memoQ

INSTALLATION AND ACTIVATION GUIDE

memoQ 2015

KILGRAY
Translation Technologies

Contents

Thank you for choosing **memoQ 2015** (**7.8**), the premier translation environment for individual translators, translation teams, translation companies, and enterprises. This guide leads you through the installation and activation procedure. It contains text items from the English user interface of the program. These items are under constant verification and are subject to change without prior notification.

To learn more about memoQ, visit the memoq.com website:

https://www.memoq.com/learn-more-and-try

1. System Requirements

Operating system	Windows XP SP3, Windows Vista, Windows 7, Windows 8 Pro, Windows 8.1, Windows 10
	Note: If you run memoQ under Windows XP SP3, you need to install version 4.0 of the .NET Framework.
	Mac support: memoQ 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.
	Installs in 32-bit *and* 64-bit: When you install memoQ, you do not need to choose from 32-bit or 64-bit, because both versions are installed. By default, Windows will start the 32-bit version. After memoQ is installed, and you need to use the 64-bit version, open the **Start** menu or the **Start** screen, type **memoQ**, and then click **memoQ 2015 (x64)** icon.
.NET Framework	Version 4.0 or higher
	Note: If .NET Framework is not installed by default on Windows 8 or Windows 8.1, you need to manually install the .NET Framework 4.5 Client Profile.
	Note: Windows 10 comes with .NET Framework 4.6. If you upgrade your operating system from Windows 7, 8 or 8.1., .NET Framework 4.0 and 4.5 versions will be replaced with .NET Framework 4.6.
Memory	1 GB required, 4 GB or more recommended
Hard disk space	270 MB (this does not include your working data or the .NET Framework)
Screen resolution	1024×768 pixels is required; 1280×800 pixels or higher is recommended.
	Note: When you run memoQ on 120 dpi, you may encounter screen resolution problems and some dialogs may not be displayed correctly.
	Note: 125%+ display scaling is not supported.
Other software	Microsoft Office is *not* required to work with DOC, XLS, RTF, DOCX, XLSX files. Microsoft Office 2013 and 2016 are supported.
	Important: If you need to work with PPTX or PPT files, Microsoft Office must be installed on your computer. However, if you use Office 2013 or 2016, memoQ will not be able to produce a preview for PPTX files.

2. Downloading

To download memoQ, open the **memoQ.com** website, and, in the **memoQ for individual translators** section, click **Download**. The latest memoQ setup file will be at the top of the list.

The memoQ installer is a single executable (*.exe) file. The name of the file will be **memoQSetup.*n*.exe**, where *n* is the version number of memoQ. Example: **memoQ-2015-Setup.117.exe**. The file size for memoQ 2015 is about 92 MB. This file does not include the .NET Framework: it must be downloaded and installed separately. However, the .NET Framework will probably be installed on your computer.

3. 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. Otherwise, Windows will ask for an administrator's password when you attempt to install memoQ.

1. Save the downloaded executable (*.**exe**) file in a folder on your computer. Do not delete the file or the folder until memoQ is fully installed. Afterwards, it is recommended to make a copy of this file for your records, and for times when you need to install memoQ again.

2. Launch the file. If you are not signed in to your computer as an administrator, Windows will ask you for a user name and a password.

3. Choose a language. The setup program and memoQ will appear in this language. The available languages in the **memoQ setup wizard** are **English**, **German**, **Brazilian Portuguese, Polish, Spanish, Hungarian, Japanese** and **French**. Choose a language, and then click **OK**. For now, let's assume that you choose **English**.

4. The **memoQ setup wizard** appears. In the first screen, click **Next** to proceed.

5. At this point, the **memoQ setup wizard** will check if .NET Framework 4.0 or higher is installed on your computer. If it is not, the setup program will display a warning, and direct you to a location where you can download it. The .NET Framework will be installed by a different setup program.

   If .NET Framework 4.0 or higher is already installed, the memoQ setup wizard will display 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 (x86)\Kilgray\memoQ-2015**. Do not change this folder unless drive C: is low on space, or your company policy requires a different setup location.

   To accept the default folder, click **Next**.

8. In the fourth setup page, you can select or unselect additional options, such as creating a desktop icon, enabling memoQ to look for updates online, or to install 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.

4. 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**.
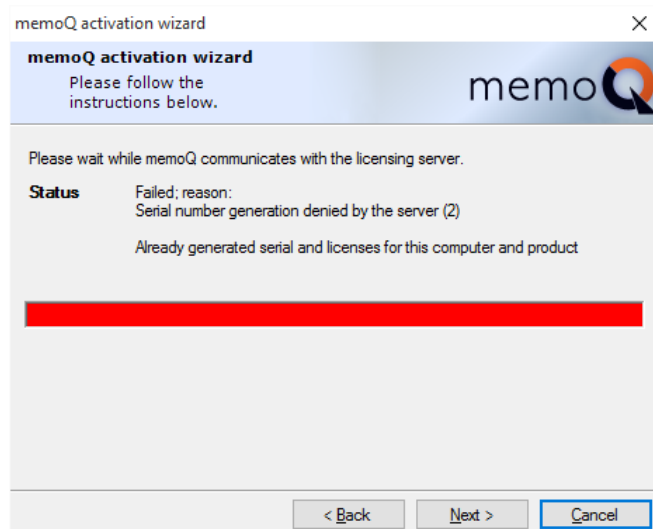
   Note: If you wish to get a fully functional time-limited trial license for memoQ *translator pro*, you need to choose **I am a new user...** on this screen. Kilgray will create the trial license together with your serial number.

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 the Kilgray activation server 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 **memoQ 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.

5. Activation – If you already have a serial number

1. Launch memoQ. A warning will appear, indicating that you need to activate the program before you start using 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 have your serial number at hand. Click the **I already have a serial number** radio button, and then 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**.

   If you received the serial number in an e-mail or in a document, you can paste it in the **Serial number** boxes. Copy the serial number from the document, click the first **Serial number** box, and press **Ctrl+V**. All five boxes will be filled in.

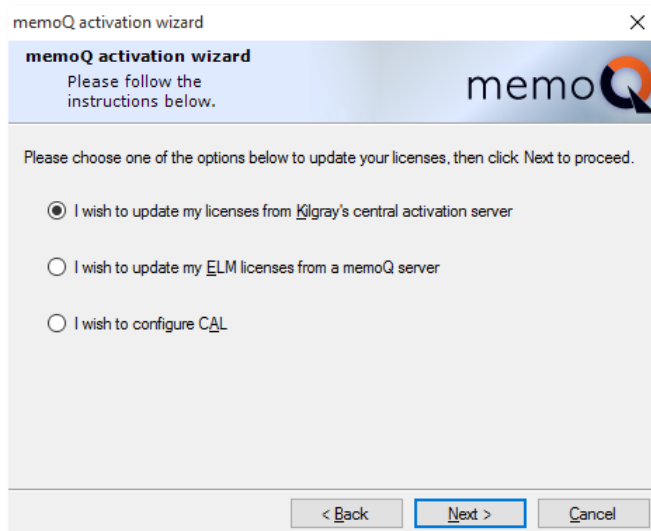   **Note:** This is not a valid serial number.

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

   Note: This will not work for the trial period.

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

5. In the fourth screen, the **memoQ activation wizard** offers three 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 (ELM) that you receive from a company you work for. You can also configure a CAL license. If you
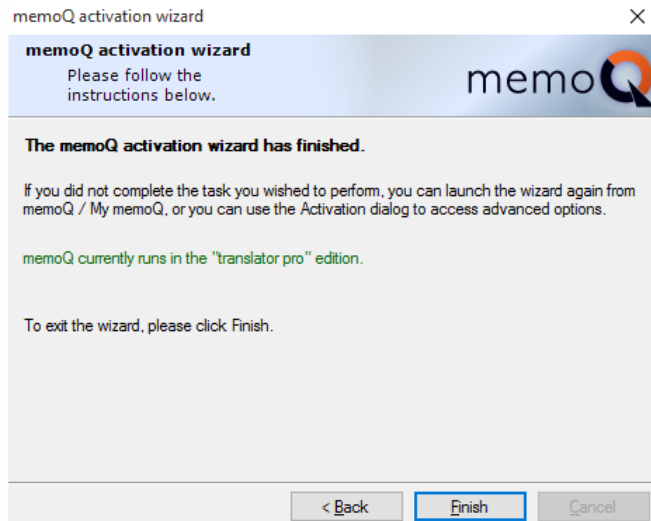
purchased your license directly from Kilgray – from the webshop at **memoq.com** –, choose the first option:

You must not use the second or third option unless you work for a company, and that company gave you an ELM or CAL memoQ license. If that is the case, read the CAL user guide or the ELM User Guide, available from the **memoq.com** website.

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

6. memoQ will connect to the central activation server over the Internet, and retrieve your licenses. Then the last screen of the activation wizard appears, reporting success:

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.

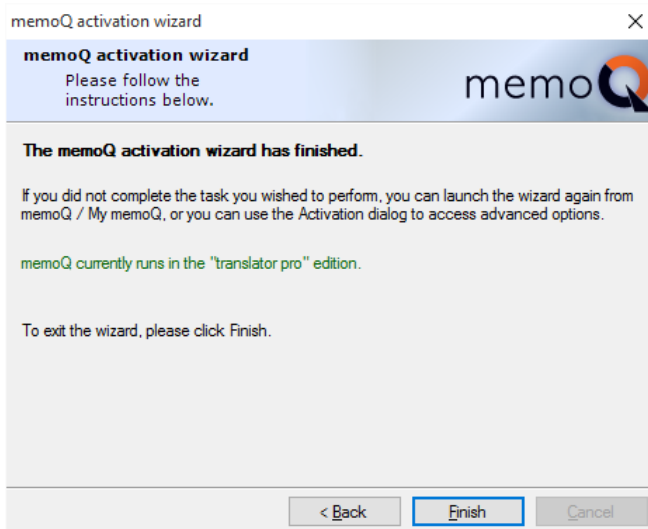If a red error message appears, contact **support@kilgray.com** for assistance.

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

6. Activating Upgrades

If you have purchased an upgrade to your copy of memoQ, you can use the activation wizard to activate the upgrade after installing a new version. Start memoQ, click the **memoQ**, ribbon tab, and on the **My memoQ** page, click **Activation Wizard**. On the first screen of the wizard, click **Next**.

The wizard will ask for the license source again. The default choice is **I wish to update my licenses from Kilgray's central activation server**. Leave it as it is, and click Next.

Without further questions, memoQ will connect to the Kilgray activation server over the Internet, and retrieve your licenses. Then the last screen of the activation wizard appears, reporting success:
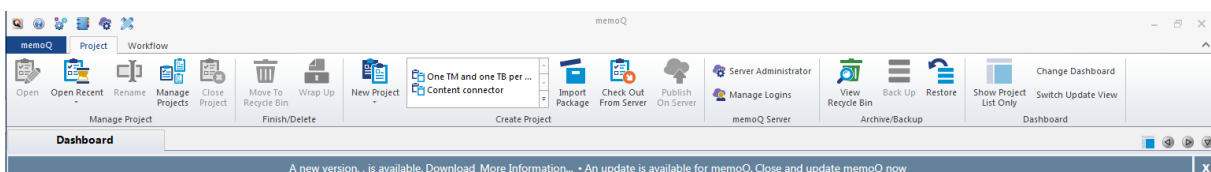

Troubleshooting: In this screen, a green line of text should appear (**memoQ currently runs in the "edition" edition**). If this text is red, and contains an error message, your copy of memoQ is still not activated. Activation will not be successful if memoQ was already activated on another computer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

To get notified when a new version is released, click the Options (cogwheels) icon in the title bar of the memoQ window, and in the Options dialog box, click the Updates and news category. In this page, check the **Check for new versions online** check box
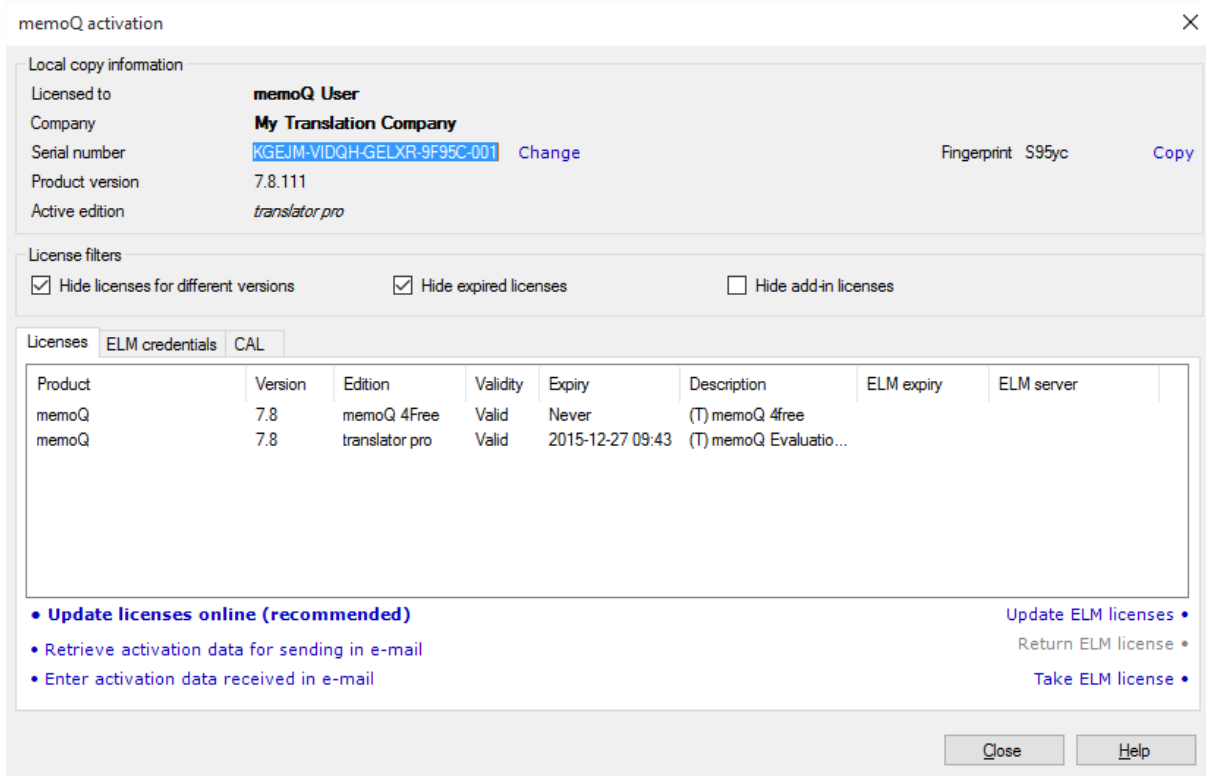
After this, memoQ will then automatically check for new versions. If you are entitled to download a new memoQ version, memoQ will display a download link. Otherwise, you will receive a message suggesting that you contact Kilgray Support. The download and update information will appear in the Dashboard:

Click the **Switch Update View** command to see if a new version is available. If there is one, click the link to download it.

7. Displaying Your License Details

Always note down your serial number, and keep it in a safe place. If you need to check it, open memoQ's **Activation** dialog box: click the **memoQ** ribbon tab, and in the **My memoQ** page, click **Activation** (not **Activation Wizard**). The **memoQ activation** dialog appears:

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 (recommended)**.

Troubleshooting: If the **Active edition** field is empty, you have no valid licenses for your copy of memoQ. Click the **Update licenses online (recommended)** 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 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.**

Checking the version and build of memoQ

Later on, if you just need to check the exact version number (such as 7.8.117) of your copy, click the **memoQ** ribbon tab, open the **Help** page, and click **About memoQ**. The **About memoQ** dialog displays memoQ's full version number and active edition: