



Frequently Asked Questions

I've created a login, what is my customer number?

Your customer number will be generated automatically when you place your first order in one of the Black River Imaging software programs. Your log in will be your email address at the web site and as long as the email address is the same as the email you submit in your order then you will be able to track your order information online.

How do I download the software?

The software can be downloaded once you click the Place an Order tab and are logged in to the site. There will be two Black River Software programs; one will be Black River Imaging, which will include all of our Photographic and Press Products as well as the See My Prints image upload. The second one will be Albums-Black River Imaging; this will include the Tuscany, Legend and Destiny albums and our Press Books. You may also launch from these links:

Black River Imaging:

www.softworksroes.com/ROES/labs/BlackRiverImaging/index.html

Albums-Black River Imaging:

www.softworksroes.com/ROES/labs/BlackRiverImagingAlbums/index.html

What are the image requirements?

Images will need to be in JPEG format and may not be larger than 30mg per image. Images will also need to be in either sRGB or RGB color space and any black and white images need to be desaturated rather than gray scale.

What if I have questions about color and image corrections?

We have a digital specialist on staff that can answer any of these questions for you. Please contact Customer Service and ask for Jason's extension.

How can I view prices?

Prices are available when logged in to the web site and then selecting the category in question and in the pdf of our catalog at the web site. Prices are also in the software.

How do I order Tuscany, Legend or Destiny albums?

In the Albums- Black River Imaging software you will click on sizes and choose the Albums Catalog. Here you will find the pre-designed layout and cover options. Additional helps can be found on the Learning Center and Video Tutorials.

Is there a copyright printed on the back of my prints?

Yes, whatever name you have entered in the My Information palette will be used as the copyright information printed on the back of the prints.

Why do I get an email about my order invoicing when I ordered my album to be uploaded to the Approve My Album site?

This is an automated email that goes out when an order is invoiced. If you have requested that your album to be posted on www.approveyalbum.com then that order will be invoiced at no charge. When your album is released it will receive a new work order number that will reflect the charge for the album and you will be emailed when the physical album ships also.

Do you offer studio sample discounts on the albums?

Yes, we do offer a studio sample discount on the Tuscany, Legend and Destiny albums. This discount is 50% off and the album is stamped "Studio Sample". You will build an album order like normal and once it is complete you will need to fill in the required information on the Review Order Screen of the software before uploading the order. The software will not reflect the discount but it will bill correctly.

Do you offer sample pricing on other products?

No, we do not offer sample pricing for other products.

How can I view the pre-designed templates?

The templates are viewable in the software when you have the Sizes Palette open. You access this by choosing Sizes and Show Sizes Palette. You may also view the templates online at www.color-labs.us/candid/sq1.

What's the difference between the proof books you offer in the software?

We offer two proof books. One is a press proof book, which is a magazine-style book and the second preview book is printed on photographic paper that is bonded back to back. The Press book is \$5.00 for the soft cover and \$1.00 per side with a minimum of 20 sides. It comes in 8x8 and 8.5x11 and has several options for the number of images per page. The preview book photographic pages are \$2.75 per side, no minimum sides, and maximum of 80 sides per book, 10x10 size only with any combination of 4, 9 or 12 images per page and optional padded leatherette cover.

How do I use the Sizes and Options Palettes?

The Sizes and Options Palettes are for easier viewing of the menus. You can go to Sizes and click show Sizes Palette and it will pull up a separate box for you to view the Sizes information and products. You can go to Options and click Show Options palette and it will pull up another box for easy viewing and ordering of the options. You may want to refer to the tutorials for additional assistance on getting these palettes opened and placed correctly.

How can I see the layout larger?

You can view the layout larger by stretching the software screen and closing the banner and thumbnail sections. You may also opt to use the Render feature.

What is the Render feature?

Render takes the products that you have added to the order, with any added options applied, and creates a thumbnail jpeg image. You may then view this image in the Presenter slide show.

How do I access the Render feature?

Render is an option you will find on the Review Order screen of the software. Choose Render, designate a folder and then choose Open. Your images will be automatically created in thumbnail form and loaded into the Presenter slide show. Be sure to create a folder separate from your original source files so that they are not overwritten. You may want to review the associated video tutorial for directions.

Why do the images still remain on my screen when I click Add to Order?

This is the default of the software. If you want to order the same product you can drag and drop a new image on top of the former image or you can delete the image.

How can I delete an image from the layout?

You will click on the image and then hit either the Backspace or Delete key on your keyboard.

Why do the images remain when I change products?

You have the "Hold Images" option locked on. You may turn this feature off by deselecting the Hold Images control located in the Pro Tool layout beneath the Rotate Layout and Rotate Images options.

How do I save an order?

There are three options in the software but the method outlined here is the one we recommend. To begin move to the Review Order Screen and choose Complete Order, and click Save for Sending Later via the Internet. This will prompt for payment information even though you are not currently uploading the order. This process will save the order in the Queue for 15 days but you may edit this number by choosing Preferences and Days to Backup Orders. This can be changed to any number you wish as it is saved on your computer. From the Queue you will click Remove so that the order is taken out of the Queue and moved to the bottom section of the screen so that you can open it as new; please see the next question for those steps.

How do I open and order as new?

Choose Open and Save, Show Queued Orders, you will now look for the small triangle on the bottom left corner and click the one that points up. This will open a listing of orders that have been previously sent or removed from the queue. Click on the one

that you want and choose Open as New. As long as your images are where they were when you created the order it will open to the Review Order screen. These orders are held by default for 15 days. You may change this to any number you wish by choosing Preferences and Days to Backup orders.

Why am I required to enter payment information when I have a remake number?

The software requires the credit card information in every order. When you are sending an order with a remake number included please be sure to enter the number in the Instructions box on the Review Order screen. You will need to include the name of the Customer Service team member you were working with so that the billing changes are properly applied to your order.

What is the Photographer's Reference on the Review Order Screen?

This is an area where you may type a reference for your own purposes. The information entered here will print in the subject line of your email confirmation allowing you to better track your orders. Please do not put Customer Service notes in this area; those will need to be in the Instructions box.

Can I send my order in on CD or DVD instead of FTP upload?

Yes, you may save your order for sending later and then burn it from the Queue to a disk. To find the order file you will browse to your user folder and locate the ".blackriverimaging" folder and it will contain a "Queued" folder in which you will find the .zip.enc order file; this is the file you need on your disk. Include your studio name, phone number and email on the disk so we can contact you if needed.

Do you have promotional images I can use on my web site?

You may right click and save any image on our web site for use on your site.

Do you have written guides available?

Yes, guides are located on the Learning Center tab. Associated Video Tutorials are also available under its own tab.

Who do I contact if I need further assistance?

If you need further assistance you may contact Customer Service in one of three ways: Phone 1-888-321-4665, Email: custserv@blackriverimaging.com or visit our web site for the Live Chat option, www.blackriverimaging.com.