

INSTALLATION

1. SSINSTALL.EXE not found on CD as stated in the manual.
SmartScore Version 1.0 Installation CD contains the installation file, SMARTSCR.EXE rather than SSINSTALL.EXE.

Workaround: Double-click SMARTSCR.EXE to install.

2. Installation Key Disk not recognized by your floppy drive (v.1.1.04 and earlier – Win only)
Problem A.: The write-protect tab on the Installation Key Disk should be closed (write-enabled).
Problem B.: Your computer has a SuperDrive (120 MB) floppy disk drive.
If A., Move the tab to the down, closed position and try installing again.
If B., Order the upgrade to SmartScore v.1.3. The current version of SmartScore does not require the Installation Key Disk. You can order any upgrade online at <http://www.musitek.com/store/page3.html>.

3. Your CD drive can't read SmartScore Installation CD
If for any reason your CD drive cannot read the SmartScore installation CD, choose one of the following:
A. Inform us that you want to download the Internet installer. If you choose this option, we will pull a couple of switches on this end and then give you access information (by email or phone) on how to download the installer to your hard drive.
B. Request by phone or <mailto:tech@musitek.com> that you wish a replacement CD be sent to you.

NOTE: You must be a registered user for either of the above. You may register online at <http://www.musitek.com/register.html> or by calling Customer Service at 805-646-8051.

4. You installed SmartScore on one machine and tried to install it on another but the installer would not allow it. (v.1.1.04 and earlier – Win only)
Each copy of SmartScore is limited to being installed on only one computer. You can obtain a new serial number by contacting Technical Support at 805-646-5841 or <mailto:tech@musitek.com>. Copy and Paste the serial number the SmartScore installer provides you into the subject field of the email. A new serial number will be generated and sent back to you right away.

NOTE: You must be a registered user to receive a new serial number. You may register online at <http://www.musitek.com/register.html> or by calling Customer Service at 805-646-8051.

Order the upgrade to SmartScore v.1.3. The current version of SmartScore does not require the Installation Key Disk. You can order any upgrade online at <http://www.musitek.com/store/page3.html>.

5. SmartScore v.1.2 (Mac only) gives you a bad serial number message after entering personal information.
AOL and some ISP's does not allow SmartScore to automatically launch its Internet connection for product registration. This may result with the error message.

Fix: Connect to the Internet prior to running the SmartScore installation program. Once connected, run the SmartScore installer. Installation should proceed normally.

6. SmartScore installer (Mac only) is unable to shut-down all applications on your Mac. During the installation process, after you have entered your personal information, an error message stating that the installer could not close all open applications may come up. This means that there was an open application or extension that the SmartScore installer could not close.

Fix: Go to the Finder and select each open application and go to File > Quit. If no applications are running, restart your computer with only the Mac OS 8.x Base extensions running. Go to the Apple menu > Control Panels > Extensions Manager. After you restart, then begin the SmartScore installation. It should progress as expected.

7. SmartScore v.1.2 (Mac only) installer halts with an error type 2 message. Copy the SmartScore installation icon SSINSTAL.LCD to the desktop of your computer. Double click the copied installation icon with the CD still in your computer. Installation of v.1.2.22 will proceed normally.

Order the upgrade to SmartScore v.1.3. The current version of SmartScore is MacOS 9 savvy and will install without this error. You can order any upgrade online at <http://www.musitek.com/store/page3.html>.

SCANNING

1. Scanning Interface not working with all scanners (Win)

SmartScore ships with a custom TWAIN interface that among other features scans only in black and white at 300-600 dpi and allows for auto-deskew and cropping of the scanned image. Unfortunately, several scanner manufacturers do not support such an "external user interface". Because of this rather arbitrary restriction (External UI = Off), the SmartScore scanning interface will not work with scanners that do not allow external interfaces.

Workaround: Prescan all your music using the scanning software that came with your scanner. Scan in "Black and White", "Text" or "1-bit per pixel" (not Grey or Color) between 300 and 400 dpi and crop the region containing the music leaving about 1/4" to 1/2" of white around the margins.

Fix: Download SmartScore Version 1.2.22 or later, which contains both the SmartScore custom scanning interface as well as a direct link to your scanner's TWAIN interface. You will be able to choose which interface works best for you. Version 1.2.22 is available for free from our website. Contact technical support for details on how to download.

Version 1.3, the current version of SmartScore, is also available for only \$20. You can order any upgrade online at <http://www.musitek.com/store/page3.html>.

2. Lack of Cropping in the Preview window

The SmartScore scanning interface in Version 1.0 lacks accurate region cropping in the Preview mode. This is due to a miscalculation in the ImageGear DLL licensed from a third-party provider.

Workaround: Open all scanned images in the SmartScore Image Editor after scanning (Select "Open in Image Editor" rather than "Begin Recognition"). Do the following:

- A. Use the Skew Correction tool first to correct any skewing of the image.
- B. Use the Cropping Tool to crop the region containing the music leaving about 1/4" to 1/2" of white around the margins.

Fix: The provider of ImageGear has created a new DLL, which is included in Version 1.1 and later. Download SmartScore Version 1.2.22 or later, which contains both the SmartScore custom scanning interface as well as a direct link to your scanner's TWAIN interface. You will be able to choose which interface works best for you. Version 1.2.22 is available for free from our website. Contact technical support for details on how to download.

Version 1.3, the current version of SmartScore, is also available for only \$20. You can order any upgrade online at <http://www.musitek.com/store/page3.html>.

3. Image file is dithered

If the image is made up of tiny dots (pixels do not connect into large black blocks) the image has been dithered. Your score will look "out-of-focus" or as if someone sprinkled salt over the score. Dithering occurs when a grey-scale image is converted to a 1-bit-per-pixel bitmap image. Dithered images will not work with SmartScore. Some "user-friendly" scanners with intelligent scanning (such as certain HP and Canon models) dither automatically. The conversion from gray-scale to black-and-white requires "thresholding" to preserve solid black areas. Fortunately, the latest version of SmartScore can threshold grayscale images.

Fix: Order the upgrade to SmartScore v.1.3.55. The current version will allow you to over-ride these "user-friendly" scanner's dithering. You can order any upgrade online at <http://www.musitek.com/store/page3.html>.

After installing the update, go to File > Scan Music > Choose Interface and select SmartScore's. After pushing the Scan button, the SmartScore scanning interface window will open. Check the Grayscale box and accept the threshold default level. Select the number of pages you wish to scan and push final Scan button.

This procedure should create a perfectly acceptable "thresholded" black and white image.

4. Nothing happens when you initiate scanning with SmartScore v.1.2.22. (Mac)

The driver and plug-in for your scanner may not have been installed properly or may not be fully compliant with Mac OS 8.x to 9.0.

Workaround: Scan outside of SmartScore by launching your scanning application. Scan in "Black and White", "Text" or "1-bit per pixel" (not Grey or Color) between 300 and 400 dpi and crop the region containing the music leaving about 1/4" to 1/2" of white around the margins. Save the final scan as a TIFF and there will be little to no difference in processing time.

Fix: Make sure that you do have the most current version of your scanner's drivers, plug-ins, and support software. If you reinstall your scanner, you can double check to make sure the driver and plug-in is in the proper location.

- Make a copy of the new PhotoShop-type plug-in and put it in the Plug-ins folder inside of SmartScore.
- Find the TWAIN driver and put it in Macintosh HD > System Folder > Preferences > TWAIN directory.

In SmartScore go to File > Scan Music > TWAIN Select. Select the driver. Go to File > Scan Music and click on that PhotoShop plug-in. selecting either File > Scan Music > TWAIN Acquire or the Plug-in should start the scanning procedure.

RECOGNITION

1. Recognition fails or hangs on scanned pages

99% of the failures of SmartScore to successfully recognize a scanned page is due to the page being scanned without cropping and/or corrected for skewing.

Workaround: Open all scanned images in the SmartScore Image Editor after scanning (Select "Open in Image Editor" rather than "Begin Recognition"). Do the following:

- A. Use the Skew Correction tool first to correct any skewing of the image.
- B. Use the Cropping Tool to crop the region containing the music leaving about 1/4" to 1/2" of white around the margins.

Fix: The provider of ImageGear has created a new DLL, which is included in Version 1.1 and later. Download SmartScore Version 1.2.22 or later, which contains both the SmartScore custom scanning interface as well as a direct link to your scanner's TWAIN interface. You will be able to choose which interface works best for you. Version 1.2.22 is available for free from our website. Contact technical support for details on how to download.

Version 1.3, the current version of SmartScore, is also available for only \$20. You can order any upgrade online at <http://www.musitek.com/store/page3.html>.

2. Text and chord symbols not recognized
SmartScore v.1.3.55 does not currently support text.

Low-Tech Workaround: Scan, recognize and transpose your scores in SmartScore as you normally would. Print out the transposed scores. Then photocopy the ORIGINAL music and cut out the areas containing the text you wish to include. Paste (with tape or glue) the copied text into the blank areas of the transposed SmartScore printout... SmartScore will format each page as the original was so the text will fit right in where it belongs.

Fix: We are planning to incorporate highly accurate text recognition and editing in the next major upgrade of SmartScore.

3. Hand-written music not recognized well.
SmartScore's recognition can recognize high quality hand-written scores. But we cannot guarantee the kind of accuracy you would obtain with printed sheet music. The closer the manuscript resembles printed music, the better the recognition will be.

4. Barlines not recognizing well with v.1.3.10
There was a problem with the recognition of barlines the split between each staff within a system. The free update to v.1.3.55 is available to all registered v.1.3.1 users. Contact technical support for details on how to download.

FONT ISSUES

1. Music font problems (Win only)
If Time and/or key signatures display low on stafflines or letters are displayed instead of notes. SmartScore is accessing an older version of the Chopin font (Chopin.ttf) or the font did not install properly.

FIX: Open Control Panel > Fonts (Start > Control Panel), find Chopin.ttf, click on it and select Remove. Then reinstall SmartScore.

2. System font problem becomes BOLD (Mac only)
When SmartScore is started, Opcode's OMS also launches. A dialog opens asking to shut Appletalk down. If Appletalk is left active the menus and system font become bold and may distort.

Fix: Allow OMS to turn Appletalk off when SmartScore is started. Unfortunately, the future of OMS is a mystery with the recent problems at Opcode. We will see if we can develop a solution on our end.