



SoftChalk™ 7 Installation Guide

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Introduction

This guide will cover how to install SoftChalk 7 onto your Windows or Macintosh computer. Once you install SoftChalk, start the application and go to **Help/Help Topics/User Guide**. Within the **User Guide** is a **Getting Started** section.

IMPORTANT: If you have already installed the trial version of SoftChalk, you can just enter your license information without having to run the installation again. See the sections [Enter Your License Information \(Windows\)](#) or [Enter Your License Information \(Macintosh\)](#).

IMPORTANT: If you have installed the SoftChalk for CourseSites version, then you will need to enter an access code to begin. For details, please refer to the [SoftChalk for CourseSites by Blackboard Guide](#) on our website. [If you downloaded SoftChalk by clicking the Download button on our website, then you have the standard version of SoftChalk and not the SoftChalk CourseSites version. If you are not sure which version of SoftChalk you have, you will see either SoftChalk (i.e. standard version) or SoftChalk for CourseSites in the title bar of the SoftChalk main application window when you start SoftChalk.]

Installation Questions

If you have trouble installing SoftChalk after reading this guide, please look at our [FAQs/ Knowledge Base](#) on our website. At the left, click on the section called **Installation**. For instance, there are two questions:

[When I try to run SoftChalk, I get an error message, "Cannot find the main class." What should I do?](#)

[I have a Macintosh running OS 10.5.8 \(Leopard\). When I install SoftChalk 7 and click on the SoftChalk 7 icon, the application doesn't open. What should I do?](#)

If you have trouble with your installation and cannot find your answer in our [FAQs/ Knowledge Base](#) on our website, please contact help@softchalk.com and we will be glad to assist you.

IMPORTANT: Be sure to **save the installer to your local computer** before running it. Sometime users have a slow internet connection and try to run the installer from the internet rather than saving it to their local computer first.

Also, if you are on a fast internet connection and downloading the installer is taking 20 minutes or more, you may want to stop the download process and start another download. (Typically downloading the installer takes 5 minutes or less.)

SoftChalk runs using the Java Runtime Environment [JRE]. Most computers have the JRE software automatically installed. (As part of the installation process, the SoftChalk 7 installer will automatically check your version of the JRE software.)

SoftChalk runs on your desktop computer and does not require internet access for creating your lessons. For information on delivering the lessons to your student, see the **User Guide**, which you can find under **Help/Help Topics** within the SoftChalk application.

Trouble Entering Your License Information

If you have trouble entering your license information, you may not have administrator rights on your computer. Please look at our [FAQs/ Knowledge Base](#) on our website. At the left, click on the section called **License Key**.

(As mentioned previously, to begin working with the SoftChalk for CourseSites version, then you will need to enter an access code to begin. For details, please refer to the [SoftChalk for CourseSites by Blackboard Guide](#) on our website.)

Updates to SoftChalk

If you are online when you start SoftChalk, it will automatically check for any updates each time you start SoftChalk. If there is an update, you will get an update screen to install the update or skip the update. **Usually SoftChalk updates take approximately 2-5 minutes to install.** After the update is completed, you will need to double-click on your SoftChalk 7 icon again to start the program.

If you happen to de-select the **Automatically notify me about SoftChalk updates** checkbox on this update screen, you can always check for updates within SoftChalk by going to **Help/Check for Updates** (Windows Computer) or **File/Check for Updates** (Macintosh).

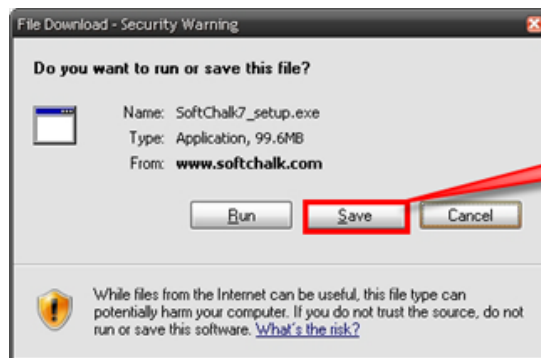
System Specifications

Please see the [System Specifications on our SoftChalk website](#).

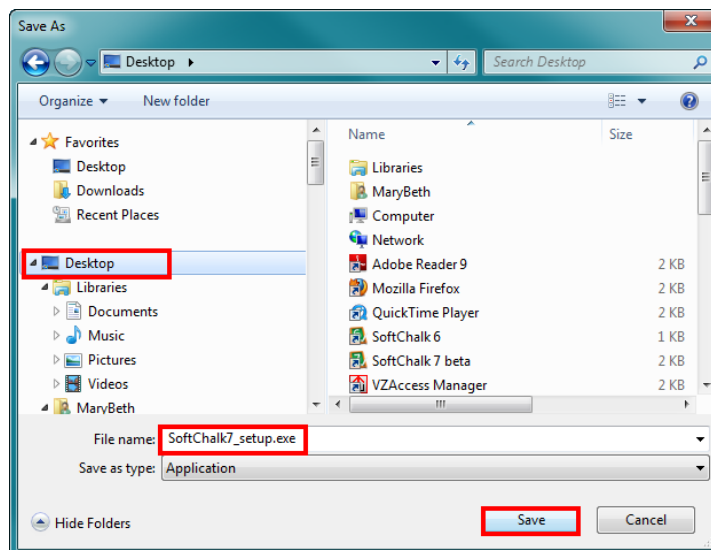
Download the Installer

The steps for downloading the installer to your local computer are listed below. We recommend saving the installer to your local computer before beginning the installation.

1. Download the installer by clicking on the installation link provided to you by your institution or sent to you in an e-mail by SoftChalk. OR if you want to download the **trial version**, please go to our website and click the **Free 30-DAY TRIAL** button. Please note that after you enter your information, there are **different links for Windows users and Macintosh users**.
2. **IMPORTANT:** Once you click the appropriate Download button or link for your computer (Windows or Macintosh), click **Save** (see below).



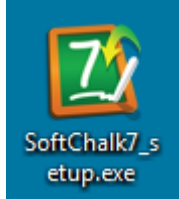
3. Save the installer to your local computer (see below). Typically, downloaded files will appear on your desktop or in a Downloads folder that you use.



Windows Installation Process

Start the Installer

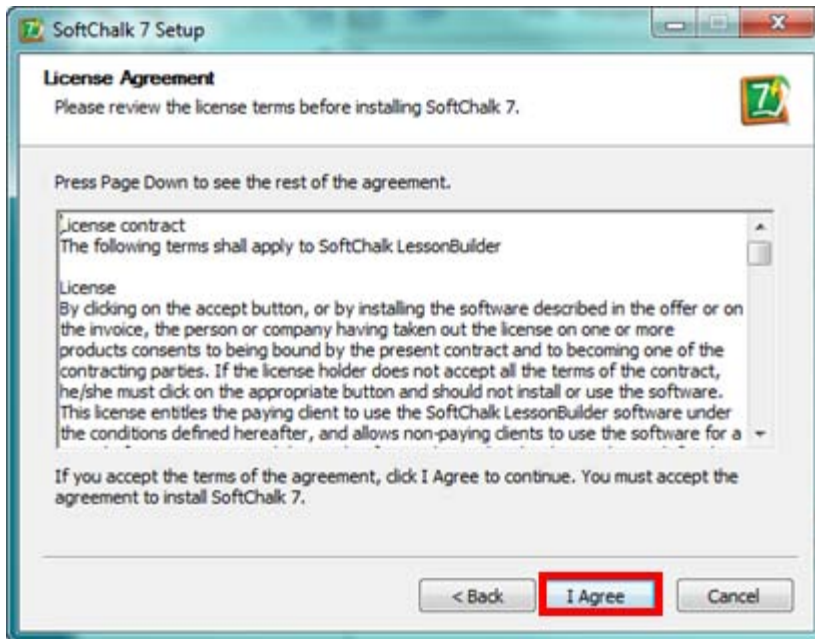
1. After downloading the installer (see the previous section [Download the Installer](#)), you should see a **SoftChalk7_setup.exe** icon for the installer on your desktop or within a Downloads folder (see below). [In case you think you have downloaded the installer but cannot find it, search for **SoftChalk7_setup.exe** (Windows installer).]



2. Double-click on the icon above. If you get a Windows Security Warning (Unknown Publisher) screen, click **Run** to continue the installation.
3. Click **Next** at the initial screen (see below).



4. After viewing the license agreement, click **I Agree** (see below).



5. You **may** get one of two messages concerning your Java Runtime Environment (JRE) (SoftChalk requires the Java Runtime Environment to work) (see below):

- **Older version of the Java Runtime Environment (JRE)**

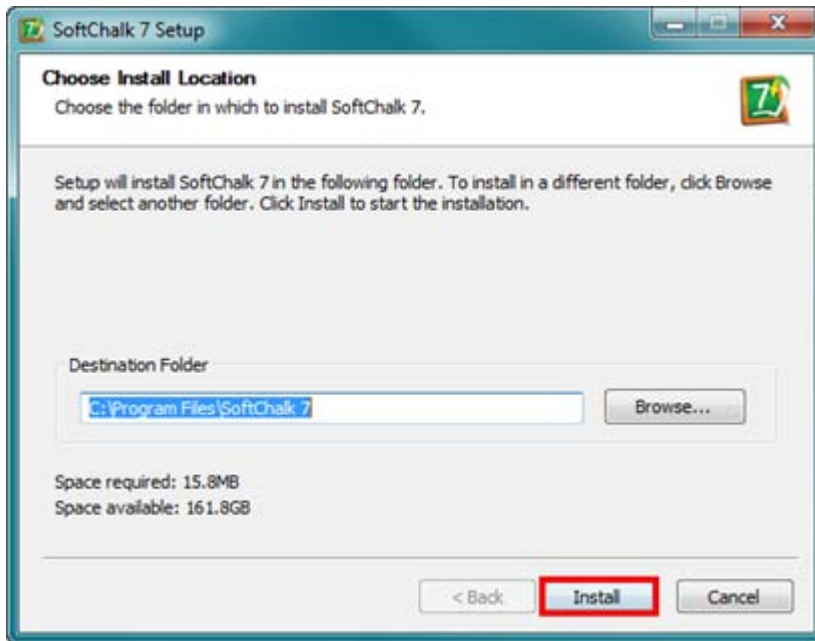
If your message says: **SoftChalk 7 will work fine with this version [of Java]**, then clicking the checkbox **Upgrade Java Runtime Environment** is **optional**. If you choose to upgrade your version of Java, see the section [Installing the Java Runtime Environment \(JRE\)](#). Otherwise, click **Next**.

- **No Java Runtime Environment (JRE)**

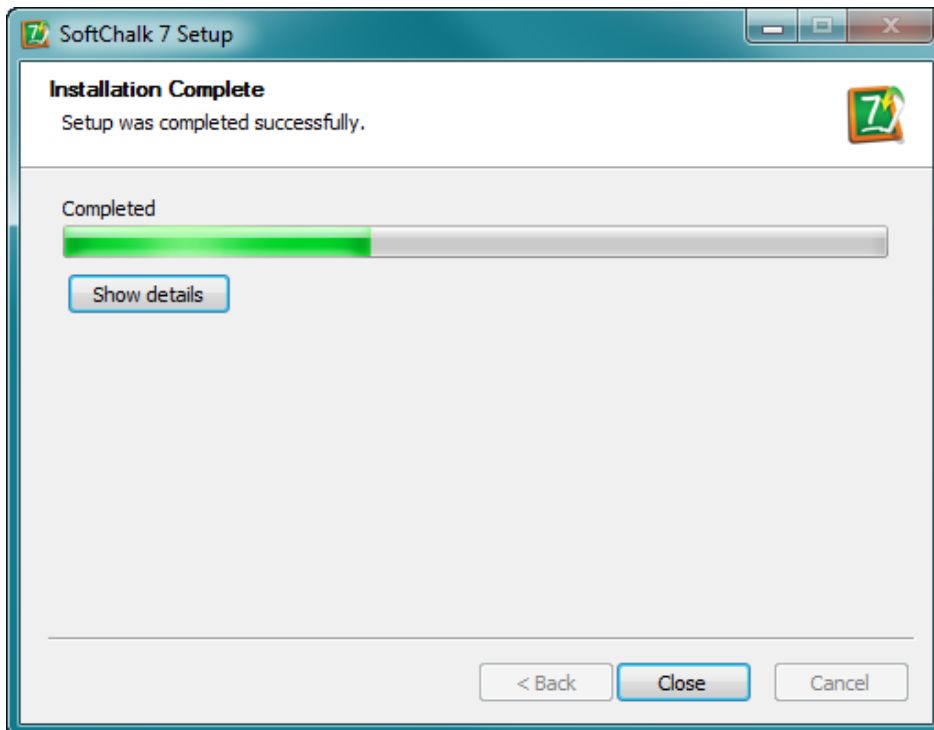
If your message says: **SoftChalk 7 requires the Java Runtime Environment (JRE) The JRE could not be found on your computer**. Click **Next** to install Java. See the section [Installing the Java Runtime Environment \(JRE\)](#).

6. Click **Next**.

7. The default install location for your SoftChalk 7 folder is:
C:\Program Files\SoftChalk 7. If you want to change this location, click Browse.
Otherwise, click **Install** (see below).



8. A screen showing your installation progress appears (see below).



9. Click **Finish** at the completion screen (see below).



Start SoftChalk

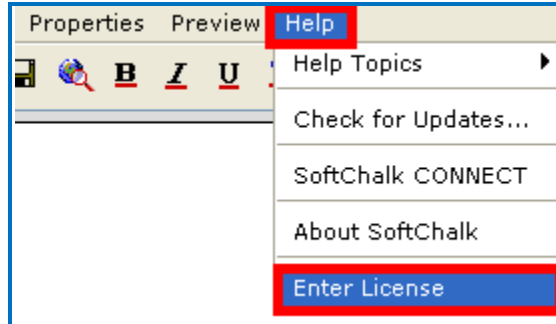
1. After completing the installation process above, you should see the **SoftChalk 7** icon on your desktop (see below).



2. Double-click on this icon to start SoftChalk. (This icon is a shortcut to start SoftChalk.) (If you get a Windows Security Alert window concerning network connections, click **Unblock**. SoftChalk checks for updates of the SoftChalk software using the internet.) **IMPORTANT**: If you double-click on the icon and cannot start SoftChalk, please look at our [FAQs/ Knowledge Base](#) on our website. At the left, click on the section called **Installation**. If you're still having issues, please contact us at help@softchalk.com.
3. A screen appears when you first start SoftChalk telling you that you have a fully functional version of the software.
4. If you have purchased SoftChalk, you can enter your license information. See the section [Enter Your License Information \(Windows\)](#).
5. If you haven't purchased SoftChalk, you can work with this 30-day trial version. To purchase SoftChalk, please contact sales@softchalk.com or go to www.softchalk.com and click **Buy Now**.
6. To start a new lesson, select **File** from the top menu bar and select **New**.
7. To get help, go to the top menu bar and select **Help/Help Topics/User Guide**.

Enter Your License Information (Windows)

1. Go to the **Help** menu at the top of your window and select **Enter License** (see below).



2. **IMPORTANT:** Copy and paste the **License Name** and **License Key** information as provided to you by SoftChalk. (See the license screen below.)

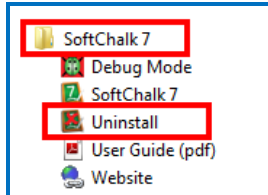
A screenshot of a dialog box titled 'SoftChalk'. The dialog box contains two sections. The first section is titled 'License Information' and contains two text input fields: 'License name:' and 'License key:'. The second section is titled 'Please include the following information:' and contains a sub-section titled 'User Information' with four text input fields: 'First name:', 'Last name:', 'Phone:', and 'Email:'. At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

3. Fill out the User Information (First Name, Last Name, Phone and Email). Then click **OK**.
4. If you get an error entering your license information, **make sure that you copied and pasted the license information provided to you. Also see the FAQs mentioned in the Introduction** (see the section [Trouble Entering Your License Information](#).)

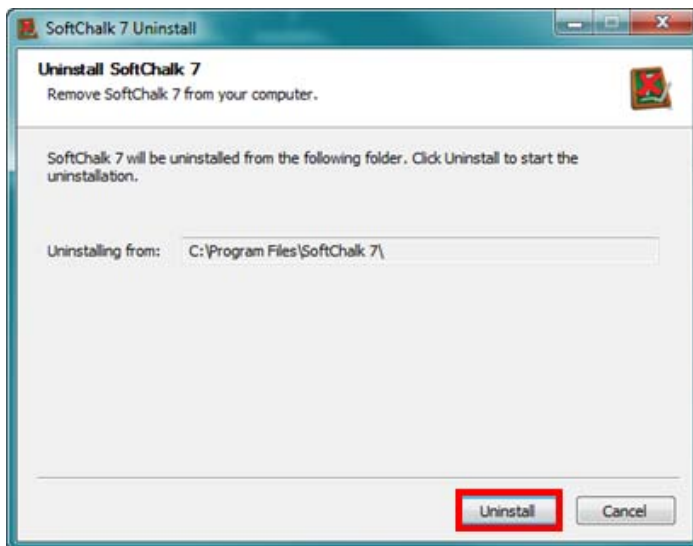
Uninstall SoftChalk (Windows)

In case you need to uninstall SoftChalk, you can follow the directions below. If you need to uninstall SoftChalk, your license information will be preserved.

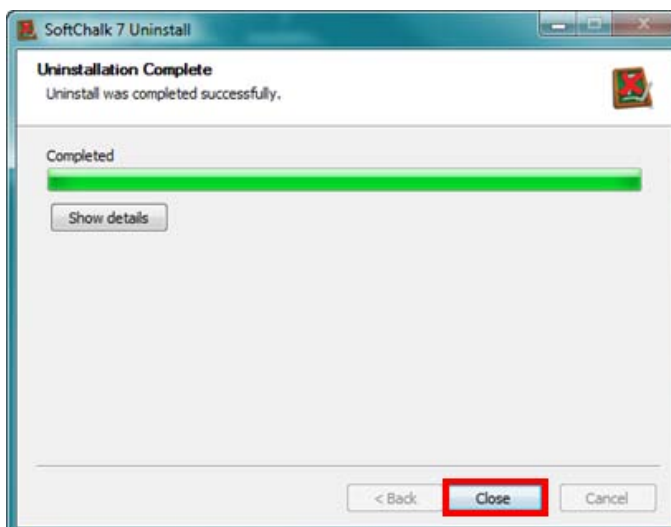
1. From your desktop, go to the **Start** menu (or Start ball) in the lower left hand corner. Select **All Programs/SoftChalk 7/Uninstall** (see below).



2. Click **Uninstall** (see below).



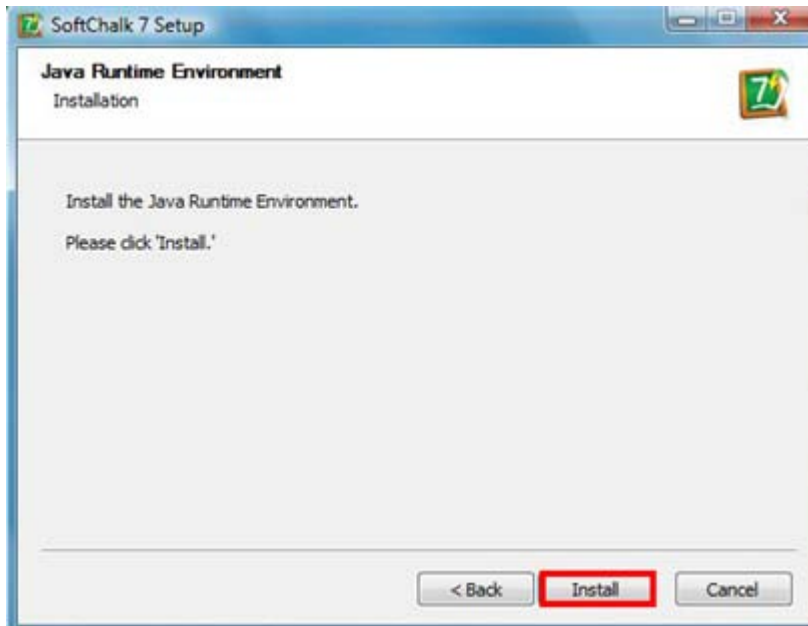
3. Click **Close** at the completion window (see below).



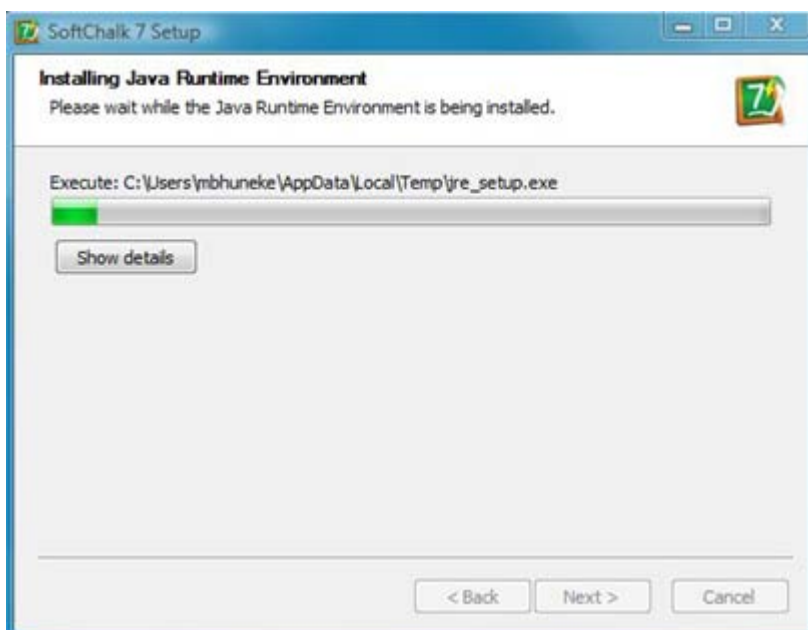
Installing the Java Runtime Environment (JRE)

During the installation process if you had an older version of the Java Runtime Environment (JRE) or no Java Runtime Environment, then you got a message about upgrading or installing the Java Runtime Environment. Follow the steps below for installing the Java Runtime Environment. (If you didn't get a message during your installation concerning Java, then you can ignore this section.)

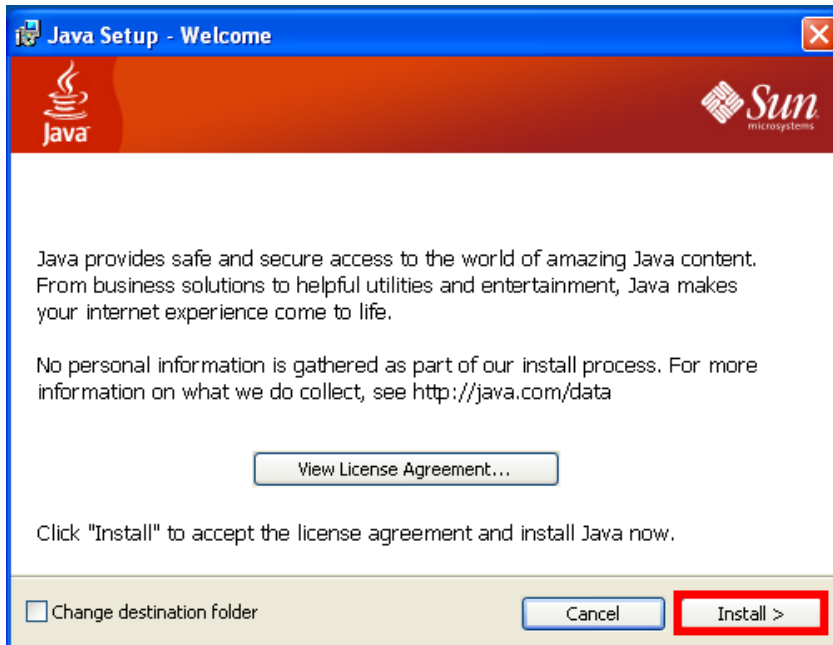
1. Click **Install**.



2. Java is automatically installed on computers and there is no purchase involved in installing. Wait at the "in progress" screen (see below).



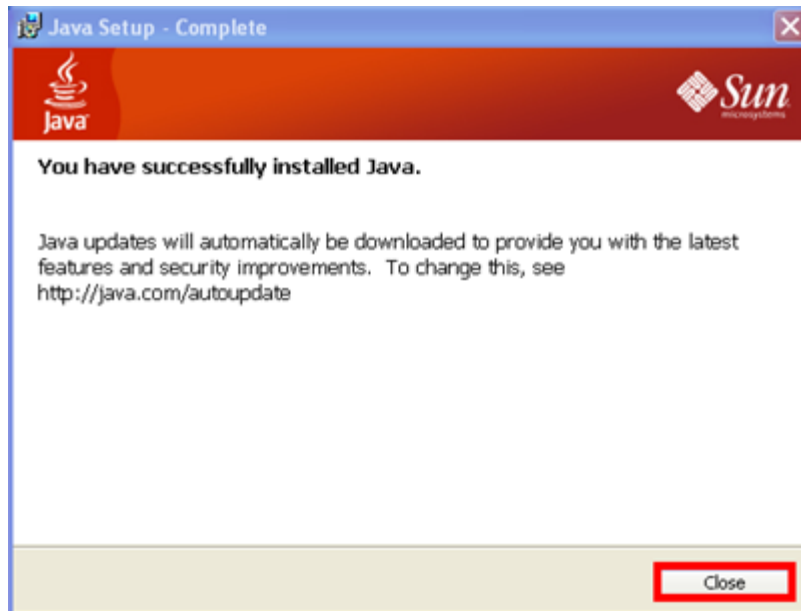
3. The Java installation screens may appear on top of your SoftChalk installer screens. Click **Install** (see below).



4. You'll get an installation progress screen (see below).



5. Click **Close** at the completion screen (see below).

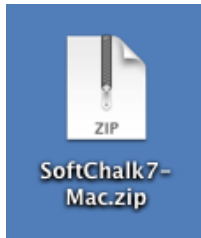


6. Once you click **Close**, then you should return to your SoftChalk installation screens to [complete the installation of SoftChalk](#).

Macintosh Installation Process

Start the Installer

1. After downloading the installer (see the section [Download the Installer](#)), you should see a **SoftChalk-7-Mac.zip** icon for the installer on your desktop (see below). In case you think you have downloaded the installer but cannot find it, search for **SoftChalk-7-Mac.zip** (Macintosh installer) on your computer.



2. Double-click on the icon above.
3. For a few seconds, you'll get an **Archive Utility** window showing the unarchiving progress.

Start SoftChalk

1. After completing the installation process above, you should see the **SoftChalk 7** icon (it may also say **SoftChalk7.app**) on your desktop (see below).

IMPORTANT: If your program doesn't start, please see the [FAQ I run Macintosh OS 10.5.8. Why won't the SoftChalk 7 application open on my computer?](#)

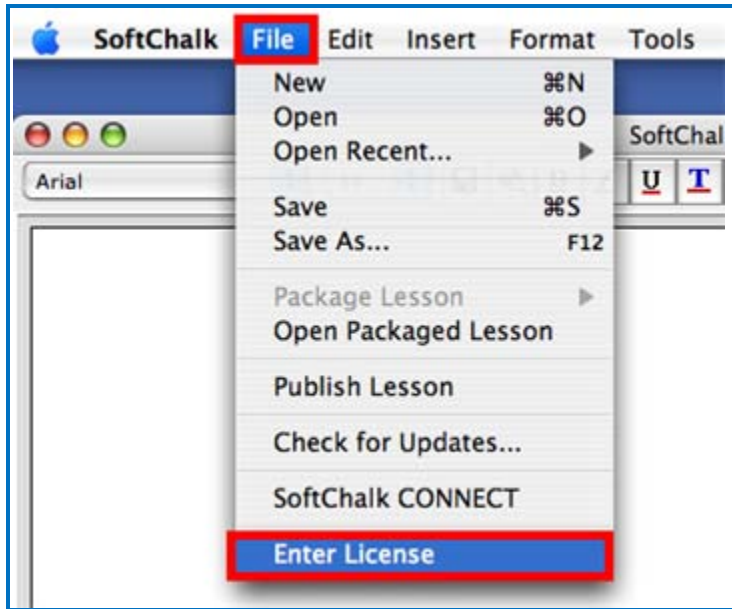


2. Double-click on this icon to start SoftChalk. (This icon contains your SoftChalk program.)
3. A screen appears when you first start SoftChalk telling you that you have a fully functional version of the software.
4. If you have purchased SoftChalk, you can enter your license information. See the section [Enter Your License Information \(Macintosh\)](#).
5. If you haven't purchased SoftChalk, you can work with this 30-day trial version. To purchase SoftChalk, please contact sales@softchalk.com or go to www.softchalk.com and click **Buy Now**.
6. To start a new lesson, select **File** from the top of your screen and select **New**.

7. To get help, go to the top right of your screen and select **Help/Help Topics**.

Enter Your License Information (Macintosh)

1. Go to the **File** menu at the top of your screen and select **Enter License** (see below).



2. **IMPORTANT:** Copy and paste the **License Name** and **License Key** information as provided to you by SoftChalk. (See the license screen below.)

A screenshot of the 'SoftChalk' license information dialog box. The window title is 'SoftChalk'. The text inside reads: 'Please enter the license information that you received from SoftChalk.' Below this, there is a section titled 'License Information' containing two text input fields: 'License Name:' and 'License Key:'. A note below these fields says '* Please include the following information:'. Underneath is a section titled 'User Information' with four text input fields: 'First Name:', 'Last Name:', 'Phone:', and 'Email:'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

3. Fill out the User Information (First Name, Last Name, Phone and Email). Then click **OK**.
4. If you get an error entering your license information, **make sure that you copied and pasted the license information provided to you.**

Uninstall SoftChalk (Macintosh)

1. To uninstall SoftChalk, drag the file **SoftChalk7.app** icon on your desktop (see below) to the trash can. Empty the trash.



Help

As mentioned earlier, you can view our [FAQs/ Knowledge Base](#) on our website. At the left, click on the section called **Installation** or **License Key**. At the left, notice that there is also a **Getting Started** section.

When you start the SoftChalk program (click the SoftChalk icon on your desktop), you can find the **User Guide** under **Help/Help Topics/User Guide**.

If you have problems, questions or comments, please contact us at help@softchalk.com or visit our website at www.softchalk.com.

Copyright Information

SoftChalk 7

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