

Installation and Activation Guide

Thank you for choosing **memoQ 6**, the premier translation environment for freelance translators, translation companies and enterprises. This guide leads you through the installation and activation procedure.

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System Requirements

Operating system	Windows 2000, Windows XP, Windows Vista, or Windows 7 Runs on iMac and MacBook computers in a virtual Windows machine (e.g. VMWare Fusion or Parallels). 32-bit and 64-bit operating systems are both supported.
.NET Framework	Version 3.5 SP1 required
Memory	512 MB required, 1 GB or more recommended
Hard disk space	110 MB (not including the .NET Framework)
Screen resolution	1024×768 pixels is required; 1280×800 pixels or higher is recommended.
Other software	Microsoft Office 2000 SR-2 or higher for opening PowerPoint (.PPT) files, and displaying real-time preview Microsoft Office is <i>not</i> required to work with DOC, XLS, RTF, DOCX, XLSX, and PPTX files.

Downloading

To download memoQ, open the Kilgray website (www.kilgray.com), and click **Downloads**. The most current memoQ installer package is available at the top of the list.

The memoQ installer is a single executable (.exe) file. The name of the file will be **memoQSetup.n.m.b.exe**, where *n.m.b* is the version number of memoQ. Example: **memoQSetup.6.0.9.exe**. The file size for version 6 is about 35 MB. The installation package does not include the .NET Framework: it can be downloaded and installed separately. However, the .NET Framework will probably be present on your computer.

Installation

Important: to install memoQ, you need to log on to your computer as an administrator, or you need to run the setup package as an administrator.

1. Save the downloaded executable (.exe) file in a folder on your computer. Do not delete the file or the folder until all steps in this document are performed. Afterwards, it is recommended to back up this file for your records, and for subsequent installation.
2. Launch the setup file. For Windows Vista and Windows 7 users: to run the file as an administrator, open the folder where the setup file is located, right-click the file icon, then choose **Run as administrator**. Windows may ask for an administrator password, and you may also need to confirm that you started the program.
3. First, choose the language for the setup process. After setup completes, memoQ will appear in this language if you install it for the first time. The available languages in July 2011 are **English**, **German**, and **French**. Choose a language, then click **OK**. For now, let's assume that you choose **English**.
4. The **memoQ setup wizard** appears. In the first setup screen, click **Next** to proceed.
5. At this point, the **memoQ setup wizard** will check if .NET Framework 3.5 SP1 or higher is installed on your computer. If it is not, the setup program will issue a warning, and direct you to a location where you can download it. The .NET Framework is installed by a different setup program.

If .NET Framework 3.5 SP1 or higher is already installed, the memoQ setup wizard will proceed to the second screen.

6. The second setup page displays the end-user license agreement (EULA) for memoQ. You must accept the agreement before you can proceed with the installation. To accept the agreement, select **I accept the agreement**, then click **Next**.
7. In the third setup screen, you can choose the folder where you want to install memoQ. The default location is **C:\Program Files\Kilgray\memoQ60**. Do not change this folder unless drive C: is low on disk space, or your company policy requires a different setup location.

To accept the folder offered by the Setup program, click **Next**.

8. In the fourth setup page, you can select or unselect additional options, such as creating a desktop icon, enabling memoQ to lookup for updates online, and installing these updates automatically. Click **Next** to proceed.
9. The Setup program installs memoQ, then displays the **Completing the memoQ Setup Wizard** screen. By default, it offers to launch memoQ itself when the **Setup** program is finished. If you do not wish to start memoQ right away, clear the **Launch memoQ** check box.

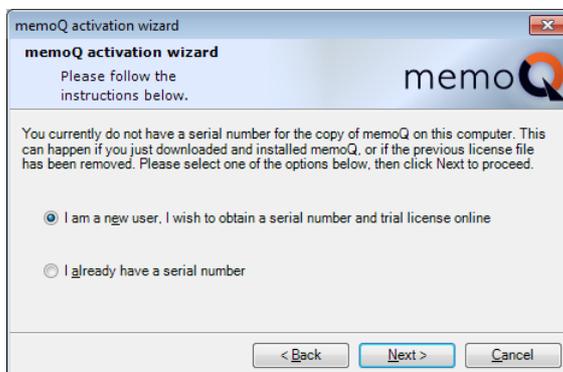
Click **Finish** to close the Setup program.

Activation – If you do not have a serial number

memoQ is always activated through the Internet. Make sure you are connected to the Internet, then follow these steps:

1. Launch memoQ. A warning will appear, indicating that you need to activate the program before starting to use it. Click **OK**.
2. The **memoQ activation wizard** appears. On the first screen, click **Next**.
3. On the second screen, you can speed up the activation process if you already have a serial number. If you have one, click the **I already have a serial number** radio button, click **Next**, then proceed to the next section: Activation – If you already have a serial number.

If you do not have a serial number, you can obtain one through the activation wizard. Click the **I am a new user...** radio button, then click **Next**.



Note: If you wish to obtain a fully functional time-limited trial license for memoQ *translator pro*, you need to choose **I am a new user...** on this screen. Kilgray will create the trial license together with your serial number.

4. On the third screen, the activation wizard will ask for some details. Fill in the **Licensed to, Company, E-mail address** and **Country** fields (these are required), then click **Next**.

When you have finished filling in one field, you can press the **TAB** key to move to the next field.



5. memoQ will now contact Kilgray over the Internet, and request a serial number. This might take 5-20 seconds, depending on the speed of your Internet connection. If successful, the activation wizard will display your serial number. If that is the case, you can proceed from Step 7.

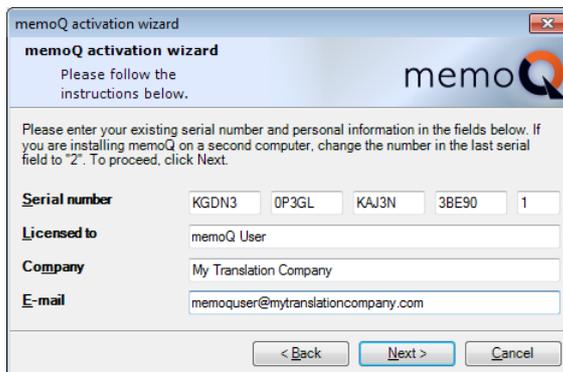
Troubleshooting: For one computer, you cannot request a serial number more than once. If your computer was already given a serial number in the past, this step will fail, and the Activation wizard will display the following error message:



In this case, you already have a serial number. If you have lost it for some reason, contact support@kilgray.com and request the support personnel to retrieve your serial number or issue a new one. Make sure to include your **Licensed to** name in your message.

Activation – If you already have a serial number

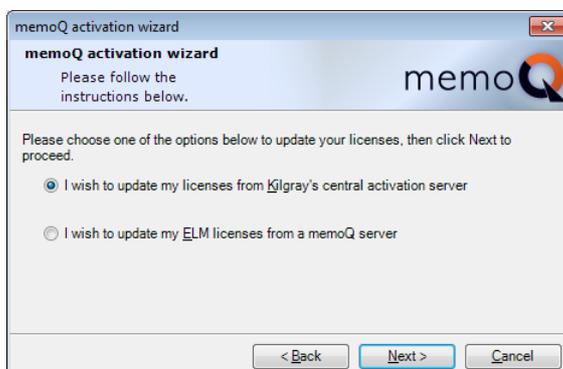
1. Launch memoQ. A warning will appear, indicating that you need to activate the program before starting to use it. Click **OK**.
2. The **memoQ activation wizard** appears. On the first screen, click **Next**.
3. On the second screen, you can speed up the activation process if you already have a serial number. If you have one, click the **I already have a serial number** radio button, click **Next**.
4. In the third screen, the activation wizard will ask for your serial number and some more details. Fill in the **Serial number**, **Licensed to**, **Company** and **E-mail** fields (all fields are required), then click **Next**.



The last part of the serial number is the *serial number extension*. If you purchase a license for memoQ, you are entitled to install it on two different computers. On the first computer, the extension should be **1**. On the second computer, type **2** for the extension.

You can also purchase memoQ for multiple users on different computers with a single serial number. In this case, you need to use the extension to distinguish your computers.

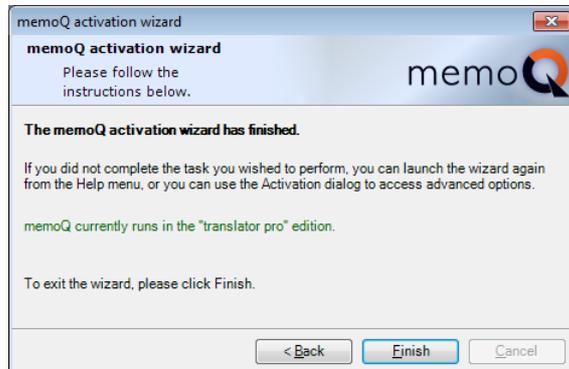
5. In the fourth screen, the activation wizard offers two ways to obtain your licenses. You can either use a license that you purchased from Kilgray, or you can use a so-called mobile license that you receive from a company you work for. If you purchased your license directly from Kilgray, choose the first option:



You would use the second option only if you work for a company, and that company gave you a mobile memoQ license. If that is the case, refer to the *ELM User Guide*, also available from the Kilgray website.

For now, choose the first option, and then click **Next**.

6. The activation wizard contacts Kilgray over the Internet, and attempts to retrieve your licenses. Then, the last screen of the activation wizard appears, notifying you of the success of the operation:



Troubleshooting: In this screen, a green line of text should appear (**memoQ currently runs in the "edition" edition**). If this text is red, and contains an error message, your copy of memoQ is still not activated. Activation will not be successful if memoQ was already activated on another computer with the same serial number and extension.

If a red error message appears, contact support@kilgray.com for assistance.

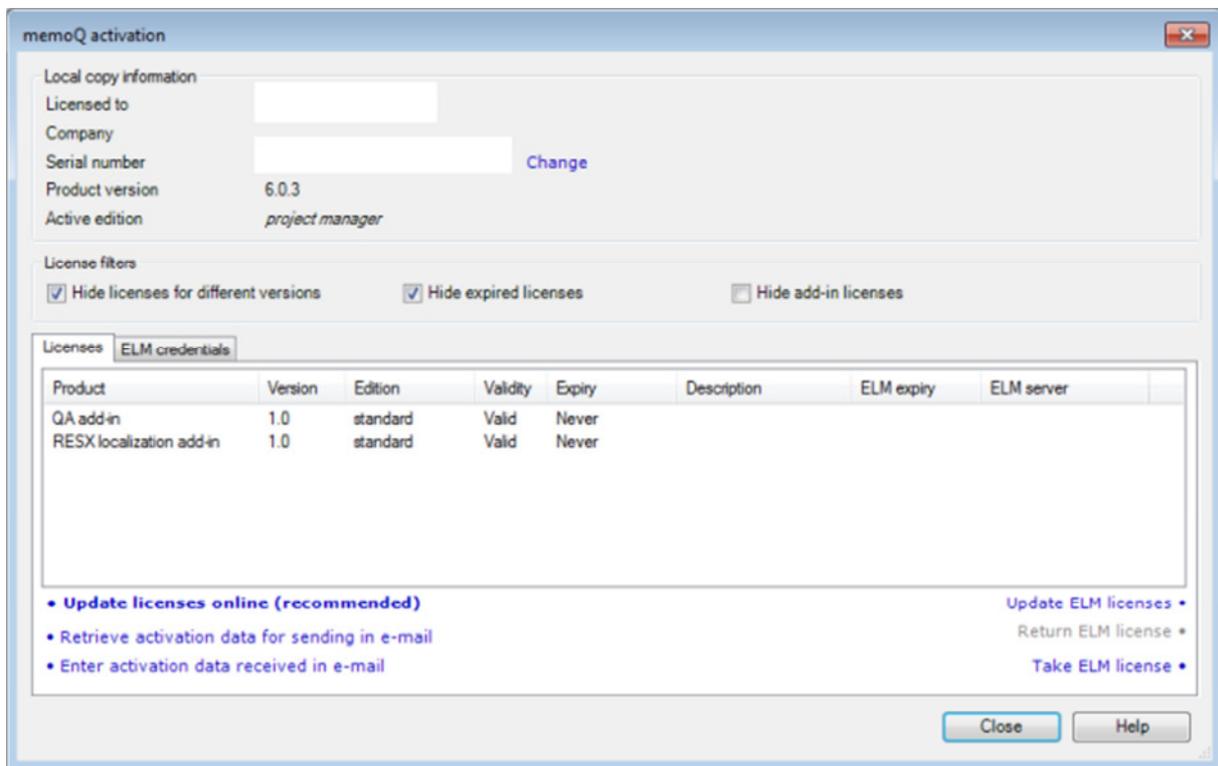
Click **Finish** to exit the activation wizard. Your copy of memoQ is now activated, and you can start working.

Activating Upgrades

If you have purchased upgrades to your copy of memoQ, you can use the activation wizard to activate the upgrades after installing a new version. From the **Help** menu, choose **activation wizard**. On the first screen of the wizard, click **Next**. Then, follow the procedure above from Step 7 – the wizard starts with the fourth screen. Steps 1-6 are skipped because you already have a serial number.

Displaying Your License Details

Always make a note of your serial number, and keep it in a safe place. If you do not know the serial number, use memoQ's **Activation** dialog box to display it. From the **Help** menu, choose **Activation** (not **activation wizard**). The **memoQ activation** dialog box will appear:



This will display your serial number, the full version number of your memoQ copy, and your active edition, followed by a list of all licenses you have. You can also update your licenses here by clicking **Update licenses online**.

Troubleshooting: If the **Active edition** field is empty, you have no valid licenses for your copy of memoQ. Click the **Update licenses online** link to retrieve your licenses from Kilgray. If there is no change, contact support@kilgray.com for assistance.

Note: When contacting Support (support@kilgray.com), always include the full version number (in the example: 6.0.3) and the serial number of your memoQ copy.

If anything goes wrong during installation, or you did not succeed in setting up the program by following these instructions, contact support@kilgray.com for help.