

# Chapter 1

## Getting Started

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If You Have Questions

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Things You Need

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Installing ImageForge PRO

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You should read this section before going any further. This chapter gives you a step-by-step guide to installing *ImageForge PRO* on your computer system. Even if you are new to computers, you should have no trouble getting ImageForge up and running.

When you have finished this chapter, you'll be ready to start *ImageForge PRO* and begin creating your own images.

Before continuing, please take a few minutes to fill out the enclosed ***Product Registration Card*** and drop it in the mail. This will allow us to notify you about future updates of ImageForge. You should also write down your product Serial Number (found on the ImageForge disk or on a label attached to the inside cover of this handbook) and store it in a safe place. You will need this number should you need to reinstall ImageForge, upgrade, obtain support for the product, etc.

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## **If You Have Questions**

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- Try to duplicate the problem and write down what appears on your screen.
- Retrace your steps which led to a problem.
- Consult the README.DOC file in ImageForge's folder, if available. This contains answers to commonly asked questions and gives current info about the version of ImageForge you installed.
- If you're using a network, ask your network administrator for help.
- Ask your dealer for help.
- Contact CursorArts Technical Support: *See page 3 for details concerning customer support.*

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## **Things You Need**

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To use ImageForge, you will need the following:

- PC compatible computer (a computer based on a Pentium-class CPU is highly recommended).
- Windows supported graphics card and monitor (running under High Color or True Color Windows Display mode recommended).
- 16 MB minimum RAM (32 mb or more will result in faster operation).
- A hard disk with 12+ mb free space
- Windows 95, 98, NT 4 (SP3 or higher) or 2000
- Original ImageForge diskettes or CD-ROM
- Windows supported mouse or pointing device

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## **Installing ImageForge**

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Before going any further, you'll need to run ImageForge's easy installation program. The installation program creates a directory folder to contain ImageForge PRO and transfers the appropriate files to your system's hard drive.

⇒ *NOTE: You must use the SETUP program to properly transfer ImageForge onto your hard drive.*

**To run the SETUP program:**

- Insert the program CD-ROM into your CD drive.
- Run the SETUP.EXE program from either your Windows File Manager or from Explorer.
- Follow the instructions on the screen.
- If you received a *WebPak* supplemental disk set, run the program contained on the first disk after you have installed ImageForge from the CD-ROM.

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## **Customer Services**

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CursorArts Company provides registered software customers with free technical support. If you haven't already, please take a few moments to send in the Product Registration Card included in this package. This will assure you of eligibility for technical support, update notification, special discounts, announcements, etc.

If you should encounter a technical problem or question not covered in the manual, you may use one of the following options to obtain technical support:

### **Mail Postal Correspondence To:**

- **CursorArts**  
attention: Customer Services  
P.O. Box 1379  
Bend, OR 97709-1379  
U.S.A.

### **E-Mail To:**

- [tech@cursorarts.com](mailto:tech@cursorarts.com)

## **Telephone Support:**

Technical support and update information are available during our regular business hours (weekdays 9 AM - 5 PM Pacific Standard Time). Please have your product serial number available when you call. Support cannot be provided without it (the serial number is found printed on the label of your ImageForge diskette or on the label attached to the inside cover of this handbook.

In addition to your serial number, please also have the following information at hand when you call:

Brand name and model of your computer system, mouse, video adapter and monitor.

Operating environment (Windows) version number.

A listing of the contents of any AUTOEXEC.BAT and CONFIG.SYS files.

A description of the problem, how it occurred, and how to reproduce it.

Telephone support may be obtained by calling 541-383-7156. You may fax questions to 541-388-7366.

## **CursorArts on the Internet:**

The latest product information, upgrades, trial software, and supplements may be obtained on-line:

- The CursorArts Web site is located at:  
**<http://www.cursorarts.com/>**  
and also allows access to news, product information, and technical support services.
- Free incremental software updates may be found at:  
**[http://www.cursorarts.com/ca\\_patch.html](http://www.cursorarts.com/ca_patch.html)**