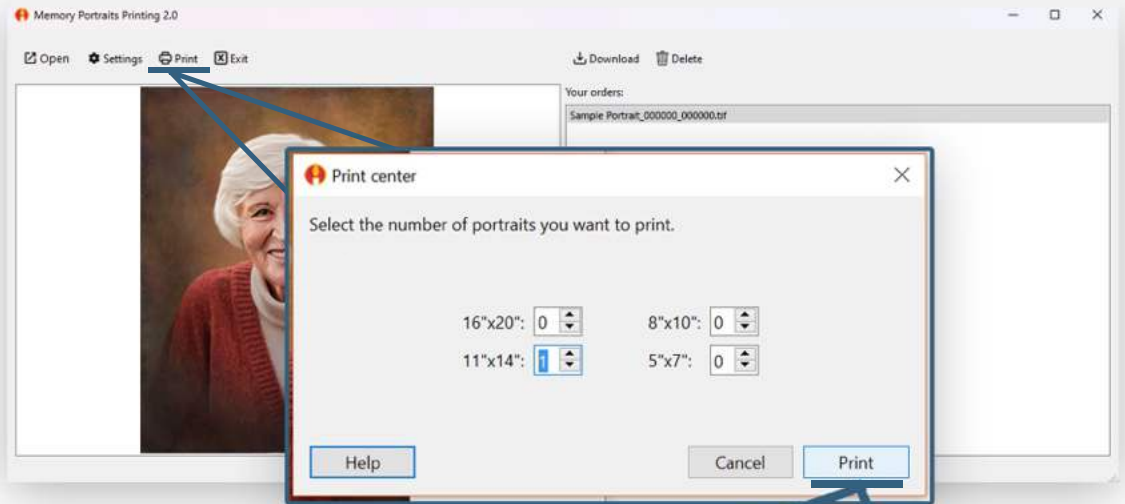
Section 4: Adjusting Printer Settings

Your software has a specific set of settings that will make your Memory Portrait come out with the best colors. To set these up, you will need to have a portrait file selected. Click **Open** and pick a file from your Portrait downloads folder, then click **Print**.

Printer Setup

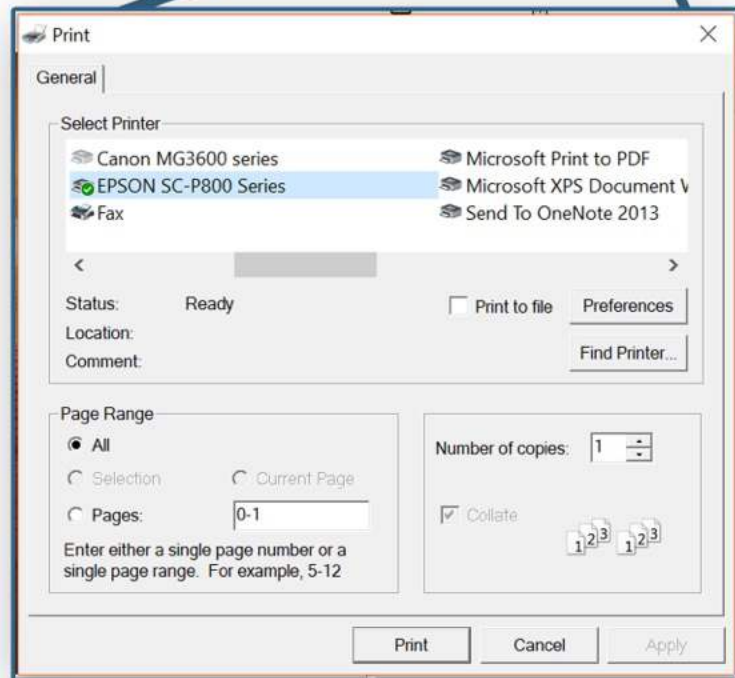
The **Print center** box will pop up and you can select the size(s) you need and how many of each size to print up. Once you have made your selection, click the **Print** button on the bottom right.

Note: For non standard sizes, call us at (877) 486-6396 and ask to speak with the Tech Team.



The **Print** box will appear for you to select the correct printer. Click the printer you want to send your portrait job to and hit **Apply** if you want the software to remember this printer, or **Print** if you are only using the printer for this job.

Note: If you have several printers, you may need to scroll right until you find the one you need.

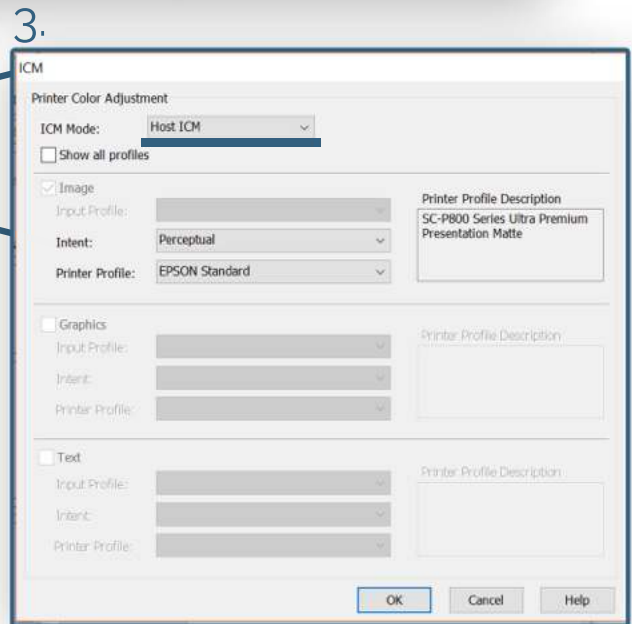
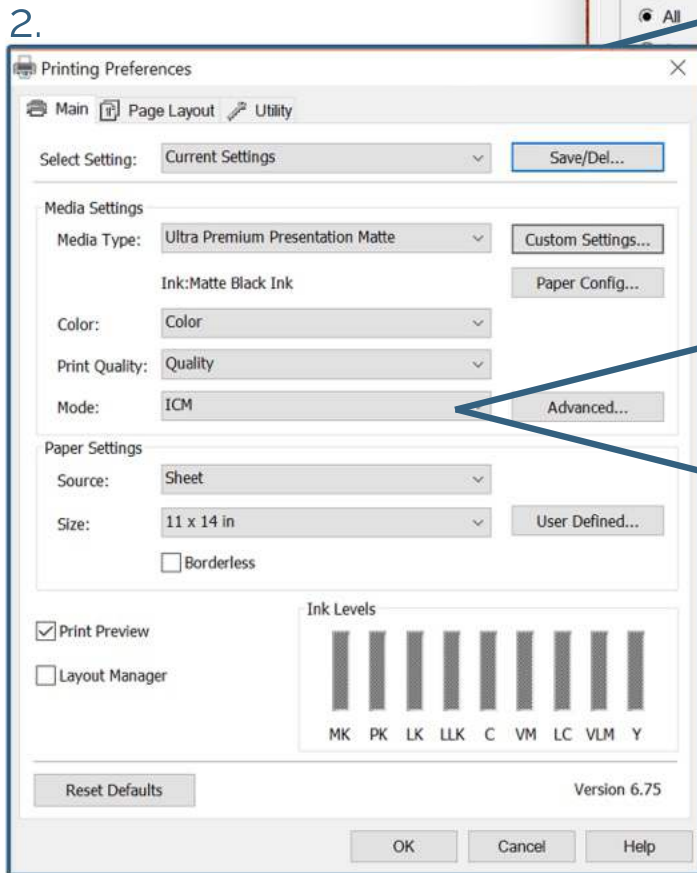
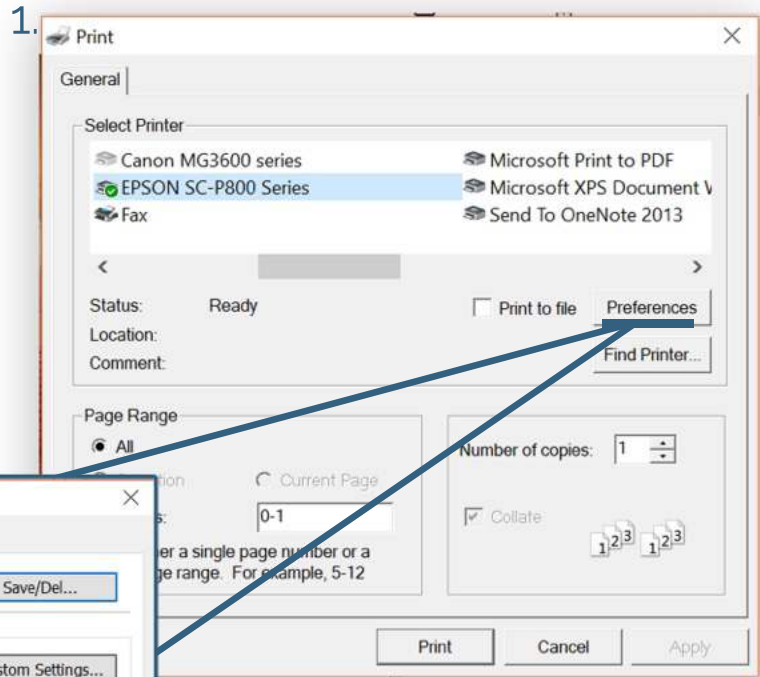


Section 4: Adjusting Printer Settings (continued)

With your printer selected, click the Preferences button to pull up the Printing Preferences box.

Printer Setup (continued)

Set the type of paper you are using, generally Matte or Gloss paper, and choose a high quality for printing. In the Mode: field, click the Advanced button to set it to Host ICM and then click OK.



Lastly, select sheet or roll paper and the size you need, then click the **Save/Del...** button up at the top right next to where it says "Current Settings." Save your settings under a new name like "MP 11x14." From now on, you can click "MP 11x14" in the Select Setting menu and it will remember everything about your 11x14 size prints.

If you print more sizes, like 16x20 or 8x10, select the additional sizes you need in **Size:** and then hit **Save/Del...** again and save them as "MP 16x20, MP 8x10," and so on. These will all be saved for you.



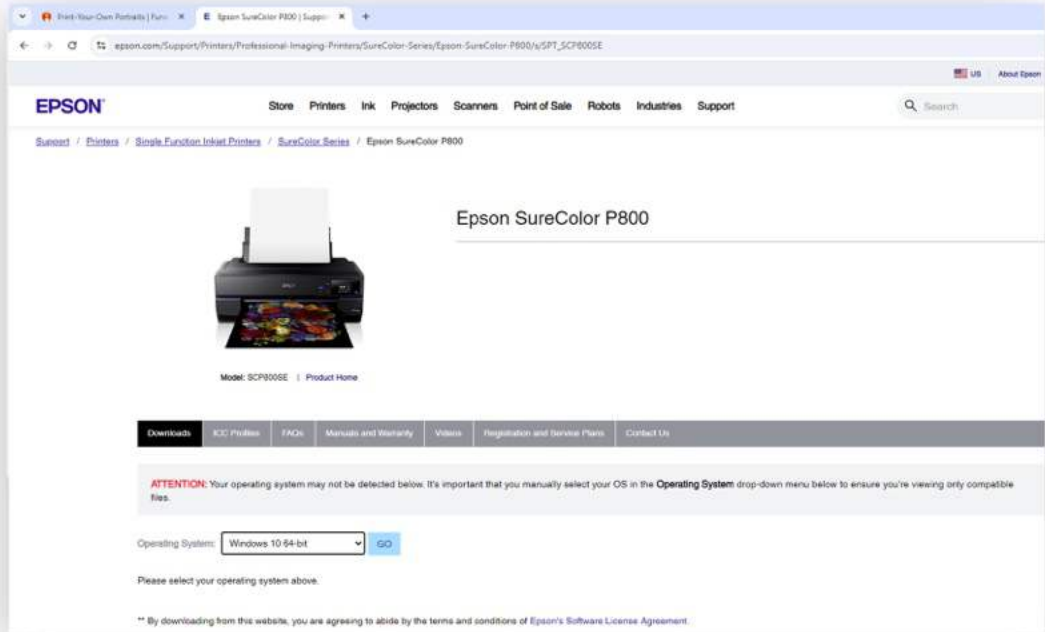
Section 5: Installing Missing Printer Drivers

If your Settings menu doesn't feature options for Host ICM or other settings discussed in Section 4, don't panic! Typically this just indicates that you need to install the latest Drivers for your printer.

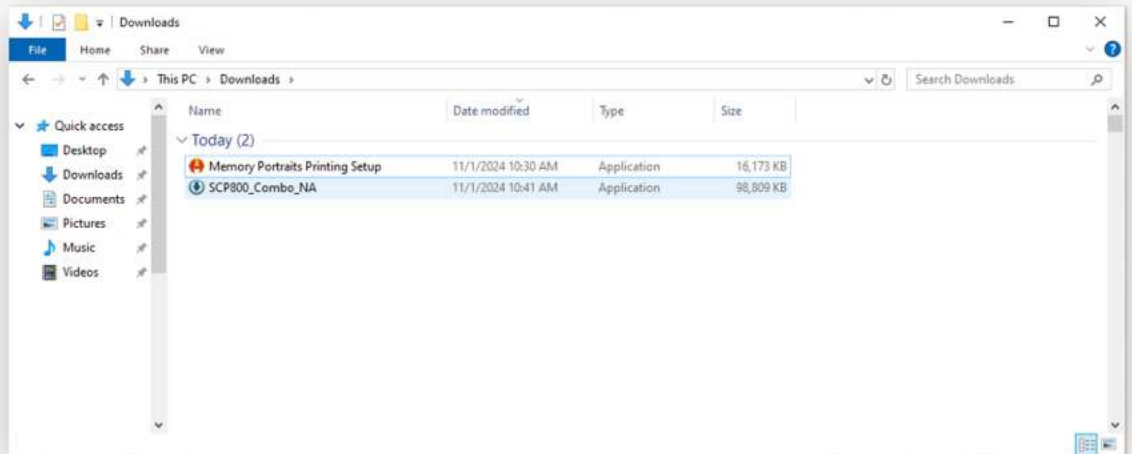
Finding your printer's latest drivers

Our customers often use Epson printers, but this works for other brands too!

Find the full name of your printer. Example: If you have an Epson SureColor P800, type "Epson SureColor P800 driver," using quotes, in your browser's searchbar (Google, Bing, etc.) A driver download page should be the top result.



Select your operating system and download the driver, then go to your Downloads folder and click on the driver file. Follow the instructions to install the driver.



Note: Epson and some other brands will also want you to calibrate your printer inks at this point or do other tasks. This is optional, the main thing you need is just the driver.



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Section 6: Password Reset

If your password is not working when you set up your Memory Portraits Printing Software, we can help! Call us at (877) 486-6396 and let us know you need us to reset your password. Our Tech Team members will be happy to assist you.

Section 7: Connection Issues

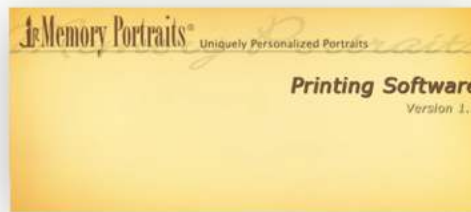
As computers and browsers have changed over the years, our printing software has been updated to resolve issues with outdated scripts such as javascript. If you receive errors like "VM Library Error" you may be running an older version of our software.

Old Software Icon

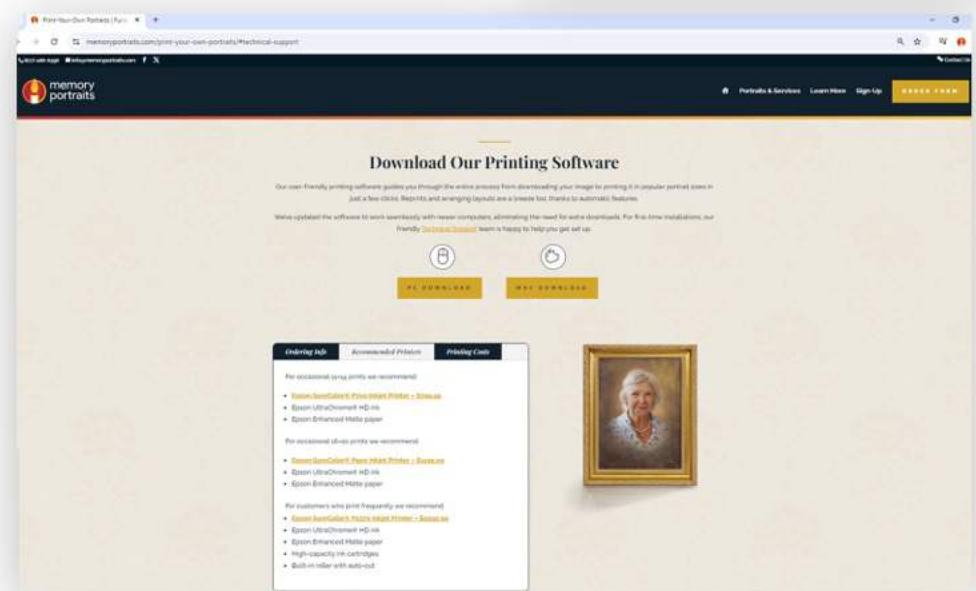


New Software Icon

To the right is our old software Version 1.1. If your software looks like this, it needs to be updated in order to work with current operating systems.



You can either visit our Print Your Own Portraits webpage to download the newest version of our software, or call us and have our Tech Team assist you with the new software.



<https://memoryportraits.com/print-your-own-portraits/>



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Section 8: Download file path broken

If you see a warning pop up that says something like "Download file path broken" or refers to a missing download folder, this can be corrected by setting a new folder for your Portrait downloads.

Note: This problem can occur if the Download folder was made in C:/Program Files.

Setting a new Portrait Download Folder

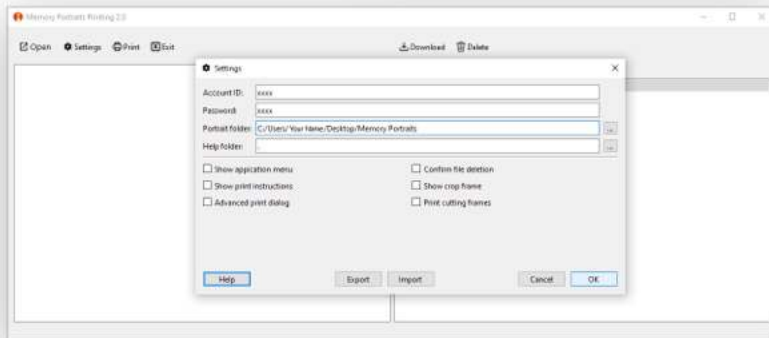
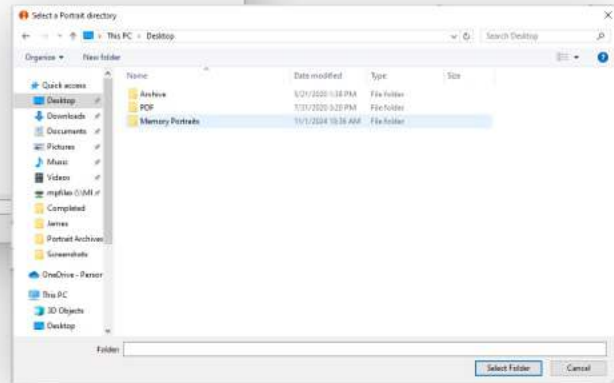
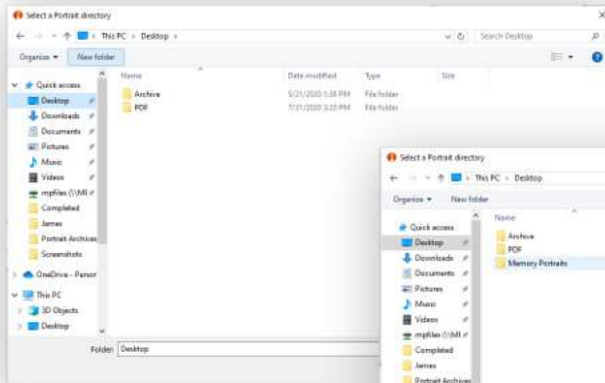
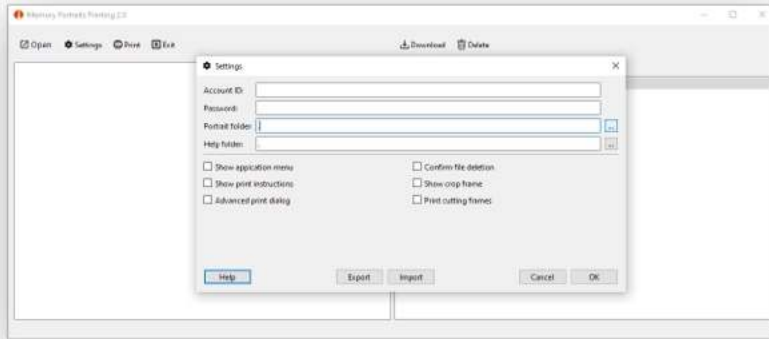
Log in to your Memory Portraits Printing Software and go to the Portrait Folder field and click the three dots "..." to the right. This will let you navigate to the location you want your folder to be.

Navigate to your Desktop and create a new folder "Memory Portraits."

Click "Select Folder" at the bottom right. In the Portrait Folder field, you will see your new designated download folder. Click OK.

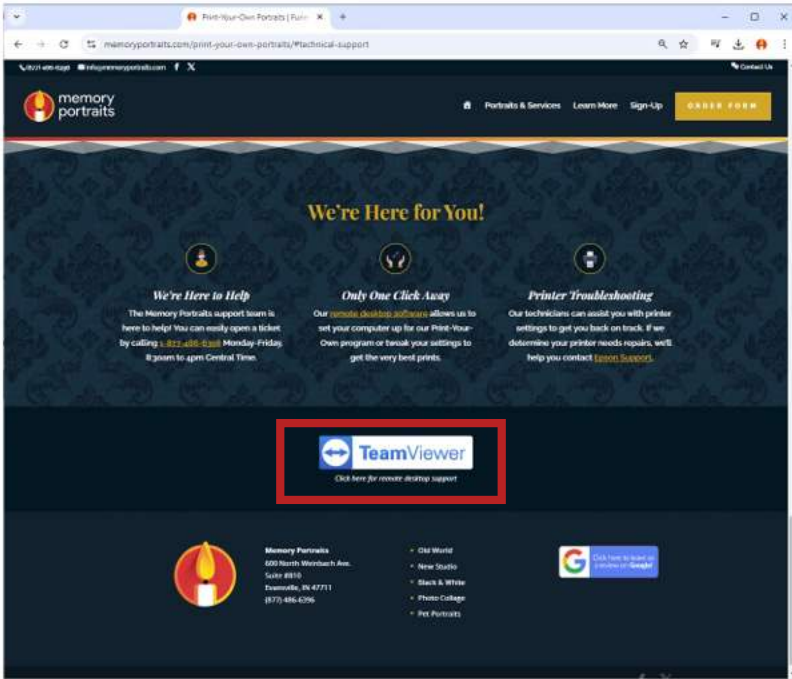
Note: Make sure to select this folder when downloading your Potrait files from our emails.

You will see them when you click "Open" at the top left of your printing software.

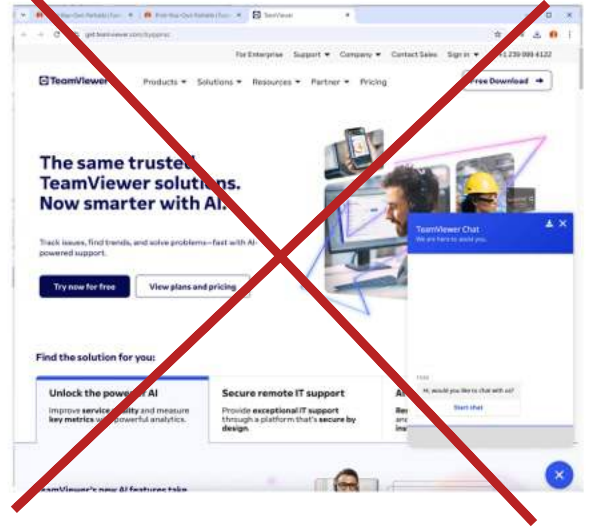


Section 9: Downloading and Launching TeamViewer

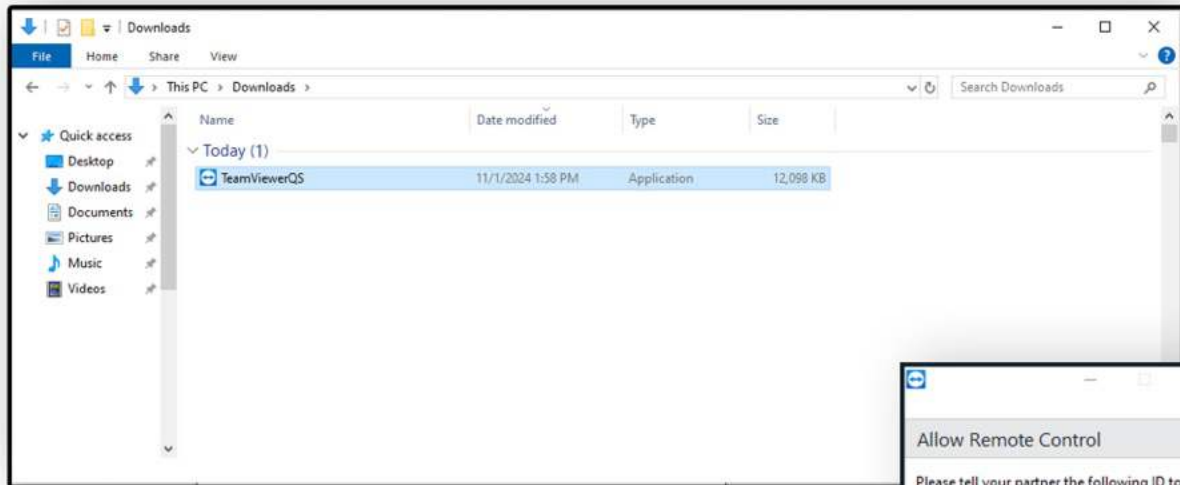
You can call us at (877) 486-6396 and ask for our Tech Team if you need extra help. Depending on your needs, we may have you go to the memoryportraits.com/print-your-own-portraits/ page and click the TeamViewer button near the bottom.



Note: This window may pop up. If you see it, please ignore it and proceed to your Downloads folder.



Navigate to your Downloads folder and locate the file called TeamViewerQS.



Click on the TeamViewerQS program to run it. You will see two numbers, your ID and Password. Our Tech Team member will ask you for both of these numbers in order to connect remotely to your computer. From there, they will assist you while staying on the phone with you the entire time.



Note: After you have been helped, closing the TeamViewer window will end the session. We do not leave anything on your computer.



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