FAQ

# Pandora 2.0 FAQ

**1. What is Pandora?**

Pandora is a prepress production tool designed specifically for preparing packaging and label layouts for print. It complements graphic design products such as Macromedia® FreeHand® and Adobe® Illustrator® by allowing you to automatically step and repeat artwork, add marks, remap colors, and set up direct output to film, plate, or digital press. Pandora can automate step-and-repeat by automatically aligning the artwork to the imported digital die file or by automatically calculating the most efficient layouts based on press sheet coverage and required images.

**2. What are Pandora's key features?**

- Automatic press sheet optimization
- Support (and promotion of) for industry-leading file formats such as JDF, PDF, PJTF, CIP3 PPF, CFF2, DDES2, and DXF™
- Automatic step and repeat using imported digital CAD files
- Intuitive drag-and-drop interface
- A large library of built-in marks, including SmartMarks™
- Ability to add custom marks that you create (including SmartMarks)
- Automatic bleed path creation using imported digital die files

**3. How do I purchase Pandora?**

Creo has several avenues through which you can purchase Pandora. You can purchase Pandora directly or through one of our business partners. When purchasing equipment, contact one of our many dealers or OEMs. For more information about how to purchase Pandora, contact your sales representative.

**4. Can I try Pandora before I purchase it?**

You have several choices for trying Pandora before you buy. There is a free downloadable Pandora demo available by clicking here. This demo is a fully functioning copy of Pandora that has the save and print features disabled. For a more serious look at Pandora, you can purchase a time-limited evaluation (eval) version. This fully functional version demonstrates Pandora's power. If you purchase a full version of Pandora directly from Creo within 30 days of the evaluation expiration date, the cost of the eval is credited toward the purchase price.

**5. What platforms support Pandora?**

Mac OS® 9.x, Windows® 2000, and Windows NT® 4.0.

**6. What are Pandora's system requirements?**

Macintosh®

- Power Mac®-based G4 Macintosh (400 MHz minimum) with USB™ port
- Apple® Mac OS 9.x (Pandora 2.0 does not run on OS X in either Classic or Native mode)
- 70 MB of hard disk space for Pandora
- 256 MB of RAM
- 512 MB of total memory including virtual memory
- Macintosh Runtime for Java® (MRJ) 2.2.3 (available on the Pandora CD, and automatically installed if not present on system) requires an additional 10 MB of hard disk space and 16 MB of RAM

Windows

- Pentium®-compatible PC (400 MHz minimum) with USB port
- Microsoft® Windows NT 4.0 or Windows 2000, Service Pack 1, with Services for Macintosh installed (for printing to AppleTalk® devices)
- 90 MB of hard disk space available for Pandora
- 256 MB of RAM
- 256 MB of virtual memory
- Java Runtime Environment (JRE) 1.1.8 (available on the Pandora CD) requires an additional 20 MB of hard disk space and 20 MB of RAM

**7. What file formats does Pandora accept?**

Pandora accepts PDF artwork and marks, and CFF2, DDES2, and DXF die files.

**8. How easy is Pandora to learn and use?**

Pandora was designed with simplicity in mind. We think you will find it intuitive and easy to learn. The average user can output jobs with Pandora within minutes of installing the software.

**9. How much does technical support cost?**

When you purchase Pandora, you automatically receive 90 days of free technical support. Additionally, you can purchase an annual support contract. Contact your Creo sales representative for more information.

**10. What languages are provided with Pandora?**

Pandora includes English, French, German, and Spanish on the same CD at no additional charge. Using the Pandora Preferences dialog box, you can switch to a different language without restarting the application.

**11. If I have a suggestion for a feature for Pandora, how do I submit it?**

The best way to submit a feature request is by sending it through e-mail to feature_request@creo.com.

**About Creo**

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates and proofs; professional color and copydot scanning systems; and workflow management software. Creo is also an Original Equipment Manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers.

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**Creo Inc.**
3700 Gilmore Way
Burnaby, British Columbia
Canada
V5G 4M1
**T.** +1.604.451.2700
**F.** +1.604.437.9891

**Creo IL Ltd.**
P. O. Box 330
Herzlia Industrial Park
46103 Herzlia B
Israel
**T.** +972.9.959.7222
**F.** +972.9.950.2922

**Creo Americas**
3 Federal Street
Billerica, MA 01821
USA
**T.** +1.978.439.7000
**F.** +1.978.439.7031

**Creo Asia Pacific Ltd.**
3/F 625 King's Road
North Point
Hong Kong
**T.** +852.2882.1011
**F.** +852.2881.8897

**Creo EMEA S.A.**
Waterloo Office Park
Dreve Richelle 161
B1410- Waterloo
Belgium
**T.** +32.23.52.2511
**F.** +32.23.51.0915

**Creo Japan**
Ikebukuro TG Homest Bldg.
1-17-8, Higashi-Ikebukuro
Toshima-ku
Tokyo, 170-0013
**T.** +81.3.5954.9050
**F.** +81.3.5954.9055