# Canon

## PowerShot S10
## PowerShot S20
### DIGITAL CAMERA

# *Software Starter Guide*

> **There are precautions that you should take before installing the USB driver software. Ensure that you read this guide before installing it.**

## To Download Images to a Computer

| | for Windows | for Macintosh |
|---|---|---|
| **Install the Software** | P.5 | P.39 |
| **Connect the Camera to a Computer** | P.7 | P.40 |
| **Start the Software and Download Images** | P.15 | P.45 |

**Start ZoomBrowser EX (Windows) or PowerShot Browser (Macintosh computers) and load images onto the computer.**

This is the software guide for both PowerShot S10 and PowerShot S20 digital cameras.

This guide explains the installation method and features of the software for loading and processing images on a computer that have been shot with a Canon PowerShot S10 or PowerShot S20 digital camera.

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This guide explains the software used with both the PowerShot S10 and PowerShot S20. All instructions apply to both models unless otherwise noted. The screen examples in this guide were taken with a PowerShot S10 connected unless otherwise noted.

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# Using the Software on the Windows Platform

# Introducing the Software

This section introduces the powerful software programs provided on the supplied CD-ROM for the Windows platform.

## PowerShot Solution Disk

## ZoomBrowser EX

To load PowerShot S10/S20 images, start ZoomBrowser EX.

### PowerShot S10/S20 Connection Functions

(Also effective for CF card readers or PC card readers)
• Displays the camera images.
• Downloads camera images to the computer.
• Saves computer images to a CF card in the camera.
• Edits slide shows for replay by the camera.
• Automatically starts and displays camera images when the camera is connected to a USB port.

### Image File Management Functions

• Displays, moves, copies or deletes images stored on computer disks.
• Displays all the files in a specified folder at once and zooms them in and out to facilitate visual searches.
• Displays files in chronological order in a window that looks like a time tunnel.

### Image Printing Functions

• Prints multiple images on the same page using the PhotoRecord printing utility.
• Performs auto layouts.
• Allows you to effortlessly place frames or backgrounds around your images for artistic effect.
• Lets you create your own exclusive albums.

### Supports PhotoStitch Panoramas

• Allows you to select camera images or images registered with ZoomBrowser EX and start PhotoStitch to merge a series of images into a panorama in a few simple steps.

### Supports the Adobe PhotoDeluxe Photo Retouching Program

• Starts the Adobe PhotoDeluxe photo retouching program so you can edit and apply special effects to your images.

# PhotoStitch

- Automatically arranges images shot in Stitch Assist mode into the correct order and effortlessly merges them.
- Merges any number of images horizontally or vertically, or in a matrix format.
- Makes images with straight lines appear natural not crooked when merged. (Select the Wide display format)
- A 360 degrees scene shot in several frames can be merged into a 360 degrees image and saved in the QuickTime VR format, making it appear as if you were standing in the middle of the image looking about in all directions.

# TWAIN Drivers

## PowerShot USB TWAIN Driver
## PowerShot RS-232C TWAIN Driver

These are the driver utility programs that work within TWAIN-compliant application programs, such as Adobe PhotoDeluxe and Photoshop, to load camera images directly into the application program. (The USB TWAIN Driver is for use with a USB interface. The RS-232C TWAIN Driver is for use with a serial port interface.) Neither TWAIN Driver can be used as a stand-alone software program.
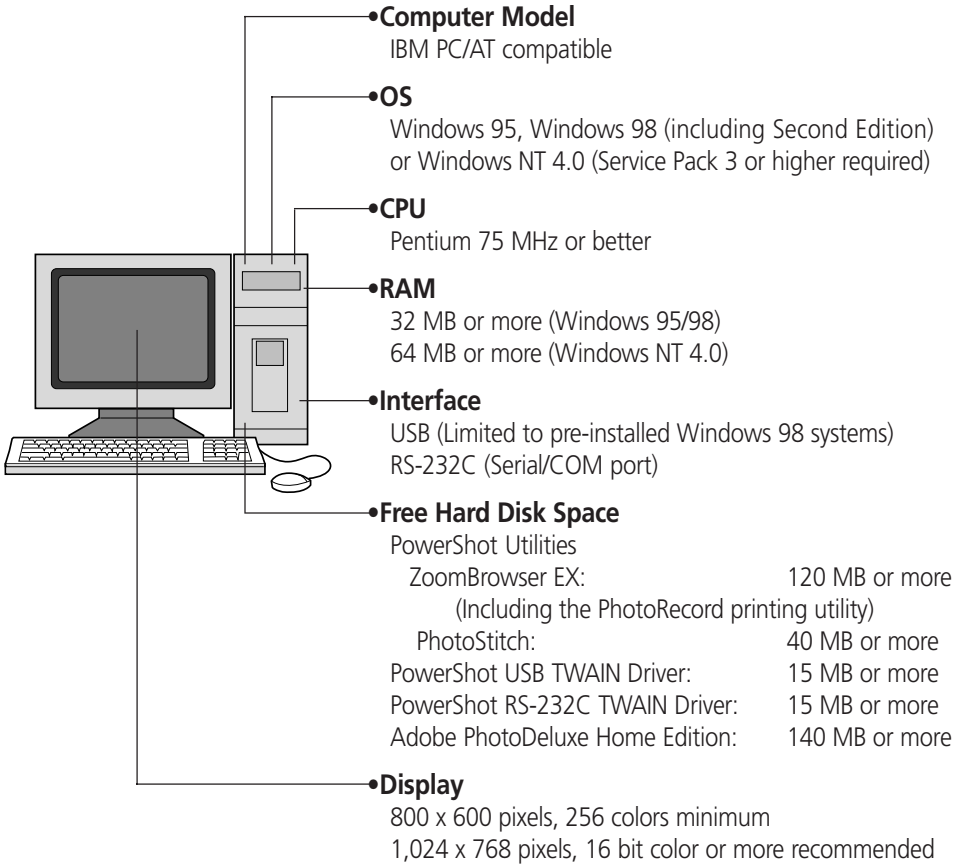
# Adobe PhotoDeluxe (separate CD-ROM)

- Allows you to edit images and effortlessly create greeting cards, birthday cards and calendars.

If the accompanying CD-ROM with the PowerShot S10 is a PowerShot S10 Solution Disk, this CD-ROM is for exclusive use with the PowerShot S10. It cannot be used with a PowerShot S20.

# System Requirements

The following system requirements must be met to install and operate the software.

•**Computer Model**
   IBM PC/AT compatible

•**OS**
   Windows 95, Windows 98 (including Second Edition)
   or Windows NT 4.0 (Service Pack 3 or higher required)

•**CPU**
   Pentium 75 MHz or better

•**RAM**
   32 MB or more (Windows 95/98)
   64 MB or more (Windows NT 4.0)

•**Interface**
   USB (Limited to pre-installed Windows 98 systems)
   RS-232C (Serial/COM port)

•**Free Hard Disk Space**
   PowerShot Utilities
      ZoomBrowser EX:                                120 MB or more
         (Including the PhotoRecord printing utility)
      PhotoStitch:                                    40 MB or more
   PowerShot USB TWAIN Driver:          15 MB or more
   PowerShot RS-232C TWAIN Driver:     15 MB or more
   Adobe PhotoDeluxe Home Edition:     140 MB or more

•**Display**
   800 x 600 pixels, 256 colors minimum
   1,024 x 768 pixels, 16 bit color or more recommended

• A CD-ROM drive is required to install the software.
• QuickTime 3.0 or higher is required to save images in the QuickTime VR format that
  have been merged in PhotoStitch.

# Installing the Software

## Installing from the PowerShot Solution Disk

**1.** Close any application programs that are running.

**2.** Place the supplied Solution Disk in the CD-ROM drive.
The installer panel will automatically display.



- If the installer panel does not automatically display, use the following procedures
  to start it.
  1. Double-click the [My Computer] icon on the desktop, and double-click the CD-ROM
     icon.
  2. Double-click the [Setup] icon.

**3.** Click [Software Installation].

**4.** Select the install location and click the [Next] button.

**5.** Select the software that you wish to install.
- Select [Standard Setup] for a typical installation.
- Select [Custom Setup] if you wish to install only the minimum required programs.

### Software Installed with the Standard Setup Option
PhotoStitch
PowerShot RS-232C TWAIN Driver
ZoomBrowser EX
   PhotoRecord (prints images registered with ZoomBrowser EX)
   OpenPage Print Component (software driver used by PhotoRecord)

- Follow the on-screen instructions to proceed with the installation.

**6.** Click the [Finish] button when the installation is complete and the installer panel appears again.

## Installing Adobe PhotoDeluxe Home Edition

For installation instructions, place the Adobe PhotoDeluxe CD-ROM in the drive and click [ReadMe & Guide] and [Install Guide] in the window that displays.

The serial number shown during installation will be required for the user registration process.

### If You Will Be Connecting via a USB Port
You must install a separate USB driver and the PowerShot USB TWAIN Driver.
Please see page 10 for installation instructions.

# Connecting the Camera to a Computer

There are three interfaces that can be used to connect the camera to a computer. Once a connection is established using one of the three interfaces, you can start the software and begin to load the camera images. (➜ p. 15 or 28)

## Connecting to a USB Port (➜ p. 8)

If your computer is equipped with a USB port such as that shown below, you can connect the camera to it with the supplied USB cable.
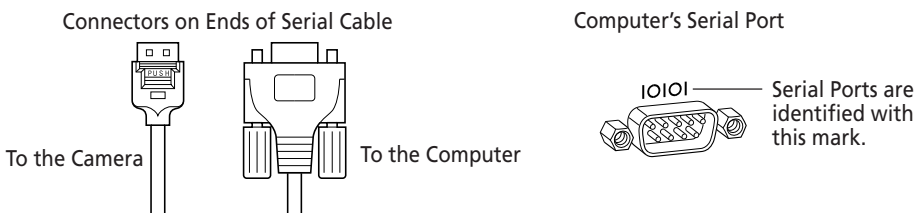
• The USB interface transfers data more rapidly than the serial interface and can start the image loading software automatically.

Connectors on Ends of USB Cable          Computer's USB Port

PUSH

To the Camera          To the Computer

USB Ports are identified with this mark.
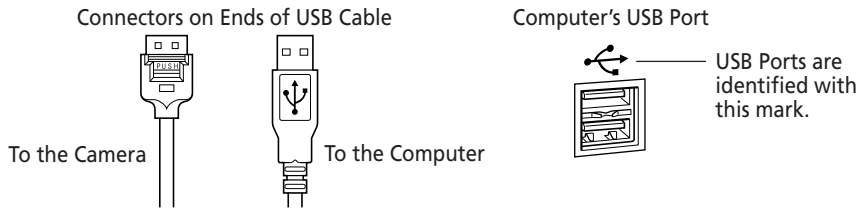
• The camera will not operate correctly with a USB port controlled by the Windows 95 or Windows NT 4.0 operating system.

## Connecting to a Serial Port (COM Port) (➜ p. 13)

If your computer is equipped with a serial port such as that shown below, you can connect the camera to it with the supplied serial cable.

Connectors on Ends of Serial Cable          Computer's Serial Port

PUSH

To the Camera          To the Computer

Serial Ports are identified with this mark.

## Connecting via a CF Card Reader or PC Card Slot (➜ p. 14)

If your computer is equipped with a CF card reader or PC card slot, you can place the camera's CF card into either device to establish a direct connection.

Windows

7

# Connecting to a USB Port

## Requirements for the USB Interface

- The USB interface can only be used to connect the camera to computers purchased with Windows 98 preinstalled (clean installation). The USB ports on computers running versions of Windows 98 upgraded from Windows 3.1 or Windows 95 may not operate correctly.
- Connect the USB cable directly to one of the computer's main USB ports. The interface may not function correctly if the camera is connected via a USB HUB.
- The interface may not function correctly while other USB devices, excluding USB mice and keyboards, are connected. If this problem arises, detach the camera and the other devices, and reconnect the camera only.
- Do not connect more than one camera to the USB ports of the same computer at the same time. The cameras may not operate correctly.

## Important

Please do not place your computer into standby mode while this camera is connected to its USB port. If the computer is placed into standby mode while the camera is connected to the USB port, do NOT disconnect the USB cable from the camera or computer. Try to revive the computer. If the USB cable is detached while the computer is in standby mode, some models of computer may not return to active mode correctly. For instructions regarding the standby mode, please consult the manual accompanying your computer and operating software.

**1.** Attach the supplied USB cable to a USB port directly on the computer and to the DIGITAL terminal of the PowerShot S10/S20 as shown below.

- There is no need to turn the camera or computer power off when attaching or detaching the USB cables.
- Please consult your computer's manual for the location of the USB ports.
- The camera can be connected to any USB port on computers that feature more than one.



USB Port

USB Cable

USB Cable
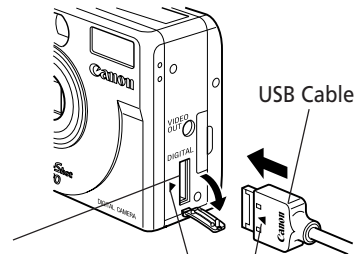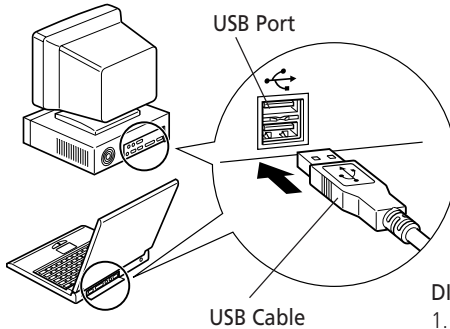
DIGITAL Terminal
1. Open the DIGITAL terminal cover by slipping a fingernail under the top edge and pulling down.

2. Insert the cable so that the ▶ marks on the cable and camera align.

**2.** Install the USB driver and the PowerShot USB TWAIN Driver (First connection only). (➔ pp. 10-12)

## Precaution for Unplugging Cables from the DIGITAL Terminal

Always **press the [PUSH] button** on the connector to detach the cable from the camera's DIGITAL terminal.

PUSH Button
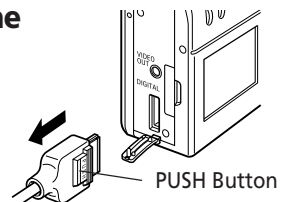
# Installing the Driver Software
## (Preinstalled Windows 98 Systems) First USB Connection Only

## Note Regarding Installation
- The driver installation process will install two programs: USB Driver and PowerShot USB TWAIN Driver.
- Do not cancel the installation partway through. Allow the procedure to finish completely before exiting. The camera may not operate correctly if the installation is incomplete.
- The driver installation is only required the first time the camera is connected via the USB interface. It is not required from the second time onward.

- Your computer may prompt you to insert the CD-ROM containing your Windows system software during the installation. Have the Windows disk handy in case it is required.

**1.** Attach the PowerShot S10/S20 to the computer's USB port and turn the mode dial to the ⌒ position (→ p. 8).

The [Add New Hardware Wizard] will appear after a moment.

**2.** Read the dialog and click the [Next] button.



The dialog will change to the search selection dialog.

## What to Do if the Installation Does Not Proceed Properly
Read the Troubleshooting the Driver Software Installation section on page 30 if the installation cancels itself during the procedure, if the installation does not proceed as described in these procedures, or if you think that the drivers are not properly installed.

**3.** Select the [Search for the best driver for your device (Recommended)] option and click the [Next] button.



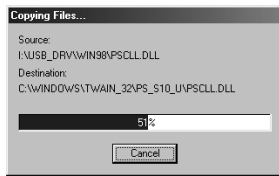The dialog will change to one that allows you to specify the search location.

**4.** Select the [CD-ROM drive] option.

**5.** Place the PowerShot Solution Disk in the CD-ROM drive and click the [Next] button.



**6.** Read the dialog and click the [Next] button.

The file copying process will initiate.



Do not click the [Cancel] button while copying is in progress.

When all the necessary files have been copied, the dialog will state that the installation is complete.

• Your computer may prompt you to place the CD-ROM containing the Windows system software into the CD-ROM drive. See the box below.

**7.** Read the dialog and click the [Finish] button.



The [PowerShot S10 Event] or [PowerShot S20 Event] dialog will display to allow you to select application programs. (➔ p. 15 Step 4, p. 28 Step 3)

• If a dialog prompts you to restart your computer, remove the Disk from the CD-ROM drive and restart the computer as prompted.

## What to Do If You Are Prompted for the Windows System Disk during the Driver File Copying Process

If prompted for the Windows system disk, replace the PowerShot Solution Disk with it and perform the requested procedures. If a dialog states that the [usbscan.sys] file cannot be found, click the [Browse] button and specify the location as the [WIN98] folder on the Windows system CD-ROM. Be sure to specify [WIN98] on the Windows system CD-ROM, not the location for the [usbscan.sys] file that appears in the dialog.
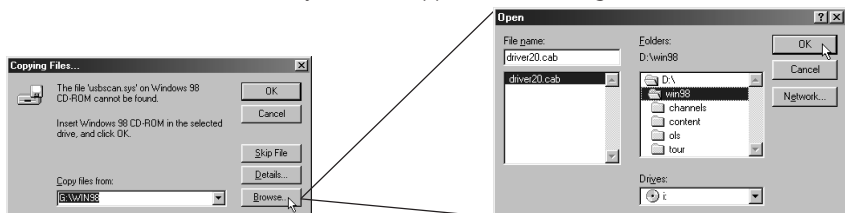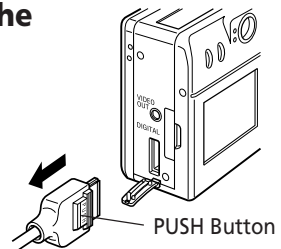
# Connecting to a Serial Port (COM Port)

**1.** Shut down the computer and turn the camera's mode dial to the Off position.

**2.** Attach the supplied serial cable to a serial port on the computer and to the camera's DIGITAL terminal as shown below.

• Please consult your computer's manual for the location of the serial port.

Serial Port (COM Port)

Serial Cable

Serial Cable

DIGITAL Terminal
1. Open the DIGITAL terminal cover by slipping a fingernail under the top edge and pulling down.

2. Insert the cable so that the ▶ marks on the cable and camera align.
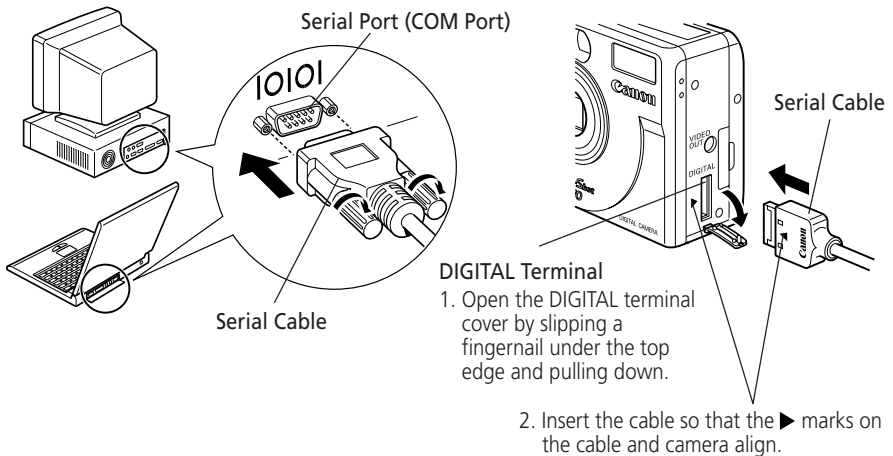
**3.** Turn on the computer and start Windows.

## Precaution for Unplugging Cables from the DIGITAL Terminal

Always **press the [PUSH] button** on the connector to detach the cable from the camera's DIGITAL terminal.

PUSH Button

# Connecting via a CF Card Reader or PC Card Slot

To load images directly from a CF card to a computer, eject the card from the camera, place it in a separately sold PC card adapter (PCMCIA card adapter) and insert the assembly into the PC card slot as shown below.
The adapter is not required if your computer is equipped with a CF card reader. Place the CF card directly into the reader.

*1.* Place the CF card in the PC card adapter.



Place CF Card in Adapter

*2.* Insert the assembly into the computer's PC card slot or a PC card reader attached to the computer.

The requirements for the power being on or off when the PC card adapter is inserted differ according to the product. Please consult the manuals accompanying your equipment.



Insert into Slot

# From Loading to Printing

This section provides a simple explanation of the procedures for using ZoomBrowser EX to load and print images. Please refer to the ZoomBrowser EX Help file for more details.

## Auto Save and Batteries

When the camera is connected to a computer and powered by a 2CR5 lithium battery or Battery Pack NB-5H, a message will ask if you wish to remain connected after approximately five minutes without a camera control being accessed. If you select [No], the camera will shut down after approximately one minute (PC icon disappears from the display panel). You can restore the connection **by pressing the shutter button** (PC icon displays in the display panel).

## Starting ZoomBrowser EX

**1.** Open a connection between the camera and computer.
- Connecting to a USB Port (➜ p. 8)
- Connecting to a Serial Port (➜ p. 13)
- Connecting via a CF Card Reader or PC Card Slot (➜ p. 14)

**2.** Turn the camera's mode dial to the ⤳ position.

**3.** Start ZoomBrowser EX.
- Double-click the [Canon PowerShot] icon on the desktop.
- If the [Canon PowerShot] icon does not appear on the desktop, click the Windows [Start] button and select [Programs], [Canon PowerShot Utilities], [ZoomBrowser EX] and [ZoomBrowser EX].
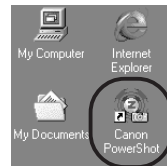
Quick Tips will automatically display. Read these tips to quickly understand operating procedures.

Canon PowerShot Icon

**4.** Use one of the three interfaces to display the camera window.

### USB Interface

The [PowerShot S10 Event] or [PowerShot S20 Event] dialog will appear so that you can select an application to start when you connect the camera to a USB port. Select ZoomBrowser EX and click the [OK] button. ZoomBrowser EX will start and thumbnail images will display in the camera window. (➜ p. 17)

**Windows**

**15**
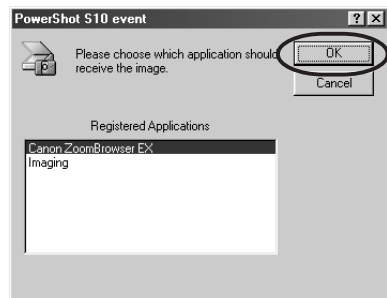
**Settings for Applications that Start Automatically**
• Follow the procedures below to start ZoomBrowser EX without first displaying the [PowerShot S10 Event] or [PowerShot S20 Event] dialog.
1. Open the [My Computer] window while the camera is connected to the computer via the USB interface.
2. Open the [Control Panel] and select [Scanners and Cameras] and either [PowerShot S10] or [PowerShot S20].
3. Click the [Properties] button and display the [Events] tab.
4. A list of applications registered for automatic starting will display. Remove the checks beside every program except for ZoomBrowser EX. Click the [OK] button.
ZoomBrowser EX will now start automatically the next time you connect the camera. If the [Disable device events] option has a check mark, the automatic start will be turned off.

## Serial Interface

Click the [IMPORT IMAGES] button and select [From Camera]. Thumbnail images will display in the camera window. (➜ p. 17)
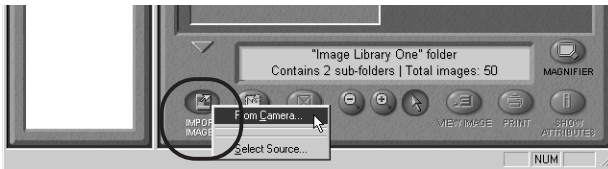


## Having Trouble Connecting to the Computer?

If the settings for the COM port are not correct, the [Communication Settings] dialog will display. (It will not display if you are connecting via a USB port.)



• Set the port type, port name and baud rate settings and click the [OK] button.
• Select [RS-232C] for the port type. For the port name, select the port to which the interface cable is connected. If you are uncertain about the port to which it is connected, click the [Detect] button.
• There is usually no need to change the baud rate setting from 115.2 K, but if you are having trouble with the connection, try a slower baud rate.
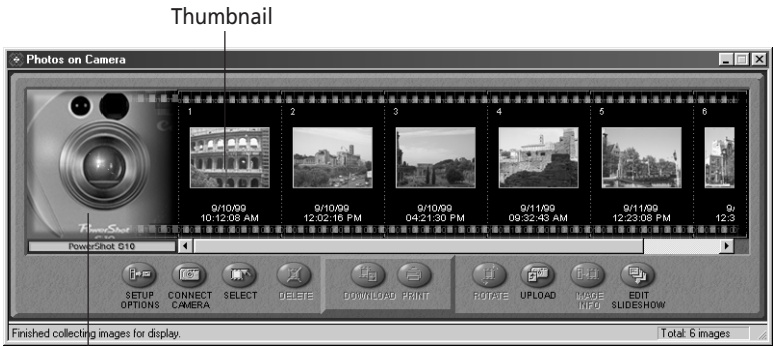
## PC Card Reader or PC Card Slot Interface

Click the [IMPORT IMAGES] button and select [From Dcim]. Thumbnail images will display in the camera window.
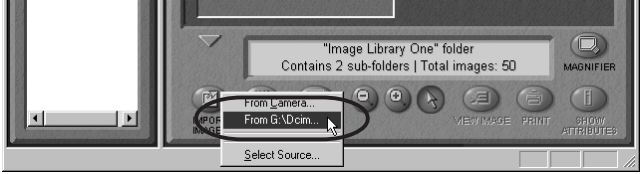


## ZoomBrowser EX Camera Window

The camera window will open when a connection to a camera or CF card is initiated. Thumbnail (small) images will display.

Thumbnail



The image of the connected camera or CF card will display.

# Loading Images from the Camera

**1.** Create a folder in which to save the images from the camera.

In the explorer view, right click the [My Images] folder. Select [Rename Folder] from the pop-up menu and input a folder name.



**Explorer View**

**2.** Select the renamed folder.

Click the renamed folder in the explorer view.



**3.** Select the images that you wish to download from the camera window and click the [DOWNLOAD] button.

Click the thumbnail(s) you wish to select.

**Thumbnail**

The downloaded images will display in the browser area.



Browser Area

To disconnect the camera, click the close box ✕ at the upper right of the camera window. The camera window will close.

# Printing Images

**1.** Select the image(s) you wish to print and click the [PRINT] button.



The PhotoRecord printing utility will start and the selected image(s) will automatically display in a page layout.

**2.** Adjust the print settings if you wish to change the page layout.

Please refer to page 27 or the PhotoRecord Help file for instructions.

**3.** Click the PhotoRecord [PRINT] button.
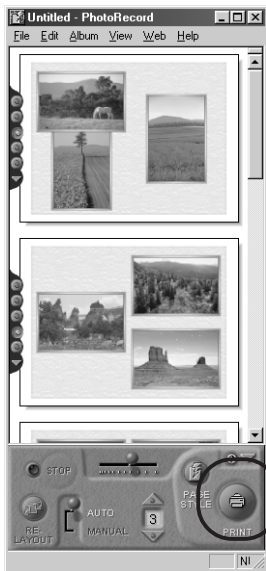


The Print dialog will display.

**4.** Click the [OK] button to start printing.

# Basic Procedures for Using ZoomBrowser EX

This section provides a simple explanation of the basic procedures for using ZoomBrowser EX. Please refer to the ZoomBrowser EX Help file for more details.
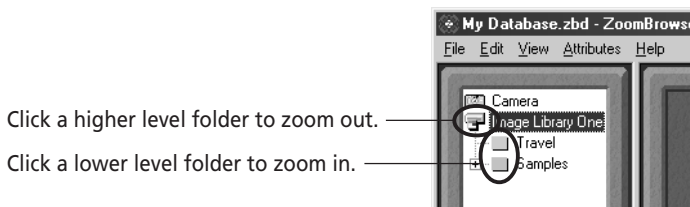
## Displaying Images

### Zooming Images In and Out

#### (a) Double-Clicking the Browser Area
Double-click the background frame of a folder to zoom it to fill the browser area.

Double-Click the Background Frame of the Folder

Browser Area

Click this button to go back to a folder one level higher.
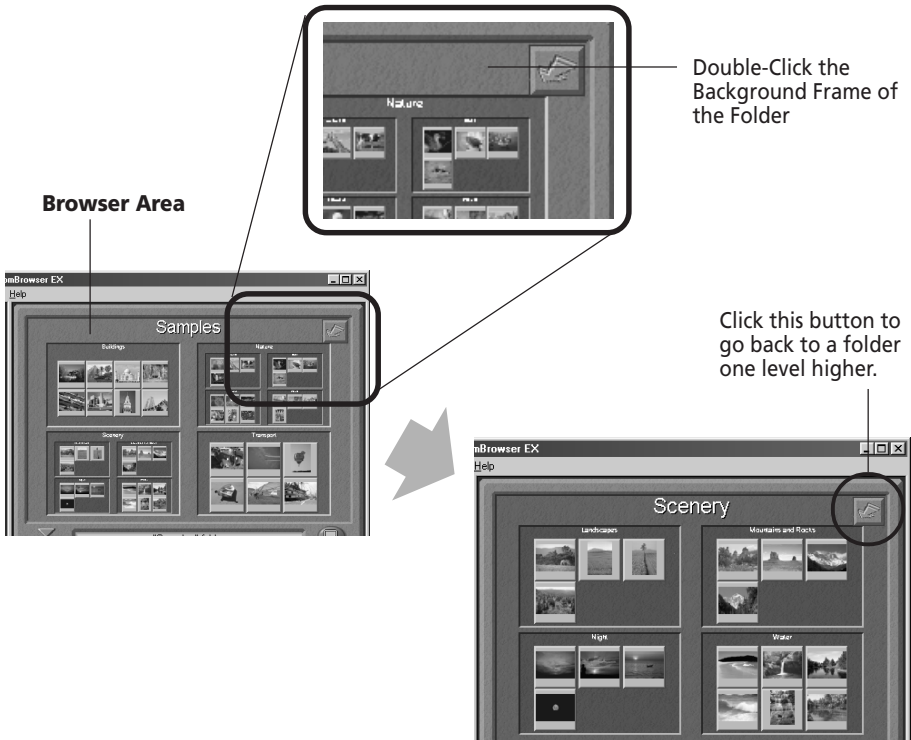
#### (b) Selecting a Folder in the Explorer View
You can also zoom a folder in or out with its icon selected in the explorer view.

Click a higher level folder to zoom out.

Click a lower level folder to zoom in.

## Zooming a Single Image

Double-click an image in the browser area.
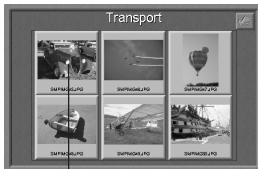


Double-Click the Image

## Displaying Images in Chronological Order

Select a folder or some images, click the [View] menu and select [TimeTunnel].
• The selected image(s) will display in a time tunnel window.
• Please refer to the TimeTunnel Help file for more details on how to operate this function.



Drag the tab up or down to move through the time tunnel.

To return to the browser window, click this button.

# Organizing Images

## Changing the Image Location

You can change the location of an image by dragging and dropping it.

Drag and drop from the browser area
to the explorer view



**Browser Area**

Drag and drop
within the
browser area
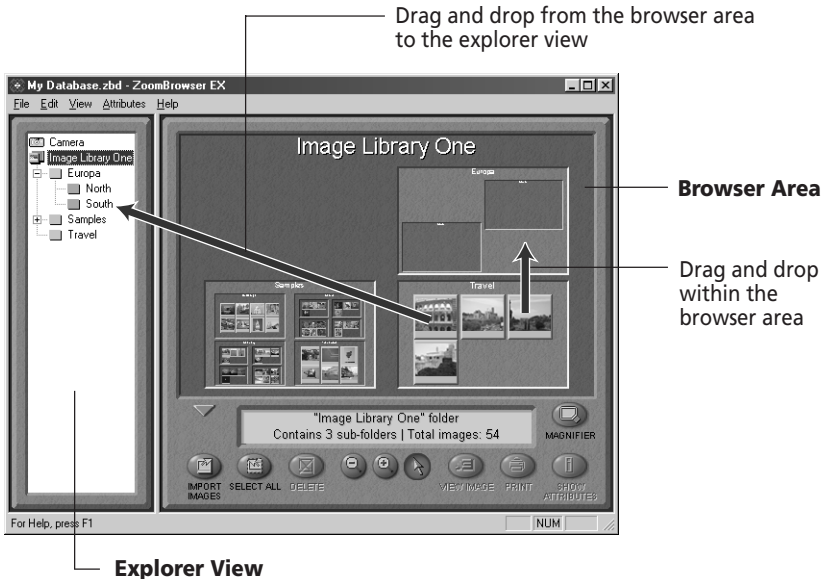
**Explorer View**

The [Image Library One] folder is located within the folder in which ZoomBrowser EX was installed. The explorer view displays files at levels below this folder.

## Add a New Library Folder

- Adding a folder to the explorer view allows you to display the images in that folder and its subfolders in ZoomBrowser EX.
- Click the [File] menu, select [Add Image Library] and select the folder. The selected folder will appear in the explorer view as a new library.

## Refresh the Contents of a Library

If you have used another program, such as Windows Explorer or Adobe PhotoDeluxe, to move or edit images that are registered with ZoomBrowser EX, you should click the [View] menu and select [Refresh Current Library].

# Saving Computer Images to a CF Card in the Camera

**1.** Open the camera window. (➜ p. 15)

**2.** Click the [UPLOAD] button in the camera window.

**3.** Select the images from the computer and click the [Open] button.

The [Upload Images from Disk] dialog will display. Select the images you wish to save to the camera and click the [Open] button. The [Save to Camera] dialog will display.

**4.** Select image size and resizing options and click the [Save to Camera] button.

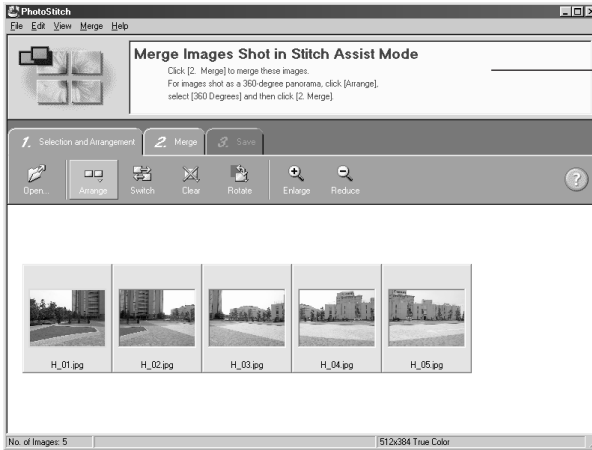The selected image will be saved onto the camera's CF card.

# Editing Camera Slide Shows

**1.** Open the camera window. (➜ p. 15)

**2.** Click the [EDIT SLIDESHOW] button.

The Edit Slide Show window will display.
- The camera images will display on the left side. Images registered in the selected slide show will display on the right side.
- Slide Shows 1 to 3 correspond to the numbers of the slide shows that can be shown with the camera.

**3.** Drag and drop images from the area on the left to the area on the right to register them in the slide show.

You can drag images to change their order in the area on the right. This order corresponds to the order in which they replay.

**4.** Click the [Save to Camera] button.

The slide show will be saved to the CF card in the camera.

**5.** Click the [Exit] button on the toolbar.

# Stitching Panoramas Together with PhotoStitch

## To Merge Images Registered in ZoomBrowser EX

- You can merge a series of overlapping images into a single, seamless panorama.
- Select the images in the browser area, click the [Edit] menu and select [PhotoStitch]. The PhotoStitch program will start.
- Follow the instructions in the guidance window to merge the images.
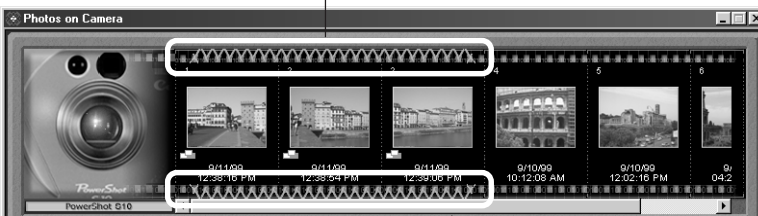- Please refer to the PhotoStitch Help file for more details.



Follow the instructions to merge the images.

## Images Shot in Stitch Assist Mode

PhotoStitch automatically arranges images shot with the Stitch Assist mode of PowerShot digital cameras into the correct order and orientation, making it easy to merge these images. Stitch Assist mode images display in the camera window as shown below.

Images shot in Stitch Assist mode have a green stitch mark.
Click the stitch mark to start PhotoStitch and merge those images.



Please see the camera's User Guide for instructions for shooting in Stitch Assist mode.

# Editing and Applying Special Effects to Images

**1.** Confirm that the Adobe PhotoDeluxe program has been installed. (Install it from the Adobe PhotoDeluxe CD-ROM)

**2.** Select images from the browser area of ZoomBrowser EX.

**3.** Click the [Edit] menu and select [Edit Image using Adobe PhotoDeluxe Home Edition]

Please refer to the Adobe PhotoDeluxe Help file and electronic guide (Getting Started.pdf) for instructions for this program.

**4.** Edit and apply special effects to the image.
- Once you have finished editing the image, click the [File] menu and select [Export] and [File format] and save the image.
- ZoomBrowser EX supports the BMP, FlashPix, JPEG and TIFF file formats.
- If you selected a folder registered in ZoomBrowser EX as the save location, please return to the ZoomBrowser EX window, click the [View] menu and select [Refresh Current Library] to update the thumbnail in ZoomBrowser EX.

# Printing Images

Select the folder or image(s) for printing from the browser area or camera window and click the [PRINT] button to start the PhotoRecord program. The selected images will automatically display in a page layout. Please refer to the PhotoRecord Help file for more details.

Use these buttons to arrange the layout for each page.

Drag the images to change the layout.

Click this to stop importing images.

Slide this left to reduce the image, right to enlarge it.

Click this to switch between auto and manual layout mode.

Click this to redo the layouts for all pages.

Click this to display Help

Click this to display the Print dialog.

Click this to set the default number of images printed per page.

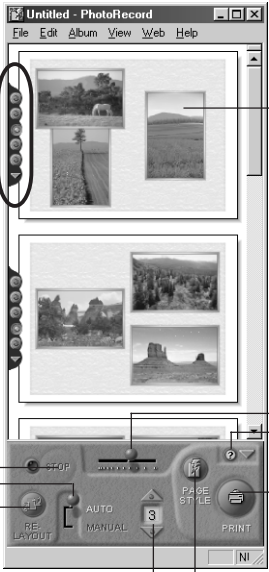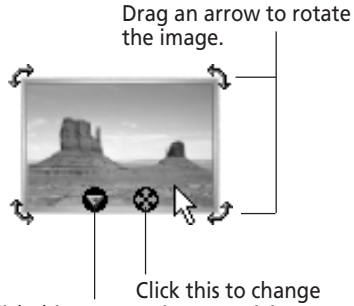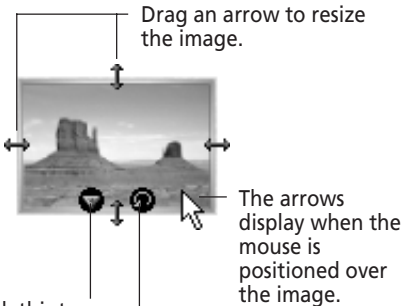Click this to change the background design or paper orientation.

## Image Resizing Mode

Drag an arrow to resize the image.

The arrows display when the mouse is positioned over the image.

Click this to display a pop-up menu.

Click this to change to rotating mode.

## Image Rotating Mode

Drag an arrow to rotate the image.

Click this to display a pop-up menu.

Click this to change to image resizing mode.

27

# Loading Images with TWAIN-Compliant Application Programs

This section explains how to load images into TWAIN-compliant application programs. Please read the manual for each application program for detailed instructions. This example uses Adobe PhotoDeluxe to illustrate typical procedures.

## Starting the Software

**1.** Connect the camera to the computer.
- Connecting to a USB Port (➜ p. 8)
- Connecting to a Serial Port (➜ p. 13)
- Connecting via a CF Card Reader or PC Card Slot (➜ p. 14)

**2.** Start Adobe PhotoDeluxe.

**3.** Turn the camera's mode dial to the ∿ position.

### USB Interface

- The [PowerShot S10 Event] or [PowerShot S20 Event] dialog will display when you connect the camera to a USB port so that you can select which application to start.
- Select Adobe PhotoDeluxe Home Edition and click the [OK] button. The TWAIN Driver will appear.
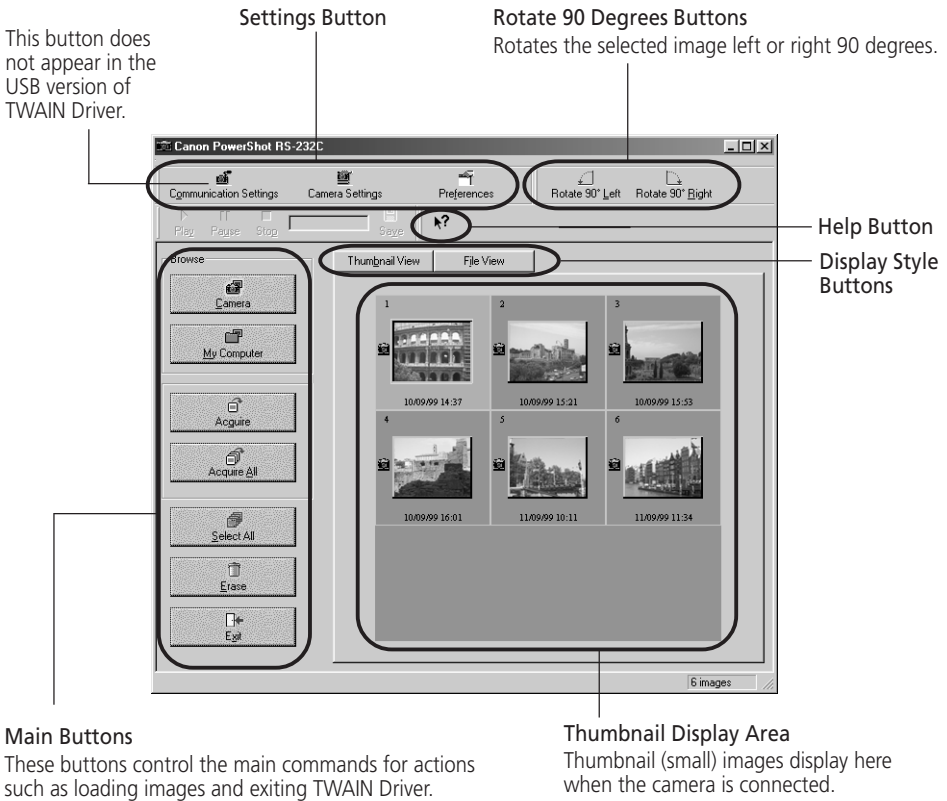
### Serial Interface / PC Card Reader or PC Card Slot Interface

1. Click [Get & Fix Photo] at the upper left of the window.
2. Click [Get Photo] from the dialog that displays and select [Cameras].
3. Click the [1 Camera] tab.
   - Confirm that [Canon PowerShot RS-232C] is selected as the [Camera Models] option.
4. Click the [Open Camera] button.
   - TWAIN Driver will start.

Steps 5 and 6 are for Serial Interface Users Only

5. Click the [Communication Settings] button.
6. Set the port type, port name and baud rate settings, and click the [OK] button.
   - Select [RS-232C] for the port type.
   - For the port name, select the port to which the interface cable is connected. If you are uncertain about the port to which it is connected, click the [Detect] button.
   - There is usually no need to change the baud rate setting from 115.2 K, but if you are having trouble with the connection, try a slower baud rate.

# Guide to the TWAIN Driver Window

Settings Button

Rotate 90 Degrees Buttons
Rotates the selected image left or right 90 degrees.

This button does
not appear in the
USB version of
TWAIN Driver.

Help Button

Display Style
Buttons

Main Buttons
These buttons control the main commands for actions
such as loading images and exiting TWAIN Driver.

Thumbnail Display Area
Thumbnail (small) images display here
when the camera is connected.

## Loading Images from the Camera

**1.** Click the [Camera] button.

• Click the [My Computer] button if you are loading images directly from a CF card.
• The images from the camera or CF card will display in the thumbnail display area.

**2.** Select an image and click the [Acquire] button.

The acquired image will appear in the window of Adobe PhotoDeluxe.

# Troubleshooting the Driver Software Installation

## Confirm the Following Conditions:
1. Is the camera connected to the computer correctly? (p. 7)
2. Is the camera's mode dial in the ∿ position?
3. Is the battery charge sufficient?
   You are recommended to use the AC adapter when connecting to a computer.

You will not be able to confirm the driver status if there is a problem with one of the items above.

If you answered no to one of the above questions, try reinstalling the drivers with the procedures in the Installing the Driver Software section when the [Add New Hardware Wizard] appears.

## Check to See That Installation Conditions are Met

### • Does the appropriate item, PowerShot S10 or PowerShot S20, appear in the Scanners and Cameras Properties dialog?

Use the following procedures to display the dialog.
1. Click the Windows [Start] menu and select [Settings] and [Control Panel].
2. Double-click the [Scanners and Cameras] icon.
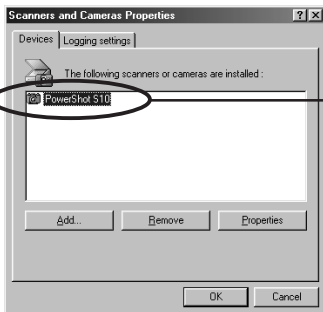


Confirm that the appropriate item, PowerShot S10 or PowerShot S20, is displayed.
The names of scanners and other devices for which drivers have already been installed will show in this window.

## What to Do if [PowerShot S10] or [PowerShot S20] Is Not in the Scanners and Cameras Properties Device List or if the [Scanners and Cameras] Icon Is Not in the Control Panel

**1.** Open the [System Properties] dialog and check the [Device Manager] tab.

1. Double-click the [System] icon in the Control Panel.
2. Click the [Device Manager] tab.

**2.** Check the [Other devices] or [Imaging Devices] categories for either the [PowerShot S10] or [PowerShot S20] item. Delete it with the following procedures.
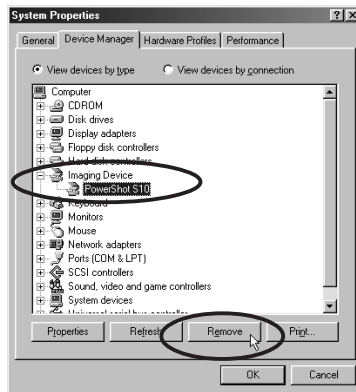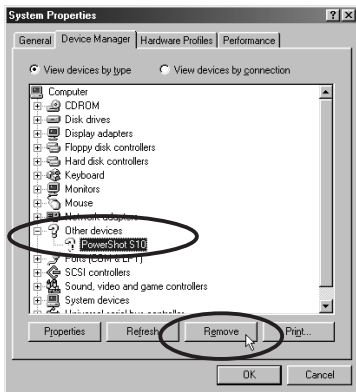


1. Select either the [PowerShot S10] or [PowerShot S20] item and click the [Remove] button.
2. Click the [OK] button on the confirmation dialog.
3. Click the [OK] button to close the System Properties dialog.

Delete all copies if the [PowerShot S10] or [PowerShot S20] item appears in more than one category, such as the [Imaging Devices] and [Other Devices], or if it is duplicated in the [Other Devices].

**3.** Double-click the [My Computer] icon on the Windows desktop.



**4.** Double-click the [C:] hard disk drive icon to open it.

**5.** Double-click the [Windows] folder to open it.

Windows

**6.** Double-click the [Inf] folder to open it.

If you do not spot the [Inf] folder in the Windows folder, click the [View] menu and select [Folder Options], the [View] tab and the [Show All Files] option. (→ p. 33)

Inf

**7.** Find and delete the [Drvdata.bin] and [Drvidx.bin] files.

Drvdata.bin     Drvidx.bin

> The [Inf] folder contains numerous files. Ensure that you double-check the file names before you delete any files.

**8.** Double-click the [Other] folder within the [Inf] folder to open it.

Other

**9.** Find and delete the [Canon.IncCanon_DC] file.

Skip this step if this file is not present in the [Other] folder within the [Inf] folder.

Canon.IncCan
on_DC

**10.** Reconnect the camera to the computer and reset its mode dial to the ∿ position.

The [Add New Hardware Wizard] will appear.

**11.** Install the driver software according to the procedures in the Installing the Driver Software section starting on page 10.

## What to Do if the [Inf] Folder Does Not Appear in the [Windows] Folder

Follow the procedures below to select the [Show all files] option.

1) Click the [View] menu and select [Folder Options].
2) Click the [View] tab.
3) Click the [Show all files] option in the Hidden files section of the Advanced settings list.
4) Click the [OK] button to close the [Folder Options] dialog.

This will display the folders and files that were not previously visible.
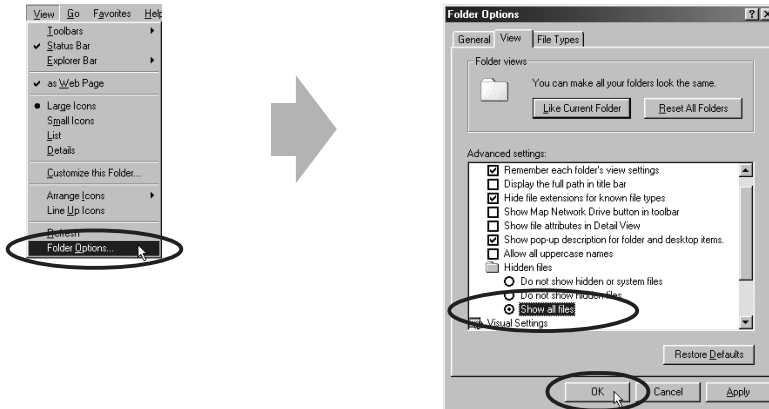
## What to Do if [PowerShot S10] or [PowerShot S20] Appears in the Scanners and Cameras Properties Device List

*1.* Select the [PowerShot S10] or [PowerShot S20] name in the Scanners and Cameras Properties device list and click the [Remove] button.
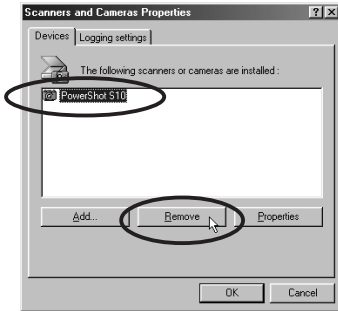


*2.* Click the [OK] button and close the [Scanners and Cameras Properties] dialog.

*3.* Using Steps 3 to 11 on starting on page 31, delete the [Drvdata.bin], [Drvidx.bin] and [Canon.IncCanon_DC] items, and reinstall the driver software.

# Using the Software on the Macintosh Platform

# Introducing the Software

This section introduces the powerful software programs provided on the supplied CD-ROM for Macintosh computers.

## PowerShot Solution Disk

## PowerShot Browser

To load PowerShot S10/S20 images, start PowerShot Browser.

### PowerShot S10/S20 Connection Functions

(Also effective for CF card readers or PC card readers)
• Displays the camera images.
• Downloads camera images to the computer.
• Saves computer images to a CF card in the camera.
• Edits slide shows for replay by the camera.
• Automatically starts and displays camera images when the camera is connected to a USB port.

### Image File Management Functions

• Displays, moves, copies or deletes images stored on computer disks.
• Displays the files in a specified folder.
• Displays files in chronological order in a window that looks like a time tunnel.

### Prints Images

• Prints a specified number of images on a single page.

### Supports PhotoStitch Panoramas

• Allows you to select camera images or images registered with PowerShot Browser and start PhotoStitch to merge a series of images into a panorama in a few simple steps.

### Supports the Adobe PhotoDeluxe Photo Retouching Program

• Starts the Adobe PhotoDeluxe photo retouching program so you can edit and apply special effects to your images.

# PhotoStitch

- Automatically arranges images shot in Stitch Assist mode into the correct order and effortlessly merges them.
- Merges any number of images horizontally or vertically, or in a matrix format.
- Makes images with straight lines appear natural not crooked when merged (Select the Wide display format).
- A 360 degrees scene shot in several frames can be merged into a 360 degrees image and saved in the QuickTime VR format, making it appear as if you were standing in the middle of the image looking about in all directions.

## PowerShot Plug-In Module

This is the driver utility required to load images from a camera into a Plug-In compliant application program, such as Adobe PhotoDeluxe or Photoshop. Plug-In Module cannot be used as a stand-alone software program.
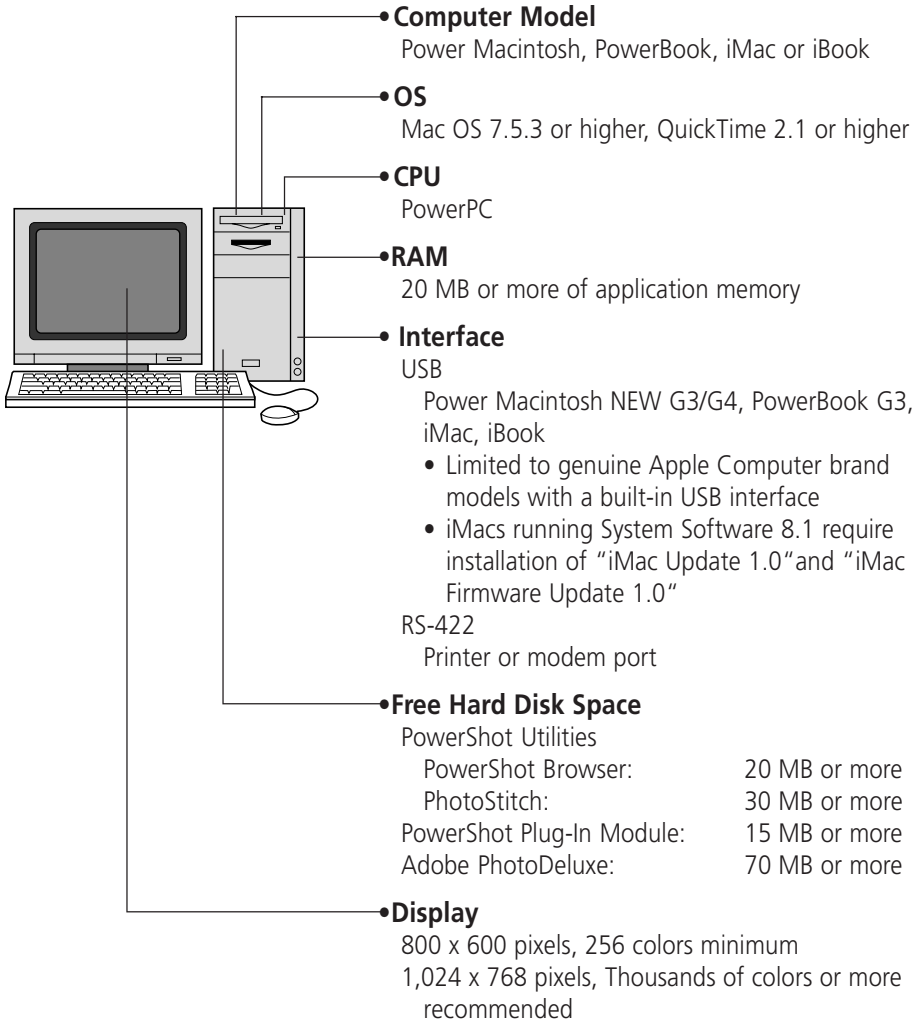
## Adobe PhotoDeluxe (separate CD-ROM)

- Allows you to edit images and effortlessly create greeting cards, birthday cards and calendars.

Macintosh

# System Requirements

The following system requirements must be met to install and operate the software.

•**Computer Model**
  Power Macintosh, PowerBook, iMac or iBook

•**OS**
  Mac OS 7.5.3 or higher, QuickTime 2.1 or higher

•**CPU**
  PowerPC

•**RAM**
  20 MB or more of application memory

• **Interface**
  USB
    Power Macintosh NEW G3/G4, PowerBook G3,
    iMac, iBook
    • Limited to genuine Apple Computer brand
      models with a built-in USB interface
    • iMacs running System Software 8.1 require
      installation of "iMac Update 1.0"and "iMac
      Firmware Update 1.0"
  RS-422
    Printer or modem port

•**Free Hard Disk Space**
  PowerShot Utilities
    PowerShot Browser:           20 MB or more
    PhotoStitch:                 30 MB or more
  PowerShot Plug-In Module:      15 MB or more
  Adobe PhotoDeluxe:             70 MB or more

•**Display**
  800 x 600 pixels, 256 colors minimum
  1,024 x 768 pixels, Thousands of colors or more
    recommended

- A CD-ROM drive is required to install the software.
- Plug-In Module 3.0 is compatible with Adobe Photoshop Ver. 3.0 or higher.
- QuickTime 2.5 or higher and the QuickTime VR Extension 2.0.1 or higher are required
  to save images in the QuickTime VR format that have been merged in PhotoStitch.

# Installing the Software

## Installing from the PowerShot Solution Disk

**1.** Close any application programs that are running.

**2.** Place the supplied Solution Disk in the CD-ROM drive.

**3.** Double-click the [CD-ROM] icon.

**4.** Double-click the [PowerShot Installer] icon.

The installer panel will display.



**5.** Click [Software Installation] and Select the software programs you wish to install.
- Select [Easy Install] for a typical installation.
- Select [Custom Install] if you wish to install only the minimum required programs.

> ### Software Installed with the Easy Install Option
> PowerShot Browser, PhotoStitch, PowerShot Plug-In Module

**6.** Select a folder and proceed according to the on-screen instructions.

**7.** Restart the computer after the installation is complete if prompted by a message.

## Installing Adobe PhotoDeluxe

For installation instructions, please see the electronic guide (Getting Started.pdf) contained in the [Open Me First!] folder on the Adobe PhotoDeluxe CD-ROM.

The serial number shown during installation will be required for the user registration process.
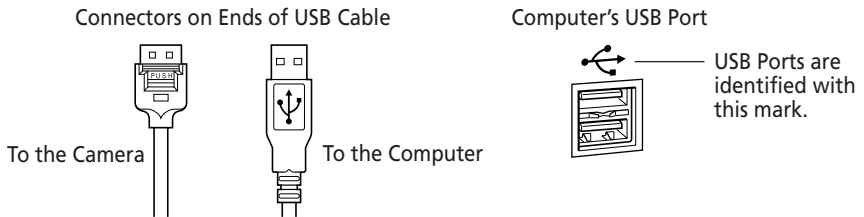
**Macintosh**

# Connecting the Camera to a Computer

There are three interfaces that can be used to connect the camera to a computer. Once a connection is established using one of the three interfaces, you can start the software and begin to load the camera images. (➜ p. 45 or 55)
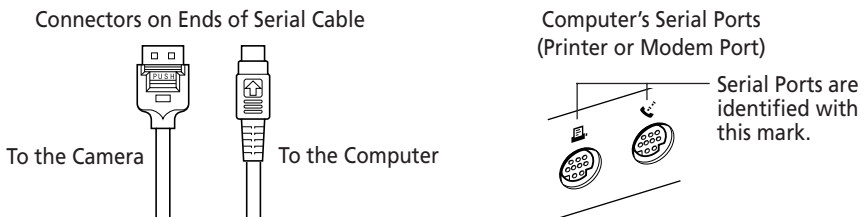
## Connecting to a USB Port (➜ p. 41)

If your computer is equipped with a USB port such as that shown below, you can connect the camera to it with the supplied USB cable.

• The USB interface transfers data more rapidly than the serial interface and can start the image loading software automatically.

Connectors on Ends of USB Cable

To the Camera    To the Computer

Computer's USB Port

USB Ports are identified with this mark.

## Connecting to a Serial Port (Printer or Modem Port) (➜ p. 43)

If your computer is equipped with one of the serial ports shown below, you can connect the camera with the supplied Macintosh cable.

Connectors on Ends of Serial Cable

To the Camera    To the Computer

Computer's Serial Ports
(Printer or Modem Port)

Serial Ports are identified with this mark.

## Connecting via a CF Card Reader or PC Card Slot (➜ p. 44)

If your computer is equipped with a CF card reader or PC card slot, you can place the camera's CF card into either device to establish a direct connection.

# Connecting to a USB Port
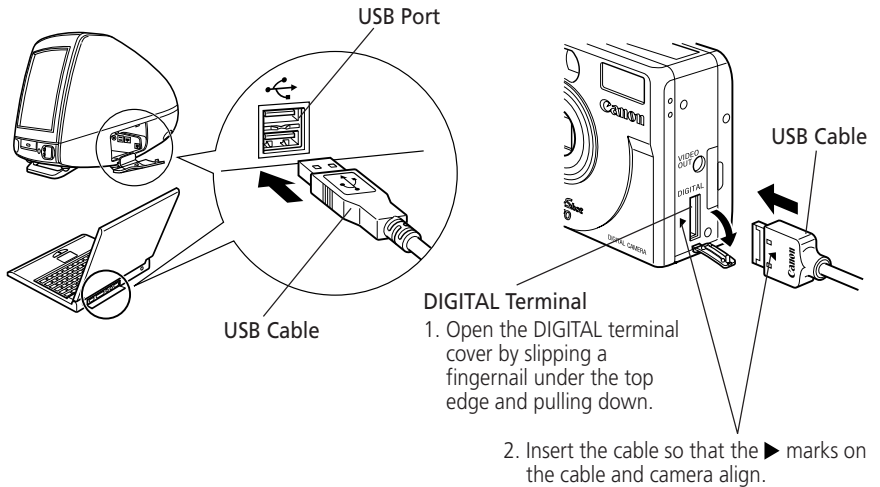
## Requirements for the USB Interface
- Use of the USB interface for connecting the camera is limited to the Power Macintosh New G3/G4, PowerBook G3, iMac and iBook series with built-in USB connectors.
- Connect the USB cable directly to one of the computer's main USB ports. The interface may not function correctly if the camera is connected via a USB HUB.
- The interface may not function correctly while other USB devices, excluding USB mice and keyboards, are connected. If this problem arises, detach the camera and the other devices, and reconnect the camera only.

## Important
**Please do not place your Macintosh computer into sleep mode while this camera is connected to its USB port. If the computer is placed into sleep mode while the camera is connected to the USB port, do NOT disconnect the USB cable from the camera or computer. Try to revive the computer. If the USB cable is detached while the computer is in sleep mode, some Macintosh models may not return to active mode correctly. For instructions regarding the sleep mode, please consult the manual accompanying your computer.**
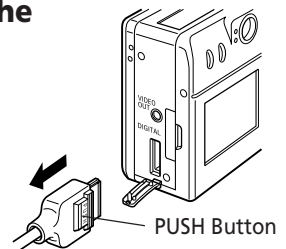
Macintosh

*1.* Attach the supplied USB cable to a USB port directly on the computer and to the DIGITAL terminal on the PowerShot S10/S20 as shown below.

- There is no need to turn the camera or computer power off when attaching or detaching the USB cables.
- Please consult your computer's manual for the location of the USB ports.
- The camera can be connected to any USB port on computers that feature more than one.

USB Port

USB Cable

USB Cable

DIGITAL Terminal
1. Open the DIGITAL terminal cover by slipping a fingernail under the top edge and pulling down.

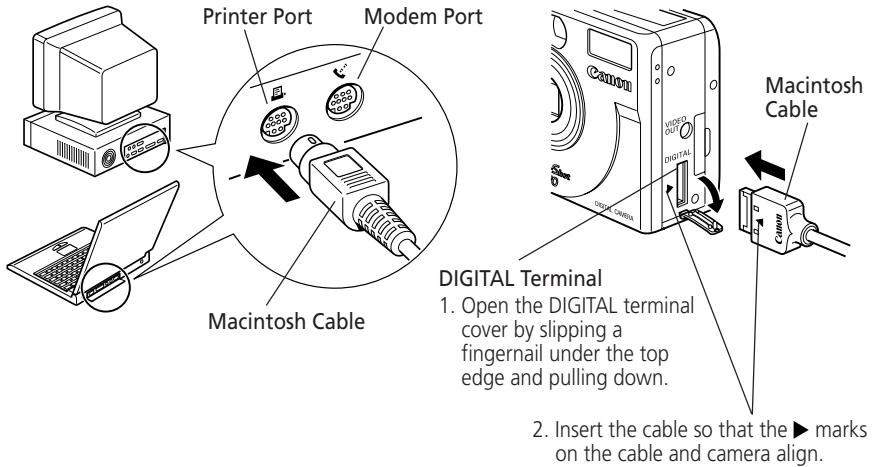2. Insert the cable so that the ▶ marks on the cable and camera align.

## Precaution for Unplugging Cables from the DIGITAL Terminal

Always **press the [PUSH] button** on the connector to detach the cable from the camera's DIGITAL terminal.

PUSH Button

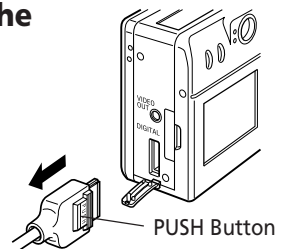# Connecting to a Serial Port (Printer or Modem Port)

**1.** Shut down the computer and turn the camera's mode dial to the Off position.

**2.** Attach the supplied Macintosh cable to the printer or modem port on the computer and to the camera's DIGITAL terminal as shown below.

• Please consult your computer's manual for the port locations.

Printer Port    Modem Port

Macintosh Cable

Macintosh Cable

DIGITAL Terminal
1. Open the DIGITAL terminal cover by slipping a fingernail under the top edge and pulling down.

2. Insert the cable so that the ▶ marks on the cable and camera align.

**3.** Turn on the computer.

## Precaution for Unplugging Cables from the DIGITAL Terminal

Always **press the [PUSH] button** on the connector to detach the cable from the camera's DIGITAL terminal.
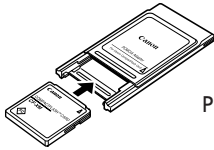
PUSH Button

# Connecting via a CF Card Reader or PC Card Slot

To load images directly from a CF card to a computer, eject the card from the camera, place it in a separately sold PC card adapter (PCMCIA card adapter) and insert the assembly into the PC card slot as shown below.
The adapter is not required if your computer is equipped with a CF card reader. Place the CF card directly into the reader.
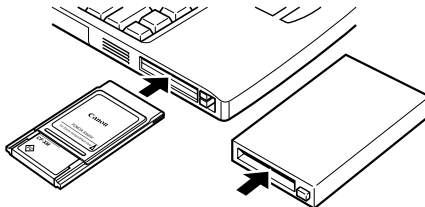
*1.* Place the CF card in the PC card adapter.



Place CF Card in Adapter

*2.* Insert the assembly into the computer's PC card slot or a PC card reader attached to the computer.

The requirements for the power being on or off when the PC card adapter is inserted differ according to the product. Please consult the manuals accompanying your equipment.



Insert into Slot

# From Loading to Printing

This section provides a simple explanation of the procedures for using PowerShot Browser to load and print images. Please refer to the PowerShot Browser Help file for more details.

> ### Auto Save and Batteries
> When the camera is connected to a computer and powered by a 2CR5 lithium battery or Battery Pack NB-5H, a message will ask if you wish to remain connected after approximately five minutes without a camera control being accessed. If you select [No], the camera will shut down after approximately one minute (PC icon disappears from the display panel). You can restore the connection **by pressing the shutter button** (PC icon displays in the display panel).

## Starting PowerShot Browser

**1.** Open a connection between the camera and computer.
- Connecting to a USB Port (➜ p. 41)
- Connecting to a Serial Port (➜ p. 43)
- Connecting via a CF Card Reader or PC Card Slot (➜ p. 44)

**2.** Turn the camera's mode dial to the ⌁ position.
   **For Serial Interface Users**
- If you are connected to an AppleTalk network via the printer or modem port, choose the  (Apple) menu, select [Chooser] and set AppleTalk to [Inactive].

**3.** Start PowerShot Browser.
- Double-click the [Canon PowerShot] icon on the desktop.
- If the Canon PowerShot icon does not appear on the desktop, look in the folder in which you installed the programs and double-click [PowerShot Folder], [PowerShot Browser Folder] and the [PowerShot Browser] icon.

Canon PowerShot Icon

*Canon PowerShot*

Macintosh

**4.** Use one of the three interfaces to display the camera window.

### USB Interface

When you connect the camera to the computer, PowerShot Browser will automatically start and display its [Communication Settings] dialog. Confirm that the [USB port] option and either the [PowerShot S10] or [PowerShot S20] option are selected. Click the [Set] button. Thumbnail images will display in the camera window. (➜ p. 47)

• If you don't want PowerShot Browser to start automatically, change the settings with the following procedures.

1. Choose Control Panels from the (Apple) menu and select [Canon USB Camera]. The [Settings for USB connection] dialog will display.

2. Click the [The application program below will start.] option to clear the check mark.

3. Click the close box at the upper left to close the dialog. PowerShot Browser will cease to start automatically thereafter.

Clear the check mark to stop PowerShot Browser from automatically starting.

### Serial Interface

Click the [CAMERA] button. Thumbnail images will display in the camera window. (➜ p. 51)

---
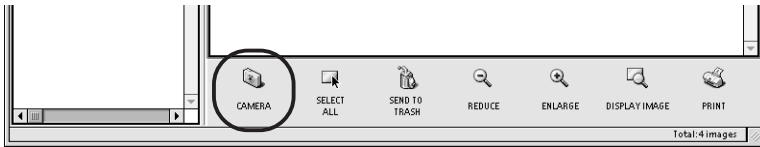
## Having Trouble Connecting to the Computer?

If the settings for the connection port are not correct, the [Communication Settings] dialog will display. (It will not display if you are connecting via a USB port.)
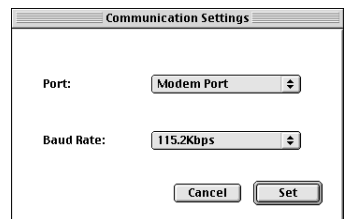
• Set the connection port and baud rate settings and click the [Set] button.
• Select the port to which the camera is attached.
• There is usually no need to change the baud rate setting from 115.2 K, but if you are having trouble with the connection, try a slower baud rate.

### PC Card Reader or PC Card Slot Interface

Click the arrow to the left of PC Card folder in the explorer view to display the subfolders and double-click [DCIM].
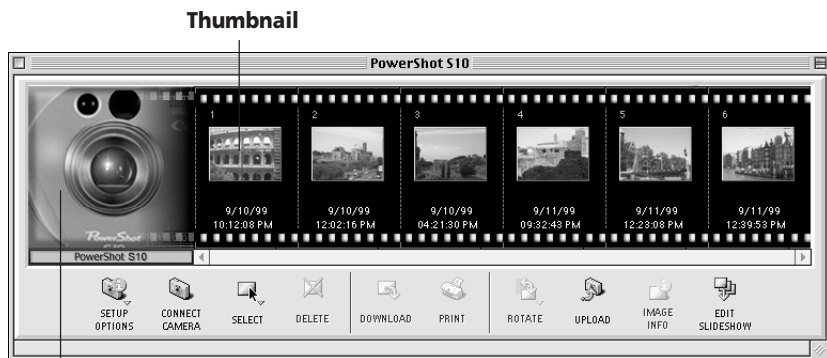Thumbnail images will display in the Camera window. (➜ p. 47)
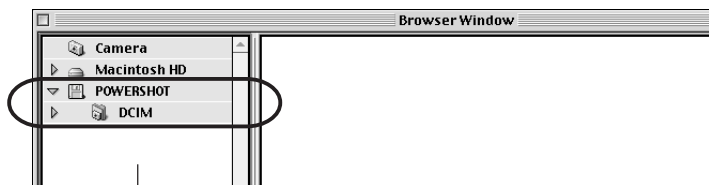


**Explorer View**

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# PowerShot Browser Camera Window

The camera window will open when a connection to a camera or CF card is initiated. Thumbnail (small) images will display.
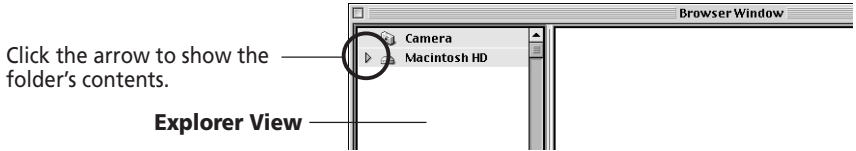
**Thumbnail**



The image of the connected camera or CF card will display.
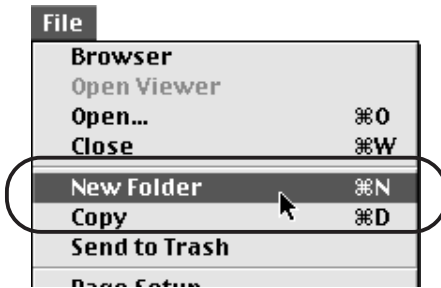
# Loading Images from the Camera

**1.** Select the [PowerShot Browser Folder].

Click the arrow to the left of the folder in the explorer view and display the contents of the [PowerShot Browser Folder].

Click the arrow to show the folder's contents.

**Explorer View**

**2.** Create a new folder within the PowerShot Browser Folder.

Click the [PowerShot Browser Folder], choose the [File] menu and select [New Folder]. A folder with the name [Untitled Folder] will be created. Click the folder and change the name of this folder as you wish.

| File | |
|---|---|
| **Browser** | |
| Open Viewer | |
| **Open...** | ⌘O |
| **Close** | ⌘W |
| **New Folder** | ⌘N |
| **Copy** | ⌘D |
| **Send to Trash** | |
| **Page Setup** | |

**3.** Select the folder you just created.

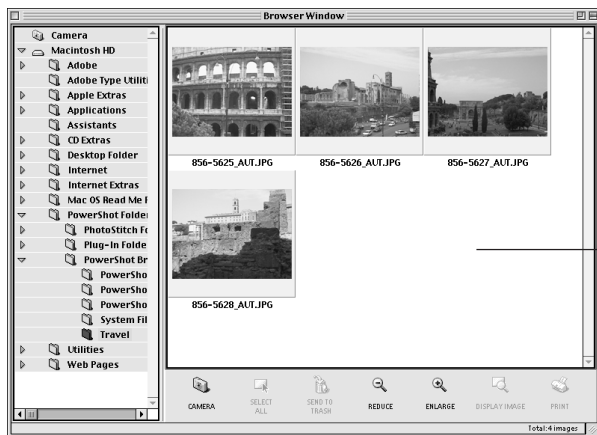Click the newly created folder in the explorer view.
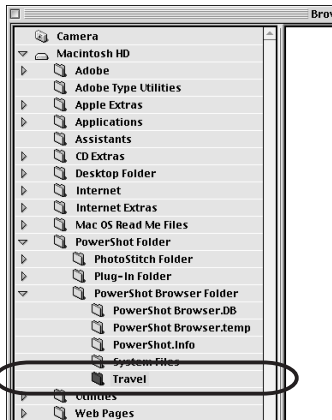
**4.** Select the images that you wish to download from the camera window and click the [DOWNLOAD] button.

Click the thumbnail(s) you wish to select.

**Thumbnail**



The downloaded images will display in the browser area.



**Browser Area**

To disconnect the camera, click the close box ☐ at the upper left of the camera window. The camera window will close.

## Printing Images

**1.** Select the image(s) you wish to print and click the [PRINT] button.



**2.** Input a title into the header space, select the number of images you wish to print on one page and click the [PRINT] button.

# Basic Procedures for Using PowerShot Browser

This section provides a simple explanation of the basic procedures for using PowerShot Browser. Please refer to the PowerShot Browser Help file for more details.

## Displaying Images

### Zooming Images In and Out

You can zoom images in and out by clicking the 🔍 (REDUCE) or 🔍 (ENLARGE) button.

### Zooming a Single Image

Double-click an image in the browser area.

### Displaying Images in Chronological Order

Select a folder, choose the [Browser] menu and select [Switch to TimeTunnel].
• The selected image(s) will display in a time tunnel window.
• Please refer to the TimeTunnel Help file for more details on how to operate this function.
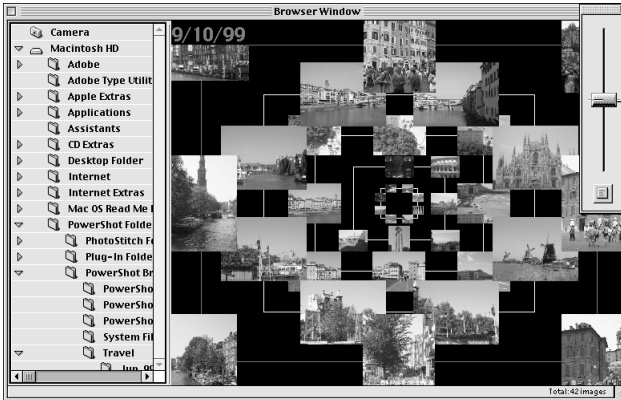


Drag the tab up or down to move through the time tunnel.

To return to the browser window, choose the [TimeTunnel] menu and select [Switch to Browser View].

# Organizing Images

## Changing the Image Location

### (a) Dragging an Image from the Browser Area and Dropping It to the Explorer View.
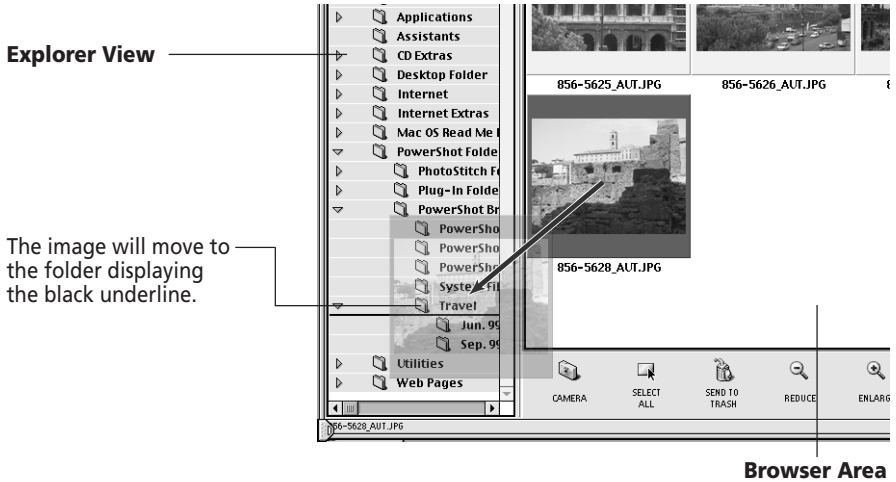
Explorer View

The image will move to the folder displaying the black underline.

856-5625_AUT.JPG    856-5626_AUT.JPG

856-5628_AUT.JPG

CAMERA    SELECT ALL    SEND TO TRASH    REDUCE    ENLARG

Browser Area

### (b) Drag and Drop a Folder within the Explorer View.
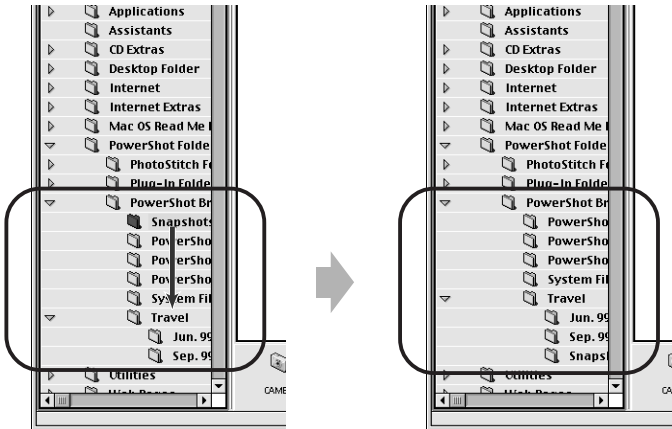
## Refresh the Contents of the Browser Area

If you have used the Macintosh Finder or another program to move or edit images that are registered with PowerShot Browser, you should click the [Display] menu and select [Refresh].

## Saving Computer Images to a CF Card in the Camera

**1.** Open the camera window. (→ p. 46)

**2.** Click the [UPLOAD] button in the camera window.

**3.** Select the images from the computer and click the [Open] button.

Select the images you wish to save to the camera in the dialog that appears and click the [Open] button.
The [Save to Camera] dialog will display.

**4.** Select image size and resizing options and click the [Save to Camera] button.

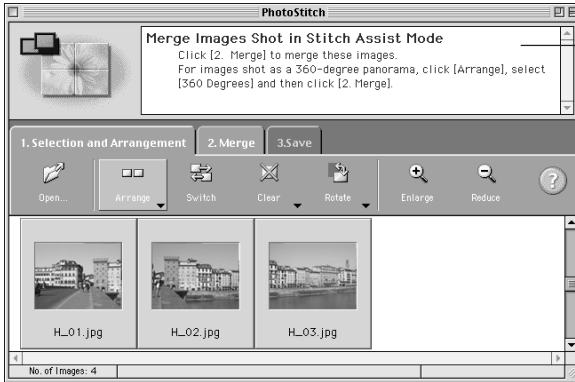The selected image will be saved onto the camera's CF card.

## Editing Camera Slide Shows

**1.** Open the camera window. (→ p. 46)

**2.** Click the [EDIT SLIDESHOW] button.

The SlideShowMaker window will display.
• The camera images will display on the left side. Images registered in the selected slide show will display on the right side.
• Slide Shows 1 to 3 correspond to the numbers of the slide shows that can be shown with the camera.

**3.** Drag and drop images from the area on the left to the area on the right to register them in the slide show.

You can drag images to change their order in the area on the right. This order corresponds to the order in which they replay.

**4.** Click the [Save to Camera] button.

The slide show will be saved to the CF card in the camera.

**5.** Click the [Quit] button on the toolbar.

# Stitching Panoramas Together with PhotoStitch

## To Merge Images Registered in PowerShot Browser

- You can merge a series of overlapping images into a single, seamless panorama.
- Select the images in the browser area, choose the [Edit] menu and select [PhotoStitch]. The PhotoStitch program will start.
- Follow the instructions in the guidance window to merge the images.
- Please refer to the PhotoStitch Help file for more details.



Follow the instructions to merge the images.

## Images Shot in Stitch Assist Mode

PhotoStitch automatically arranges images shot with the Stitch Assist mode of PowerShot digital cameras into the correct order and orientation, making it easy to merge these images. Stitch Assist mode images display in the camera window as shown below.

Images shot in Stitch Assist mode have a green stitch mark.
Click the stitch mark to start PhotoStitch and merge those images.



Please see the camera's User Guide for instructions for shooting in Stitch Assist mode.

# Editing and Applying Special Effects to Images

**1.** Confirm that the Adobe PhotoDeluxe program has been installed. (Install it from the Adobe PhotoDeluxe CD-ROM)

**2.** Select images from the browser area of PowerShot Browser.

**3.** Click the [Edit] menu and select [Adobe PhotoDeluxe].

Please refer to the Adobe PhotoDeluxe Help file and electronic guide (Getting Started.pdf) contained in the [Open Me First!] folder on the Adobe PhotoDeluxe CD-ROM.

**4.** Edit and apply special effects to the image.

- Once you have finished editing the image, click the [File] menu and select [Send to] and [File Format] and save the image.
- PowerShot Browser supports the BMP, JPEG, PICT and TIFF file formats.
- Click the [Display] menu and select [Refresh] to update the folder data.

# Adding Sound Files to Images

If your computer has a microphone, you can attach a sound annotation to an image by clicking it in the browser area, choosing the [Sound] menu and selecting [Record].

# Loading Images with Plug-In Compliant Application Programs

This section explains how to load images with Plug-In compliant application programs.
Please read the manual for each application program for detailed instructions.
This example uses Adobe PhotoDeluxe to illustrate typical procedures.

## Installing the Plug-In Module

**1.** Open the [PowerShot Folder] and [Plug-In Folder].

**2.** Copy the [Canon PowerShot] file to the [Acquire/Export] folder, which can be found by opening the [Adobe PhotoDeluxe] and [Plug-ins] folders.

## Starting the Software

If PowerShot Browser has been installed, it will start automatically when the camera is connected to the computer via a USB port. To stop PowerShot Browser from starting automatically, turn off the automatic start function using the procedures described in the USB Interface topic on page 46.

**1.** Connect the camera to the computer.
   - Connecting to a USB Port (➜ p. 41)
   - Connecting to a Serial Port (➜ p. 43)
   - Connecting via a CF Card Reader or PC Card Slot (➜ p. 44)

**2.** Turn the camera's mode dial to the ∿ position.
   **For USB Interface Users**
   - PowerShot Browser may automatically start when you connect the camera to the computer. Since you will be using the plug-in compliant application to load images, you should close PowerShot Browser.
   - To prevent PowerShot Browser from automatically starting, see the procedures on page 46.
   **For Serial Interface users**
   - If you are connected to an AppleTalk network via the printer or modem port, choose the  (Apple) menu, select [Chooser] and set AppleTalk to [Inactive].

**3.** Start Adobe PhotoDeluxe.
   1. Click the [Get Photo] button at the upper left of the window.
   2. Click [Get Photo] from the tab that displays and select [Cameras].
   3. In the [Select Input Source] dialog, select [Canon PowerShot] and click the [OK] button.
      - This step is not required from the second time onward.
   4. Click the [Camera] icon.
      - The Plug-In Module will start.
   5. Click the  icon and set the communication settings.
      **USB Interface**
      Confirm that the [USB Port] and either [PowerShot S10] or [PowerShot S20] have been selected and click the [Set] button.

**Serial Interface**
Select the port and baud rate settings, and click the [Set] button.
• Select the port to which the camera is attached.
• There is usually no need to change the baud rate setting from 115.2 K, but if you are having trouble with the connection, try a slower baud rate.

## What to Do if the [PowerShot Browser not found] Dialog Appears

If you install only the PowerShot Plug-In Module without PowerShot Browser, the [PowerShot Browser not found] dialog may display. If this

> PowerShot Browser not found.
>
> OK

happens, use the following procedures to prevent PowerShot Browser from attempting to start automatically.
1) Click the [OK] button on the [PowerShot Browser not found] dialog.
2) In the [Settings for USB connection] dialog, click the [The application program below will start.] option to clear the check mark.
3) Close the [Settings for USB connection] dialog.

This will prevent the [PowerShot Browser not found] dialog from appearing again when the camera is connected.
* The [Settings for USB connection] dialog can also be opened by choosing the  (Apple) menu and selecting [Control Panels] and [Canon USB Camera]. (➜ p. 46)

Click here to close the dialog. ──────

Click here to clear the check mark.

> **Settings for USB connection**
> ☑ The application program below will start.
> Program Name:   PowerShot Browser ⬍
> Program Selection Options
> ◉ Auto Select
> ○ Select with the Dialog        Select...
> Startup Program
> EnglishHD:PowerShot Folder:PowerShot
> Browser Folder:PowerShot Browser

# Guide to the Plug-In Module Window
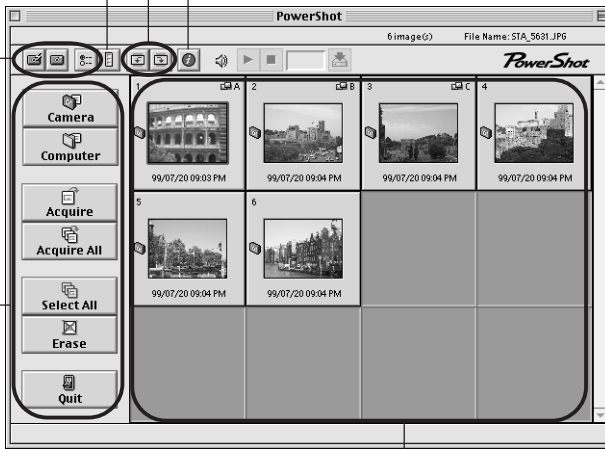
Display Style Button

Settings Buttons
Use these buttons to set the communications and preference settings for the camera.

Rotate 90 Degrees Buttons
Rotates selected image left or right 90 degrees.

Image Information Button



Main Buttons
These buttons control the main commands for actions such as loading images and quitting Plug-In Module.

Thumbnail Display Area
Thumbnail (small) images display here when the camera is connected.

# Loading Images from the Camera

**1.** Click the [Camera] button.

- Click the [Computer] button if you are loading images directly from a CF card.
- The images from the camera or CF card will display in the thumbnail display area.

**2.** Select an image and click the [Acquire] button.

**3.** In the [Untitled] column of PhotoDeluxe, input a file name and click the [Save] button.

The thumbnails will appear in the My Photos window at the lower right of the Adobe PhotoDeluxe window.

**4.** Click the [Quit] button.

You can display an image at a larger size by double-clicking it in the My Photos window.

# Troubleshooting the Computer Connection

**Double-Check:**
1. Is the cable between the camera and computer correctly attached? (➜ p. 7 or p. 40)
2. Is the camera's mode dial turned to the ⌁ position? (➜ p. 10 or p. 45)
3. Is the battery charge sufficient? You are recommended to use the AC adapter when connecting to a computer.

If the above conditions are met, check the following items.

- **Confirm that the port selected in the Communication Settings dialog is the one to which the camera is connected. Please see the respective pages below.**
  Windows Platform (➜ p. 16)
  Macintosh Platform (➜ p. 46)

- **If there is more than one port, try connecting via another (different) port.**

- **Set the baud rate to a lower setting in the [Communication Settings] dialog.**

- **If you are using LocalTalk, set AppleTalk to [Inactive].**
  (➜ p. 45 Step 2, p. 55 Step 2)

If the problem persists after implementing the suggestions above, please contact a Canon Customer Support Help Desk.

# Customer Support

## Canon Customer Support

### Canon Inc.

30-2 Shimomaruko 3-chome, Ohta-ku, Tokyo
146-8501, Japan

### NORTH AMERICA

**Canon U.S.A., Inc.**
Canon Customer Care Center
Phone (US): 1-800-828-4040 (Available Mon. - Fri., 9 AM to 8 PM Eastern Time)

**Canon Canada Inc.**
Phone (Canada): 1-800-OK-CANON (1-800-652-2666) (24 hours/day, 7 days/week)

### EUROPE

*Europe, Africa & Middle East*

**Canon Europa N.V.**
PO Box 2262, 1180 EG Amstelveen, The Netherlands

**Canon (UK) Ltd.**
Helpdesk
Tel No.: 08705 143 723 (Calls may be recorded.)
Fax No.: 08705 143 340     BBS No.: 08705 143 350

**Canon France S.A.**
Hotline : 01.41.99.70.70
Tél : 01.41.99.77.77     Télécopie : 01.41.99.79.51

**Canon Photo Vidéo France S.A.**
Hotline : 01.49.04.01.00     Télécopie : 01.49.04.01.01

**Canon Deutschland GmbH**
Canon-Hotline-Service
Customer-Support: (02151) 349-555     Telefax: (02151) 349-588
Info-Desk Tel: (02151) 349-566     Info-Desk Fax : (02151) 349-599     Mailbox : (02151) 349-577

**Canon Euro-Photo GmbH**
Customer-Support: (02154) 495-610
Info-Desk: (02154) 495-444
Fax: (02154) 495-333

**Canon Italia S.p.A.**
Pronto Canon : 02 8249 2000     BBS : 02 8249 2099

**Canon Belgium N.V. / S.A.**
Helpdesk: 0900-10627
Tel.: (02) 722.04.11     Fax: (02) 721.32.74

**Canon Luxembourg S.A.**
Tel.: (352) 48 47 961     Fax: (352) 48 47 96232

**Canon Nederland N.V.**
Helpdesk: 023 - 5 681 681
Tel.: 023 - 5 670 123     Fax: 023 - 5 670 124

**Canon Danmark A/S**
Hotline: 44 88 26 66

**Canon España S.A.**
Help Desk: 906 301 255
Tel: (91) 538 45 00     Fax: (91) 411 41 76
E-mail: helpdesk@btlink.net

**Canon Norge as**
Tlf. 22 62 93 21    Faks: 22 62 06 15
E-mail: helpdesk@canon.no

*Finland*

**Canon OY**
Puhelin: 010 54420    Fax: 010 544 4571
Help Desk: 0600 0 22606 (14,80 mk/min+pvm)
Help Desk: 0600 0 22666 (enint. 40mk/puhelu+pvm)
Sähköposti: helpdesk@canon.fi

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# OCEANIA

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79 Anson Road, #09-01 / 06, Singapore 079906
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9/F, The Hong Kong Club Building, 3A Chater Road, Central, Hong Kong
Phone: 852-2739-0802    Fax: 852-2369-7701

**Canon Marketing Services**
No.1 Jalan Kilang Timor, #09-00, Pacific Tech Centre,
Singapore 159303
Phone: (65) 799 8888    Fax: (65) 273 3317

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Wisma General Lumber, Block D, Peremba Square,
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Kowloon HongKong
Phone: 852-2170-2828    Fax: 852-2723-9684

# Adobe Customer Support

To view information on the support options available from Adobe:

## Windows

1.    Use the Microsoft windows Explorer to open the [Support] folder in the PhotoDeluxe Home Edition CD-ROM.
2.    Double-click the folder that corresponds to your geographic location. Inside, you will find a file that contains more detailed support information for your location.

## Macintosh computer

1.    Open the [Support] folder in the PhotoDeluxe CD-ROM.
2.    Double-click the folder that corresponds to your geographic location. Inside, you will find a file that contains more detailed support information for your location.

**Canon**