

Frequently asked questions:

What is FTP?

Using FTP is a way that enables you to connect directly over the internet to our servers and upload your image files so we can get them easily.

How do I connect?

Please phone us for a username and password that will give you access to our site. Contact us on 020 8772 1700 or by email on orders@genieimaging.co.uk

What is the FTP address?

You need to type <ftp://62.8.107.95/> into your internet browser

Are My files safe?

Our servers will only let you upload certain image files only and they will not let anyone copy or delete them either other than us here at genie. It is always a good idea to keep a version on your computer as well and upload a copy to our servers. We generally do not keep files for more than 7 days.

How should I supply my files?

Please copy them into a folder together with a word document that details what your order is or directly into subfolders with the print size and finish (i.e. gloss or matt).

Folder submission instructions for Windows

Step 1 – Create destination folder on your desktop and name it

- Right-click on the desktop, choose “new”, choose “folder”.
- Rename the folder “mrs Jones 011 222 3333 (ie. your name and phone number) to rename the folder: Right-click on the folder and choose “rename”).

Step 2 – Create a subfolder for each finished print size

- Open the “mrs Jones” folder, right-click in it, choose “new”, choose “folder”.
- Rename the folder to “6x4” or 7x5” etc or the size you want.

Step 3 – Create a further subfolder for the finish “Gloss” or “Matt”

- Open the folder for the size required
- Right click in it choose new folder
- Rename the folder to “Matt” or “Gloss” depending on the finish you want (If you want both Matt and Gloss pictures you have to create one folder called “Matt” and one folder called “Gloss”).

Well done!

You now have a folder with your name on it and subfolders for the size and finish you require. All that remains is to copy your images into the folder size and finish to complete the order.

Final step – Copy the photos into the your selected folder

- Target the image, right-click, choose “copy”.
- Go to the destination folder (size and finish), open it, right-click in the folder, choose “paste”.

For multiple copies of the same picture, please copy the picture the number of times you want it to the folder, windows will rename the image “copy of 1.jpg” for you.

DO NOT ASK US TO DO MULTIPLE COPIES YOU MUST ADD THEM TO YOUR DESTINATION FOLDER

Step 6 – Upload to our Ftp site

Example

You want:

- 1 picture sized 6x4 gloss
- 2 pictures sized 6x4 matt
- 1 picture sized 7x5 gloss



Should I let you know that I have uploaded work to your site?

Yes especially if it is urgent. Please send us an email or call us on 020 8772 1700

What file size should I Upload?

Print Size Minimum Image Resolution

Print Size	Pixel Dimension @250 dpi	File Size @ 250 dpi	Minimum Pixel Size to yield good prints	Minimum File Size to yield good prints
4x6	1000x1500	4.29 megs	200x300	1 megs
5x7	1250x1750	6.26	250x350	1.75
8x10	2000x2500	14.4	400x500	3.5
8x12	2000x3000	17.2	550x700	4
11x14	2750x3500	26.6	700x1050	5
16x20	4000x5000	57.3	1200x1500	9
20x24	5000x6000	85.9	1300x1560	12
24x30	6000x7500	128.8	1550x1937	17.5
30x40	7500x10000	214.6	1625x2166	20

*File sizes are full image sizes not compressed jpeg size. In other words your jpeg size will be smaller than the file sizes listed above. To view and display the file sizes listed above, open the jpeg in an image application such as Photoshop to check the Image Size.

Please do not load in any files that are too big since this will be a long and slow process and may well time out. Please size your files correctly.