



Troubleshooting and Support

If you are experiencing errors, try to do these following steps:

- **Please make sure:**
 - You use high resolution photo to work with. For the best result, it is recommended to use photo between 1500px - 3000px high/wide (72dpi or higher).
 - Your photo has a well-balanced contrast (not too dark or too bright)
 - The "Focus/Selected Area" you brushed is not too small. Please take a look the preview images for reference.
 - You have already set your photo and Photoshop as described in *basic instruction #B2*
- **Reinstall the action and Resetting your Photoshop preferences.**
 - Remove the action from the action panel
 - Re-download the action from your download page
 - Reset your Photoshop Preferences. To do this, please restart your Photoshop. And then, hold down Alt + Ctrl + Shift (Windows) / Command + Option + Shift (Mac) while the Photoshop is starting up. When a dialog box appear to asking if you wish to delete the preferences/settings file, please delete it.
 - Reinstall the action you just downloaded
 - Purging the history. To do this, go to the menu Edit > Purge > All
 - Try to run the action again.
- **If you are using a Non-English Photoshop and if you still having errors.**

Change your Photoshop language to English. Please read *basic instruction #B4* on how to change the language.
- **Suggestion and Support**
 - Please try the action to several photos.
 - **If you are still having problems, please send me an email through my profile page here:** <http://graphicriver.net/user/sodasong>