

Hallmark Digital Scrapbook FAQs

We hope you're enjoying your new Digital Scrapbook. Although we try to make Hallmark gifts and products as easy to use as possible, we understand that some products are more complicated than others. Below are some frequently asked questions to help you work through any issues you may be having with your Digital Scrapbooks.

Note: If there are questions concerning Smilebox account settings or technical issues, please reference Smilebox customer support by clicking the "Help" button on the upper right hand corner of the Smilebox application.

Where are the instructions for creating my Digital Scrapbook located?

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I double clicked the icon, and it's still not loading. What do I do?

What is Smilebox and why do I have to install it?

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Where are my Smilebox creations saved? Do I need to back them up?

Can I post my Digital Scrapbook on Facebook, Twitter or other social networking sites?

How do I play my Digital Scrapbook on my digital frame?

I bought the Pandigital Frame from a Hallmark Gold Crown store. How do I use it to play my Digital Scrapbook?

Do I have to use a digital frame to display a Digital Scrapbook?

How do I print my Digital Scrapbook with a professional printing service instead of my home printer?

Is the Family Digital Scrapbook just for family photos or does it work for other photos as well?

Are there any new Digital Scrapbooks coming out in the future?

Where are the instructions for creating my Digital Scrapbook located?

Step-by-step instructions are located on the back of the packaging for your Digital Scrapbook. Additional help is available on the Web site at the top right-hand corner once you have downloaded the application.

I plugged the Digital Scrapbook USB drive in my PC and nothing showed up on my desktop. What do I do?

Go to the folder/icon "My Computer" on your desktop to access the drive. Inside that folder, you should see the Hallmark icon next to the correct drive. Double click on the Hallmark icon to download the Smilebox application, at which point you'll be prompted to type in the access code found inside the packaging for your Digital Scrapbook.

I double clicked the icon, and it's still not loading. What do I do?

Open your Web browser (such as Internet Explorer, Firefox, etc.) and key in the URL found on the back of your slide-out carton. This will take you to a page where you will be prompted to download the Smilebox application and enter your access code.

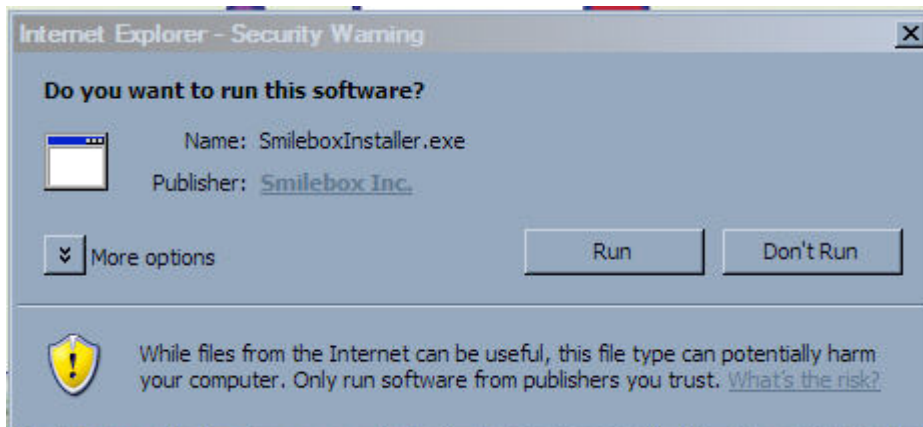
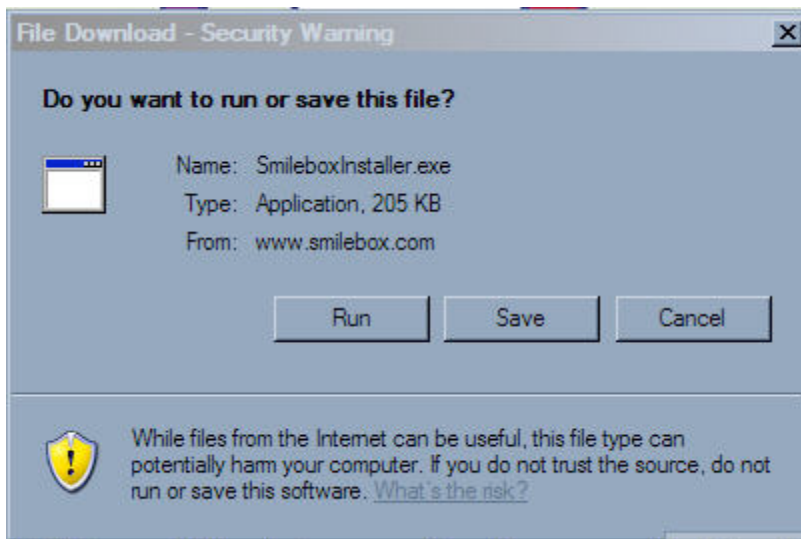
What is Smilebox and why do I have to install it?

Smilebox™ is a state of the art system that allows you to upload digital photos and organize them in countless creative ways. It is compatible with both PC and MAC. The Hallmark Digital Scrapbook application features a special Hallmark/Smilebox™ URL and is powered by the Smilebox™ Engine.

How do I install Smilebox on my PC? Do I "Run" or "Save" the Program?

Before getting started, please note that Smilebox requires Windows XP or Vista to run (earlier versions are not supported). It also requires Internet access and a free download of Adobe Flash Player 9 or higher. If you don't have Adobe Flash Player, you will be prompted to install it when you download Smilebox.

After plugging the Digital Scrapbook USB drive into your computer and being directed to a special Web site, you will see a link to download Smilebox. After clicking that link, you will receive prompt(s) asking you to "Run", "Save" or "Cancel". Select "Run" to install and load Smilebox.



Smilebox loads over the Internet, so any antivirus or firewall software you have may prompt you regarding whether you wish to "Allow" Smilebox before the installation completes.

Once installation is complete, Smilebox will load for you automatically. The next time you open Smilebox, you'll need to click the Smilebox desktop icon or tray icon. Smilebox runs locally on your computer, but does require Internet access to download design templates or to send your completed Digital Scrapbooks to others.

Note: During the downloading process, you will be asked for the unique access code found inside the packaging for your Digital Scrapbook. You will also be asked to set up a Smilebox account.

How do I install Smilebox on my Mac?

Before getting started, please note that Smilebox for Mac requires Tiger or Leopard to run (earlier versions are not supported). It also requires Internet access and a free download of Adobe Flash Player 9 (or higher). If you don't have Adobe Flash Player, you will be prompted to install it when you download Smilebox. Additionally, you need to be signed in to your computer with an Admin account to complete the installation.

After plugging the Digital Scrapbook USB drive into your computer and being directed to a special Web site, you will see a link to download Smilebox. After clicking that link, Smilebox will install using Safari or Firefox as your Web browser. Follow the prompts to complete the installation. Firefox users will get a prompt for "Open with" or "Save File" before the installation prompts can begin. Select "Open With" and click the resulting SmileboxInstaller.pkg file to continue the installation.

Once installation is complete, Smilebox will load for you automatically. The next time you open Smilebox, you'll need to click the Smilebox desktop icon or tray icon. Smilebox runs locally on your computer, but does require Internet access to download design templates you wish to use or for sending your completed Digital Scrapbooks to others.

Note: During the downloading process, you will be asked for the unique access code found inside the packaging for your Digital Scrapbook. You will also be asked to set up a Smilebox account.

Can I use the same access code twice?

No. Once you are prompted for your access code during the downloading process, you will also be prompted to set up an account. That code will then only be valid for the account you set up. While you cannot use it to download the Smilebox application to another computer, you can log in to your account from a computer that already has the application as often as you'd like to edit, print or share your creations.

How do I access my account information?

You can access your account information in the following two ways:

1. If you are already logged in, click your e-mail address in the upper right corner of Smilebox
2. Follow this link and sign in: <http://secure.smilebox.com/myaccount/account/view>

Do you have any tips for working with Photo Well?

First, understand that the purpose of the Smilebox Photo Well is to store your photos while you create your Digital Scrapbook. Here are a few helpful tips about the Photo Well:

- Photos in the Photo Well are copies of the images you have saved on your hard drive. Deleting the photos in the Photo Well will not delete the photos from your computer.
- Once you place a photo into your page design, the photo is copied and saved with your creation. If you wish to work with a different design or with different photos, you can delete the photos from the Photo Well and add new ones.

- You can change the order of the photos in the Photo Well by dragging and dropping the images to their ideal location.
- Right click on an image you want to rotate and a rotating tool will appear.

How do I add photos to my Photo Well for my Digital Scrapbook?

Click on the "Get Photos" button in Smilebox. This will open your computer's "My Pictures" folder. (If you save your photos in a folder other than your "My Pictures" folder, you can still access them by using the "Get Photos" dropdown bar and selecting the correct folder.) Once you have chosen the photo from your computer that you would like to use, click the "Add" button and it will automatically show up in your Photo Well. Click "Done" when you are finished adding photos.

Can I change fonts, color, words and music on my Digital Scrapbook?

We want you to have as much creative control as possible over your Digital Scrapbook creation. You can choose the music you'd like to use, and you can also select from different Hallmark editorial options or write your own caption. However, you cannot change the font provided or the color of the font.

Why are the backgrounds separated into chapters?

Dividing backgrounds into chapters is simply an easy way to organize them. Each of the five chapters includes 10 different designed backgrounds. We recommend that you browse all five chapters in order to see all 50 backgrounds before deciding which ones to use for your Digital Scrapbook.

Do I have to use all 50 backgrounds?

You can use as many designed backgrounds and use as many photos as you want. It's all up to you—this is your creation, after all.

How do I delete a slide I no longer want?

Click on the "Sorter" button on the right-hand side of the application for the option to delete the slide.

Why doesn't my slide appear on the sorter page as I've designed it?

The sorter page is a tool that allows you to see which photos you have used so far in your Digital Scrapbook. It also allows you to change the order of your slides. The sorter does not show you the background around your photo, but it will be able to help you understand where you are in your slideshow.

When I click on "Save" at the top right of the screen, my Digital Scrapbook does not save to my USB drive. Where does it save? How do I save it to my USB drive?

When you click on "Save" at the top right of the Smilebox screen, what you have created so far is saved locally on your computer's hard drive and also on Smilebox in the My Creations Tab. Click on the "My Creations" tab to return to your Digital Scrapbook. To save your creation to your computer or USB drive, click on "Save/Print/Share."

Where are my Smilebox creations saved? Do I need to back them up?

The files for each of your creations are saved locally on your computer's hard drive. We advise that you back up your work to prevent the loss of your data in the case of a hard drive error or crash. Your files can be found in your "My Documents" folder, in "My Smilebox Creations." Inside you will find subfolders with the same names as your Smilebox creations. To back up your entire set of creations, copy the entire "My Documents\My Smilebox Creations" folder. Remember that these backed-up files still require the Smilebox program to be viewed or edited. You may also view your Smilebox creations by using your

computer's "Preview" function (which uses your locally stored files) or by clicking on the link in a creation that has been e-mailed.

Can I post my Digital Scrapbook on Facebook, Twitter or other social networking sites?

Yes. Click on "Save/Print/Share" at the top of the Smilebox screen and proceed to "Post." You can select which networking site you'd like to post your creation.

How do I play my Digital Scrapbook on my digital frame?

Most digital frames have a USB port. Plug the USB drive containing your saved Digital Scrapbook into the digital frame. Refer to the manual that came with your digital frame in order to play your Digital Scrapbook (most digital frames play content automatically).

I bought the Pandigital Frame from a Hallmark Gold Crown store. How do I use it to play my Digital Scrapbook?

It's easy. Plug the USB drive containing your Digital Scrapbook in the USB port of the Pandigital Frame. Turn on your frame and it should begin playing automatically.

Do I have to use a digital frame to display a Digital Scrapbook?

There are several ways to display your Digital Scrapbook. While you can certainly display it on a digital frame, you can also print your scrapbook and add it to a photo album or Instant Scrapbook. If you'd like to share your creation with others, you can post your Digital Scrapbook to a blog or social networking site, or e-mail it to others. You can also play your Digital Scrapbook on a television or computer by burning it to a DVD.

How do I print my Digital Scrapbook with a professional printing service instead of my home printer?

Save your Digital Scrapbook creation to your USB drive. Each Digital Scrapbook slide will be saved as a JPEG file, just like pictures from your digital camera. You can then take that USB drive directly to the printer at a local retail store.

Is the Family Digital Scrapbook just for family photos or does it work for other photos as well?

You can use the Family Digital Scrapbook in as many ways as you'd like. While the designs offered with the Family Digital Scrapbook are created with family photos in mind, you could also use them to show off your reunion photos, pictures of your kids—whatever you want. The same is true of any of our Digital Scrapbooks.

Are there any new Digital Scrapbooks coming out in the future?

Yes! Hallmark is excited to offer NEW Dog, Grandkids/Kids and Graduation Digital Scrapbooks. Look for these in your Hallmark Gold Crown store in 2010.