

# Setup and Activation Guide

Thank you for choosing MemoQ, an advanced translation environment for freelance translators, translation companies and enterprises. This guide leads you through the installation and activation procedure.

---

## System Requirements

---

- ◆ Operating system: Windows 2000, Windows XP, or Windows Vista  
Runs on iMac and MacBook computers in a virtual Windows machine (e.g. VMWare Fusion or Parallels)
- ◆ .NET Framework version 2.0
- ◆ 256 MB of memory (512 MB recommended)
- ◆ ca. 40 MB of hard disk space (not including the .NET Framework)
- ◆ Microsoft Office 2000 or higher for opening Microsoft Office files (.DOC, .XLS, .PPT)

---

## Downloading

---

You receive MemoQ as a single executable (.exe) file. The name of the file will be **MemoQSetup.n.m.exe**, where *n.m* is the version number of MemoQ. Example: **MemoQSetup.3.0.exe**. The file size for version 3.0 is about 17 MB. The setup package does not include the .NET Framework: it can be downloaded and installed during the setup process.

---

## Installation

---

Important: to install MemoQ, you need to log on to your computer as an administrator.

1. Save the downloaded executable (.exe) file in a folder on your computer. Do not delete the file or the folder until all steps in this document are performed. Afterwards, it is recommended to back up this file for your records, and for subsequent installations.
2. Launch the setup file.
3. First, you can choose the language for the setup process. After setup completes, MemoQ's user interface will appear in this language if you are installing for the first time. The available languages are **English**, **Hungarian**, and **German**. Depending on the version and edition of MemoQ, **French** and **Japanese** might also be available. Choose a language, then click **OK**. For now, we assume that you choose English.
4. The MemoQ Setup Wizard appears. In the first setup screen, click **Next** to proceed.
5. At this point, the MemoQ Setup Wizard will check if the .NET Framework 2.0 is installed on your computer. If it is not, the setup program will offer to download and install it. The .NET Framework is installed by a different setup program.

If the .NET Framework 2.0 is already installed, the MemoQ Setup Wizard will proceed 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, click the **I accept the agreement** radio button, 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\Kilgray\MemoQ**. Do not change this folder unless you are low on disk space in drive C:, or your company policy requires a different setup location.

To simply accept the folder offered by the Setup program, click **Next**.

8. In the fourth setup page, you can choose to create a desktop icon for MemoQ. By default, the Setup program creates one. If you do not want a desktop icon, clear the **Create a desktop icon** check box.

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 want to start MemoQ right away, clear the **Launch MemoQ** check box.

Click **Finish** to close the Setup program.

---

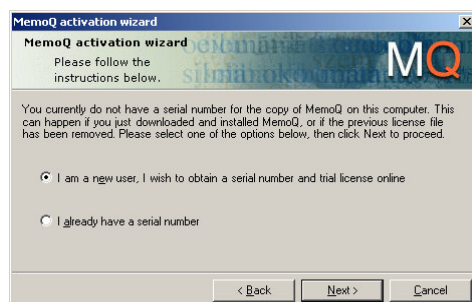
## Activation

---

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 this is the case, click the **I already have a serial number** radio button, click **Next**, then proceed from Step 6.

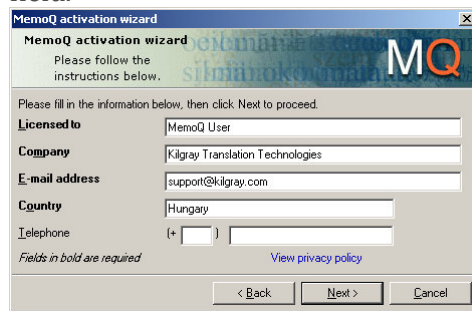
If you do not have a serial number, you can obtain one through the Activation Wizard. Click the **I am a new user...** radio button, then click **Next**.



*Do this if you want to receive your serial number now:*

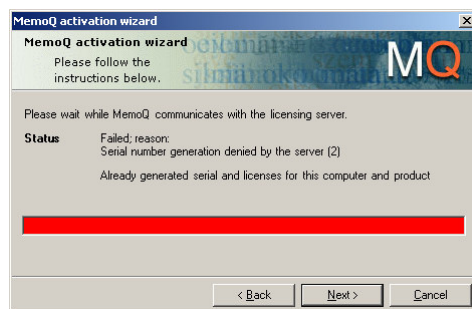
4. On the third screen, the Activation Wizard will ask for some details. Fill in the **Licensed to**, **Company**, **E-mail address** and **Country** fields (these are required), then click **Next**.

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 Kilgray 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 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](mailto: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.

*Do this if you already have a serial number:*

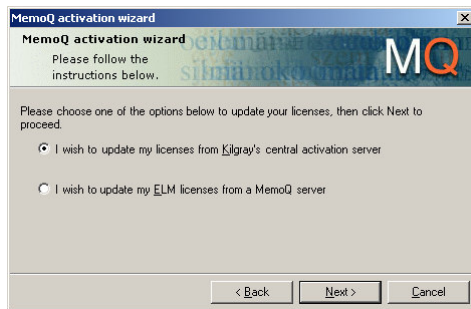
6. In the third screen, the Activation Wizard will ask for your serial number and some more details. Fill in the **Serial number**, **Licensed to**, **Company** and **E-mail** fields (all fields are required), then click **Next**.



The last (fifth) part of the serial number is the so-called *serial number extension*. If you purchase a license for MemoQ, you are entitled to install it on two different computers. On the first computer, the extension should be **1**. On the second computer, type **2** for the extension.

You can also purchase MemoQ for multiple users on different computers with a single serial number. In this case, you need to use the extension to distinguish your computers.

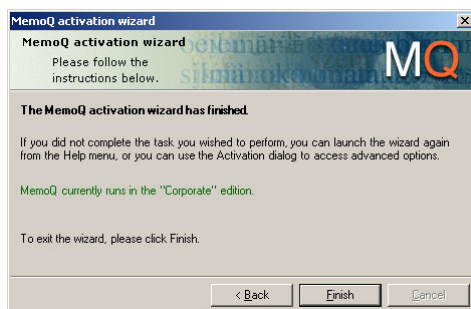
7. In the fourth screen, the Activation Wizard offers two ways to obtain your licenses. You can either use a license that you purchased from Kilgray, or you can use a so-called mobile license that you receive from a company you work for. In most cases, you would choose the first option:



You would use the second option only if you work for a company, and that company gave you a mobile MemoQ license. If that is the case, refer to the *ELM User Guide*, also available from the Kilgray website.

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

8. The Activation Wizard contacts Kilgray over the Internet, and attempts to retrieve your licenses. Then, the last screen of the Activation Wizard appears, notifying you of the success of the operation:



**Troubleshooting:** In this screen, a green 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](mailto:support@kilgray.com) for assistance.

Click **Finish** to exit the Activation Wizard. Your copy of MemoQ is now activated, and you can start working.

---

## Activating Upgrades

---

If you have purchased upgrades to your copy of MemoQ, you can use the Activation Wizard to activate the upgrades after installing a new version. From the **Help** menu, choose **Activation Wizard**. On the first screen of the wizard, click **Next**. Then, follow the procedure above from

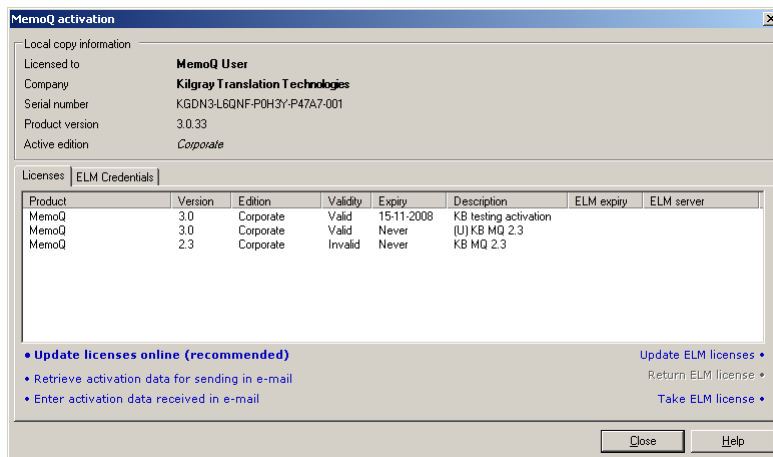
Step 7 – the wizard starts with the fourth screen. Steps 1-6 are skipped because you already have a serial number.

---

## Displaying Your License Details

---

Always make a note of your serial number, and keep it in a safe place. If you do not know the serial number, use MemoQ's **Activation** dialog box to display it. From the **Help** menu, choose **Activation** (not **Activation Wizard**). The **MemoQ activation** dialog box will appear:



This will display your serial number, the full version number of your copy of MemoQ, 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**.

**Troubleshooting:** If the **Active edition** field is empty, you have no valid licenses for your copy of MemoQ. Click the **Update licenses online** link to retrieve your licenses from Kilgray. If there is no change, contact [support@kilgray.com](mailto:support@kilgray.com) for assistance.

**Note:** When contacting Support ([support@kilgray.com](mailto:support@kilgray.com)), always include the full version and serial number of your copy of MemoQ.

**If anything goes wrong during installation, or you did not succeed in setting up the program by following these instructions, contact [support@kilgray.com](mailto:support@kilgray.com) for help.**