



LaCie LightScribe Labeler Software

Frequently Asked Questions

Software Features

Question	Solution
Is the LaCie LightScribe Labeler software compatible with older Mac operating systems?	LightScribe is only compatible with Mac OS 10.3.2 or higher.
Can other computer applications be used while my label is being printed?	Yes. As with most software, you can work on other tasks while LightScribe is working.
Is the LaCie LightScribe Labeler software compatible with Mac OS 10.4.x?	Yes. For Mac OS Tiger support, please download the update from the LaCie support Web page: www.lacie.com/support/drivers . Select "Software" from the category list.
Can I move the application to another Mac OS 10.3.x system?	No. In order to run the application on a new system, you must install the package provided with the DVD Utilities. The package installs the application and a LightScribe resource library. If you move the application to a new system, the software will start and quit immediately because the library is not found on the system. Therefore, if you want to copy the application onto a new system, you will have to install the whole package from your original LaCie DVD Utilities CD-ROM.
Can I burn the label before burning the data onto the disc?	Yes. You can burn your label before or after burning your data to LightScribe media.
What happens if a disc hasn't been properly inserted (label upwards for instance)?	LightScribe automatically detects whether or not a disc has been inserted correctly. If the disc is improperly inserted, it will eject and an error message will display.
Why do my labels appear too faint and not as clear as the preview?	This is due to the gold base of the discs. To increase the quality of your result: we recommend using image manipulation software to change your color picture into grayscale and increase the contrast prior to placing it in your design. We recommend pictures with a resolution of 600dpi for best results (see your User Manual for more details).
I have created a color LightScribe label, so why is no color printed on the media when I burn?	LightScribe currently supports burning in grayscale only.

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Can I erase a burned label?	No. You cannot erase information burned onto the label but you can add additional information.
Can I add pictures/text to a label that has already been burned?	Yes. Start with your original label template and then add the new label information. Be sure to remove your previous information from the template to avoid burning it again. Note that if you hide the background picture using the "Eye" button, the background will not print.
Can I save my own template?	No. You have to save your project in your document folder and open it when you want to create a similar design. Note that free background pictures are available from www.lightscribe.com (Label Gallery).
Can I change a template?	No. The existing templates cannot be altered. You must save your modifications under a different file name.
Can I burn onto several LightScribe DVD drives?	Yes. Using version 1.1 or higher: multiple drive printing is integrated into the application. To update your application, go to: www.lacie.com/support/drivers . On older versions, you must duplicate the application as many times as required (Press the "Alt" key and drag and drop the application logo). We recommend updating anyway since duplicating the application consumes more CPU power.
How can I move or resize the background image?	The background image is locked and scaled to fit the disc. You can unlock it by clicking the lock button. You will then be able to move and resize the background image.
How can I learn the function of a button?	Move the cursor over the button and a function description will appear after a few seconds.
How can I create an exact square or circle?	First, select the appropriate tool, and then hold the "shift" key down while creating the square or circle.
Why can't I center or justify the text I inserted (text format buttons are not available in the text box)?	This is normal if you have entered circular text. Circular text cannot be centered or justified. However, the whole text box can be centered in the middle of the picture. Therefore, if you would like to center several lines, you can enter them in different text boxes and center those boxes.
What is the extension of a file created by LightScribe Labeler?	The extension is ".lightscribe".
Why can't I email the LightScribe file I created?	Your LaCie LightScribe Labeler creates folders. The file must be stuffed before it can be emailed.
The file created by LightScribe Labeler is too large. How can I reduce the size?	This file is actually a folder that includes all the pictures you have used for your label design. The larger the original pictures, the larger the final LightScribe file. If you want to reduce the size of your final LightScribe file, you must reduce the size/resolution of your original pictures.

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When I try to import an image via the "Import Image" dialogue box, nothing happens. Why?	Move the cursor to the main window until you see a plus sign (+). Click on the location where you want to add your image.
What should I do if I try to add text but nothing happens?	Move the cursor to the main window until you see a plus sign (+). Click on the location where you want to add your text.
Why can't I import several images at the same time?	If you drag and drop several images at the same time, only the first one will be moved to the design area. If you use the "Add Image" dialogue box, you can only select one image at a time.

Before you read this section, please be sure to update all of your LightScribe components:

www.lacie.com/support/drivers (DVD or software section).

Troubleshooting

Problem	Solution
What do I need to update?	<ul style="list-style-type: none">• LightScribe Labeler – this is your Mac OS application. Updating provides new capabilities and resolves issues.• LightScribe host software (also called "LightScribe library") – provides communication between system components. Host software updates are released regularly. We recommend checking the LaCie website on a monthly basis. Updating resolves issues such as communication errors.• Your drive's firmware – update the compatibility of your LaCie drive with newly released media.
When do I need to make updates?	<ul style="list-style-type: none">• LightScribe Labeler – to find out the version of your application, select the LightScribe Labeler icon in your "Applications" folder, then press "Cmd+I" or open the application and select "About LightScribe Labeler" in the menu bar. Compare it with the version recommended on our website.• Host software – there is currently no way of checking the host software installed on your computer. Host software is updated on, approximately, a monthly basis. Therefore, we recommend that you download the package and run the installation regularly. If similar host software is already installed on your computer, it will not install.• Firmware – firmware is not updated very often. Update your firmware if you experience problems with media recognition. You can check your drive firmware by following this process: Select "About this Mac" in the Finder menu bar and click on the "More info..." button; this will launch the Apple Profiler. Your LaCie drive will be listed in the hardware section (USB or FireWire), check the "Product Revision Level". If in doubt, download the firmware update. Your system will automatically check it against your current firmware and let you know if it requires updating.

Troubleshooting

Problem	Solution
I got an error message telling me that my LightScribe drive is being used by another application and I cannot burn labels.	A disc has been inserted into another CD/DVD drive – probably your internal CD/DVD drive. Simply eject this disc and you will be able to use LightScribe Labeler again. LaCie is currently working on resolving this issue. Please check that you have the latest software version (free on our Web site: www.lacie.com/support/drivers).
The LightScribe Labeler inadvertently quit and I cannot launch the application again.	In this case, you can either restart your computer or follow this process: <ol style="list-style-type: none">1. Go to your Utilities folder (CMD+shift+U)2. Open the Activity Monitor3. Select all the LLLPrintTasks4. Quit them using the red button found in the top left corner of the window
The application immediately quits after its launch.	The application is missing a component to run. Please reinstall the full package on your system – from your original LaCie DVD Utilities CD-ROM.
I inserted a LightScribe disc, label side down, into the drive but I got a message telling me that the media is not recognized and should be burned in generic mode.	You have probably used one of the new v1.2 discs. The v1.2 discs, released in April 2006, allow you to burn clearer labels at 30% faster than previous generation media. They are compatible with older drives but you will need to update the host software in order to be able to burn them at full speed with the highest quality. (Host software 1.4.67.1 minimum – free on our Web site: www.lacie.com/support/drivers)
I frequently get a “communication error” message.	Your host software/library is probably too old, so you should update it.
The application freezes just after the BMP is created.	This may be due to communication errors. Your host software/library is probably too old, so you should update it.
I duplicated the application but the application inadvertently quit.	You must restart your computer. This is why LaCie recommends updating to LightScribe Labeler v1.1 if you would like to burn on more than one drive.
When I import a Photoshop PSD file, the quality is lowered.	Make sure to flatten the various layers of your file before importing the image. If you still have a low quality image, save your image in TIFF or PNG format in order to keep its transparency.
The circular text appears rough/pixelated.	Some fonts create this visual issue on your monitor screen. The actual result will not be affected and text will appear smooth when printed on the disc.
My label is cut off at the top and bottom.	When this happens, please quit the application and try lower screen resolutions.
My label appears small on the screen.	LaCie LightScribe Labeler could not define the monitor resolution. This is a problem encountered only with very early releases of the software. Updating to v1.0.3 or higher solves the problem. Go to: www.lacie.com/support/drivers for the update.

Troubleshooting

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I got this message: "The LightScribe drive is currently in use".	This only appears in older versions. Update to LightScribe Labeler v1.1 or later. In the meantime, you can quit the application that is using your LightScribe drive - OR - power the drive off and on (only if you have a single drive); then eject the media.

About LaCie

LaCie's products are specially designed to bring your ideas to life with innovative and practical solutions. Our Storage, DVD, Backup, Color and Accessories devices can be found in homes, classrooms, businesses, and multimedia design firms – seamlessly integrated across a diverse array of operating systems. When you require power, speed and freedom in hard drive capacity, data archiving, and graphics aids, LaCie can equip your system to be the optimum vehicle for your imagination. LaCie consistently combines state-of-the-art design aesthetics and cutting-edge technology to create solutions that are the perfect synthesis of form and function. Featuring the unique styles of award-winning designers such as Philippe Starck, Neil Poulton and Porsche Design GmbH, LaCie's products not only look stunning, they perform with unprecedented strength and versatility.

With a worldwide network of distributors, authorized resellers, production facilities, and in-house sales and technical support staff, LaCie is a global leader in manufacturing top-of-the-line digital tools that exceed expectations and re-establish industry standards. LaCie is listed on the Paris Nouveau Marché (code 5431).

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