JØRGENSEN

JAD FAQ

DOWNLOADS , UPDATES + ACTIVATION

ORDERING

Why do I need the Pro version of JAD ?
99.9% of all clients using Jorgensen albums since the launch of JAD in 2002 use JAD Pro and have paid for a lifetime
licence. Without JAD Pro you would have to spend hours in an image editor such as Photoshop to produce printing files.
JAD Pro is a complete workflow system for producing images for output at any printing DPI for in-house inkjet printing or lab outsourcing.

back to top

How do I upgrade to the Pro version ?
With JAD open go to FILE - ACTIVATION/REGISTRATION and REQUEST a copy.

back to top

Additional Pro JAD copies for new machines ?
No problem, download the Lite version from www.swpm.net and register selecting the Pro version. In payment type there is an option for pre-paid. Initially a lite code will be sent but after we check your original payment a Pro code will be issued.

back to top

New Activations code Fails ?
Each machine has a unique code so do not use an old code and be careful to copy the code with no extra spaces.
Any problems please contact (08)9249 5644 or sales@jorgensenalbums.com or your local distributor/agent

back to top

Lost short cut PC
Go to your control panel and open JAVA go to the bottom and open VIEW. you should now see Jorgensen Album Designer, click once on it to make it blue them Right mouse click and select install short cut

back to top

Lost short cut MAC
Go to your utilities panel and open JAVA, go to Networking and into View Cache files. Click once on Jorgensen Album Designer then right mouse click and select Install shortcuts.

For new MAC's go to SYSTEM to find the Java Preferences.

back to top

How do I check I have the latest version ?
Open JAD go to the top right and open HELP and ABOUT. Your version should be 17th December 2012.

back to top

How do I order my album ?
JAD is a complete workflow system, just go to ORDER and follow the instructions.

back to top

How do I know I have ordered my album ?
You will receive a confirmation e-mail and in ORDER PROPERTIES above your reference the confirmation number will be saved.

back to top

Can I change my order once confirmed ?
Once confirmed your order will automatically commence, if you need to change the order e-mail sales@jorgensenalbums.com or phone 08 9249 5644. Each case is dealt with on an individual basis.

back to top

Designed the wrong size album ?
No problem, if you e-mail the album design you saved (e.g. sue/mat.jlb) to sales@jorgensenalbums.com with details of the change required we will make the changes and e-mail back a new design FOC. NOTE: it is not always possible to do this

back to top

Studio album too many pages selected ?
Unlike the Pro albums which are made to order, Studio albums are only available with a fixed number of pages. If you have too many pages leave them blank, go to ALBUM - ORDER PROPERTIES and use the SPECIAL INSTRUCTION box to request a change when you submit the order.

back to top

Studio album too few pages selected ?

Unlike the Pro albums which are made to order, Studio albums are only available with a fixed number of pages. If you have too few pages we will need to split the order into 2 parts.

1.   Go to ALBUM - ORDER PROPERTIES and use SPECIAL INSTRUCTION to advise "this is Part A of a 2 part order as we need more pages".
2.   Now go to FILE & "SAVE" the album, then again go to FILE and "SAVE AS" to make a "Part B" copy.

3.   Open the "Part B" copy go to ALBUM - ORDER PROPERTIES and use SPECIAL INSTRUCTION to advise "this is Part B"
4.   Now replace the sides designed with new mats or clear the mats by going to MAT - CLEAR MAT in the top menu.

When both Part A & B are complete use ORDER in each album to submit the orders.

back to top

Album display discount ?

If the album your are designing is an agreed sample, please go to ALBUM - ORDER PROPERTIES and use SPECIAL INSTRUCTION to request your 20% discount.

● *Note: Display/Sample Discounts are not generally available for Studio Art Albums*

back to top

How do I create a full page edge to edge print?

PC:
Select the image for your magazine style page and drag the image onto the page. It will appear as a small image on the page.
If you are using a PC, simply right click on the image and a small menu will appear. Select "FILL MAT". Done!

MAC:
If you are using a MAC, simply tap the COMMAND/APPLE Button on your keyboard and click on the image. A small menu will appear. Select "FILL MAT". Done!

TIP: The above instructions are also useful if you want to create a hybrid mat, i.e. half matted, half magazine style page in our Pro Collection or Komplet Collection!

back to top

How I create a Photo Cover?

1. Once JAD is open and you have your album design up, click on "ALBUM" in the top toolbar

2. Scroll down the drop down menu and click on "COVER PROPERTIES"

3. A drop down menu will appear under Cover Material. Scroll down the menu and select "PHOTO COVER".

4. You now need to choose your spine material, i.e. the album cover material. In the drop down menu under Spine Material, choose your album cover.

How do I delete a flip page ?

Save the album as it is easy to delete the wrong page. To delete the flip, click on the top corner icon of the side in question.

Opening an album "images are missing" ?

When JAD opens it checks to make sure all the imported images are in the same directory as before. *"images missing"* advises you have moved the folder or re-named it. Once you know where the images are go to IMAGE and Verify images select the correct folder, but do not open it.

Order submitting "images are missing" ?

If you check through the album and all looks fine then you must have an aperture duplicated over another. In this case do not worry and proceed.

How do I add Clients names to be embossed ?

go to ALBUM - ALBUM PROPERTIES – ALBUM EXTRAS

Can I add a printed title page ?

All Jorgensen albums have a plain fly page at the front that can be upgraded to a printed fly page in a vellum (opaque) go to ALBUM - ORDER PROPERTIES and use SPECIAL INSTRUCTION to request this addition. You will then need to design the page in an image editor such as Photoshop. For examples and sizes available check Jorgensen Albums

back to top

How do I know the price of the album ?
Please use the Album Calculator . Go here to login: www.jorgensenalbumprices.com

back to top

How do I pay for the albums ?
Once your album order is received, we will contact you for payment by all MasterCard, Visa or direct credit.   Regular customers are offered secure and automatic payment by stored numbers.

back to top

What size images do I need to import ?
You do not need to size images, just import your high resolution images (>200dpi) in jpeg or tiff.

back to top

How do I send my images for printing & assembly ?
If you have selected this service in JAD the ORDER process will guide you.

back to top

How do I make a proof for my client ?
Go to Proofing and experiment with the options.

back to top

My imported images are out of order
JAD has had no facility to sort the viewing order of images, hence it lists them in standard computer sequence which to us is odd eg 10, comes before 1. The answer is to start with extra zeros before the first number eg 0001, 0002 etc this will result in correct listing even if you use an addition file name eg Ann-George-001.jpg

back to top

JØRGENSEN

Image Cache Management
You will find in Preferences you can select a reminder period, at the appropriate time go to FILE - IMAGE CACHE MANAGEMENT and remove old cached (preview) images to help maintain system speed. Use the pull down menu to select a cleanup period and then activate CLEAN-UP CACHE. This does not affect any of your images and is impossible to "mess up" should you delete cached images from a current album JAD will remake them.

back to top

Image editor for MAC
Go to FILE - PREFERENCES - IMAGE EDITOR select NEW and give it a name e.g. CS5 now click BROWSE.   Normally you do not see the APPLICATIONS folder, so use the pull down menu and select another e.g. MACINTOSH HD and see if it is there, if not change again and look in a USER. When you find APPLICATION double click to open it. Now double click and open ADOBE find and open the PHOTOSHOP folder and select the file photoshop.app   Now save and exit. At any point you can now right mouse click on an image and MODIFY or COPY & MODIFY your image in your high resolution image editor. If you do not have a right click button then press "cmd" and click. As a general rule use COPY & MODIFY when selecting a colour image to covert to Black and While or MODIFY if it is for colour adjustment.

back to top

Image editor for PC
Go to FILE - PREFERENCES - IMAGE EDITOR select NEW and give it a name e.g. CS5 now click BROWSE select your C drive and Now double click and open PROGRAM FILE then ADOBE find and open the PHOTOSHOP folder and select the file photoshop.exe   Now save and exit. At any point you can now right mouse click on an image and MODIFY or COPY & MODIFY your image in your high resolution image editor. As a general rule use COPY & MODIFY when selecting a colour image to covert to Black and White or MODIFY if it is for colour adjustment.

back to top

MAC File Browsing
When using the Browser in MAC to select files it has a few MAC JAVA characteristic that might confuse. If for example you do not see your desktop on the list use the top pull down menu to select another e.g. MACINTOSH HD and see if it is there, if not change again and look in a USER. Additional drives can be found in VOLUMES.

back to top