

KODAK EASYSHARE Software CD V1.X Troubleshooting Guide for Mac OS X

Getting Started

Use this information to solve problems installing KODAK EASYSHARE Software or getting KODAK EASYSHARE Software to function properly on a MACINTOSH computer running OS X.

How Do I Know that the Software was Installed Successfully and is Functioning Properly

If the software was installed successfully and is functioning properly, when you connect the camera to your computer and turn it on (or press the Connect button on the camera dock), you can:

- Email and print pictures that were tagged for emailing or printing. (The EASYSHARE Software starts up automatically if you tagged pictures on your KODAK camera for email and/or print.)
- Transfer your pictures to the MACINTOSH computer using the Apple Image Capture or iPhoto applications. (One of these applications starts automatically after you email or print pictures that were tagged on your KODAK camera or if you did not tag pictures on your KODAK camera.)

If the Software was Not Installed Successfully or is Not Functioning Properly

If any of the above functions does not work, perform these troubleshooting procedures sequentially to resolve the problem.

1. Verify that your computer meets minimum requirements
2. Verify that no problems occurred during software installation
3. Verify that the camera name appears in the Apple System Profiler
4. Verify that the KODAK EASYSHARE Software is functioning properly

If you complete the relevant troubleshooting procedures and still cannot install the software successfully or get it to function properly, see [“5.0 Getting Additional Help” on page 8](#).

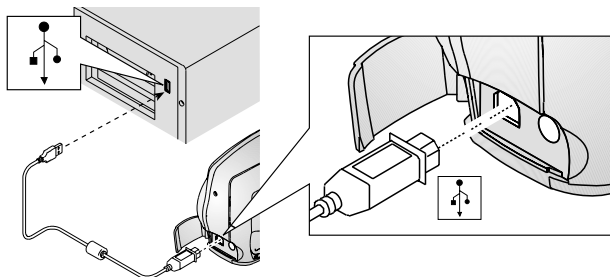
1.0 Verify that Your Computer Meets Minimum System Requirements

1.1 Check the MAC OS

KODAK EASYSHARE Software is supported on these MAC OSs:	MAC OS 10.1.2 or later
To identify the operating system on your computer	Click the Apple icon at the top left of the desktop, then select "About This Mac". Note the version.
If your MAC OS is less than 8.6	Upgrade to at least MAC OS 10.1.2 or use a computer running OS 10.1.2 or greater. NOTE: If you have MAC OS 8.6 or 9.x, you can use KODAK Picture Software, which is also included on the EASYSHARE Software CD version 2.x, to work with your KODAK camera and your pictures.

1.2 Check that the Computer has a USB Port

Files are transferred to the computer via the camera USB port and a USB cable.



If your computer does not have a USB port:

- Install a USB host controller PCI card
- Use a computer with built-in USB ports

1.3 Check that the Computer has Enough Random Access Memory (RAM)

Required	128 MB RAM minimum
To identify how much RAM you have	Click the Apple icon at the top left of the desktop, then select "About This Mac". Note the internal memory.
If you don't have enough RAM	Add memory (see your owner's manual for details) Use a computer that has enough RAM

1.4 Check the Amount of Free Disk Space

Free disk space required	At least 200 MB
To check free disk space	<ol style="list-style-type: none">1. Double-click your startup drive icon (typically labeled MACINTOSH HD).2. Select Finder>Show Info, then note the Available field.
If you don't have enough free space	<p>Remove any files that you no longer use from your hard drive.</p> <ol style="list-style-type: none">1. Go through the folders and files on your hard drive to determine which ones you really need.2. Drag folders and files you don't need to the Trash.3. When finished, select Finder>Empty Trash.4. Recheck the free disk space.

1.5 Check the Display Settings

Minimum requirements	<p>Resolution: At least 800 x 600 pixels</p> <p>Color depth: Thousands or millions</p>
To check the display settings	<ol style="list-style-type: none">1. Click the Apple icon at the top left of the desktop.2. Select Control Panels>Monitors.
If the display settings don't meet the requirements	Try to change them.
If you cannot change the settings	<ul style="list-style-type: none">• Install a new video card• Use a computer that has the minimum display requirements

2.0 Verify that No Problems Occurred During Installation

If the software installation went smoothly - you don't recall having any problems, the software was installed, and no error messages appeared when you restarted the computer - proceed to [“3.0 Verify that the Camera Appears in the Apple System Profiler” on page 5](#).

If problems occurred during installation, at any time from when you inserted the CD until the process was complete and you removed the CD, complete the steps in the table below.

To check that the software was installed	<ol style="list-style-type: none">1. Double-click your startup drive icon (typically labeled MACINTOSH HD).2. Double-click the applications folder, then look for a file named “KODAK EASYSHARE.” If you cannot find the file, reinstall the EASYSHARE Software.
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3.0 Verify that the Camera Appears in the Apple System Profiler

Before you begin, check that:

- The camera is turned on
- The camera (or camera dock) and computer are connected properly
- If you are not using a camera dock, verify that your camera batteries are fully charged. See your camera User's Guide for details.
- The camera (or KODAK EASYSHARE Camera Dock) LED blinks green when connected. If it does not blink green, check the camera LCD for a possible date/time prompt. If you are using a camera dock, make sure that its power supply is plugged in and that you pressed the Connect button. Also check the cable connection. If the LED still doesn't blink green, see [“5.0 Getting Additional Help” on page 8](#).

To check Apple System Profiler for the camera name	<ol style="list-style-type: none">1. Double-click your startup drive icon (typically labeled MACINTOSH HD), then the Utilities folder, then the application named “Apple System Profiler.”2. Click the Devices and Volumes tab.3. Look for “Eastman Kodak Company” in the USB tree.4. If “Eastman Kodak Company” appears, proceed to “4.0 Verify that KODAK EASYSHARE Software is Functioning Properly” on page 6. <p>If “Eastman Kodak Company” does not appear, complete the steps in the following table.</p>
If “Eastman Kodak Company” does not appear	<ol style="list-style-type: none">1. Verify that at least one USB tree appears in the Apple System Profiler. If not, verify that the computer has USB ports. If the computer has USB ports, but no USB tree appears in the System Profiler, your USB ports may be installed as an add-in card. In this case, make sure that you installed the software drivers that were included with the card.2. If the camera is connected to a USB hub, connect it instead directly to a USB port. Then recheck the Apple System Profiler.3. Connect the camera to a different USB port. Then recheck the Apple System Profiler. Repeat with other USB ports.4. Disconnect USB devices other than keyboard and mouse, then recheck the Apple System Profiler.5. Contact Apple Computer for support getting your computer to recognize the camera. Recheck the Apple System Profiler. If “Eastman Kodak Company” appears, proceed to “4.0 Verify that KODAK EASYSHARE Software is Functioning Properly” on page 6. <p>If “Eastman Kodak Company” still does not appear, see “5.0 Getting Additional Help” on page 8.</p>

4.0 Verify that KODAK EASYSHARE Software is Functioning Properly

Before you begin, make sure that:

- The camera power is on.
- The USB cable is properly connected to the camera (or dock) and computer.
- If you're not using a KODAK EASYSHARE dock, that your camera batteries are not weak. (See your camera User's Guide for details.)
- The camera (or KODAK EASYSHARE Camera Dock) LED blinks green when connected. If it does not blink green, check the camera LCD for a possible date/time prompt. If you are using a camera dock, make sure that its power supply is plugged in and that you pressed the Connect button. Also check the cable connection. If the LED still doesn't blink green, see [“5.0 Getting Additional Help” on page 8](#).

4.1 Using KODAK EASYSHARE Software with Tagged Images

If the EASYSHARE Software is functioning properly, and there are tagged images (tagging is available on some KODAK EASYSHARE Cameras) for emailing or printing, the software starts up automatically when you connect the camera or press Connect on the camera dock. The tagged images should appear ready for emailing or printing.

If the software does not start up, complete the steps in the following table.

1. Verify that there are tagged pictures on the camera	See your camera user's guide.
2. Verify that KODAK EASYSHARE Software is installed	<p>On the startup drive (typically MACINTOSH HD), open the Applications folder, then locate the KODAK EASYSHARE folder. (If you don't find it, in the Finder, select File>Find, then type “KODAK EASYSHARE”. If you find the KODAK EASYSHARE folder, the software is installed. Proceed to Step 2.</p> <p>If you cannot find the KODAK EASYSHARE folder, reinstall the software from the software CD, or download the software from the Kodak Web site at http://www.kodak.com/global/en/service/software/digital/applications/easyShare/easyShareLearnMoreMac.jhtml.</p> <p>Try again to email and print your tagged pictures. If you can, the software is functioning properly. If you cannot, proceed to Step 3.</p>

3. If KODAK EASYSHARE Software is installed but doesn't start up	<ol style="list-style-type: none"> 1. Start up the software manually: find the Applications folder, then double-click the icon for KODAK EasyShare Software. If no error messages appear while you're starting up and running the software, continue to the next step. If error messages appear, see "5.0 Getting Additional Help" on page 8. 2. If the software starts up manually but does not start up automatically when you connect a camera with tagged pictures, check that the preferences in the Apple Image Capture application: double-click the Applications folder, then the Image Capture application; verify that the Automatic Task and Hot Plug Action are set to KODAK EASYSHARE. If they are not, change them appropriately. 3. See "5.0 Getting Additional Help" on page 8.
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4.2 Using KODAK EASYSHARE Software as a Standalone Application

You can also use the EASYSHARE Software as a standalone application to view, print, and email your pictures. If you can start the software up, it is functioning properly.

If you cannot start the software up, complete the steps in the following table.

1. Verify that the software is installed.	<ol style="list-style-type: none"> 1. On the startup drive (typically MACINTOSH HD), open the Applications folder, then locate the KODAK EASYSHARE folder. (If you don't find it, in the Finder, select File>Find, then type "KODAK EASYSHARE". If you find the KODAK EASYSHARE folder, the software is installed; proceed to Step 2. If you don't find the folder, install the software.
2. Start up the software manually.	<ol style="list-style-type: none"> 1. Find the Applications folder, then double-click the icon for KODAK EASYSHARE software. If no error messages appear while you're starting up and running the software, continue to the next step. If error messages appear, see "5.0 Getting Additional Help" on page 8. 2. Read the Readme file for EASYSHARE Software for additional information. 3. If you can start the EASYSHARE Software, review the help: from Help, select EASYSHARE Help.
3. Find additional information about the software	For additional information about the software, read the Readme file contained on the KODAK EASYSHARE Software CD. When using the software, you can also review the help; from Help, select EASYSHARE Help.

5.0 Getting Additional Help

Kodak provides online product support for its digital cameras at <http://www.kodak.com/go/camerasupport> with links. Under Support By Product, choose your camera model.

Kodak also provides additional support the KODAK EASYSHARE Software at <http://www.kodak.com/go/support>. From the Product menu, select Software and then EASYSHARE Software.

Review the contents of the page and bookmark it for future use; Web pages are continually updated with the latest information.

See your camera User's Guide for Support numbers.