



## General FTP Uploading and Ordering Instructions

To begin submitting your files to A&I via FTP, you may log in to our FTP server using our General A&I FTP Account. For security reasons, the FTP login is set up as a drop box with write-only access, so other users cannot view or download the images. Depending on your internet connection and the size of the file(s), uploading can take anywhere from a few seconds to several hours.

### **HELP:**

If you are experiencing difficulties logging in, please first read the Brief Technical Information section on Page 3 of these instructions which includes information on *PASV ON* or *PASV OFF*.

If you continue to need technical assistance with FTP you may call 323.856.5280 ext. 119. If you are calling after hours, you may send an email to: [FTPrequest@aandi.com](mailto:FTPrequest@aandi.com).

### **STEP ONE – preparing your files for FTP upload**

Files that are set up to print must be uploaded in the following format:

- 1) Files must be in a folder named in this format: "firstname\_lastname\_date"
- 2) Files must be named with the file name and print size(s) desired. Please make sure that your file names do not have any spaces or special characters (such as \$#. %\* /).
- 3) A text file must be included with your name, contact information, and order information for the files

### **STEP TWO (a)**

#### **FOR SLIDES FROM DIGITAL FILES**

**Rush Service is Available: Same Day – 200%; 24 hours – 100% (subject to increase with workload)**

#### **Logging In:**

Server Name: ftp://207.47.101.91

Username (case sensitive): aislices

Password (case sensitive): highland

### **STEP TWO (b)**

#### **FOR ORDERS FOR DIRECT TO PRINTS, CUSTOM PRINTING, MOUNTING, AND OTHER DIGITAL SERVICES**

**Rush Service is Available: Same Day – 300%; 24 hours – 200%; 48 hours – 100%**

#### **Logging In:**

Server Name: ftp://207.47.101.91

Username (case sensitive): aiprints

Password (case sensitive): highland

## STEP THREE

### a) Ordering:

Once you have uploaded all your files in one folder, please submit your order online through our [Secure FTP Order Form \(https://ssl28.pair.com/aandi/ftporderform2.html\)](https://ssl28.pair.com/aandi/ftporderform2.html).

**Please note:** You do not need to "Sign Up for an FTP account". For the Account ID section you may enter "aiprints" or "aislides" depending on which login you used.

(If you submit this form *before* uploading your files, we will not be able to process your order, and your order will be cancelled.)

Please allow up to 24 hours for your order to be processed. Once we have received your order, you will receive a confirmation email with your Order Number and an approximate Shipping Date. If you do not receive a confirmation email within one business day, **or you are requesting an order on RUSH**, please email: [order@aandi.com](mailto:order@aandi.com) to verify your order. *We recommend that you drop off Rush Orders in person.*

### b) Shipping:

Please include your shipping address in your FTP Order Form. Please request if you would like your tracking number emailed to you.

Our standard method of shipping is via FedEx Express 3 days. If you would like faster shipping (Priority Overnight, Standard Overnight, or 2 days), slower shipping (FedEx Ground or USPS Mail), or other shipping (UPS, in person in Hollywood, Santa Monica, Downtown, North Hollywood, or messenger service), please note this in the "Special Instructions" section of your FTP Order Form. If you have your own FedEx or UPS account number, please include this with your order.

To calculate an estimated shipping rate:

FedEx, please visit [FedEx - Rate Finder](#)

UPS, please visit [UPS - Calculate Time and Cost](#)

USPS, please visit [USPS - Calculate Postage](#)

Messenger, please ask A&I for a quote

### c) Payment:

Our FTP Order Form is secure so you may submit your credit card information online. A&I will not process orders without credit card information. For security reasons, please do not email your credit card number to us. An invoice and receipt of payment will be included in your order.

### d) Contact Us:

To pick up in person or to send us orders by mail (FedEx, UPS, USPS), our address is:

A&I Photographic and Digital Services

933 N. Highland Ave

Los Angeles, CA 90038

323.856.5280

## MORE INFORMATION ABOUT A&I

### - Digital Services Available with FTP & Turnaround Times:

For detailed information and prices for any of our digital services, please visit our website at:

<http://www.aandi.com/digital.html>

## IMPORTANT INFORMATION

### - Brief Technical Information:

FTP (File Transfer Protocol) is a standardized file-copying procedure that allows users to easily transfer files from one computer to another via the web. Clients may use FTP to access the secure A&I FTP server and upload digital files to us. Using FTP is very simple. The actual process is much like copying files from one folder to another within your own computer.

### FOR MAC USERS

You will need to use an FTP client software program to upload your files. We recommend that you download a FTP program called Transmit from <http://www.panic.com/transmit>. Safari, Firefox, and Internet Explorer browsers on Mac OSX is not compatible with FTP.

### FOR PC USERS

PC users have two options to upload files

Option 1 - Windows Explorer

- a. Go to "Start Menu", "My Computer"
- b. Enter the ftp address into the address bar
- c. When the page loads, select "File" and "Login As" and enter your username and password (both are case sensitive).

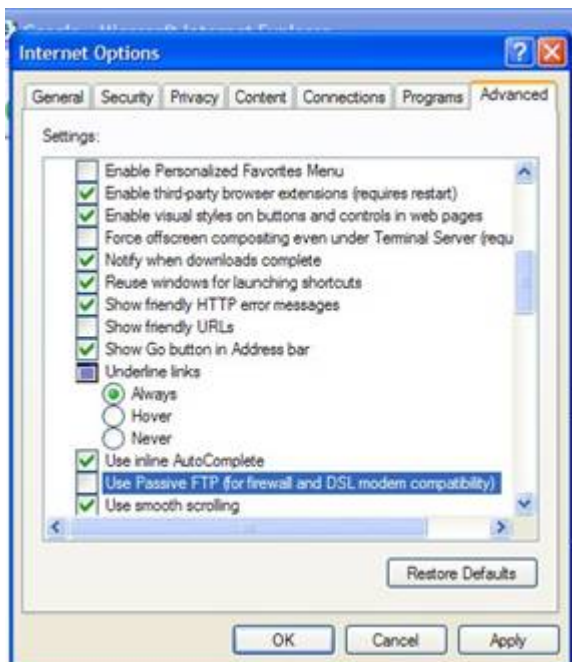
Option 2 - FTP client software such as SmartFTP, CuteFTP, or WS\_FTP. Follow the instructions given by the software and use the FTP website address, username and password.

### - PASV ON or PASV OFF

With wireless routers, firewalls, personal web servers, and virus protection software, FTP setup may take a few more steps. The best solution to solve 90% of problems is to **turn off PASV MODE in your software**.

#### a) FOR PC USERS USING WINDOWS EXPLORER

- Go to "START MENU", "CONTROL PANEL", "INTERNET OPTIONS"
- Click the "ADVANCED TAB"
- Scroll down to and UNCHECK "Use Passive FTP (for firewall and DSL modem compatibility)"
- Click "OK"



**b) FOR MAC USERS:**

- Open SYSTEM PREFERENCES
- Open NETWORK
- Open PROXIES

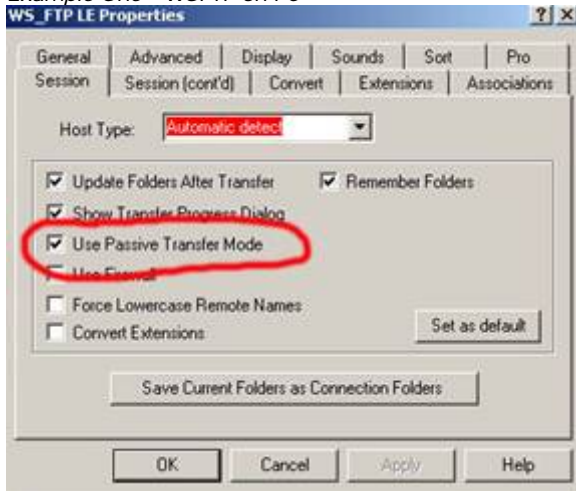


**c) FOR PC AND MAC USERS USING AN FTP PROGRAM**

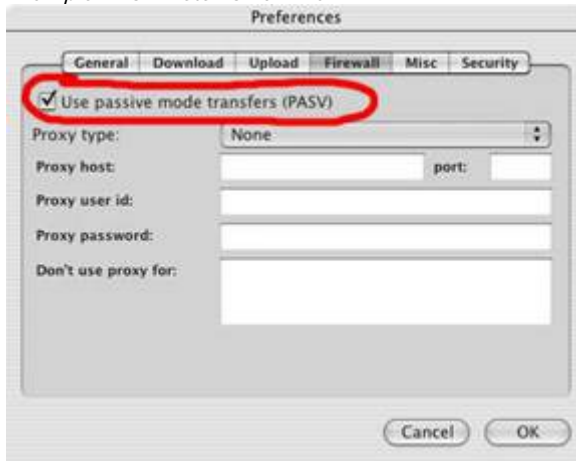
Each program varies, but here are the basic steps.

- Go to OPTIONS or SETUP
- Choose Active mode or PORT mode by UNCHECKING PASV.

*Example One - WSFTP on PC*



*Example Two - Fetch on a MAC*



Another thing to try if PASV is already off, and it still won't work is to try PASV ON.