

CyberLink

MakeupDirector

User's Guide



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Contents

Introduction.....1

Welcome.....1

 Updating MakeupDirector1

System Requirements.....2

Importing Photos.....3

Supported File Formats.....3

Importing Photos into MakeupDirector.....3

The MakeupDirector Workspace.....5

MakeupDirector Modules.....5

 Makeup5

 Looks6

Photo Viewer Window.....6

 Selecting Faces6

 Updating Feature Points7

 History8

 Full Screen and Viewer Zoom9

 Selecting Viewer Display Mode10

Applying Makeup.....11

Face11

Eyes13

Mouth.....17

Hair18

Using Looks.....20

Applying Looks on a Person.....20

Downloading Looks from Beauty Circle.....21

Sharing Looks.....21

Viewing History.....23

Saving and Sharing Photos.....25

Saving Photos.....25

Sharing Photos.....25

 Sharing Photos on Beauty Circle25

 Sharing Photos on Facebook26

MakeupDirector Preferences.....27

General Preferences.....27

Improvement Program Preferences.....27

MakeupDirector Hotkeys.....29

Technical Support.....31

Before Contacting Technical Support.....31

Web Support.....32

Help Resources.....32

Chapter 1:

Introduction

This chapter introduces CyberLink MakeupDirector. It also outlines the system requirements for installing and using the program.



Note: this document is for reference and informational use only. Its content and the corresponding program are subject to change without notice.

Welcome

Welcome to the CyberLink family of digital media tools. CyberLink MakeupDirector is a photography program that lets touch up and apply makeup on the people in your digital photos. You can then share your photos on Facebook or Beauty Circle, or save them as new photo files.


Updating MakeupDirector

Software upgrades and updates (patches) are periodically available from CyberLink. CyberLink MakeupDirector automatically prompts you when either is available.



Note: you can prevent CyberLink MakeupDirector from auto checking for updates/upgrades in [General Preferences](#).

To update your software, do this:

1. Click the  button to open the Notifications window.
2. Check the **New Updates** and **Upgrade Info** sections.
3. Select an item in these sections to open your web browser, where you can purchase product upgrades or download the latest patch update.



Note: you must connect to the Internet to use this feature.

System Requirements

The system requirements listed below are recommended as minimums for using the CyberLink MakeupDirector program.

System Requirements	
CPU Processor	<ul style="list-style-type: none">• Intel Pentium D 3.0 GHz CPU with hyper-threading or equivalent AMD CPU is required.
Screen Resolution	<ul style="list-style-type: none">• 1024 X 768, 16-bit color or above.
Operating System	<ul style="list-style-type: none">• Microsoft Windows 10 (32-bit and 64-bit).• Microsoft Windows 8/8.1 (32-bit and 64-bit).• Microsoft Windows 7 Home Basic, Home Premium, Professional, Ultimate (32-bit and 64-bit). <p>Note: Windows 64-bit is required for photos larger than 15 megapixels.</p>
Memory	<ul style="list-style-type: none">• 2 GB is required.
Graphics Card	<ul style="list-style-type: none">• 128 MB VRAM and above.
Hard Disk Space	<ul style="list-style-type: none">• 1 GB of disk space for application and documentation.
Other	<ul style="list-style-type: none">• Internet connection required for social media services (Beauty Circle, Facebook).

Chapter 2:

Importing Photos

The first step when using CyberLink MakeupDirector is to import a photo into the program. CyberLink MakeupDirector supports a variety of different photo file types, including most camera RAW file formats.

Supported File Formats

CyberLink MakeupDirector supports the following photo file formats:

Photos: JPEG, PNG, TIFF.

RAW photo formats: CyberLink MakeupDirector also supports the import of most camera RAW photo formats. See the MakeupDirector specs page on the CyberLink web site for an up-to-date list of all the supported RAW photo formats.

Importing Photos into MakeupDirector

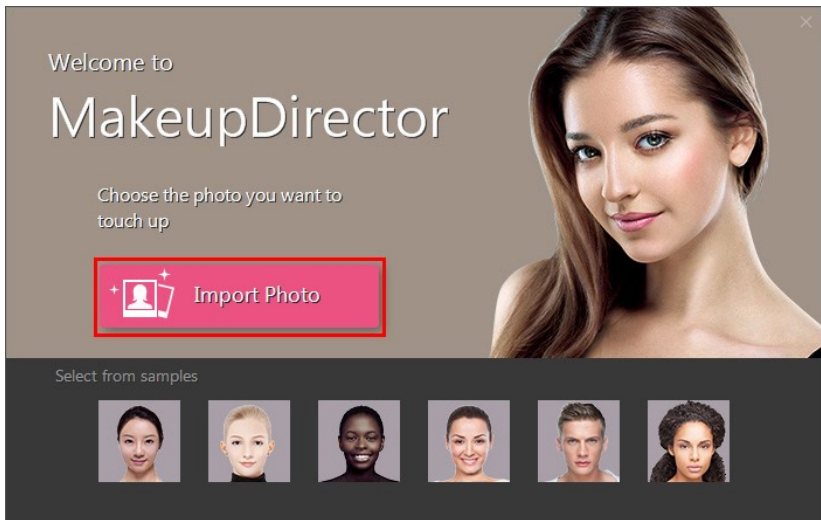
You can import photos into CyberLink MakeupDirector from your computer's hard drive.



Note: you can only import one photo at a time into CyberLink MakeupDirector.

To import a photo into CyberLink MakeupDirector, do this:

1. In the MakeupDirector launch window, click the **Import Photo** button.



Note: if you don't currently have a photo on your computer, you can select and use one of the samples available at the bottom on the launch window. You can also import a photo by dragging and dropping it onto the launch window.

2. Browse to and then select the photo on your computer that you want to import, and then click **Open**. The photo will be imported into the MakeupDirector workspace.

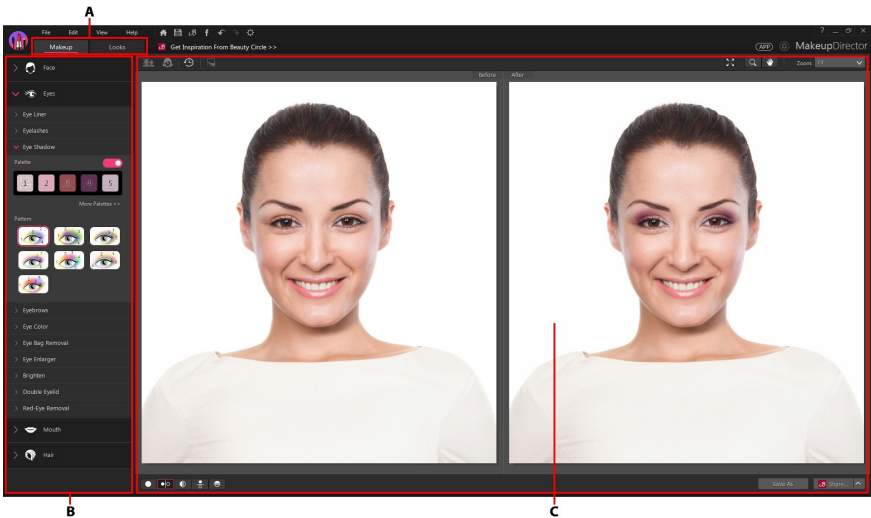


Note: the imported photo must contain at least one face. If CyberLink MakeupDirector cannot detect any faces in the imported photo, you will be asked to import another.

Chapter 3:

The MakeupDirector Workspace

This chapter outlines the CyberLink MakeupDirector workspace, and all of its features. Getting familiar with the workspace is helpful, because it is where you spend all of your time when using CyberLink MakeupDirector.



A - MakeupDirector Modules, B - Makeup/Looks Panel, C - Photo Viewer Window

MakeupDirector Modules

CyberLink MakeupDirector is comprised of two main modules: **Makeup** and **Looks**.

Makeup

When you import a photo in CyberLink MakeupDirector, by default you are in the Makeup module. In this module you can use the available features on the makeup panel to touch up and apply makeup to the faces in your imported photo. See

[Applying Makeup](#) for more information.

Looks

Click the **Looks** button to apply makeup looks. These looks, which are similar to photo presets, will instantly transform the faces in your imported photo. See [Using Looks](#) for more information.

Photo Viewer Window

The photo viewer window displays the imported photo and any touch ups you make to the faces are viewable here.



A - Select Face, B - Update Feature Points, C - View History, D - Show Original Photo, E - View at Full Screen, F - Zoom Tool, G - Pan Tool, H - Viewer Zoom, I - Select Viewer Display Mode


Selecting Faces

If there is more than one person detected in an imported photo, CyberLink MakeupDirector will ask you which detected face you want to perfect. Select a face


by clicking on its corresponding box.

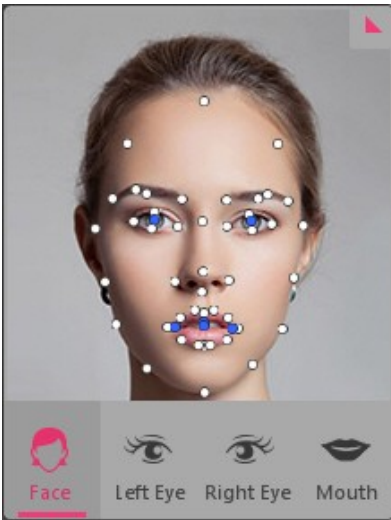


Note: if you want to touch up more than one person in a photo, you must do it one person at a time.

Once you are done touching up a person's face, just click  to select a different face in the photo.

Updating Feature Points

If you find that CyberLink MakeupDirector doesn't seem to be applying makeup correctly, you can click  to show and adjust the feature points. The feature points should align to the features of the face (eyes, nose, mouth, chin, etc.).




Note: the feature points that are available depend on which feature on the Makeup panel you are adjusting. For Blemish Removal and Hair Color, there are no feature points available.

If required, click and drag each feature point to its proper location on the photo. Use the feature points dialog in the bottom left of the window to quickly zoom in on the **Left Eye**, **Right Eye**, or **Mouth**. Clicking **Face** will display the entire face in the photo viewer window.



Note: the blue feature points on the eyes should align in the center of the person's pupil. The blue feature points on the mouth should align around the opening of the mouth.

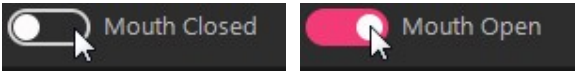


Click  to hide the feature points when you are done updating them. You can also click **Done** to update the feature points, or **Cancel** to discard the changes.

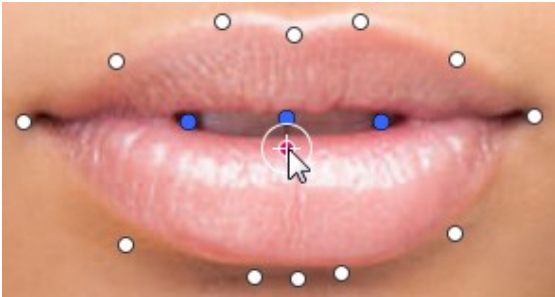
Enabling Open Mouth

When you import a photo, CyberLink MakeupDirector detects whether a person's mouth is opened or closed. If it detects that the mouth is closed, the teeth whitener feature is not available.

If CyberLink MakeupDirector detected that a mouth is closed, but the person's mouth is actually open, you can manually fix this with the control in the bottom left of the photo viewer window. Just drag the control to the **Mouth Open** position.



Once in this position, drag the blue feature points so that they outline the mouth opening.







History

While applying makeup and looks, click  to view a history of all the touch ups you have made to the current photo. See [Viewing History](#) for more information.

You can also click and hold the  button to quickly view the original photo

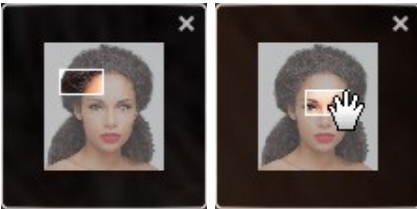
during the touch up process.

Full Screen and Viewer Zoom

When touching up photos, click  to view the current photo at full screen. Once in full screen mode, you can click  to display the makeup/looks panel if required. Click  to hide the panel, or  to exit full screen mode.


Zooming

Use the **Zoom** drop-down to set the size of the photo preview. Select **Fit** to resize the selected photo so that it fits in the viewer window. When you zoom in or out on a photo, a navigation thumbnail for the viewer displays below the drop-down. Click and drag the available box to change the focus area to suit your zooming requirements.




Note: the **Navigation** option must be selected in the **Zoom** drop-down for the navigation thumbnail to display. The navigation thumbnail is not available when updating feature points or selecting a face.

You can also use the following zoom and pan tools for easier viewing of your photos in the photo viewer window:

-  - when selected, clicking the left mouse button in the photo viewer window zooms in on the current photo. Click the right mouse button to zoom out.








Note: when selected, hold down the left mouse button and then draw a square on the photo to quickly zoom in on a specific area.

-  - click to enable panning when zoomed in on a photo. To pan, just click

and drag on the photo to view different areas.

Selecting Viewer Display Mode

The photo viewer window has several display modes available for touching up photos. Click the buttons in the bottom left corner of the photo viewer window to set the display mode.

-  **Normal** - shows only the photo you are touching up in the preview window.
-  **Side by side** - select to compare touch ups in photos side by side.
-  **Split - left/right** - select to split the photo, with the left half containing the original photo, and the right half of the photo with the touch ups applied.
-  **Top/bottom** - select to compare touch ups in photos top to bottom.
-  **Split - top/bottom** - select to split the photo, with the top half containing the original photo, and the bottom half of the photo with the touch ups applied.

Secondary Monitor

If you have more than one monitor connected to your computer and have extended your desktop, select **View > Secondary Monitor > On** to duplicate the viewer display on the secondary monitor.



Chapter 4:

Applying Makeup

This chapter outlines all of the touch ups you can make to the faces in photos when in CyberLink MakeupDirector.

Any touch ups you make are not auto-applied to the original photo file. CyberLink MakeupDirector keeps a log of all the touch ups you want to make, and then applies them to the photo when it is saved or shared. This leaves the original photo untouched.

At any time you can:

- click  to quickly peek at the original photo.
- click  to view a log of the touch ups applied on a photo in History. See [Viewing History](#) for more information.

Face

Click on **Face** in the makeup panel to touch up areas of the face, and apply foundation and blush.

Skin Smoothener

Select the **Skin Smoothener** option to smoothen a person's skin. Drag the slider right to set the amount of smoothening applied to the skin.

Foundation

The **Foundation** feature lets you apply foundation to a face, changing the overall skin tone. Select a color to use as the foundation for the new skin tone, and then use the slider to adjust the strength of the applied color. Drag it right to increase the intensity of the color, or left to decrease it.

Blush

The **Blush** feature lets you apply blush on a person's cheeks. To apply blush, do this:

1. Select the **Color** of the blush by clicking on a corresponding colored circle.
2. Click on **Pattern**, and then set the shape of the applied blush.
3. Drag the available slider to set the strength of the applied blush. Drag it left to reduce the strength, or right to increase it.

Face Shaper

Use the **Face Shaper** to change the shape of a person's face. Drag the available slider right to change the shape of the face as required.

Face Contour

Select the **Face Contour** option if you want to enhance a person's facial features. Drag the available slider right to adjust the contours as required.

Nose Enhancement

Use the **Nose Enhancement** feature to make a person's nose look thinner by adding shadows. Drag the available slider right to set the amount of enhancement applied.

Blemish Removal

Select the **Blemish Removal** option and then drag the control to the **On** position to auto remove all detected skin blemishes on a person's face.



Shine Removal

Select **Shine Removal** to remove any shiny areas on a person's face. Drag the available slider right to set the amount of shine removal applied.

Eyes



Click on **Eyes** in the makeup panel to apply makeup and touch ups on and around the eyes.

Eye Liner

The **Eye Liner** feature lets you apply eye liner on a person in the photo. To apply eye liner, do this:

1. Select the eyeliner **Color** you want to use by clicking on a corresponding colored circle.
2. Click on **Pattern**, and then select the eyeliner style you'd like to use by clicking on it.



Note: you can click on  to download more eye liner patterns from Beauty Circle. Just click  underneath the pattern you'd like to download.



3. Drag the available slider to set the strength of the applied eyeliner. Drag it left to reduce the strength, or right to increase it.

Eyelashes

In **Eyelashes** you can modify a person's eyelashes and apply mascara to them. To modify the eyelashes, do this:

1. Select the color of **Mascara** by clicking on a corresponding colored circle.
2. Click on **Eyelashes** and then the eyelash style you'd like to use by clicking on it.



Note: you can click on  to download additional eyelashes from Beauty Circle. Just click  underneath the eyelashes you'd like to download.

3. Drag the available slider to set the strength of the applied mascara. Drag it left to reduce the strength, or right to increase it.

Eye Shadow

Select **Eye Shadow** to apply eye shadow on a person in the photo. To apply eye shadow, do this:

Selecting a Palette


The first thing you must do is choose a palette. Palettes can have between one and five different colors, which are applied to the eye at once. Each palette includes different eye shadow patterns, which offer a different look. To select a palette, do this:

1. Drag the available control to the right to enable eye shadow on the selected face.



2. Click **More Palettes** to display a list of all the available eye shadow palettes.
3. Select the palette you want to use in the More Palettes window.



Note: you can click **More** to download additional palettes from Beauty Circle. Just click  underneath the palette you'd like to download.

4. Select from the available patterns for that palette to apply the eye shadow.

Customizing Palettes

If required, you can fully customize the applied eye shadow to your liking, creating a new custom palette that can be used later. To customize an eye shadow palette, do this

1. Select one of the available colors in the palette to change it.
2. Decide whether you want to enable or disable the **Shimmer** option by dragging the control left or right. Shimmer adds a shinier look to the applied eye shadow color. Disabling it gives the eye shadow a more matte appearance.
3. If required, hover your mouse over the color palette and then select a new color for the eye shadow.

4. Use the available slider to set the strength of the applied eye shadow on the specific area around the eye. Drag it left to reduce the strength, or right to increase it.
5. Repeat steps 1-4 for each color in the selected palette, as required.
6. When you are done, click to set your changes. You can also click **Save as My Palette** to save the palette for future use.



*Note: when you save a custom palette, you can use it again later. Just click **More Palettes** and then click on **My Palettes** to find it.*

Eyebrows

Use the **Eyebrows** feature to transform a person's eyebrows. To transform the eyebrows, do this:

1. Set the eyebrow color by selecting a corresponding colored circle on the **Color** tab.
2. Click on the **Pattern** tab and choose whether to modify the person's actual eyebrows, or select a pattern to completely transform them:
 - to use the person's eyebrows, just make sure **Original** in the top left is selected. You can always revert back to this selection at any time.
 - to use a pattern, just click on it to apply it on the face. You can preview all the available eyebrow patterns by selecting them.
3. Use the **Color** slider to set the strength of the eyebrow color. Drag it right to increase the intensity of the color, or left to decrease it.
4. Use the **Shape** slider to change the eyebrow shape and thickness. Drag it right to make them thinner, or drag it left to make the eyebrows thicker.

Eye Color

In this section you can change a person's **Eye Color**. To change the eye color, do this:

1. Select a **Pattern** to change the look of the iris.
2. Click on the **Color** tab and then choose the iris color by clicking on a corresponding colored circle.

3. Use the **Color** slider to change the strength of the color. Dragging it right increases the intensity of the color as it washes over the iris. Dragging it left reduces the color intensity and strength of the applied pattern.
4. Drag the **Size** slider right to increase the size of the selected pattern/iris.

Eye Bag Removal

Use the **Eye Bag Removal** feature to remove the bags under a person's eyes. Drag the available slider right to set the amount of removal applied.

Eye Enlarger

The **Eye Enlarger** lets you increase the size of a person's eyes. Drag the available slider right to increase the size of the eyes as required.

Brighten

Select the **Brighten** option to brighten the eyes of a person in the photo. Drag the available slider right to increase the brightness of the eyes.

Double Eyelid

The **Double Eyelid** feature lets you add or modify the fold on a person's eyelid. To use this feature, do this:

1. Click on the double eyelid style to apply it on the eyelids. You can preview all the available double eyelid styles by selecting them.
2. Drag the slider to increase the perceived depth of the fold. Drag if right to increase the depth, or left to decrease it.

Red-Eye Removal

Select the **Red-Eye Removal** option and then drag the control to the **On** position to auto remove any red-eye on the currently selected person in a photo.





Note: if there is more than one person in the photo who has red-eye, you must repeat the red-eye removal process on each person. See [Selecting Faces](#) for more information.

Mouth

Click on **Mouth** in the makeup panel to apply lipstick, whiten teeth, and adjust the person's smile.

Lip Color

In the **Lip Color** section you can apply lipstick to a person in the photo. To apply lipstick, do this:


1. Select the type of lipstick you want to apply:
 - **Color:** to apply a uniform lipstick color, click on the **Color** tab and then choose a corresponding colored circle.
 - **2 Tone:** to apply a two colored lipstick blend, click on **2 Tone** and then choose from the available color combinations.
2. Drag the available slider to set the strength of the applied lipstick. Drag it left to reduce the strength, or right to increase it.
3. Click on the **Texture** tab, and select a texture for the lips.

Teeth Whitener

Select **Teeth Whitener** to whiten a person's teeth in a photo. Drag the slider right to set the amount of whitening applied to the teeth.



Note: the **Teeth Whitener** feature is unavailable if CyberLink MakeupDirector detects that a person's mouth in the photo is closed. If

MakeupDirector incorrectly detected a closed mouth, select the  button to manually enable. See [Enabling Open Mouth](#) for more information.

Smile

The **Smile** feature lets you modify a person's smile by stretching the corners of the

mouth. Drag the slider right to stretch the corners of the mouth as required.

Hair

Click on **Hair** in the makeup panel to change a person's hair color in your imported photo.

Hair Color


To change a person's hair color, do this:

1. First select a new hair color by clicking the corresponding colored circle.
2. Use the **Shine** slider increase or decrease the shine on the hair. Drag it left to reduce the shine, or right to increase it.
3. Drag the **Color** slider to change the strength of the color. Drag it left to reduce the strength, or right to increase it.


Color Refinement Brushes

Once you have added hair color, you can use the two refinement brushes to touch up the results.

To add color to areas that require it, do this:

1. Click  to enable the add color brush.
2. Use the **Size** slider to set the size of the brush.
3. Zoom in on the photo and then click on the areas where you want the color applied. CyberLink MakeupDirector will apply the color to the similar pixels in the selected area.

To remove color from areas, do this:

1. Click  to enable the erase color brush.
2. Use the **Size** slider to set the size of the brush.
3. Zoom in on the photo and then click on the areas where you want to remove the color. CyberLink MakeupDirector will remove the color from the similar

pixels in the selected area.

Chapter 5:

Using Looks

Looks are a saved set of touch ups that you can instantly apply to a person in your photo.

Click the **Looks** button to display the available looks. There are two types of looks available:

- **Natural Looks:** these looks use makeup and touch ups to change the appearance of a person in an imported photo.
- **Costume Looks:** use costume looks for special occasions or when you want to apply a fun party look to a person in a photo.

The **Default** looks were installed with the MakeupDirector program, while the looks on the **Downloaded** tab are looks downloaded from Beauty Circle. Looks on the **My Looks** tab are from your touch ups on photos and are auto saved for you after you save or share photos.

Applying Looks on a Person

You can apply any of the available looks in the Looks window on a selected person in your imported photo.



Note: if there is more than one person in the photo, you apply the looks separately on each person. This allows you to give each person a distinct appearance. See [Selecting Faces](#) for more information.

To apply a look on a person in a photo, do this:



Note: you can download more looks from Beauty Circle, which will be available on the **Downloaded** tab. See [Downloading Presets from Beauty Circle](#) for more information. Your customized looks are available on the **My Looks** tab.

1. Decide whether you want to apply a **Natural** or **Costume** look by clicking on the corresponding tab.
2. Click on a look to apply it to a person in the photo. You can preview all the available looks by selecting them.
3. Use the slider that appears near the bottom of the photo to set the strength of the applied look. Drag it left to reduce the strength, or right to increase it.

To remove a look on a person's face, just click **Original**.

Downloading Looks from Beauty Circle

You can download more looks from the Look Salon on Beauty Circle. To download looks from Beauty Circle, do this:

1. Click on **More** to go to the Beauty Circle web site.
2. You must first sign in to Beauty Circle to download looks. If you don't have an account, click the **Sign in** link at the top of the page for information on getting one.
3. Find a look you want to download, click the **Try it** button, and then click **Download**.
4. Follow the steps to download the look and save it on your computer. Find the location on your computer where you saved the look file, and then double-click on it to install it in the Looks window.



*Note: the look will be on the **Downloaded** tab.*

Sharing Looks

You can share all the touch ups you made to a photo in a customized look by uploading them to Beauty Circle.

To share your look, do this:


1. Do either of the following:
 - after saving a photo, click the **Share Look** button in the confirmation dialog.
 - in the Looks panel, right click on a look on the My Looks tab, and then select **Share on Beauty Circle**.
2. Sign in to Beauty Circle using your account. If you don't have an account, you can click **Create account** to get one for free, or connect using your Facebook or Weibo account.
3. In the Share on Beauty Circle window, enter the details about your look as

follows:

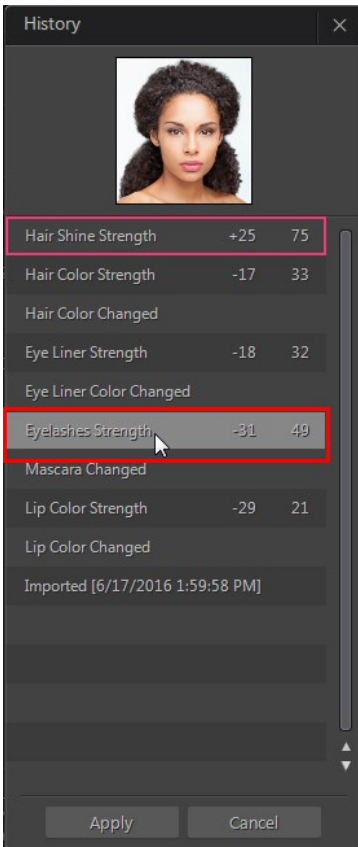
- **Category:** select a category that best fits your look.
 - **Description:** in the field provided, write a description about your look.
 - **Details:** displays a list of the touch ups inside the look for your reference.
4. Click on **Share** to proceed with the upload.
 5. Click on **Close** to close the share window.

Chapter 6:

Viewing History

Click on the  button at the top of the photo viewer to view a history of all the touch ups you made to the imported photo in CyberLink MakeupDirector.

Hover your mouse over an item in the history to view in the thumbnail what the photo looked like at that moment in the adjustment history.



If required, click a history item to revert the photo back to that adjustment. Click **Apply** to close the History window.

Chapter 7:

Saving and Sharing Photos

When you are finished touching up a photo, you can save it or share it on Facebook or Beauty Circle.

Saving Photos

After you touch up a photo, you can save it as a new photo file.

To save a photo in CyberLink MakeupDirector, do this:

1. Click the **Save As** button in the bottom right of the photo viewer window.
2. Browse to the location on your computer where you want to save the photo.
3. If required, give the photo a custom **File name**.
4. Select the photo file format in the **Save as type** drop-down. Photos can be saved in the JPG, PNG, or TIF file format.
5. Click **Save**.




*Note: once saved, you can share the touch ups you made in a new look by clicking the **Share Look** button. See [Sharing Looks](#) for more information.*

Sharing Photos

You can share the photo you touched up with others by uploading it to both Facebook and Beauty Circle.

Sharing Photos on Beauty Circle

To share your photo by uploading it to Beauty Circle, do this:

1. Click  in the bottom right of the photo viewer window and then click **BeautyCircle**.
2. Sign in to Beauty Circle using your account. If you don't have an account, you can click **Create account** to get one for free, or connect using your Facebook or Weibo account.

3. In the Share on Beauty Circle window, enter the details about your photo as follows:

- **Title:** enter a title for your photo.
- **Pick a Circle:** select which circle you want to add the photo to.




*Note: if required, you can click **Create a circle** to add a new one that better suits your photo. Once created, give your new circle a name and description. Also choose a category, and whether your new circle is secret or available to all.*

- **Tags:** enter in several tags, separated by a comma, that describe your photo. Tags are keywords that people can search for on Beauty Circle.
4. If required, say something about your photo by entering a description in the field provided.
5. Click the **Share** button to complete the upload process.


Sharing Photos on Facebook

To share your photo by uploading it to Facebook, do this:

1. Click  in the bottom right of the photo viewer window and then click **Facebook**.
2. If required, follow the instructions to authorize the upload of photos to your Facebook account, and then click **Continue**.
3. Select the Facebook album you want to upload the photo to in the **Add to album** drop down as follows:
 - **Add to Existing Album:** select this option if you want to upload the photo to an album that already exists on Facebook. Select the album you want to upload it to from the list.
 - **Create and Add to New Album:** select to add it to a new album. Enter the new album info in the fields provided, including the album **Privacy**.
4. If required, enter a **Description of the photo** in Photo Settings.
5. Click the **Share** button to complete the upload process.

Chapter 8:

MakeupDirector Preferences

To set your preferences in CyberLink MakeupDirector, select **Edit > Preferences** from the menu, or click the  button.

General Preferences

In the Preferences window, select the **General** tab. The available options are as follows:

Language

- **Use system default language:** select this option for the language display to be the same as the language of your operating system.
- **User defined:** select this option and then select the language from the drop-down list that you want to use.

Update

- **Automatically check for software updates:** select to periodically check for updates or new versions of MakeupDirector automatically.

Improvement Program Preferences

In the Preferences window, select the Improvement Program tab. The available options are as follows:

CyberLink Product Improvement Program

- **I want to participate:** select this item if you would like to participate in the CyberLink Product Improvement Program for MakeupDirector. Once enabled, CyberLink MakeupDirector will collect information about the hardware and software configuration of your computer system, as well as your usage

behavior and statistics related to the software. Click the **Read more information about the improvement program online** link to view more detailed information about the content collected.



Note: the CyberLink Product Improvement Program for MakeupDirector will not collect any personal information for purposes of identifying you.

Chapter 9:

MakeupDirector Hotkeys

The following is a list of the hotkeys available in CyberLink MakeupDirector for your convenience:

Hotkey	Description
File/Project Features	
Ctrl+N	Open new photo.
Ctrl+S	Save and apply current changes to current photo.
Ctrl+Shift+S	Save and apply current changes as a new photo.
Alt+C	Open MakeupDirector preferences.
Workspace	
Alt+1	Disable compare mode (Normal preview window display mode).
Alt+2	Enable side by side compare mode.
Alt+3	Enable split - left/right compare mode.
Alt+4	Enable top/bottom compare mode.
Alt+5	Enable split - top/bottom compare mode.
Ctrl+Alt+M	Toggle mirror mode on/off (secondary monitor only).
Ctrl+Alt+N	Select to display nothing on the secondary monitor.
F	Toggle full screen mode.
O	Press and hold to view original photo.
Ctrl+H	View touch up history.
Alt+M	Open Makeup module.
Alt+L	Open Looks module.
Ctrl+Home	Return to MakeupDirector launch/import window.
F1	Open MakeupDirector help.

Hotkey	Description
Operational	
Ctrl+Z	Undo last change.
Ctrl+Y	Redo last change.
Ctrl+R	Reset changes to previously saved status.
Ctrl+[Rotate photo left 90 degrees.
Ctrl+]	Rotate photo right 90 degrees.
Spacebar	Zoom to fit/100%.
Ctrl+Mouse wheel	Zoom in/out on photo in viewer window. Resize photo thumbnails in browser panel when in browser only mode.
Ctrl+C	Switch face.
Ctrl+F	Update feature points.
Alt+F4	Close MakeupDirector.

Chapter 10:

Technical Support

If you require technical support, then this chapter can help. It includes all the information you need to find the answers you are looking for. You may also find answers quickly by contacting your local distributor/dealer.

Before Contacting Technical Support

Before contacting CyberLink technical support, please take advantage of one or more of the following free support options:

- consult the user's guide or the online help installed with your program.
- refer to the Knowledge Base at the following link on the CyberLink web site: <http://www.cyberlink.com/support/search-product-result.do>
- check the [Help Resources](#) page in this document.

When contacting technical support by e-mail or phone, please have the following information ready:

- registered **product key** (your product key can be found on the software disc envelope, the box cover, or in the e-mail received after you purchased CyberLink products on the CyberLink store).
- the product name, version and build number, which generally can be found by clicking on the product name image on the user interface.
- the version of Windows installed on your system.
- list of hardware devices on your system (capture card, sound card, VGA card) and their specifications. For fastest results, please generate and attach your system info using the DxDiag.txt.



Note: here are the steps to generate the system info DxDiag.txt file: Click Windows (start) button, and then search for "dxdiag". Click **Save All Information** button to save the DxDiag.txt file.

- the wording of any warning messages that were displayed (you may want to write this down or take a screen capture).

- a detailed description of the problem and under what circumstances it occurred.

Web Support

Solutions to your problems are available 24 hours a day at no cost on the CyberLink web site:



Note: you must first register as a member before using CyberLink web support.

CyberLink provides a wide range of web support options, including FAQs, in the following languages:

Language	Web Support URL
English	http://www.cyberlink.com/cs-help
Traditional Chinese	http://tw.cyberlink.com/cs-help
Japanese	http://jp.cyberlink.com/cs-help
Spanish	http://es.cyberlink.com/cs-help
Korean	http://kr.cyberlink.com/cs-help
Simplified Chinese	http://cn.cyberlink.com/cs-help
German	http://de.cyberlink.com/cs-help
French	http://fr.cyberlink.com/cs-help
Italian	http://it.cyberlink.com/cs-help

Help Resources

The following is a list of help resources that may assist you when using any of CyberLink's products.

- Access CyberLink's **Knowledge base** and **FAQ** (frequently asked questions): <http://www.cyberlink.com/cs-resource>
- View **video tutorials** for your software: <http://directorzone.cyberlink.com/tutorial/>

- Ask questions and get answers from our users on the **CyberLink Community Forum**: <http://forum.cyberlink.com/forum/forums/list/ENU.page>



Note: *CyberLink's user community forum is only available in English and German.*

Index

2

2 tone 17

B

Beauty Circle 25

 downloading looks 21

 uploading looks 21

Blemish removal 12

Blush 12

C

Color

 hair 18

 lips 17

D

Double eyelid 16

Download

 looks 21

E

Export

 formats 25

Extend

 display 10

Eye liner 13

Eye shadow 14

Eyebrows 15

Eyelashes 13

Eyes

 bags 16

 brighten 16

 color 15

 double eyelid 16

 enlarge 16

 red-eye 16

F

Face

 contours 12

 selecting 6

 shape 12

Facebook 26

Feature points 7

Formats

 export 25

 import 3

Foundation 11

Full screen 9

H

Hair color 18

Help 32

History 8, 23

Hotkeys 29

I

- Import photos 3

L

- Language 27
- Lipstick 17
- Looks 20
 - downloading 21
 - sharing 21
 - uploading 21

M

- Makeup
 - applying 11
- Mouth
 - lip color 17
 - open 7
 - smile 17
 - whiten teeth 17

N

- Navigation 9
- Nose
 - enhancing 12

O

- Original photo 8, 11

P

- Photos
 - importing 3, 3
 - original 11
 - saving 25
 - sharing 25, 26
 - supported formats 3
 - viewing original 8
- Preferences 27
- Presets 20

R

- RAW 3
- Red-eye removal 16

S

- Secondary monitor 10
- Share
 - on Beauty Circle 25
 - on Facebook 26
- Shine removal 12
- Skin
 - blemish removal 12
 - shine removal 12
 - smoothing 11

Skin

tone 11

Smile 17

Supported formats 3

System requirements 2

T

Technical support 31

Teeth whitener 17

U

UI language 27

Updates 1, 27

W

Web support 32