

REALBOOK SOFTWARE

VERSION 4.01 UPDATE - MAC

Installation and Activation Guide

RealBook Volume 1,
RealBook Volume 2,
Great Jazz Solos, and
Charlie Parker Fakebook



Follow the instructions included in this Installation and Activation Guide before attempting to contact us for installation or activation support. Anything that could be conveyed in a support email has probably already been included here.

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What Does This Update Do?

Features and enhancements

The coolest new feature is the Laptop view.

This means you can turn your laptop on it's side for a life sized view of the chart.

Put it on your metal music stand, your piano's music stand, etc

Choose left or right alignment depending on your specific laptop brand

Special shortcut keys so you don't have to mouse sideways.

The Randomizer

Yet another very cool feature that allows you to investigate the collection at random.

Good for forcing yourself to play through or listen to songs that you might not normally select on your own.

Can be used in conjunction with the find menu to narrow down the choices.

Audio Randomizer

Chooses songs at random then plays the audio for that song.

Great for testing your familiarity with the jazz repertoire and artists

Automatic Media file path.

No need to manually set or correct the default file path.

It is automatically determined for you.

You can manually change the filepath

Install the materials folder in a different location, i.e. a different hard drive

New improved proprietary registration/activation method.

Program copies the registration number for you.

Web browser opens up inside the program

All programs now use the same structure

No more zip files for PC users

More robust documentation.

Detailed Installation and Activation Guide

Operations Manual

Includes tips and suggestions

Fixes and adjustments

Some Volume 2 users were submitting registrations with Tab keys

The Submission process now erases any erroneous tab keys entered by mistake

Format mismatch with Volume 2 Plugin imported into RealBook Software 3.00

Improved Mac installer (not Stuffit)

Circumvents the long install times experienced by a few Mac users.

Vista UAC permissions taken care of in the installer for most users.

Requirements for upgrades

Stand alone versions only

Windows XP, Windows Vista, Vista 64, Mac 10.4.9 and up

In each case it is recommended that your operating system be upgraded to current status.

For RealBook Software (Volume 1) owners:

Previous installation of RealBook Software 3.00

If you have 2.xx you'll need to upgrade to 3.00 first before upgrading to 4.01

For Legacy version 1.xx users

A fresh purchase of the 4.01 version is required.

(In 2007 you would have passed on the offer to upgrade to 2.00)

RealBook Volume 2 version 4.00

Recommended for purchasers of the original versions

Charlie Parker Fakebook Software, Great Jazz Solos Fakebook Software

If you purchased these plugins, you'll need to re install them into version 4.01

Charlie Parker Fakebook Software, Great Jazz Solos Fakebook Software, RealBook Volume 2

Upgrading to version 4.01m For Mac From Version 3.00

(2.00 and 2.01 users see below)

There are two parts of this update.

1. The New program.
2. The existing Materials folder in your current installation.

“Install” the Program

1. Download the update zip file from the link that was provided to you via email.
2. Place the download into the Applications Folder.
3. Unzip the file by double clicking on it. A folder will be unarchived for the program you want to update. The folder display's the product's icon.



4. Move the resulting folder into the Applications Directory.
5. Move the old 3.00 Materials folder into the new 4.01m folder.
6. You can now remove the Update zip file and the previous installation folder to the trash.

Done!

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Upgrading to version 4.01m For Mac From Versions 2.00 and 2.01

Never upgraded to 3.00?

If you are on versions 2.00 or 2.01 then you'll need to install the upgrade to 3.00

This adds some extra audios and corrects some earlier ones.

If you need a link for the 3.00 upgrade then contact us.

You are not trying to get this version operational; you are only trying to gain access to the Materials folder.

That means there is no need to register the earlier versions or even run them for that matter.

Regarding the Materials Folder For 2.xx users

After downloading and updating to 3.00, copy the contents of the 3.00 materials folder into the 2.xx Materials folder.

If it asks if you want to replace files say yes.

Now you are ready to update from 3.00 to 4.01 - See the instructions above for that.

What if you don't have any previous version currently installed

Go back and run the installation for the earlier version(s) again.

Once again, you are not trying to get this version operational.

You are only trying to obtain the Materials folder.

There is no need to register the earlier versions or even run the program for that matter.

Previous Installation Difficulties

If you happened to be one of the unfortunate users who experienced this, then read on. Otherwise you can skip to the next section.

A few Mac users (whose system had difficulties with the Stuffit based installer) experienced ridiculously long install times.

Since the problem was very sporadic (and we don't have access to our customer's computers) the exact cause of this issue was never determined, but seemed to be tied to the Stuffit installer.

However, one of the benefits of the new 4.01 version is that we stopped using the Stuffit program. That approach has eliminated the problem for users that had previously experienced difficulties

If the installation was not allowed to complete then you would get an error stating that
"You can't open the application "Real Book Software 3.00m" because it is not supported on this architecture."

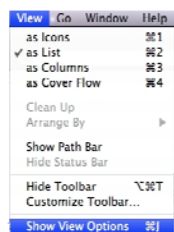
To use the downloadable 4.01 upgrade you'll need to have a fully populated version 3.00 materials folder.

To check on this go into the currently installed Materials.

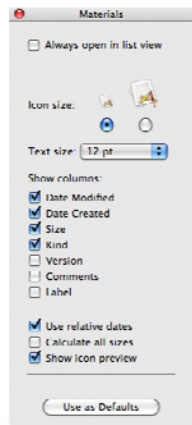
Select the List View, or use the View Menu>as List command



Next, Use the View Menu>Show View Options command



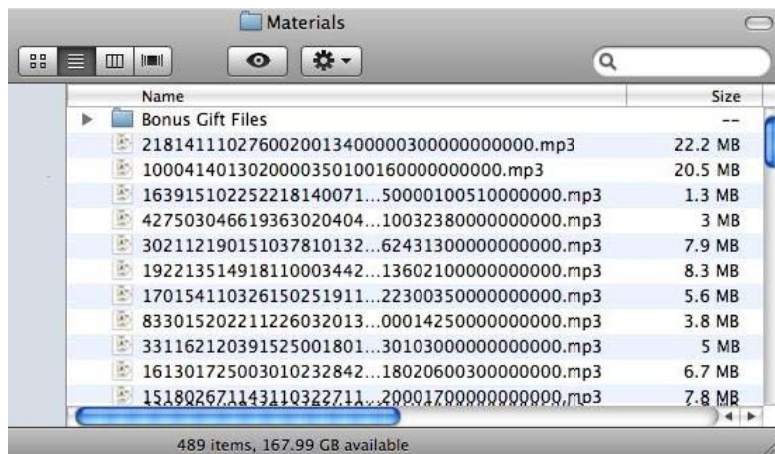
Make sure the Size Box is checked



Now check to make sure you have 488 files (not including any other folders).

In List view you can click the Size column header to sort by file size.

Make sure there are no 0kb files.



If there are then the installer was not allowed to run long enough to complete the transfer.

At this point you have two options:

1. Run the installer again (however long it takes) until all the files in the Materials folder are accounted for and full sized.
2. Choose the "Shipped DVD" option instead of the download version.

After the 4.01m version has been placed into the Applications folder and the Materials folder has been moved into the program's folder then you can delete the previous version from the Applications folder.

You are ready to launch, register and activate the new version.

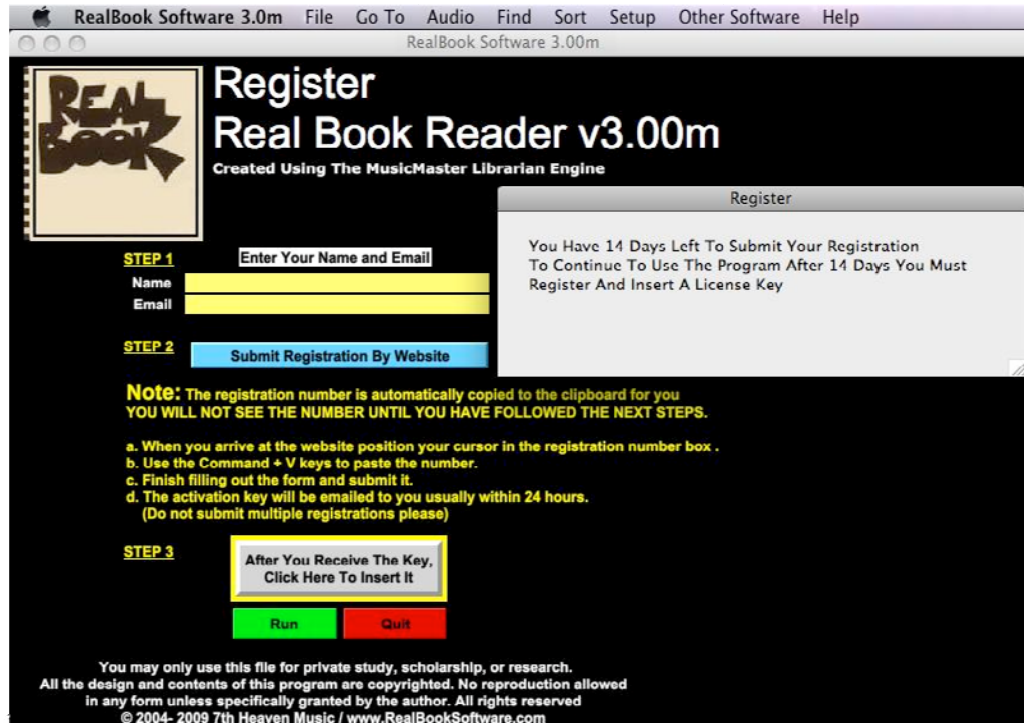
Registering and Activating the Program

What you'll need.

Internet access (yours or someone else's). It doesn't have to be on the "installed" machine.
E-mail address where the activation key will be sent.

Registering

After the program opens, the first screen that will appear is the registration screen.



You have 14 days to register for your activation key.

Countdown dialog boxes will appear that will remind you about how many days are left to apply the activation key.

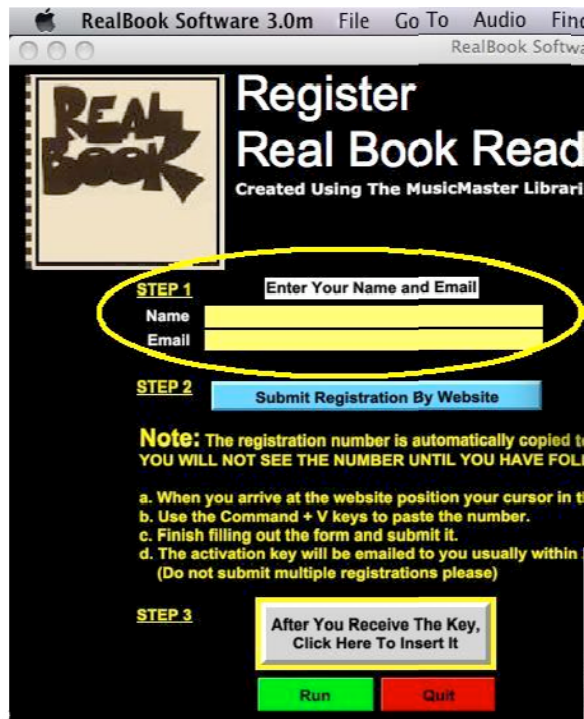


You can run the program for 14 days (without registering or applying) the key by clicking OK on the countdown / reminder Dialog Boxes and then click the Run button.

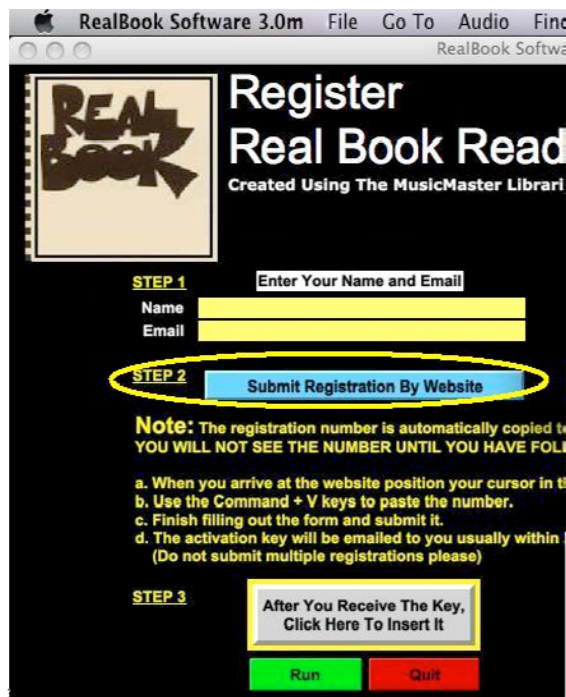
If you do not register or apply the activation key within the 14 day period then the program will not be accessible until you do apply the license activation key.

If you do exceed that time period, once you apply the key the program will resume normal operations.

1. To register, you'll need to fill out the Name and email address fields.



2. Next, click the "Submit Registration By Website" button.



3. This will copy the registration number to your computer's clipboard.

NOTE: You do not need to look for any registration number. It is done automatically for you. This number is not seen by you until the next step.

4. Next, your internet browser will automatically open to the registration page. (you can also click this link) <http://www.MusicMasterLibrarian.com/Register.html>

NOTE:

If you do not connect to the internet on your installed computer then you'll want to use the Command+V keys and paste the registration number some place (i.e.: a text document). That way you can access it later when you are connected to the internet from another machine.

5. Scroll down the page until you see this form.

Name Of Purchaser (Required):

Registration Number: (Required):

Product Version (1.5.3, 2.0, 2.01, Charlie Parker): (Required):

Operating System: (Required):

E-mail Address Of Purchaser (Required):

Name and E-mail you would like to register with (if different than above):

What were you searching for when you found us? (etc):

What Instruments do you play?

Send Reset

Use the CTRL+V Keys to paste the number from your clipboard into the Registration Number Field

6. Use the CTRL+V keys to paste the number that was stored on your computer's clipboard into the registration number field.

7. Next fill out all the remaining fields on the form.

The name and e-mail address that was used to purchase the product.

IMPORTANT:

The name and email address must exactly match the fields you filled out on the registration page in the program.

The product version is printed on the disc. It was also mentioned in your confirmation e-mail.

Operating system for Mac means 10.4.9 etc..

The remaining fields should be self-explanatory.

8. After completing the form, click the send button.

Do Not Repeatedly Re-Register / Re-Submit. Please, Once is enough.

Make sure that your e-mail address will allow attachments.

Also, let your spam filter know that any e-mails from RealBookSoftware.com are okay.

Do not use an email addresses that requires a secondary verification. (Earthlink etc.)

The e-mail attachment

After we receive this information, someone will generate an activation key that will be attached to an e-mail and sent to the e-mail address(es) that you provided.

This usually happens very quickly but allow 24 to 48 hours since there is a live person involved.

NOTE FOR WEB EMAIL USERS

If you are using a web based e-mail client such as Hotmail, Yahoo, Netscape etc. then you will need to download this attachment and save it onto your computer.

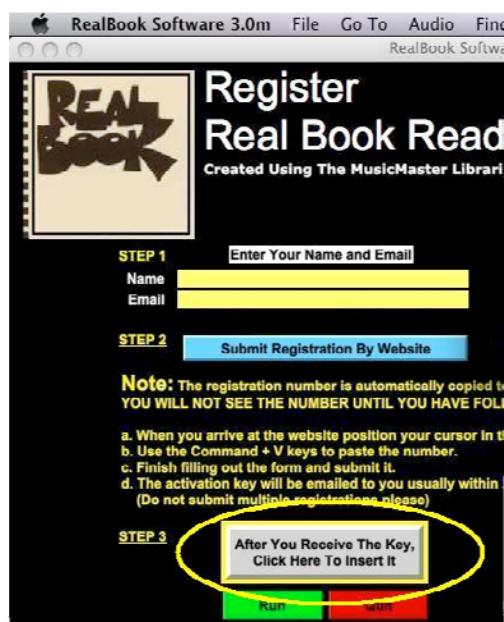
This attachment will be named MacRealBookKey.rbr

(If you don't have an Internet connection on the installed machine, then you can copy it from your email machine to a thumb drive, floppy or CD etc and transfer it to the installed machine)

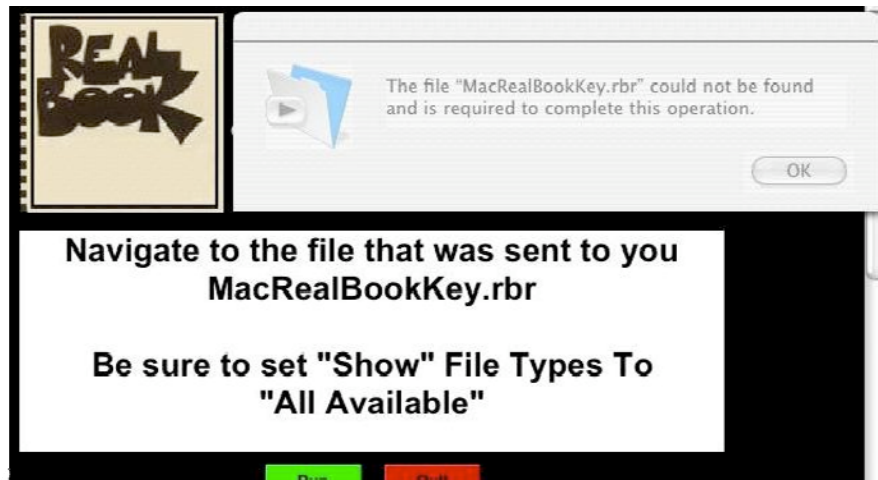
You will not do anything directly with this file (for instance double clicking, drag onto icons to launch, etc)

9. Open / launch the RealBookSoftware app

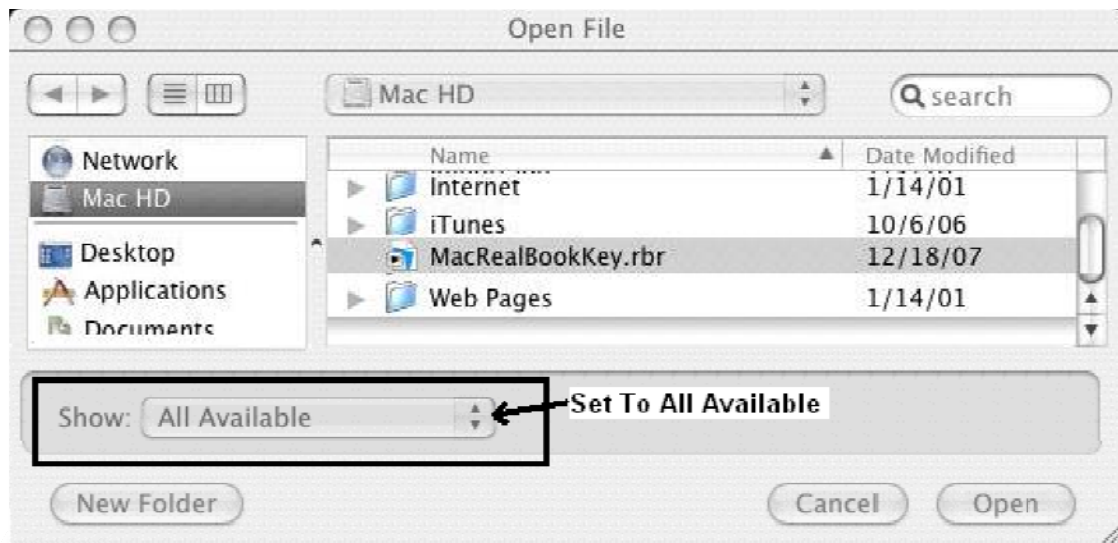
10. Click the Gray button titled "After You Receive The Key, Click Here to Insert It"



11. The Mac will tell you it can't find the file (it doesn't know where it is). Navigate (browse) to the MacRealBookKey.rbr file attachment from the e-mail.



12. Set the "Show" box to "All Available"



13. Double Click (or select + Open) the file.

**After applying the key, if a dialog box pops up telling you about more or less records, etc.
Don't worry about it, just click to close the box.**

Next you will be shown the Opening Splash Screen with your Name and Email on it.

This will display for a few seconds, then the program will open.
That's it. You are finished.

On subsequent launches, if you still see the countdown screen...



...then something wasn't done correctly. In which case, go to the next page for troubleshooting suggestions.

Troubleshoot

Activation Key

Re-installing the program is probably not necessary, but could be done as a last resort.

Every computer will require its own unique registration code and require a different activation key. Be sure to let us know that you are registering a second machine if that is what you are doing.

It is important to know that this is not a one-size-fits-all key. Be sure that the registration you submitted belongs to the computer where you are trying to use the key.

Don't double-click the key file itself. It won't do anything except confuse your computer system or probably destroy the key.

Don't drag the key file onto other icons. That won't do anything either.

Audio Doesn't Play

If you changed the location during installation or have named the folder something different then you'll need to change the path to the audio files.

1. Make sure that your Default file path is correct by
 - a. In the program go to the Setup Menu>Setup Command>
The default path is indicated there.
 - b. If it doesn't match the actual location where your materials file is located, then you'll need to enter the correct file path to the "Materials" folder. Follow the instructions just underneath the default folder field.

The default installation folder, where everything has been placed is

*Macintosh HD/Applications/RealBookSoftware4.01m/Materials
Macintosh HD/Applications/RealBookVolume2v4.01m/Materials
Macintosh HD/Applications/GreatJazzSolos4.01m/Materials
Macintosh HD/Applications/CharlieParkerSoftware4.01m/Materials

**(if your hard drive is named differently then the path above would reflect that change)*

You may need to modify this if your Install Location does not exactly match.

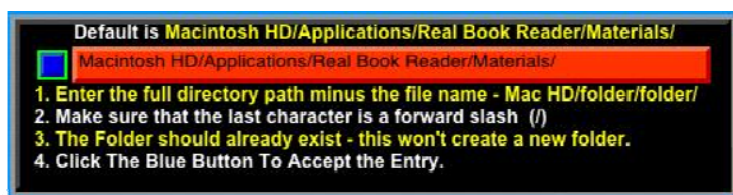
This can happen if your hard drive is named something other than the "straight out of the box" name

For instance

Mac HD/Applications/ RealBookSoftware4.01m/Materials/

Or if you named things differently

Mac HD/Applications/**RealBookSoftware**/Materials/



Support

Most issues are the result of not having followed the instructions. In other words, User Error.

To avoid this, please read through this Guide first. Support can only be offered for issues not covered in the documentation or the online FAQ page.

Given the low selling price for this product, there is no live phone support available for this product.

We will gladly offer email support for issues stemming from the installation and use of the software but cannot help in matters regarding your specific computer hardware, settings, other software etc.

If you have carefully read and followed the instruction outlined in this guide and have checked the online FAQ's and have not found items pertaining to your issue then you can submit a Support ticket at www.RealBookSoftware.com/Support.html

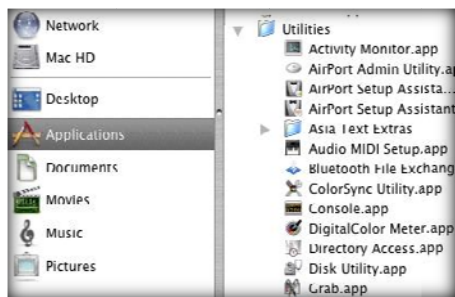
The email address is Support@RealBookSoftware.com. This is to be used only after you have read this guide and/or submitted a Support Ticket.

Be **very detailed** in your description of the issue you are having, steps you have taken and where the problem emerges. Brief, vague, non detailed submissions will not receive a reply. AND.....

Include screen shots

This is important since it lets us see what you are seeing and helps to illustrate and pinpoint the exact nature of the problem you are experiencing, instead of trying to guess at it.

Go to your Applications>Utilities> folder and launch the Grab application.



This will be used to capture the images appearing on the screen, specific windows, etc.

You can also use the apple(command)/shift/3 keys together to capture the entire screen.

After capturing the images, you will then save them and attach them in your email.

One final note regarding Support submissions

We have a zero tolerance policy for hostile, abusive, demanding or threatening attitudes and language. No reply will be given to such displays and your email could potentially be blocked from further communication.

And Finally....

We are always coming out with new products to enhance and enrich your experience with Jazz.

1. **Keep current** with the latest developments by visiting the web page at

<http://www.RealBookSoftware.com/FakebooksAndMore.php>

2. **Spread the word and encourage others**

If you have enjoyed and benefitted from our products then please let others know about us so that they might also receive the same benefit and enjoyment.

3. Also, **send us your testimonials.**

We love hearing from people who are interested in keeping Jazz alive and growing.

Let us know what products or enhancements you would like to see developed.

Send to blake@RealBookSoftware.com