



Windows Installation Instructions

View a video walkthrough of our product installers here:

<http://www.redgiantsoftware.com/quickstart>

1. Check for updates

If you are installing from a product DVD, then it is important to check for a later version of your software, as the installer located on your disc may be out of date.

Check for product updates here: <http://www.redgiantsoftware.com/downloads/updates/>

2. Close all programs before installing

This includes but is not limited to virus protection software. Virus protection software may prevent the product from installing.

3. Move installer to system's local hard drive

To help prevent installation issues from occurring during installation, it is recommended to move your product installer to your system's local hard drive. This applies to you if you are running the installer from a CD, DVD, USB disk, network disk or any other external disk.

4. Run the proper installer for your host application and host application version

Product installers are categorized in folders by host application then host application version number.

Example

- If you are installing for Adobe CS5, open the "After Effects" or "Premiere Pro" folder. Then open the folder that is labeled "CS5" and run the installer included in this folder.
- If you are installing for Adobe CS4, open the "After Effects" or "Premiere Pro" folder. Then open the folder that is labeled "CS4 or earlier" and run the installer included in this folder.

If you would like to check the compatibility of your product to see if it is compatible with Adobe CS5 or another host application then you may visit:

<http://www.redgiantsoftware.com/support/compatibility/host-applications/>

5. Select host application(s) to install for

During installation make sure that you select the host application(s) that you wish to install for (if applicable). If no selection is made on this screen then nothing will be installed.

Windows Troubleshooting Instructions

If you are experiencing issues with installing your product or have issues with the product not working properly after installing it, you may refer below for instructions to perform to get yourself up and running.

1. If you are installing on a Windows Vista or 7 system, then refer to the following URL for instructions on installing the product in XP compatibility mode:

<http://www.redgiantsoftware.com/company/contact-us/support/faq/107/>

2. Check if you are installing the product in the correct location for your Adobe application. Visit our Quick Start support video page to view the video entitled "Where to install for Adobe applications on various Windows setups."

<http://www.redgiantsoftware.com/quickstart>

3. If you are having a problem with your serial number not being accepted by the product or if you are receiving an "unlicensed" error message, please refer to the following URL for instructions to perform:

<http://www.redgiantsoftware.com/company/contact-us/support/faq/177/>

Additional Product Support & Resources

View video tutorials and Red Giant TV episodes here:

<http://www.redgiantsoftware.com/videos/>

View product specific FAQ's here:

<http://www.redgiantsoftware.com/support/faq/product-specific/>

View Quick Start support videos here:

<http://www.redgiantsoftware.com/quickstart>

Have another support question? You may search for your specific question on our support page here: <http://www.redgiantsoftware.com/support/>