

PrintSphere

for Manual PrintSphere Users and
the PrintSphere Administrator

User's Guide



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About This User's Guide

This User's Guide explains how to use the PrintSphere file-sharing and file-syncing service.

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What is PrintSphere?

The PrintSphere service lets you store files in your dedicated space on the printsphere.com server which is managed by your administrator. You can share these files with other users who are also registered to use the service on the same server (Manual PrintSphere users), or with unregistered users via a public link (Auto PrintSphere users). You can also choose to sync any files in your space with your computer and use synced folders just like other folders on your computer. Mobile users can download the PrintSphere app and use the service when they are on the go. The service constantly polls the PrintSphere server to check for updates.

You access the service through one or a combination of the following interfaces:

- PrintSphere website
- PrintSphere desktop application
- PrintSphere mobile apps

What is SphereCenter?

SphereCenter is a separate application where you start the PrintSphere subscription, create users and monitor storage usage. This is not covered in this documentation. See “Related Documentation and Support” on page 10.

What is ProductionCenter?

ProductionCenter is a module of your workflow solution that you use to manage connectivity with the PrintSphere or WebApproval services: create companies, users, etc. This is not covered in this documentation. See “Related Documentation and Support” on page 10.

What is AutoPilot

AutoPilot uses scripts to add data processing capabilities to the PrintSphere file-sharing environment and to further automate processes in your prepress workflow. AutoPilot is set up by the printer administrator in SphereCenter. See the SphereCenter *Help*.

Intended Audience

This User’s Guide is intended for Manual PrintSphere users and the administrator of the PrintSphere service. The Manual PrintSphere users have received log-on credentials from their administrator to use the PrintSphere service.

Getting Started

The sections in this User's Guide are arranged in the sequence required to get you started with PrintSphere.

◆ Click the steps below to go immediately to the relevant sections:

Step 1: Sign in and Edit Your Account

Manual PrintSphere users receive an e-mail invitation to sign up for PrintSphere and have full access to the file-sharing service

Step 2: PrintSphere Website

The quickest way to start sharing files is on the PrintSphere website which can be accessed in any web browser and requires no installation of software.

Step 3: PrintSphere Desktop Application

The PrintSphere desktop application lets you sync files in your space on the PrintSphere website with a local folder on your computer, and vice versa. If you have workflow connectivity, the desktop application is also installed on your workflow server.

Step 4: PrintSphere Mobile Apps

The PrintSphere mobile apps are ideal for file-sharing while you're on the go.

Workflow Connectivity

If you are a print service provider using the Apogee Prepress or Asanti solution, your workflow may be configured to work with the PrintSphere service so you can create shared hot folders and system back-ups on printsphere.com. See "Connectivity" on page 93.

StoreFront Integration

If you are a print service provider using StoreFront, the web-to-print solution for creating online stores, you can use PrintSphere to manage large image libraries. This makes life easier for you and your customers when creating customized products for stores. An external account needs to be created in StoreCenter to link to PrintSphere. See "Connectivity" on page 93 and *the StoreCenter Help* for more information.

Related Documentation and Support

You can also refer to the following documentation and websites:

- *PrintSphere Help* (the online version of this documentation): instructions on using the PrintSphere file-sharing service
- *Online Help addendum*: updates to this documentation
- *SphereCenter Help*: instructions on buying PrintSphere licenses and creating users
- *StoreCenter Help*: instructions on how to create online stores with the Store-Front application
- *printsphere.com* website: The gateway to PrintSphere
- *ProductionCenter Help*: instructions on how to use the ProductionCenter module
- Apogee Prepress and Asanti Online Help and Tutorials
- ApogeeNetwork and AsantiNetwork and their user forums
- Release Notes

System and Browser Requirements

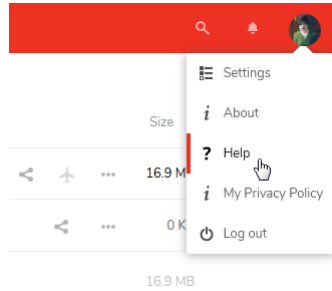
PrintSphere works with all recent Windows, Mac OS, Android and Apple iOS operating systems. The following browsers are recommended:

- Chrome 30 (or later)
- Internet Explorer 9 (or later)
- Microsoft Edge 41 (or later)
- FireFox 25 (or later)
- Safari 5 (or later)

NOTE: The drag and drop feature on the PrintSphere website is only possible when using the Chrome browser.

Navigating the Online Help

- ◆ You access the online Help by clicking the Help link on the Account menu. The Help opens in a new browser window or tab.



▷ Searching

The online Help has a search feature for finding information. The following queries can be made:

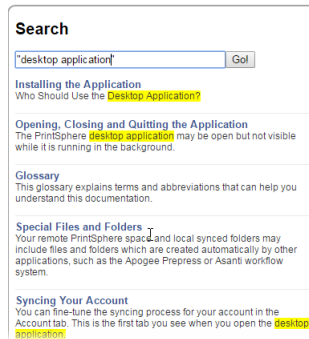
- Simple search with a single word: Enter a single word for a list of all topics that contain that word.
- Advanced search for all words: For example, enter *disk space* for a list of all topics that contain *disk* AND *space* in the same topic. Try to avoid using common words such as "a", "the", etc. in your search query.
- Advanced search for an exact phrase: For example, enter “*disk space*” in quotes for a list of topics that only contain this exact phrase.

- 1 Click the **Search** button to open the Search panel.



- 2 Type a word or phrase in the Search box.

The search results are displayed as you type with the search terms highlighted in yellow if they occur in the first sentence of the topic.



3 Click a search result to jump to the topic.

The search terms are highlighted in the topic. You may need to expand sections of the topic to see the word or phrase you queried.

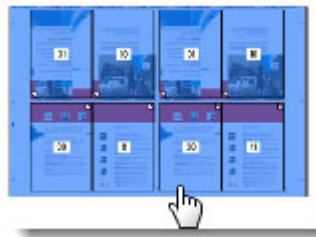
Search limitations

- Do not ask questions in the search box, only enter your keywords. Enter "edit profile" and not "How can I edit my own profile".
- It is not possible to use wild cards in your search query.
- Search is case-insensitive.
- Search queries must be at least 3 characters. For example, searching for "QR" will not produce any results; you should search for "QR codes".

▷ Illustrations and Animations

Large images have been reduced in size to display properly in the Help topics.

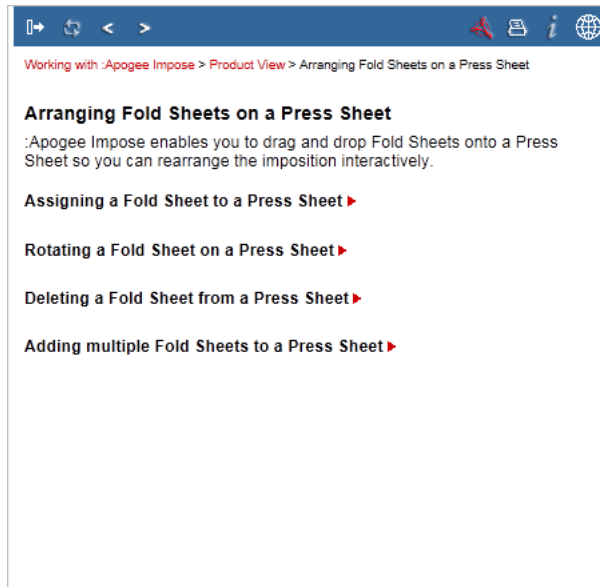
- ◆ Hover over an image and if the cursor changes to a *hand* you can click the image to view it full size. Click the **X** to close the image and return to the Help topic.



▷ Expanding topics

Headings with a triangle are collapsed to provide a better overview of the information.

- ◆ Click the heading or the colored triangle to expand the topic.



▷ Print individual Help topics

- ◆ Click the **Print** button in the navigation bar or choose **File > Print** from the browser menu bar.



▷ Print the user's guide document

All the information in the online Help is also provided in a printer-friendly PDF document.

- 1 Click the **PDF** button in the navigation bar to open a PDF document.



- 2 Print the whole document or specific sections as required.

This feature is only available if your browser has the Adobe Acrobat plug-in.

NOTE: You may need to set up browser functionality in Adobe Acrobat.

Signing in and Editing Your Account

Manual PrintSphere users receive an e-mail invitation to sign up for PrintSphere and have full access to the file-sharing service.

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Signing In and Out

Prerequisites

You can only log on to the PrintSphere service as a Manual PrintSphere user if you have received an e-mail from the administrator with your user credentials.

▶ Sign on to the PrintSphere website the first time

- 1 Click the link in the e-mail you received from your administrator to initialize your password.

This unique link remains valid for 24 hours. The e-mail also shows your User Name which you need to log in.

Your PrintSphere account Inbox x

John Doe <belgian.printer@printsphere@gmail.com>
to: belgian.printer@bobby ▾

PrintSphere

Your PrintSphere account

Dear Bobby Carlton,

A PrintSphere account has been created for you.

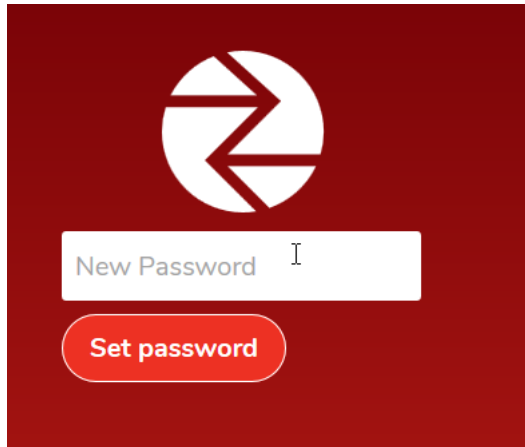
E-mail address: belgian.printer@bobby.com

Username: Bobby

To initialize your password click [here](#).

The Belle Printer team.

- 2 On the PrintSphere website, enter a password of your choice in the New Password field above the Set password button.



- 3 Click the **Set password** button.

The Welcome to PrintSphere First Run Wizard is displayed which has links to download the Desktop application and the mobile apps and other information.

- 4 Proceed to the PrintSphere website by clicking the black “x” in the top right corner to dismiss the wizard. You can open this wizard later from your personal profile page. (See “Profile and Preferences” on page 22.)

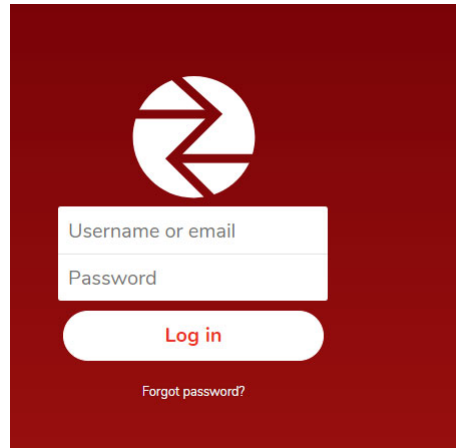
The printsphere.com website is displayed and the Files page is the landing page. This page is initially empty unless files or folders are already being shared with you. These shared files appear automatically now you have logged on.

▷ Sign on to the PrintSphere website

- 1 Click this link or copy and paste it in the address bar of your browser:

`https://www.printsphere.com/access/`

TIP: You can bookmark the PrintSphere URL as a favorite, just like any other website.

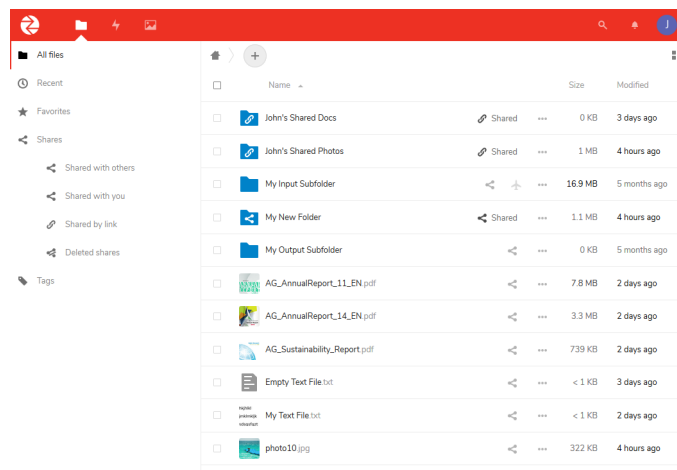


- 2 Enter your User Name or your e-mail address in the Username field, and your password in the field below it. You can find your User Name in the e-mail you received from your administrator.

NOTE: If you are the printer administrator, you must enter your e-mail address in the Username field to log in.

- 3 Click **Log in**.

The printsphere.com website is opened and the Files page is displayed as landing page. The list of files and folders is presented as a List or a Grid.



▷ Sign out on the PrintSphere website

- ◆ Click your photo or name initial in the top right corner on the menu bar and choose **Log Out**.

You are now logged off on the PrintSphere website but you can still be logged in on the desktop application or mobile apps.

Related topics:

- Exploring Your PrintSphere Space on page 48

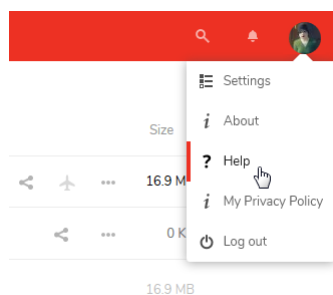
Editing Your Account

You manage your account details on your Personal page.

▷ Change your PrintSphere password

NOTE: If you are an administrator, you must go to the SphereCenter application to change your password.

- 1 Click your photo or name initial in the top right corner on the menu bar and choose **Settings**.



- 2 In the Password section on the Personal page, enter your current password in the Current Password field and then a new password of your choice in the New Password field.

A screenshot of the Password change form. It features a 'Password' label above two input fields. The first field contains a series of dots representing the current password. The second field contains a series of dots representing the new password, with a green strength indicator bar below it. To the right of the second field is an eye icon. A 'Change password' button is located to the right of the second field. Below the second field, a tooltip displays 'Good password'.

We recommend that the password strength indicator is green. You can see what you typed as new password by clicking the eye icon.

- 3 Click **Change password**. A check mark indicates that your password has been changed.

▷ Edit your Account Profile

You can change some of your profile settings on the Personal page.

- 1 Click your photo or name initial in the top right corner on the menu bar and choose **Settings**.
- 2 Edit your details as required, for example, add or change your profile picture, and set notification. See “Profile and Preferences” on page 22 for details.

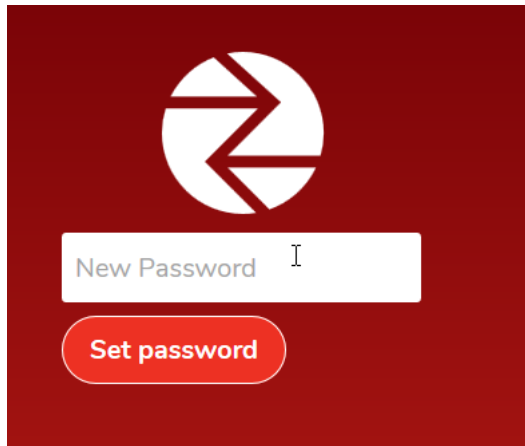
▷ Reset your PrintSphere forgotten password

NOTE: If you are an administrator, you will be redirected to the SphereCenter application to reset a forgotten password.

- 1 On the PrintSphere log-on page, click **Forgot password**.
- 2 Enter your e-mail address and click **Reset password**.

You will receive an e-mail inviting you go to the PrintSphere where you can set a new password of your choice.

- 3 Enter a password of your choice in the New Password field above the Set password button.

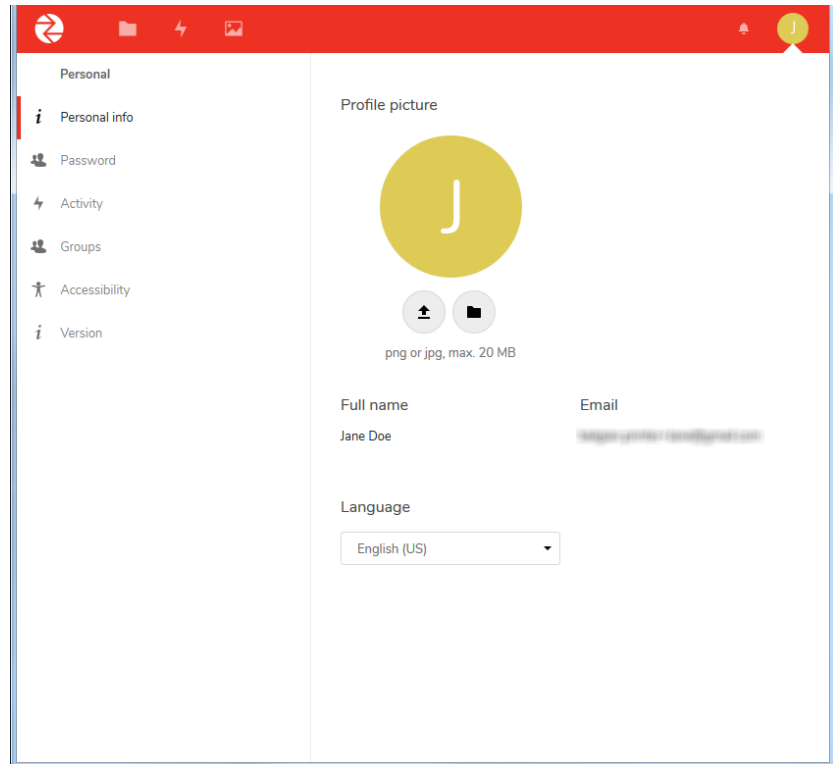
A screenshot of a password reset form on a dark red background. At the top center is a white circular logo containing a stylized red 'Z' shape. Below the logo is a white rectangular input field with the placeholder text 'New Password' and a cursor. Underneath the input field is a red rounded rectangular button with the text 'Set password' in white.

- 4 Click the **Set password** button.

The printsphere.com website is displayed. You now have access to the PrintSphere service with your new password.

Profile and Preferences

- ◆ To view and edit your profile and preferences, click your photo or name initial in the top right corner on the menu bar and choose **Settings** to go to the **Personal** page.



The Personal page has the following sections:

Personal info

NOTE: You cannot change your user name or e-mail address because these are part of your logon credentials. Ask your administrator if you want to do this.

Profile picture The profile picture is displayed in the top right corner. Choose a PNG or JPG file which you can crop before confirming. You have three buttons to choose from:

- Upload new: Opens your file manager so you can select an image from a location on your computer.

- Select new from Files: Opens a list of the Files which have been uploaded in your PrintSphere space.
- Remove image: Restores the initial of your first name as profile picture.

Profile picture



png or jpg, max. 20 MB

Full name This is the name that identifies you in PrintSphere. For example, when you share a file, this name is displayed to indicate to the share user that you are the owner of the file. This is NOT your user name.

Language Choose a different language for the PrintSphere user interface if you want to override the language set for your browser.

Password

See “Change your PrintSphere password” on page 20.

Activity (notifications)

You can specify when and how you want to receive notifications about activities in your PrintSphere space. The notification can be an e-mail notification (Mail check box) or an online stream (Stream check box) on the Activity page (see “Activity Page” on page 57), or both.

Notification method check box:

- Mail: Notifications are sent to your e-mail address; e-mails are sent hourly, daily or weekly as selected in the **Send emails** drop-down list.
- Stream: The notifications appear in filtered lists on the Activity page (see “Activity Page” on page 57).

These are the activities for which you can receive notifications:

- A new file or folder has been **created**: also includes files and folders you upload
- A file or folder has been **changed or renamed**

- Limit notifications about creation and changes to your **favorite** files (Stream only)
- A file or folder has been **deleted**: items you sent to the Deleted files folder
- A file or folder has been **restored**: items you restored from the Deleted files folder
- A file or folder has been added to or removed from your **favorites**
- A file or folder has been **shared**: files you shared with another user or shared by another user with you
- A public shared file or folder was **downloaded**: items downloaded by persons visiting your public shared link
- Comments for files: Comments made on files are listed as an activity.
- System tags: when tags are created. See “Tag files and folders” on page 56.

You may also receive notifications related to shared assets. You can specify that you only want to receive notifications about your own activities:

- List your own actions in the **stream**
- Notify about your own actions via **e-mail**

You can choose how often you want to receive notification e-mails: as soon as possible (every 5 minutes), hourly, daily, weekly.

Groups

Your administrator may have added you to a group and these are shown here.

Accessibility

You can choose from a number of themes and an accessible font to change the appearance of information displayed on the PrintSphere website. Click a theme to enable it. Click the *enabled* label on the theme to disable it and revert to the default theme. Choosing another theme here does not affect the appearance of the desktop applications or the mobile apps.

Version

This section displays the current version of the PrintSphere website.

Get the Desktop and Mobile Apps

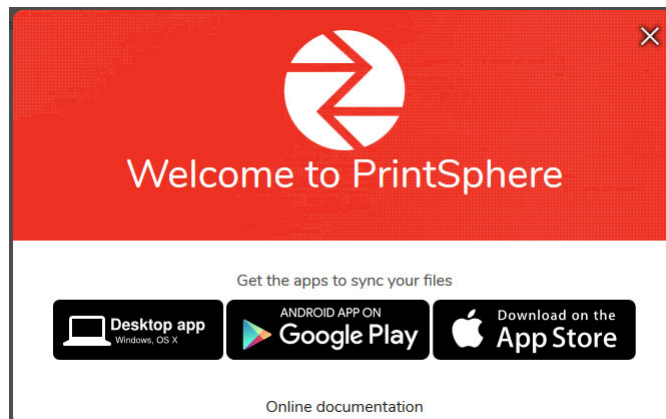
After signing up for the PrintSphere service, you may want to download the desktop and mobile applications.

The desktop application is available for Windows and Mac OS and should only be downloaded by users who require additional functionality such as syncing files to their computer. Read the section “Desktop Application” on page 61.

The mobile apps for Android and Apple iOS are for users who want to use the PrintSphere service on their mobile devices. Read the section “Mobile Apps” on page 87.

▷ Download the apps

- ◆ Click your photo or name initial in the top right corner on the menu bar and choose **About**.



The Welcome screen has the following links for downloading:

- Desktop app: The desktop application can be downloaded from the ApogeeNetwork website
- Android app: A link to the Google Play store where you can install the PrintSphere app; you must visit this link using an Android device.
- Apple iOS app: A link to the Apple App Store where you can install the PrintSphere app; use this link if you have an Apple device.

PrintSphere Website

The quickest way to start sharing files is on the PrintSphere website which can be accessed in any web browser and requires no installation of software.

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Working with Folders and Files

Once you have signed in to the PrintSphere website you can start working with files and folders in your space.

The Files page is the default landing page. You can toggle between the List view and the Grid view on this page by clicking the icon in the top right corner.



See “Exploring Your PrintSphere Space” on page 48 if you’re not familiar with the workspace.

▶ Create a new folder

Folders can be created in your PrintSphere space to organize your data.

- 1 Click the **New** button (+) in the navigation bar at the top of the list or grid on the Files page.



You can create a new text file or folder

- 2 Click the New Folder icon or label, enter the name of your folder, and press **Enter** or click the arrow.

The new folder is created in your space and added to the list or grid. The inspector with details is displayed in the panel on the right.

Items in the list or grid can be sorted by Name, Size or Modification date by clicking the column headers. Initially, a new folder is not shared with other users.

Folder Status



Folder is not shared



Shared with another Manual PrintSphere user or group



Shared with a Manual PrintSphere or Auto PrintSphere user via a public link; this status is also used if both sharing methods are applied

NOTE: You can add a new folder to your PrintSphere space even if your storage quota has been exceeded but you won't be able to add files to it.

▷ Create/edit a text file

You can create a simple document in TXT format and add it to your PrintSphere space, and subsequently share or download the file.

- 1 Go to the folder where you want to create a new text file and click the **New** button (+) in the navigation bar at the top of the list or grid.



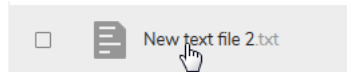
You can create a new text file or folder

- 2 Click the New Text File icon or label, enter a name for your file, and press **Enter** or click the arrow.

The new text file is opened in a text editor. You can type text or copy text from another application. No formatting is maintained in this text file. Close the file (x) to save it.

The new text file is created in your space and added to the list or grid. Items in the list or grid can be sorted by Name, Size or Modification date by clicking the column headers.

- 3 To open the text file again for editing in the built-in editor, click the text file name.



- 4 Close the file (x) to save it. The file is always saved when you close it.

The PrintSphere service keeps versions that you can restore if necessary. See “Inspector Panel” on page 53.

NOTE: A text file can be created even if your storage quota has been exceeded but you will not be able to enter and save text in the file.

▷ Delete or restore files and folders

Files and folders are not deleted immediately from your space when you delete them from the Files list or grid.

- 1 To delete a single file or folder in the list or grid, select the item by clicking the check box, and click **Actions** at the top of the list or grid and then choose **Delete**.



OR

Open the **Actions** menu for that item and choose **Delete**.

OR

To delete multiple items, select the check box for each item, and then click **Actions** at the top of the list or grid and then choose **Delete**.

OR

To delete all items in the current folder, click the Select All check box at the top of the list or grid to select all the items and click **Actions** at the top of the list or grid and then choose **Delete**.

The files and folders are moved to the **Deleted files** folder.

- 2 Open the **Deleted files** folder in the bottom left corner where you can delete the deleted items permanently from your space or restore them to their original location.
- 3 Select the check boxes as explained above for the files you want to delete permanently or restore, and then click **Actions** at the top of the list or grid and choose **Delete** or **Restore**.



For single items, you can also click **Restore** or open the **Actions** menu for that item and choose **Delete**.

▶ Deleting files shared with you

You can delete shared files – not folders – if the owner gave you Delete permission. However, the deleted files are moved to the Deleted files folder of the owner too, but not to the Deleted files folder of other recipients.

- ◆ To delete a shared file, delete it as described in Delete or restore files and folders but remember that these deleted files are moved to the Deleted files folder of the owner, who can restore deleted files to their original location.

▷ Unsharing a folder shared with you

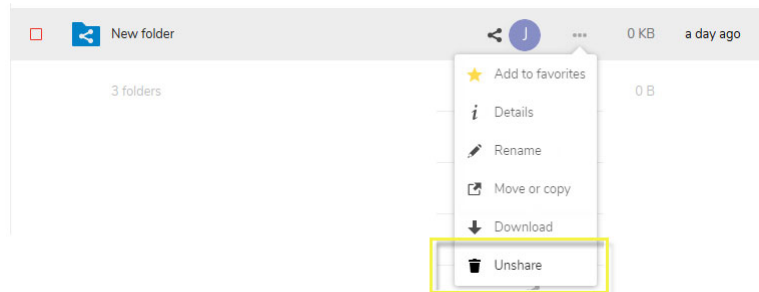
You can never delete a folder that another user has shared with you. In this case, the folder is *unshared* and this is indicated as you hover over the trash icon.

- ◆ To unshare a folder, delete it as described in Delete or restore files and folders.

OR

Hover over the file in the Files list or grid, open the Actions menu (...) and choose **Unshare**.

The unshared folder is removed from the list or grid but NOT moved to the Deleted files folder, so you cannot restore the unshared item.



▷ Move files and folders

- ◆ You can move files and folders in your PrintSphere space to another folder at the same level in your space by selecting them and dragging them onto the folder. You can also move files or folders back to the highest level in your space.

OR

Hover over the file or folder in the Files list or grid, open the Actions menu (...) and choose **Move or Copy**.

▷ Copy files and folders

- ◆ Hover over the file or folder in the Files list or grid, open the Actions menu (...) and choose **Move or Copy**. Select a target folder and choose **Copy** to duplicate the asset in the new location.

▷ Change the name of a folder or file

You can change the name of your own folders and files at any time without jeopardizing the sharing functionality. You can also do this with shared items if the owner has given you edit permission.

- 1 Hover over the item whose name you want to change, open the Actions menu and click the pencil icon or **Rename**.



- 2 Edit the name as required and press **Enter**.

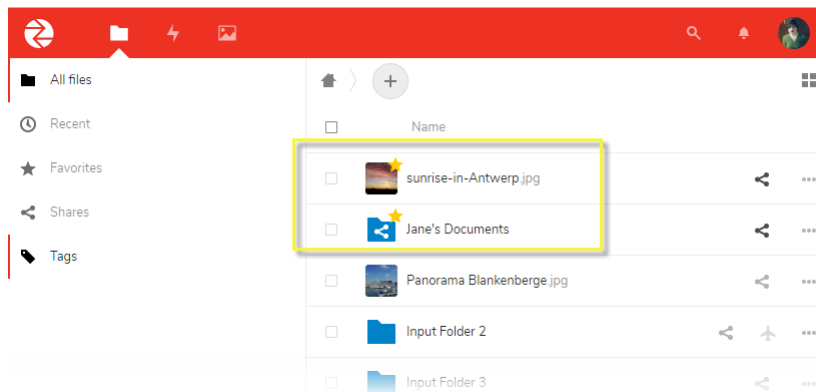
The new name is synced to all devices and users who are sharing the file or folder.

▷ Add to Favorites

If you have lots of files and folders in your space, you may want to mark certain items as favorites so you can find them more easily with the Favorites filter. See “Files filters” on page 50

- ◆ Hover over a file or folder, open the Actions menu (...) and choose **Add to Favorites** to mark it as a favorite.

A yellow star icon is displayed on the item and the item is now displayed at the top of the list of files and folders.

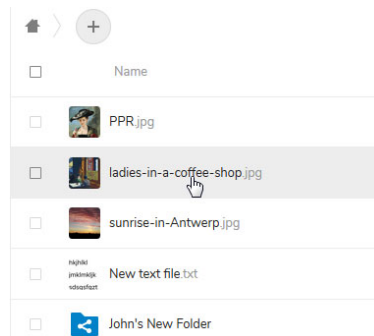


Your favorites effectively form a separate group and remain at the top of the list, irrespective of the sorting.

▷ Preview/Open files

The preview feature lets you view certain file types in an embedded viewer without downloading them. Depending on the file type and the browser you are using, a file may open in the embedded viewer (for example: images, videos and PDFs), or you may be prompted to download and open the file in its native application (for example, TXT text files, music files, etc.).

◆ To preview/open files, click the file name, not the thumbnail.



Close the preview window by clicking the cross in the top right corner.

Image files (JPEG, PNG, GIF) open in the image viewer: see “Gallery” on page 58.

NOTE: The embedded viewer only shows a preview of the original file. For certain file types it is recommended to download the file and then open it in a dedicated application.

▷ Restore previous versions of files

The PrintSphere service has version control for Text files that you create and edit in the built-in editor and automatically keeps a copy of previous versions of a file. This means you can go back to a previous version of a text file and restore it. Doing this restores a previous version for all share users and share users can also restore previous versions of your file if they have permission.

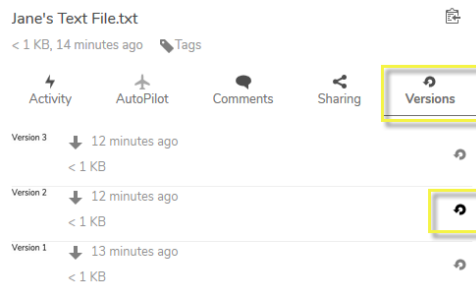
Text files are saved every couple of seconds but old versions are automatically deleted to save space according to the following logic:

- For the first minute, one version is kept every 10 seconds

- For the first hour, one version is kept every minute
- For the first 24 hours, one version is kept every hour
- For the first 30 days, one version is kept every day
- After the first 30 days, one version is kept every week

- 1 Open the inspector for the Text file you want to restore and go to the **Versions** tab.

A list of versions is displayed if they exist.

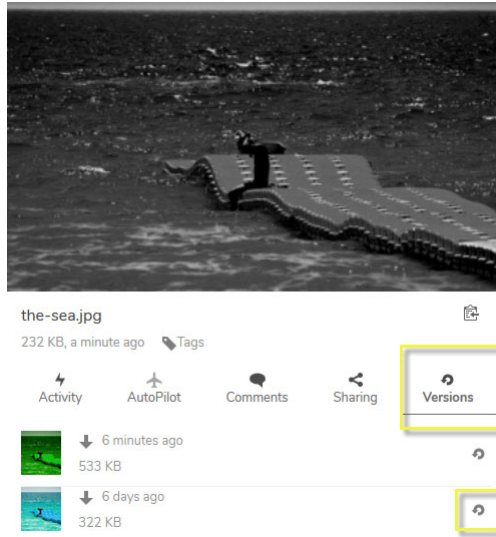


- 2 Hover over the version you want to restore and click **Restore**.

When you or others open the file now, it will be the restored version.

If you are not sure which version to restore, you can open each version first by clicking the label that indicates when the file was modified.

You can also restore previous versions of other file types if you upload the modified files with the same name to your PrintSphere space, for example after editing off-line.



▷ Collaborate on a shared text file

You can create a simple document in the built-in editor, share it with other users and give them edit permission. Those users can subsequently edit your file in the built-in editor and the file with their edits will appear as the latest version in your space.

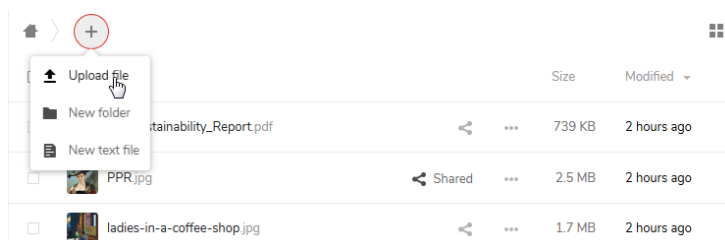
Uploading and Downloading

Uploading and downloading files is one of the main activities in your PrintSphere space. You have several options for doing this.

▷ Upload files

On the Files page, you have two options for uploading files to your space.

- ◆ Click the **New** button (+) in the navigation bar at the top of the list or grid on the Files page and then click **Upload file** to open the file manager. Select one or more files that you want to upload and click Open.



OR

Open the file manager on your computer, select one or more files and drag and drop these files onto the Files page.

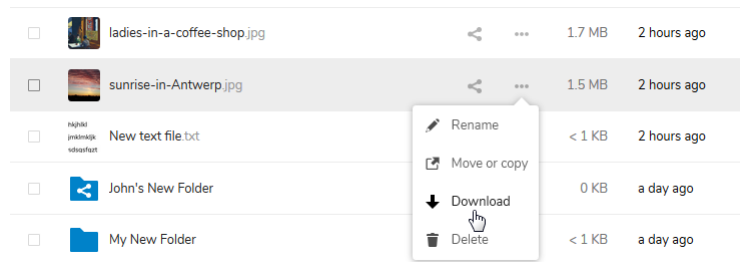
The uploaded files are added to your space in the current folder and they will be visible to all users who are sharing the folder.

Uploading files to the ApogeeJobs, AutoPilot or StoreFrontLibrary folders may trigger special processing. See “Special Files and Folders” on page 94.

NOTE: With most browsers you can only upload files to your space through the PrintSphere website – not folders. You can also upload folders if you are using the Chrome browser for example.

▷ Download files

- 1 To download a single file or folder in the Files list or grid, click **Download** in the Actions menu for that item.



OR

To download multiple items, select the check boxes and then click **Download** in the Actions menu at the top of the list or grid.

OR

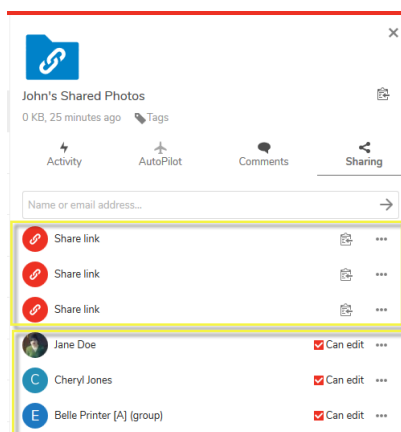
To download all items in the current folder, click the Select All check box at the top of the list or grid to select all the items and then click **Download** in the Actions menu at the top of the list or grid.

- 2 Depending on your browser, the selected files are downloaded to the default Downloads folder or to a folder of your choice on your computer. If more than one file is selected, these files are downloaded together in a single package (e.g. ZIP).

Sharing Files and Folders

You can share files and folders with other Manual PrintSphere users (*local sharing*) or with Auto PrintSphere users (*public sharing*). Manual PrintSphere users have credentials to log on to the same PrintSphere service as you and can view files and folders in their space just like you. Auto PrintSphere users will receive a public internet link to the folder or file you are sharing. They have access to this location without logon credentials but they cannot view other items in the PrintSphere space.

A single asset can have local and public sharing.



The inspector panel with sections for local sharing with Manual PrintSphere users (bottom) and public sharing with Auto PrintSphere users (top)

Share status



Shared: You are sharing the folder or file with another Manual PrintSphere user or group (black icon)



Shared: You are sharing the folder or file with a Manual PrintSphere or Auto PrintSphere user via a public link; this status is also used if both sharing methods are applied



Followed by user profile photo: Another Manual PrintSphere user is sharing the folder or file with you



Not shared: Your folder or file is not shared with anyone (gray icon)

▷ Share files and folders with Manual PrintSphere users (local sharing)

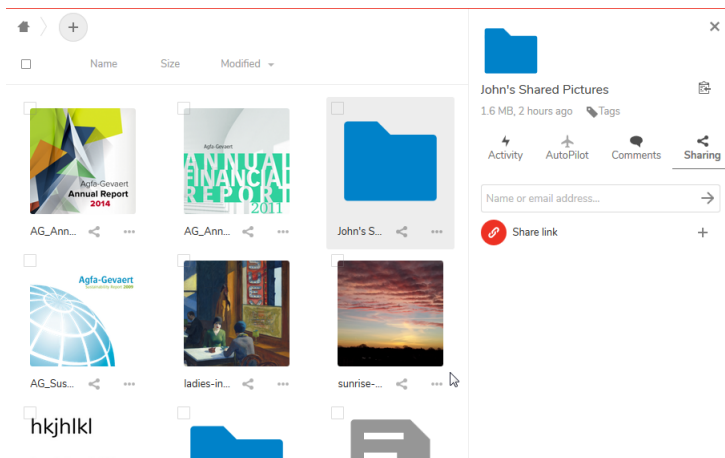
Sharing with other Manual PrintSphere users is referred to as local sharing. You need to know the name of the person you will be sharing with. Manual PrintSphere users can be notified automatically when something has been shared with them.

- 1 In the Files list or grid, click the **Share** icon of the file or folder you want to share.

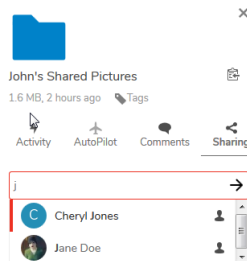


The Share icon is gray if the item has not been shared yet. Otherwise it is black.

The Sharing tab is displayed in the inspector.



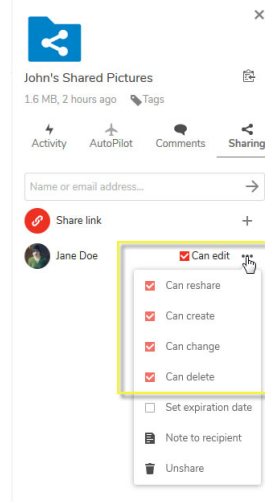
- 2 Start typing the name of the user or group you want to share with. The Manual PrintSphere users and groups are displayed as you type.



Typing a single character is enough to start the look-up for users or groups.

- 3 Select the name or group in the list or grid and press **Enter** or click the arrow.

The user or group is added to the list or grid with all sharing permissions selected by default. Click the three dots (...) to display the sharing permissions.



The following sharing permissions can be set:

- Can edit:** this check box controls the create, change and delete permissions simultaneously with a single click
- Can reshare:** the selected share user can reshare the file or folder with other users
- Can create:** share users can create new files and folders in your shared folder
- Can change:** share users can upload a new version of a shared file and replace it, restore previous versions, edit the file name (rename), edit a TXT file
- Can delete:** share users can delete shared files (see “Deleting files shared with you” on page 30)
- Note to recipient:** Click this and enter your message to the remote user; then click the arrow to confirm. A comment balloon is displayed for the remote user in the top right corner of the menu bar. The note can also be read in the Sharing tab of the inspector. A note to recipient can only be seen by this remote user and not by other share users defined for the same item. This option is for one-off and one-way notes to the share user. Use

the comments feature if you want to start a conversation with Manual PrintSphere users (see “Inspector Panel” on page 53).

The shared item now has the Shared status in your Files list or grid. If the shared item is a folder, the folder icon also indicates the Shared status.



NOTE: If the folder or file is also shared using a public link, the share status is Public Link, not Shared. See “Share status” on page 38.

To see the names of the users or groups you are sharing the item with, click the Shared status again to open the Sharing tab in the inspector.



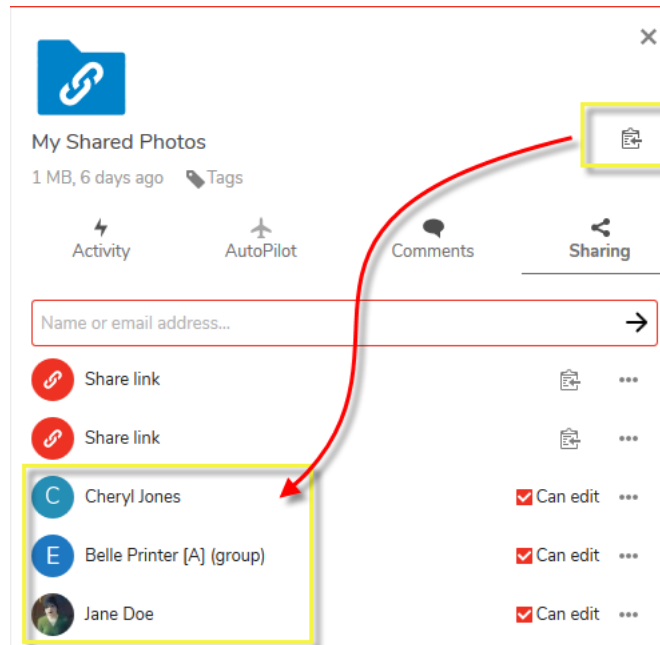
You can use the **Shares** filter on the left to filter the list of folders and files and only display shared items. See “Files filters” on page 50.

How is the share user notified?

The user you shared the item with will see the shared folder or file appear in his PrintSphere space with your name as owner.



Share users will receive an e-mail notification automatically if this option has been selected by the share user. See “Profile and Preferences” on page 22. You can also copy the link to the shared asset by clicking the **Copy direct link** button. This copies the link to your clipboard and you can paste the link in an e-mail to the share user. Of course, this share user will be requested to log in to PrintSphere to access the link.



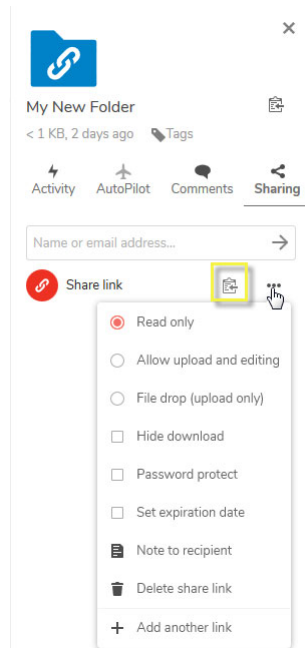
▶ Share files and folders with Auto PrintSphere users (public sharing)

You can also share files and folders with people who, for example, do not belong to your organization and who are not registered with the PrintSphere service. You can send these Auto PrintSphere users a public link to a shared folder or file.

- 1 Hover over the file or folder in the Files list or grid and click **Share**.



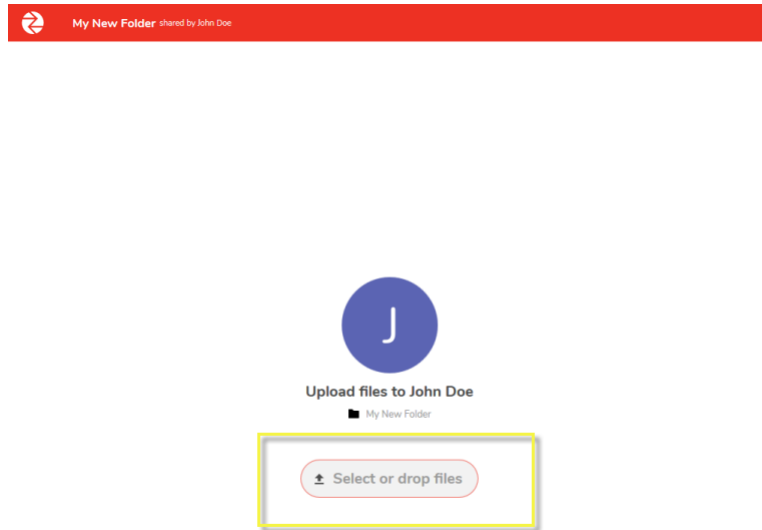
- 2 Click the **New Share Link** icon (+) to open the Sharing tab in the inspector where you decide what the remote user will see when he or she opens the public link to the PrintSphere page.



The following sharing permissions control what the remote user will see when he or she opens the public link to the PrintSphere page. Select one of these permissions:

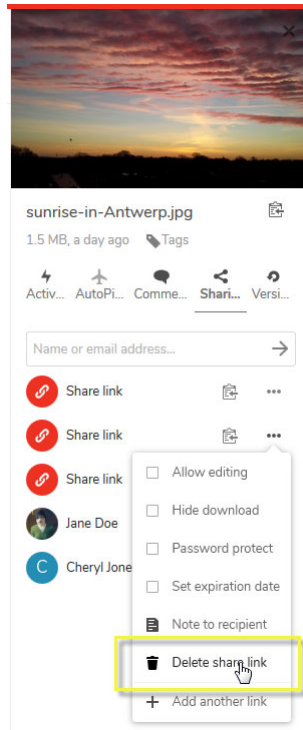
- Read only:** The user can see the contents of the folder and download the files.
- Allow upload and editing:** The user can edit the contents of the shared file or folder: move, copy, delete, upload and download files.
- File drop (upload only):** The user only sees an upload page. Uploading is either by clicking a button to open the file manager and selecting files, or by dragging and dropping files from the file manager onto the PrintSphere page. The user cannot see any other files that may already be in the folder or files that other users upload in the meantime.

Figure 2.1: PrintSphere public upload page with easy drag and drop (file drop)



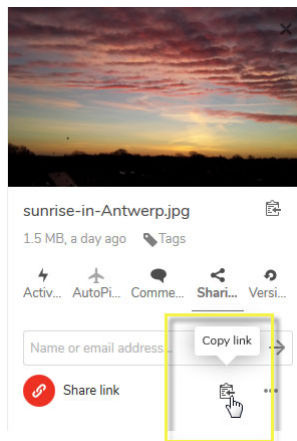
Security options can be set in addition to the above sharing permissions:

- Hide download: The Download button is hidden on the page and the user can only view files.
- Password protect: Type a password that must be used to access the shared link.
- Set expiration date: Choose a date in the calendar after which the shared link can no longer be accessed.
- Note to recipient: Click this, enter a message to the remote user and click the arrow to confirm. The note is displayed in the top right corner of the PrintSphere page. The note only applies for the current share link and not for other share links defined for the same item. This option is for one-off and one-way notes to the remote user. You cannot start a conversation with Auto PrintSphere users.
- Delete share link: Click to delete the current share link from the list of share links you created for this file or folder.
- Add another link: Creates an additional link to the same file or folder on which you can set different permissions.



- 3 Click the **Copy Link** button to copy the public link to your clipboard.

TIP: To test the public link you copied to the clipboard, paste the URL in your browser and press Enter.

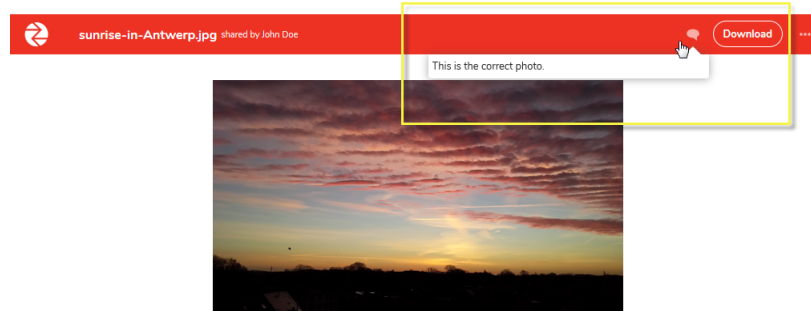


The file or folder can now be shared with any person who has access to the internet. For example, you can send an e-mail with the public URL, password and expiration date to a colleague outside your organization.

The shared item now has the Public Link status in your Files list or grid. If the shared item is a folder, the folder icon also indicates the Public Link status.



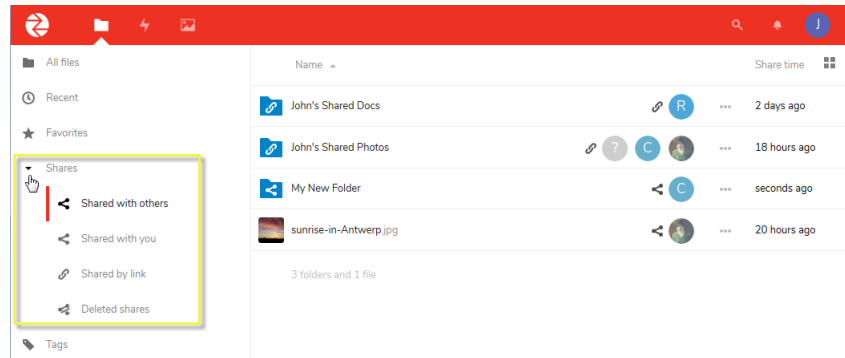
Figure 2.2: A note displayed on a PrintSphere public link page



▶ Unsharing files and folders shared with others

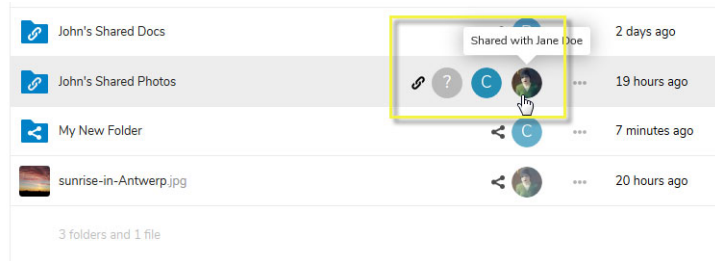
You may want to stop sharing a folder or file with one or more of its share users.

- 1 Click the **Shares** filter in the left panel on the Files page to open the filter and then choose **Shared with others**.

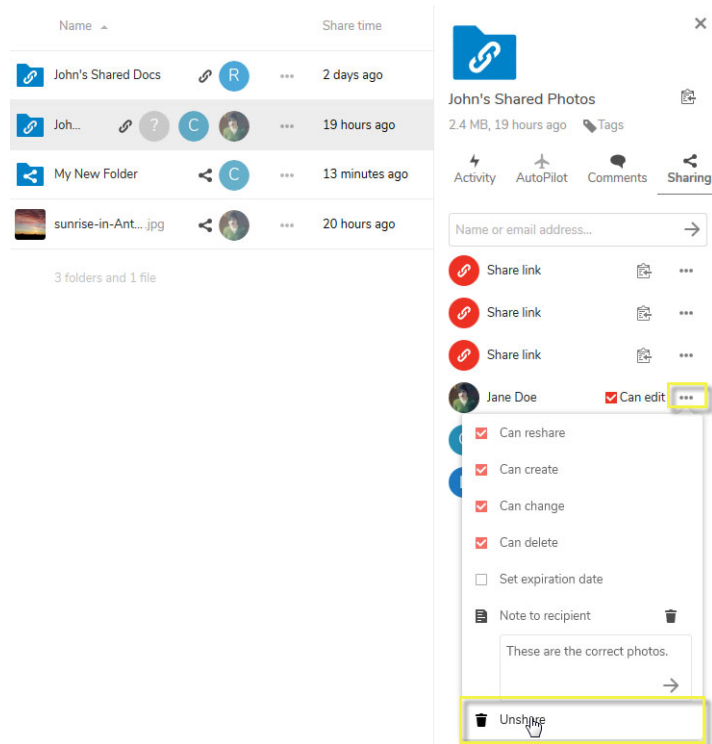


Now you can see which items you are sharing and the status of the share: local or public. If an item is shared with a Manual PrintSphere user (local), you can see the names of the users or the group. If an item has a public link, you may have sent this link to an Auto PrintSphere user.

- 2 Click any of the Share users (profile icons) or link icons to open the Sharing tab in the inspector.



The Sharing tab in the inspector lists the share users and share links.



- 3 Click the three dots (...) next to a user or link to display its sharing permissions.
- 4 Click **Unshare** to delete a share user. The shared item is no longer displayed in the share user's space.

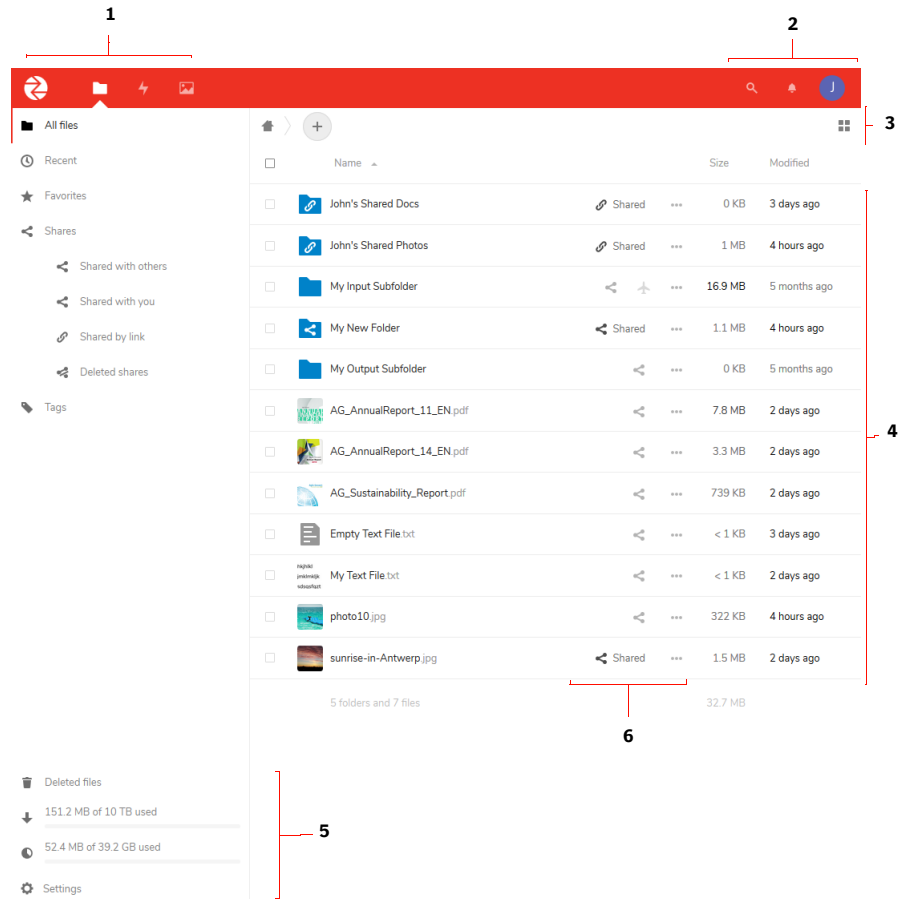
and/or

Click **Delete share link** to disable and stop sharing a public link. The URL is no longer public and cannot be accessed by remote users.

Related topics:

- Unsharing a folder shared with you on page 31
- Files filters on page 50
- Profile and Preferences on page 22

Exploring Your PrintSphere Space

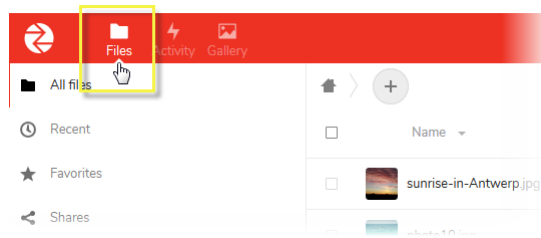


- 1 Main menu: Files, Activity and Picture Gallery
- 2 Account menu (Settings, About, Help, Privacy Policy, Log out), System notifications, and Search box to search for files and folders in your space
- 3 Navigation bar with breadcrumb trail, buttons for uploading and creating folders and files, List and Grid view button
- 4 All the files and folders on your PrintSphere space
- 5 Deleted files, Download quota, Space quota, Settings
- 6 Share statuses and Actions menu

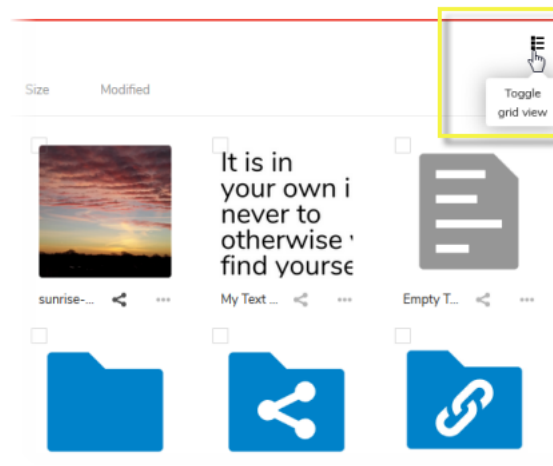
Files Page

- ◆ This is the landing page when you log on to the PrintSphere website and the page where you perform most of the file-sharing activities. If you are not on

the Files page, choose **Files** in the main menu in the top left corner to open the Files page.



The default view is a List of all your files and folders. Click the button in the top right corner to toggle between the *List* and *Grid*.

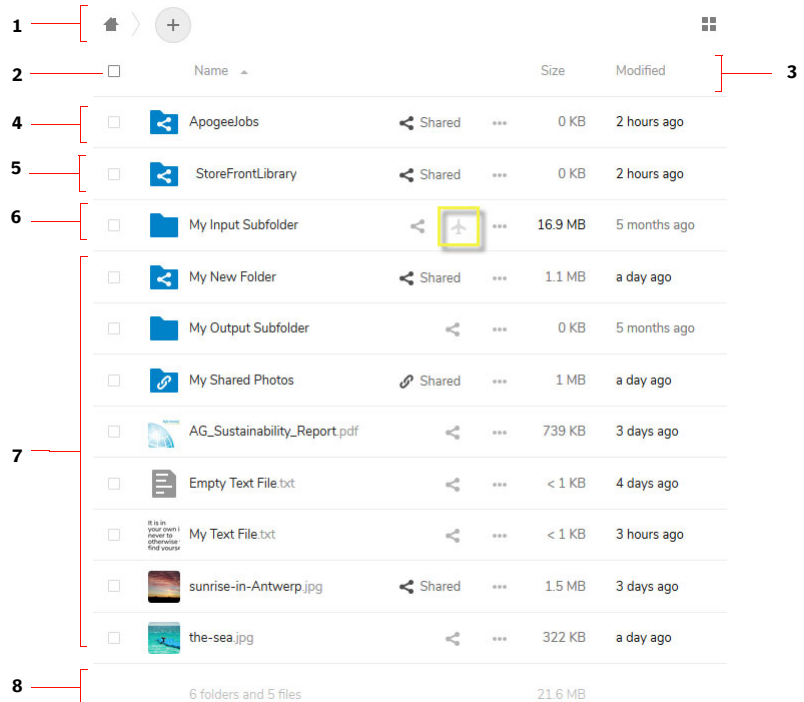


Both views provide the same features for working on files and folders and you may choose to work in either view depending on the type of assets you have in your space.

Overview

The main area of the Files page lists all the files and folders that are located in your dedicated space on the printsphere.com cloud server. The panel on the left lets you filter this list.

The navigation bar at the top of the list provides a breadcrumb trail as you open folders and files, and buttons for creating and uploading new folders and files.



- 1 Home icon indicates the top level of your PrintSphere space
- 2 Select/Deselect All check box: selects/deselects all folders and files in the current view
- 3 Column headers can be clicked to sort the list
- 4 ApogeeJobs folder: a shared folder created automatically if you have prepress workflow connectivity set up
- 5 StoreFront folder: a shared folder for files that can be used with the StoreFront application
- 6 AutoPilot folder: A folder that has been set up for use as an input channel for an AutoPilot script
- 7 Folders and files
- 8 Total number of folders and files in your PrintSphere space, and the storage space in use

Files filters

The left panel on the Files page lets you filter files and folders – as a Grid or List:

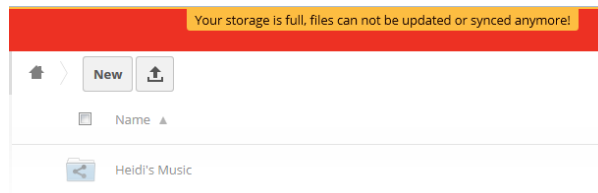
- **All files:** This is the default view that displays all the files that you have access to. These can be your own files or files shared with you by other Manual PrintSphere users. Click the headers to sort the items by Name, Size or Modification date.
- **Recent:** This filter sorts the items chronologically in descending order by modification date; sorting with the column headers is disabled.

- Favorites: These are the files and folders that you have marked with the yellow Favorite star. See “Add to Favorites” on page 32.
- Shares:
 - Shared with others: Displays the files and folders that you are sharing with other Manual PrintSphere users or groups and via a public link. In this view you can see the names of the Manual PrintSphere users and groups you are sharing with by hovering over the profile icons. See “Sharing Files and Folders” on page 38.
 - Shared with you: Displays the files and folders shared with you by other Manual PrintSphere users or groups. Hover over the profile icons to see who is sharing with you.
 - Shared by link: Displays the files and folders that you are sharing via a public link. See “Share files and folders with Auto PrintSphere users (public sharing)” on page 42.
 - Deleted Shares
- Tags: On this page you can filter your assets by tag. Start typing a tag in the box and candidate tags will appear; select a tag to filter on. If no tags appear as you type, this means none of your files or folders have been tagged. See “Tag files and folders” on page 56.
- Deleted files: Any files or folders you delete are moved to this folder until they are permanently deleted by the system. They are deleted by the system once 50% of the storage quota is reached in which case the oldest files are deleted until the total is below 50%. Items can be restored as long as they are in this folder. See “Delete or restore files and folders” on page 29.
- Transfer Volume: The maximum allocated data transfer volume and what has been used across all users of the system. The data transfer volume is the total of the download and upload activity. Hover over this field to see the amount as a percentage.
- Usage and available quota: The amount of storage space used against your quota. Deleted files are not counted against your quota. Shared files are only counted against the owner’s quota. Hover over this field to see the amount as a percentage.
- Settings: Click to reveal the **Show hidden files** check box. Hidden files are also called dot files because they are prefixed with a dot, for example `.mailfile`. The dot tells your operating system to hide these files in your file

browser, unless you choose to display them. Usually these are configuration files and having the option to hide them reduces clutter.

▶ How do I get more storage space? (storage full)

If you have exceeded your storage quota and your space is full, you will see a yellow warning in the top menu bar. You will not be able to access your files and folders.

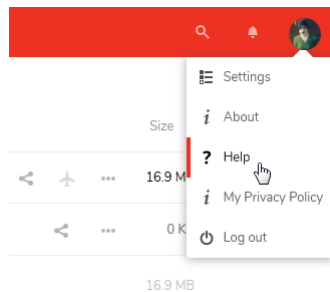


- ◆ Contact your administrator to increase your storage quota.

When this has been done, refresh the page and the warning will no longer be displayed. You can work with your data again.

Profile, Notifications and Search

The profile menu provides a link to your personal Settings. See [Editing Your Account and Profile and Preferences](#) for all the details about this page.



About

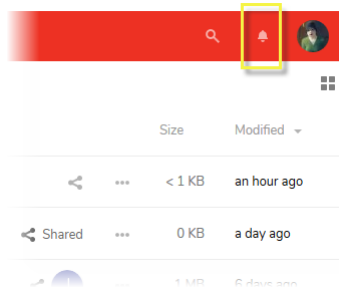
This is the screen that was displayed the first time you logged on to PrintSphere. It has links to download the desktop application and the mobile apps, and other information.

Privacy Policy

This is the printer's legal information. Printer administrators can create the content of their privacy policy in SphereCenter. See [SphereCenter Help](#).

Notifications

Click the notifications button to see system announcements sent to all PrintSphere users by ECO3. Not to be confused with comments and notes.



Search files and folders

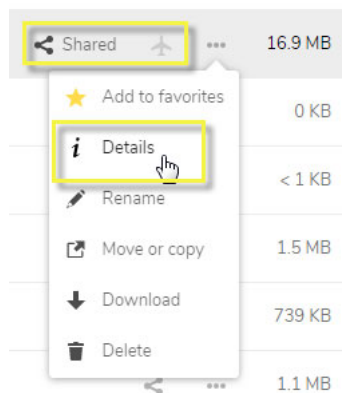
You can use the Search box in the top right corner to search for files or folders in the current folder – not across your entire space.

The Search box filters the current view as you type in your search words. Empty the search box to return to the initial, unfiltered view.

Inspector Panel

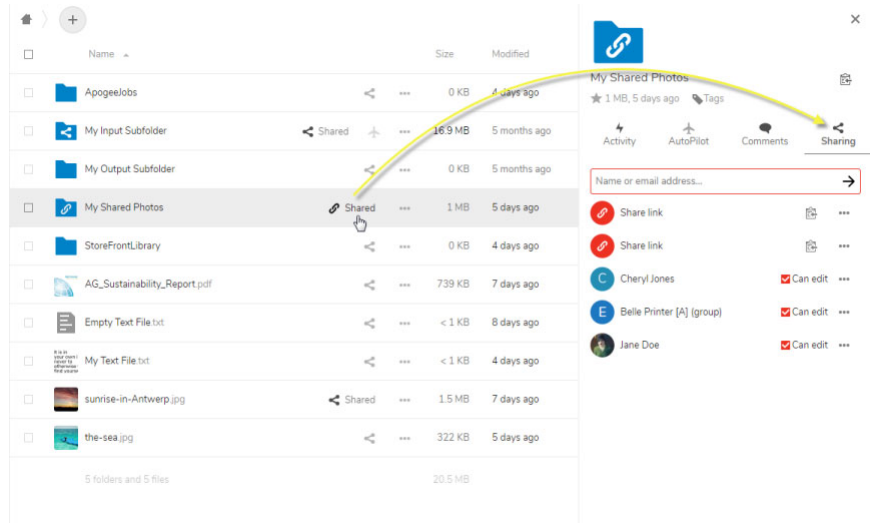
The inspector can be opened in any of the filtered List and Grid views on the Files page.

- ◆ To open the inspector, click **Details** in the Actions menu and the last-viewed tab is displayed for the selected item.



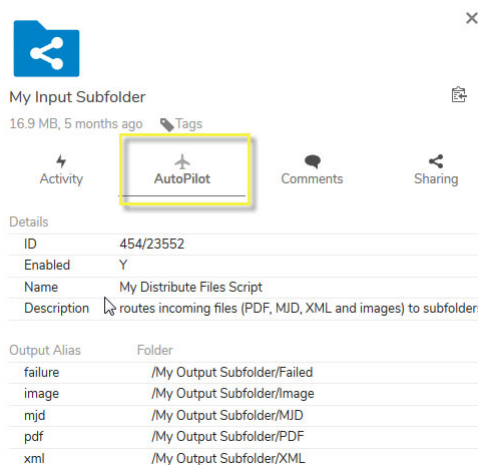
OR

Click one of the status icons to open a specific tab. For example, clicking Share opens the Sharing tab.

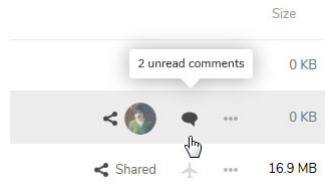


Depending on the type of asset, the inspector may consist of up to 5 tabs:

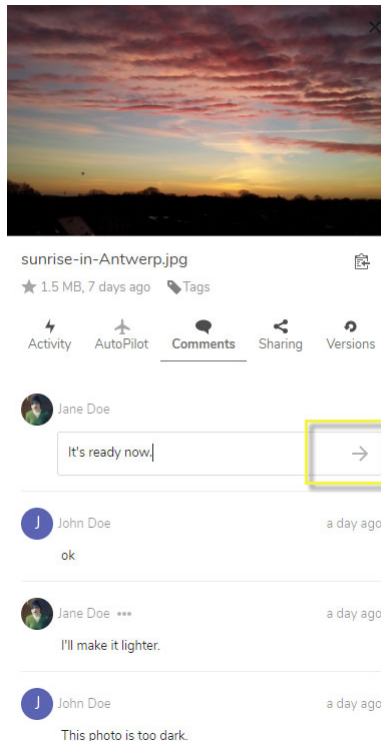
- **Activity:** Displays all the activity on this asset chronologically in descending order. It's not possible to sort the activities in this tab. See “Activity Page” on page 57 for information on the events recorded in this tab.
- **AutoPilot:** Information is only displayed if the folder has been set up for use as an input channel for a AutoPilot script. Displays details of the script. See the *AutoPilot Help*.



- **Comments:** Comments are ideal for starting a conversation between Manual PrintSphere users. This tab shows comments made by users for the selected asset. This tab is opened directly if you click the new comment balloon in the list of files and folders.



Enter your message in the comment box and press Enter or click the arrow to post the comment. All comments can be seen by all users with whom the asset is shared. If the asset is not shared, remote users cannot see the comment. Remote users can also add comments to your shared asset and effectively collaborate in a conversation.



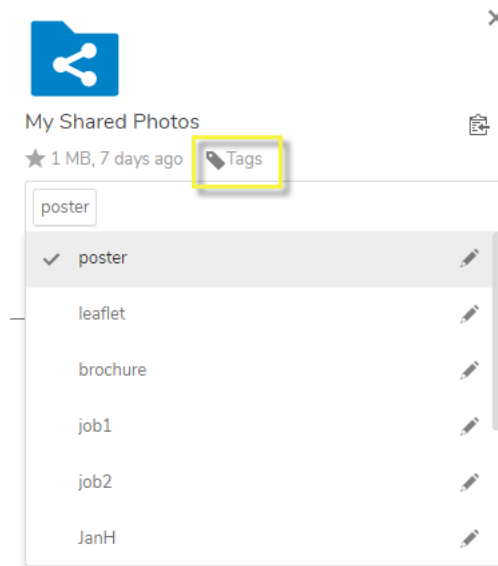
- **Sharing:** This is the tab where you set up the sharing. See “Sharing Files and Folders” on page 38.

- **Versions: (files only)** This tab allows you to do simple version control on Text files you create in your space. In addition, if you choose to replace a file by uploading a file with the same name, you can revert to an older version by going to this tab and clicking the Restore button. See “Restore previous versions of files” on page 33.

▷ Tag files and folders

If you have lots of files and folders, you may want to categorize these assets with one or more tags so it's easier to filter them.

- 1 Open the inspector for the asset you want to tag.
- 2 Click **Tags** in the panel above any of the tabs.
- 3 Start typing a new tag that you want to create or click an existing tag in the list. You can add multiple tags in this way to the same file or folder.



The asset is now tagged and you can use the tag to filter all your assets. See “Files filters” on page 50.

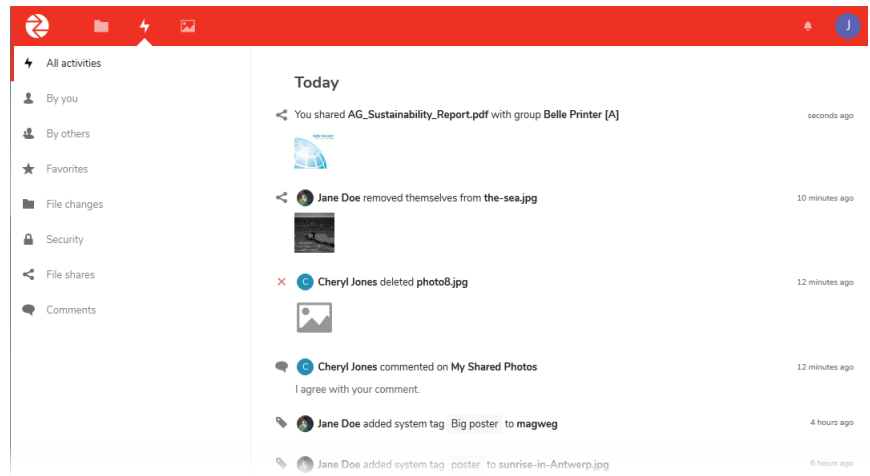
You can edit an existing tag in the list by clicking the pencil icon, and this updates the name of the tag for all assets it has been applied to.

NOTE: Tagging a folder does not apply the tag to the files it contains.

Activity Page

The Activity page is a log of the activities occurring in your space. These are activities that you (Activities by you) or other users (Activities by others) initiate on assets that either belong to you or for which you are common share users. The printer administrator can see all the activities performed by all users across his or her PrintSphere space.

- ◆ Choose **Activity** in the main menu to open the Activity page.



You can filter the activities using the Activities filter in the panel on the left:

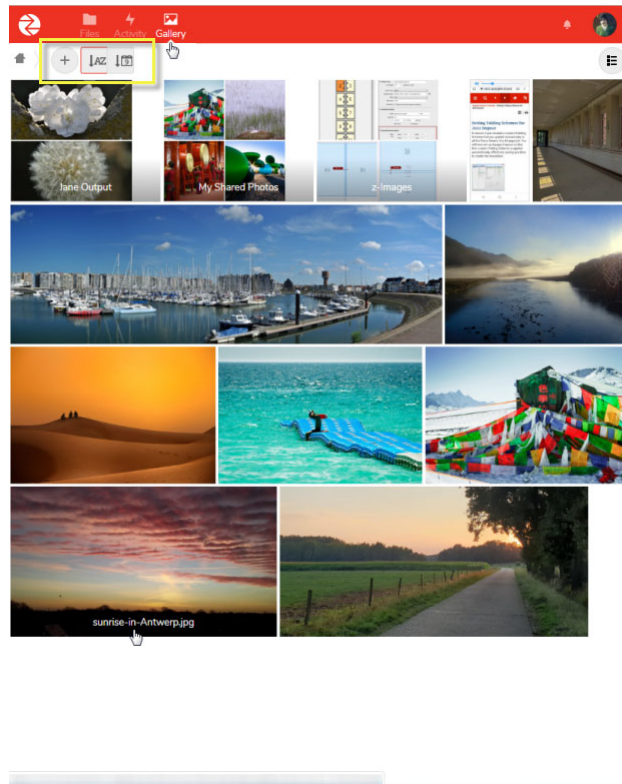
- All Activities: Shows all the different kinds of activities (file changes, comments, tags, etc.) of all users on all assets that you own or on assets of which you are a common share user. Activities are sorted chronologically in descending order.
- By you: Activities you carried out.
- By others: Activities carried out by other users on assets that are shared with you or that you own.
- Favorites: Files and folders marked as favorites.
- File changes: Activities on files: for example, created files, deleted files, changed files (versions)
- File shares: Shows all share activities (share, remove share, etc.) on all assets that you own or on assets of which you are a common share user.
- Comments: Shows all comments on all assets that you own or on assets of which you are a common share user.

Users can be notified when activities occur. You can control the stream of notifications in your preferences on your Personal page. See “Activity (notifications)” on page 23.

Gallery

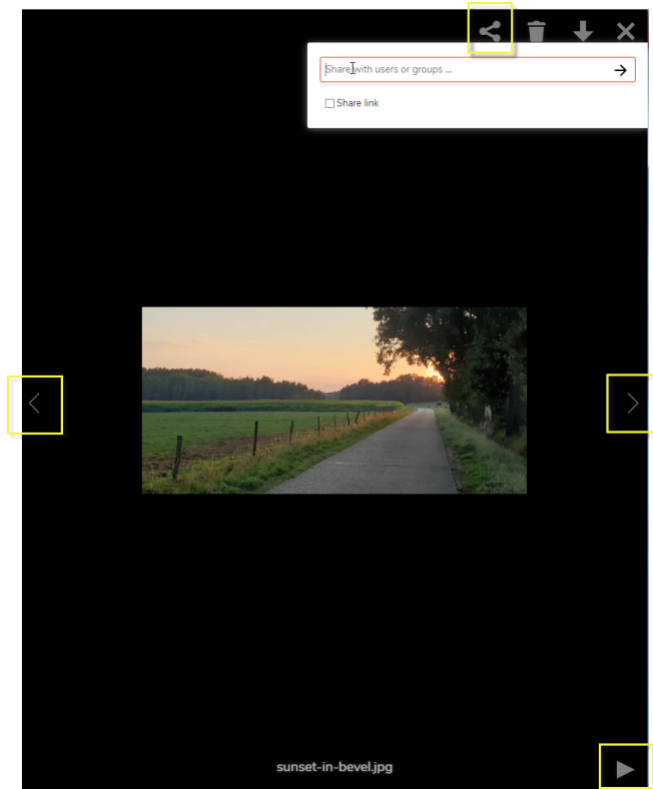
The Gallery page displays all the folders that contain images and individual image files in Grid view. In fact, this page applies a filter that picks up all the image files in your space: JPEG, PNG, GIF.

- 1 On the main menu in the top left corner, choose **Gallery** to open the Gallery of pictures page.



You can sort the folders and files in alphabetical order (AZ button) or in chronological order (calendar button). Click these buttons again to switch between ascending and descending order. Folders with images are always displayed first, followed by individual image files contained in the current parent folder.

- 2 Click an image to open it directly in the image viewer. Use the **Next/Previous** buttons or the **Slideshow** button in the bottom right corner to browse the images in the current folder.



You can also share with a Manual PrintSphere user, copy a share link, delete the file (send to Deleted files folder) and download images in the image viewer.

- 3 Click the cross in the top right corner to return to the Gallery.
- 4 Click the List button in the top right corner or use the main menu to return to Files view.

Desktop Application

The PrintSphere desktop application lets you sync files in your space on the PrintSphere website with a local folder on your computer, and vice versa. Installing the desktop application automatically creates the sync folder which can be used like a normal folder on your computer, for example to back up and store data.

CAUTION: If connectivity has been set up between PrintSphere and your workflow solution, the desktop application is already installed on your workflow server. You should not change any of those sync settings.

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Installing the Application

Who Should Use the Desktop Application?

The PrintSphere desktop application is all about syncing with your computer and integrates with your file manager. The application continuously checks your PrintSphere space and PrintSphere local folders for changes and automatically updates the data. As such, the application adds extra functionality to the file-sharing features of the PrintSphere service. However, syncing also increases activity and may affect the performance of the service. You should check with your administrator whether it is necessary that you install the desktop application.

Prerequisites

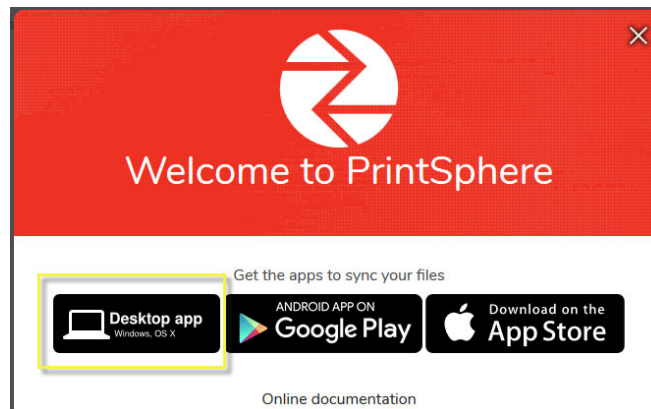
You need PrintSphere user credentials to sign on and install this application. These are the same credentials that you use to sign on to the PrintSphere website.

▶ Install the desktop application

- 1 You will see a button to download the desktop application the first time you sign on to the PrintSphere website

OR

Click your photo or name initial in the top right corner on the menu bar and choose **About**.



This button directs you to the ApogeeNetwork website where you can choose to download the desktop application for a Windows or Mac OS operating system:

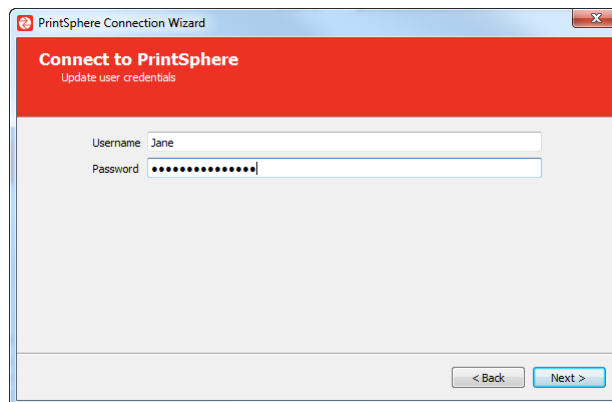
<https://apogee.agfa.net/contents/Assets/Apogee/PrintSphere-Client/PrintSphere-Client.html>

- 2 Click the link to download the correct version for your operating system.

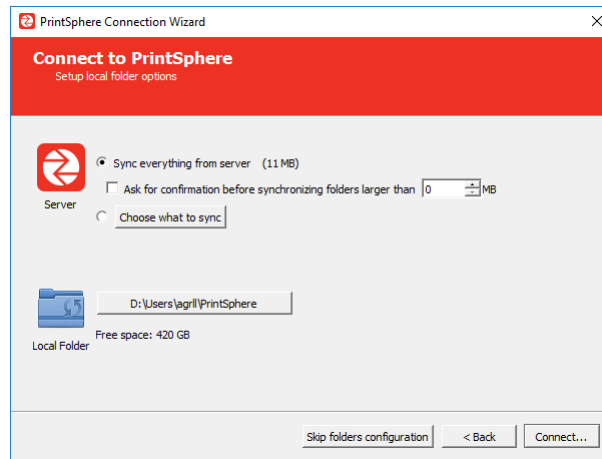
Depending on the browser you are using, you will be prompted to save the installation package or the installation wizard may start directly. The installation wizard is similar for both operating systems. If you saved the package file, go to the download location on your computer and click the file to start the wizard.



- 3 Continue with the wizard by clicking Next and ultimately Install and Finish. You don't have to change any settings or do anything until you reach the Connect to PrintSphere screen where you need to enter your user credentials to sign on and continue with the installation.



- 4 Enter your PrintSphere user name and password. The user name is your e-mail address or the user name sent by the administrator. The password is the one you use to access the PrintSphere website. Click Next.



5 In the **Setup local folder options** screen you can change how the local PrintSphere folder is synced with your computer. The local folder is created automatically as part of the installation.

- Sync everything from server: All the files and folders you have in your space on the PrintSphere website are copied to the PrintSphere folder on your computer. You can ask for a confirmation to be displayed before synchronizing large folders.
- Choose what to sync: Click this button to open a file browser where you can see the folders in your space and select or deselect folders as required.

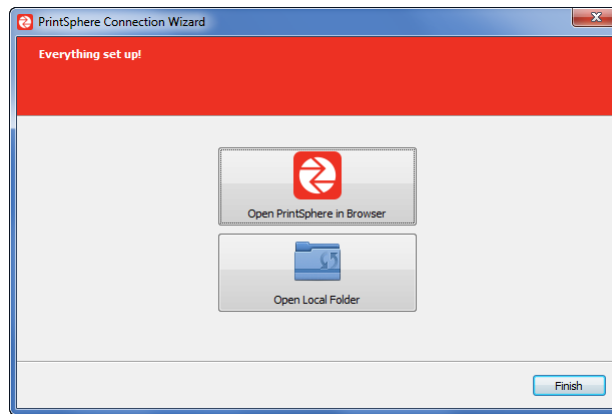
NOTE: If you already have a lot of data on the PrintSphere website you may not want to sync it all to your computer and you can change the default setting here. Otherwise we recommend to wait with the configuration until the installation is finished. See “Synchronization” on page 69.

- Local Folder: The path on the button indicates where your local PrintSphere folder will be created. You can click this button to change the default location for this folder.

If the selected local folder already contains data (for example if you are reinstalling the application), you will see the following options:

- Keep local data: All data in the selected local folder is kept but may be overwritten.
- Start a clean sync: All data in the selected local folder is deleted.

6 Click **Skip folders configuration** to finish the installation.



The desktop application is now installed and already running in the background, and you see a shortcut to open the application on your desktop and a small icon in your system tray.

A PrintSphere folder has been created automatically on your computer and this folder is initially empty unless you already have data on the PrintSphere website which you synced.

▷ **Update the desktop application**

You can see whether a new version of the desktop application is available in the General tab.

- ◆ Go to the General tab and click Restart & Update.

This restarts the application, not your computer.

▷ **Uninstalling the desktop application**

You can remove the desktop application just like you remove any other program on your computer. This will stop the syncing process. You have the option to delete or keep the local PrintSphere folder and all the data it contains during the wizard.

Opening and Closing the Application

The PrintSphere desktop application may be open but not visible while it is running in the background.

▷ Open the desktop application

- ◆ If PrintSphere is not running in the background, click the shortcut on your desktop or choose PrintSphere in your list of programs.



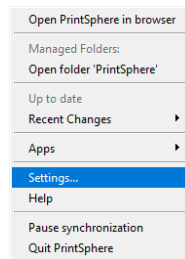
OR

If PrintSphere is running in the background, click the icon in the System Tray.



OR

Context-click the System Tray icon and choose **Settings**.



▷ Close the desktop application

Closing the desktop application hides it but leaves it running in the background.

- ◆ Click the Close button in the application window (x in top right corner).

▷ Quit the desktop application

You can quit the PrintSphere service if you do not want it running in the background. However, quitting stops the automatic syncing of files in the local folder to the PrintSphere server in the cloud, and vice versa.

CAUTION: Quitting the application stops the syncing process.

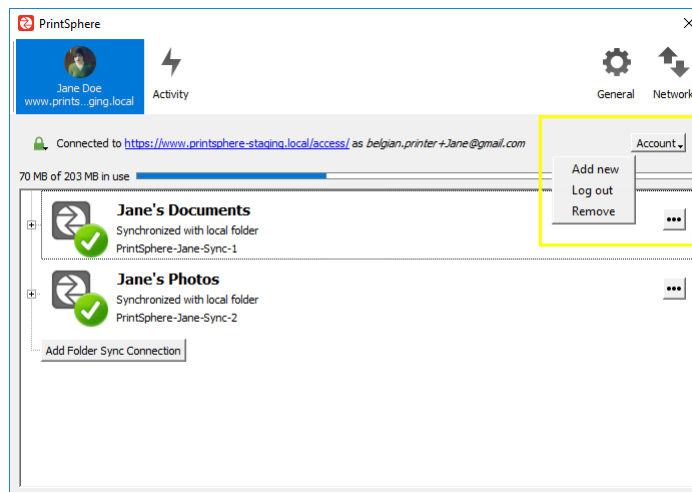
◆ Context-click the icon in the System Tray and choose **Quit** PrintSphere.

▷ **Log out of an account**

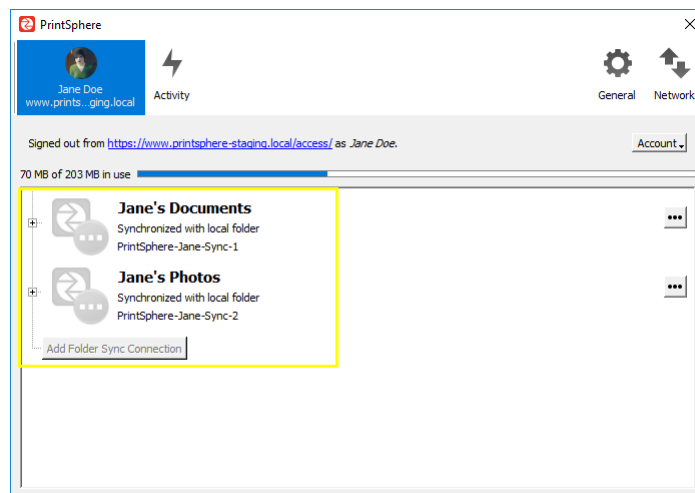
If you have multiple accounts you may want to log out of a particular account so it no longer syncs in the background while the application is still open for another account.

CAUTION: Signing out of an account stops the syncing process.

- 1 Context-click the icon in the System Tray and choose **Settings** to open the application.
- 2 In the account tab in question, click the Account button and choose **Log out**.



The sync connection folder or folders are grayed out.



▷ Log in to an account

If you logged out of an account you need to log back in to resume syncing.

- 1 Context-click the icon in the System Tray and choose **Settings** to open the application.
- 2 In the account tab in question, click the Account button and choose **Log in**.
- 3 Enter your password for the account and click **OK**.

Account Tab Overview

You can fine-tune the syncing process for your account in the Account tab. This is the first tab you see when you open the desktop application.

Synchronization

The top panel of the Account tab lists the folders on your computer that are being synced with your space on the PrintSphere website.

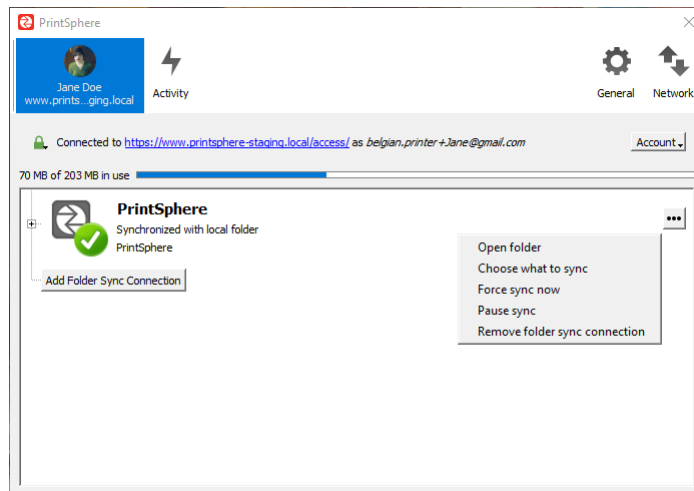
Connected to Shows the PrintSphere server where your space is located (www.printsphere.com) and your user name. The following error notifications also appear here when applicable:

- **Number of Desktop Clients Exceeded:** The number of desktop applications in use is limited to 10 for the Base Pack license. Up to 10 users can synchronize their local PrintSphere folder or folders with their PrintSphere space using the desktop application. If more users do so, the data transfer speed of all desktop applications will be slower. If this happens on a continuous basis, you will have to order a license that includes additional desktop applications.

NOTE: The mobile apps do not count against this quota.

- **Transfer Volume Exceeded:** Total data transfer, i.e. uploads and downloads, is limited to 10 TB for the Base Pack license for the full duration of the license (1 year). Once this capacity is used, you cannot upload or download files until a new license is activated. You will receive an e-mail warning before this happens.
- **Storage Exceeded.** No additional files can be synced or uploaded to your space if it is full. See “How do I get more storage space? (storage full)” on page 52.

Sync connections list Initially you will only see the default PrintSphere folder that was created during installation in this list. This connection syncs the root folder, i.e. your entire PrintSpherespace, to this default local PrintSphere folder. Click a connection to show the synchronized folders.



Add Folder Sync Connection

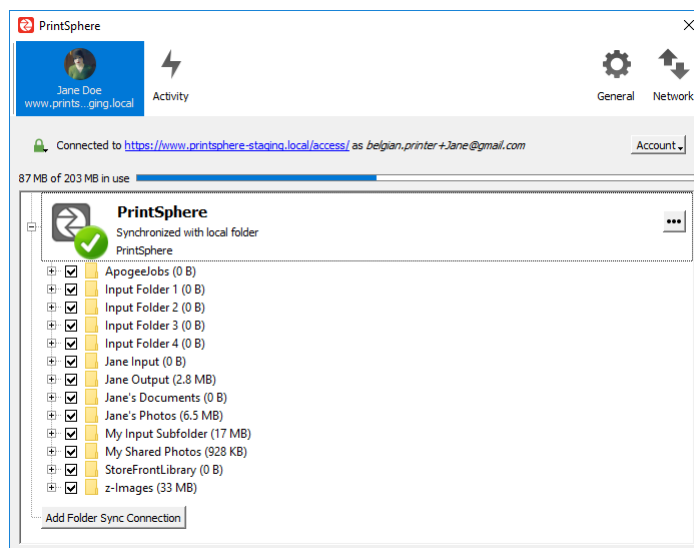
Use this button to add a sync folder to your account. A new sync folder needs to be mapped to a remote folder in your space on the PrintSphere website. See “Adding a sync folder” on page 73.

Open Folder

(on drop-down) Opens the local folder of the sync connection in your file explorer.

Choose What to Sync

(on drop-down) Expands the sync connection and shows a tree structure of the folders in your PrintSphere space. You can choose the folders, not files, that you want to sync to your computer.



You can:

- ❑ select a check box: the remote folder is created on your local file system and continuously synced with your PrintSphere space
- ❑ uncheck a check box: the remote folder is no longer synced with the local folder on your computer and this local folder and contents will be deleted

See “Stop/start syncing a remote folder” on page 76.

Force sync now	(on drop-down) Synchronizes the folders immediately.
Pause/Resume sync	(on drop-down) Pauses/resumes the syncing process for the folder selected in the list. Use this option to put the syncing of a sync connection on hold without any data being lost.
Remove folder sync connection	(on drop-down) Removes the selected sync connection from the list but does not delete the local folder.

Storage Usage

The storage usage indicator shows how much of your PrintSphere space is in use. If the indicator bar is completely blue and all your storage is full, an error message is displayed: Error: Storage Exceeded. No additional files can be synced/uploaded to your space if it is full.

Account button

Add new	Opens the connection wizard where you can add a new account. See “Update the desktop application” on page 65.
Log out	Stops the syncing activity but the account is still visible in the PrintSphere application. See Log out of an account on page 67 and Log in to an account on page 68.
Log in	Use this command to log in to a deactivated (grayed out) account. See Log in to an account on page 68.
Remove	Removes the account from the PrintSphere application but does not delete any files.

▷ Working with multiple accounts

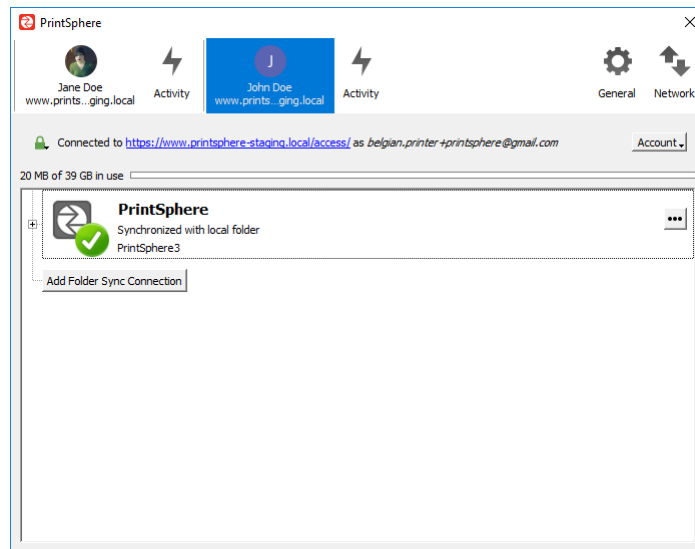
NOTE: For advanced users.

If you have multiple PrintSphere accounts and spaces, you can sign on with each account and sync with each space.

- 1 Open the desktop application.
- 2 In the Account tab, click the **Account** button and choose **Add new** to start the installation wizard on the Connect to PrintSphere screen.
- 3 Enter the user credentials for the second account and continue the wizard. See “Install the desktop application” on page 62.

NOTE: In the **Setup local folder options** screen, you will see that a different sync folder has been created for this new account.

A second Account tab is added to the application.



Syncing Set-Up

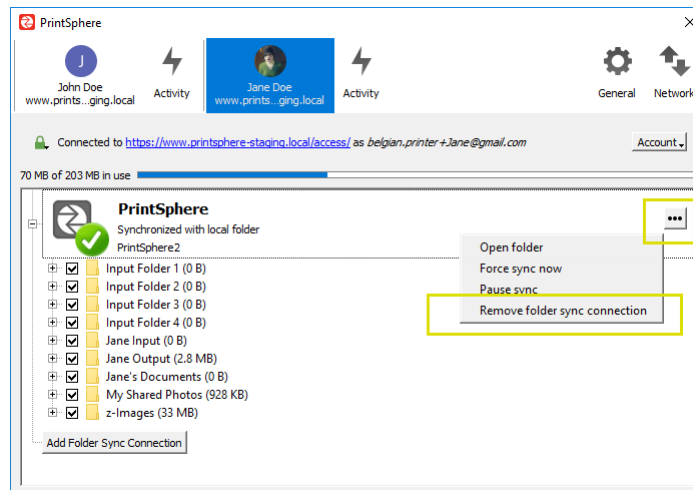
▷ Adding a sync folder

The default sync connection syncs the root folder of your PrintSphere space to one local sync folder. To better organize your work, you can create multiple sync folders that sync to unique folders in the root folder of your space. For example, you may not want to sync all the folders in the root folder.

It is not allowed to have multiple local folders syncing with the same or nested folders, so you will first remove the default sync connection which syncs the root folder of your PrintSphere space.

NOTE: Removing the default sync connection to the root folder of your PrintSphere space means that data share with you is no longer automatically synced because shared data is always added to your root folder.

- 1 In the Account tab, select the default PrintSphere sync connection and click **Remove folder sync connection** in the drop-down.



Sync connections can be expanded or collapsed by clicking. This view shows the default root connection which is expanded.

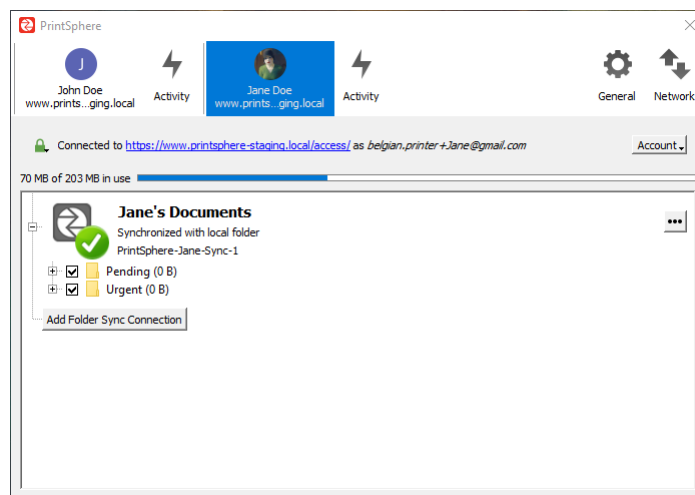
- 2 Click **Remove Folder Sync Connection** in the dialog.

This will remove the sync connection from the list but the initial PrintSphere local folder is not removed and no files are deleted from your computer.

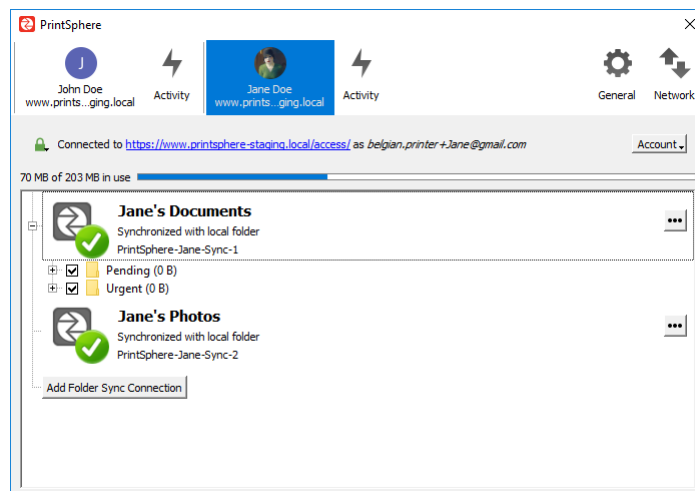
The sync connection list is now empty and you can start configuring new connections.

- 3 Click the **Add Folder Sync Connection** button and in the dialog click **Choose** to pick a new, existing local folder for the synced files.
- 4 Click **Next** and choose or create the remote folder that you want to sync. You cannot select a folder which is already being synced or which is nested in a synced folder.
- 5 Click **Next** and clear or select the check boxes to fine-tune the syncing with the sub-folders in the remote folder.
- 6 To confirm the sync connection, click **Add Sync Connection**.

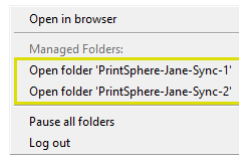
The new sync connection is added to the list with the name of the remote folder as sync connection name.



- 7 You can repeat the procedure for new connections.



The new sync connections are also added to the System Tray context menu with the name of the local folder, not the connection name.



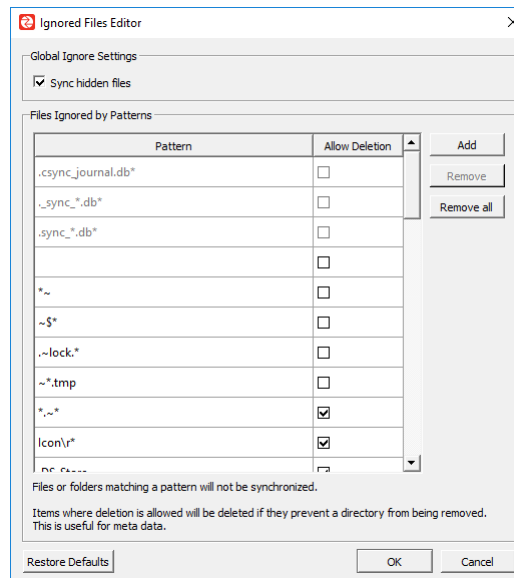
▶ Edit ignored files

NOTE: For advanced users.

You can fine-tune the syncing process so certain local files and folders are not synced to your PrintSphere space. This is done by setting file and folder types to be ignored.

- 1 In the General tab, click **Edit ignored Files** button to open the Ignored Files Editor.

A list of ignore patterns for typical file types and folders is displayed which are checked or unchecked:



- check boxes without check mark: files and folders matching the pattern are ignored

- ❑ check boxes with check mark: in addition to ignoring matching patterns, any matched files are also deemed “fleeting metadata” and removed by the desktop application.

You can add your own ignore patterns to the list and/or modify those in the list.

- 2 To add your own matching pattern, click the **Add** button, enter the new ignore pattern and click OK.

You can use wildcard characters for matching values. For example, you can use an asterisk (*) to identify an arbitrary number of characters or a question mark (?) to identify a single character. Patterns that end with a slash character (/) are applied only to directory components of the path being checked.

Your ignore pattern is added to the list in black and you can edit your own pattern in the editor by double-clicking it. You can also remove your own pattern with the Remove button.

CAUTION: Custom entries are not validated for syntactical correctness by the editor, so you will not see any warnings for incorrect syntax. If synchronization does not work as expected, check your syntax.

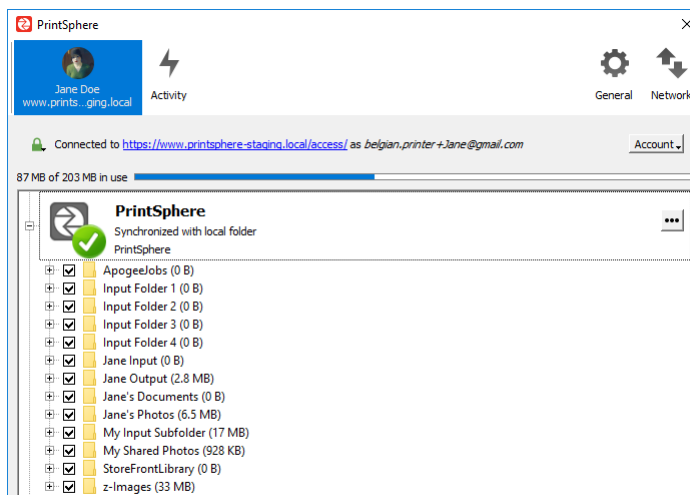
- 3 To modify one of the default patterns, hover over the ignore pattern in the list to see where the pattern file (`sync-exclude.lst`) is located on your computer. Open this file in a text editor.

CAUTION: Modifying this file may render the desktop application unusable or result in undesired behavior.

▷ Stop/start syncing a remote folder

You may not want to sync all the data in your PrintSphere space to your computer or start syncing a folder in your space that is currently not synced.

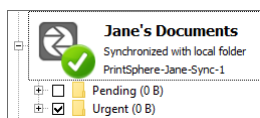
- 1 In the Account tab, click the sync connection to expand it so you can see the folders contained in the sync connection with a file tree structure similar to a file browser.



- To stop syncing a folder to your computer, clear the check box in front of the folder in question and click Apply.

CAUTION: The folder and its contents are deleted from your computer and you cannot restore these files from your Recycle bin. You can restore the data by switching the syncing back on as explained in the next step.

The folder remains in the tree structure because it has not been removed from your remote space.



- To start syncing a remote folder with your computer, select the check box in front of the folder in question and click Apply.

The folder is added to the file system of your computer and any files in the folder are downloaded to this folder.

▷ Start syncing a local folder

- ◆ To start syncing a local folder on your computer with your PrintSphere space, you have the following options:

Move the folder you want to sync to a synced folder or create a new folder in the synced folder. The folder and files in the folder are uploaded to your PrintSphere space.

CAUTION: Dragging a file or folder to a PrintSphere sync folder moves the data to this folder on your file system. If you subsequently choose not to sync this folder, the data are deleted and are no longer present on your file system.

OR

Add a new folder to the list of sync connections: see “Adding a sync folder” on page 73.

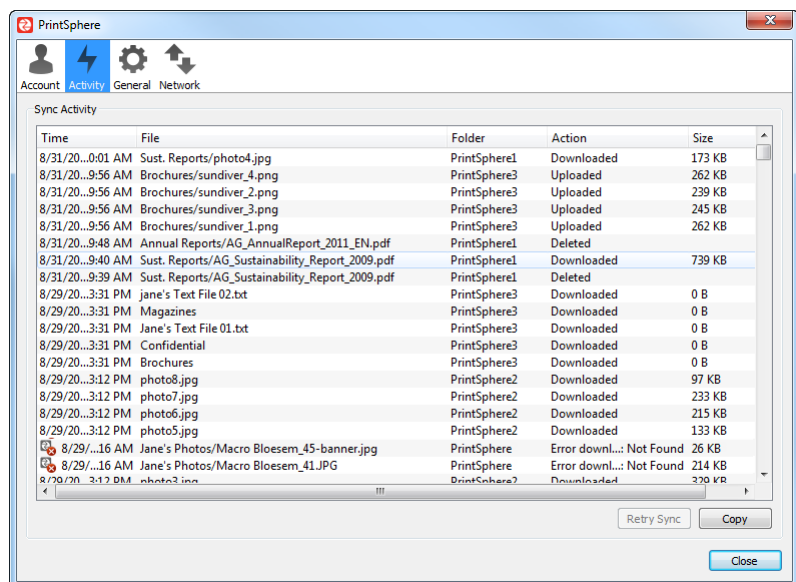
▷ **Retry syncing**

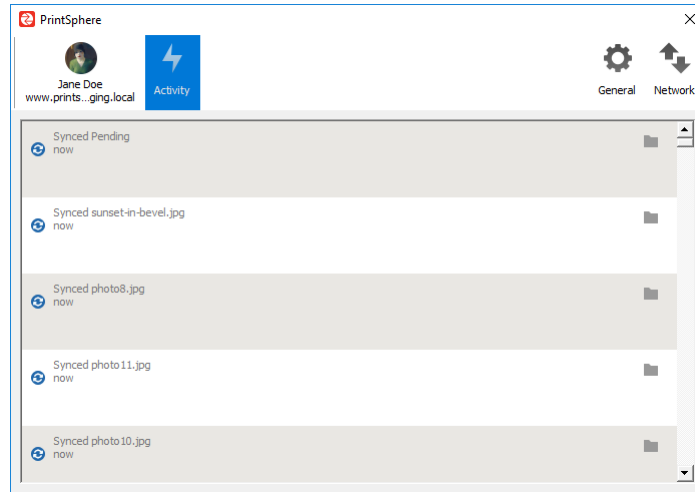
If a file or folder is not synced as expected, you will see an error in the activity log. You can retry to sync in the Activity tab. See “Activity Monitoring” on page 79.

Activity Monitoring

The Activity tab is a log of all the sync activity relating to the PrintSphere folders on your computer. It does not log activities in your PrintSphere space that do not affect your local folders.

In addition to reporting normal activities that you initiate such as uploading, downloading and deleting data, the log also reports errors if an action cannot be performed. You can retry the syncing three times with the Retry Sync button (see “Retry syncing” on page 78). Copy the entire log of activities to your clipboard with the Copy button.





Activity Actions

The Activity tab lists all activities on files and folders:

- Deleted: Files or folders have been deleted from your local PrintSphere folder; for example, data was deleted from your space in a folder which is synced to your computer, or you deleted a file from your local PrintSphere folder in the file manager.
- Downloaded: Files or folders have been downloaded from your remote PrintSphere space to your computer; for example, when data was added, uploaded or shared to your space and this data is synced to your computer. This action is not reported when you download data directly from your space to your computer.
- Uploaded: You uploaded files or folders from your local folder to your space; for example, you added files to your local PrintSphere folder in the file manager.
- Error: An error is reported if the action could not be carried out; for example, if a file or folder cannot be downloaded because it matches the criteria of the ignored files list, or it contains characters that cannot be synchronized to other file systems, a large file is locked because it is currently written.

Related topics: • [Edit ignored files on page 75](#)

General Preferences

You can specify your general settings in the General tab.

General Settings

- Launch on System Startup** Select to launch the desktop application when you start your computer so it runs in the background.
- Show Server Notifications** Select if you want to see notifications in the System Tray.

Advanced

- Edit ignored Files button** Opens the Ignored Files Editor with a list of patterns for file and folder types that will be ignored by the sync process: to edit this list, see “Edit ignored files” on page 75.
- Ask for confirmation before synchronizing folders** Select this check box and enter a value in MB to see a confirmation window before synchronizing folders larger than the set value in MB.
- Show sync folder in Explorer’s Navigation Pane** Shows your sync folder (shortcut) at the highest level in your file explorer.

About

This panel indicates the version no. of the PrintSphere software you are using and copyright information in the Legal Notice.

Updates

Updates are installed automatically and your desktop application should always be at the latest version.

Network Settings

In the Network tab, you can specify your network proxy settings and limit the download and upload bandwidth.

Talk to your administrator before changing any of these settings.

Working with Files and Folders

Working with files and folders is similar to what you do on the PrintSphere website. See “Working with Folders and Files” on page 28.

In general you have more options in terms of syncing because the local PrintSphere folders are integrated in your file manager and behave just like other folders on your computer. However, some limitations apply in particular with regard to sharing. The following is a list of how working with files and folders is different with the desktop application.

- You can add data to your PrintSphere space by dragging files and folders to the local PrintSphere folder. The data is synced immediately to your PrintSphere space.

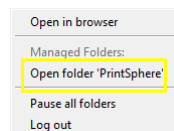
CAUTION: Remember that dragging files or folders to the PrintSphere folder moves the data to this local folder – without copying it. If you delete this data in this local folder while the folder is still synced, you will no longer have the data.

- You can share files and folders by context-clicking the item in your file manager and choosing **Share with** PrintSphere.
- It’s not possible to see whether items are shared.

▷ Share from local PrintSphere folders

You can share files and folders which are in your local PrintSphere folders, and consequently also in your PrintSphere space, by simply browsing to the local PrintSphere folder.

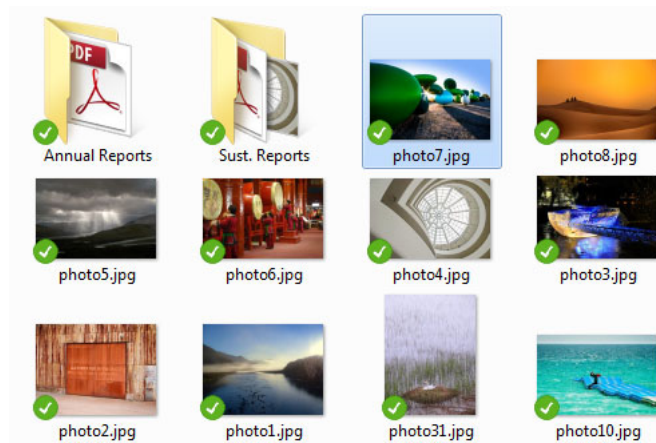
- 1 The easiest way to open your PrintSphere folder is by context-clicking the PrintSphere icon in the System Tray and choosing the folder in the menu; if you added sync folders, you will see more than one folder in the menu.



OR

Browse to the local PrintSphere folder in your file manager.

The top PrintSphere folders and the items within each folder have an icon indicating their sync status.



- 2 Context-click the item in the PrintSphere folder and choose **Share with PrintSphere**.

The dialog is similar to the share dialog on the PrintSphere website, however, you can only share with a public link; you cannot select other Manual PrintSphere users or groups. See “Sharing Files and Folders” on page 38.

Syncing Status Indicators

The desktop application syncs in the background while you work. You will see syncing status icons that change in the application, in the System Tray and on the folders and files in your local PrintSphere folder.



The last syncing with the PrintSphere server was successful and syncing is up-to-date



Syncing in progress



Syncing paused



Lost connection to the server PrintSphere, for example if you signed out



Click this status icon to see a syncing notification



A configuration error such as an incorrect login or server URL is preventing syncing

System Tray Menu

When the PrintSphere desktop application is running you will see a small program icon in the System Tray. Context-click this program icon to open the System Tray menu.

- **Open PrintSphere in browser:** Takes you to the PrintSphere website where you can sign in to your space
- **Open folder PrintSphere:** Opens your local synced folder or folders in your file manager
- **Recent Changes:** Lists recent activities; click Details to open the Activity tab for your account
- **Apps:** Links to your space on the PrintSphere website (login required):
 - **Files:** the Files page
 - **Activity:** the Activity page
 - **Gallery:** the Gallery page
- **Settings:** Displays the PrintSphere application
- **Help:** Opens Help in your default browser
- **Log out/in:** Sign out with your user credentials to stop the syncing process; this does not close the desktop application. Sign in with your user password to start syncing again.
- **Pause/Resume synchronization:** Disables/enables the synchronization activity on all the folders and accounts.
- **Quit PrintSphere:** Closes the desktop application. The program icon is no longer visible in the System Tray.

NOTE: If you have multiple sync connections, you will see these connections at the top of the menu and you must select a connection to see some of the commands per connection.

Mobile Apps

The PrintSphere mobile app for Android and Apple iOS are ideal for file-sharing while you're on the go.

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▶ Settings	92

Installing the Mobile Apps

Who Should Use the Mobile Apps?

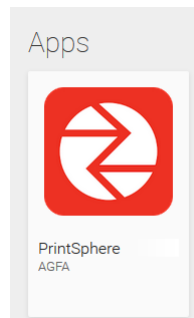
The PrintSphere mobile apps let you access your PrintSphere space and share files using your mobile device. Although your space is synced to your device and you can see what's in your space, the mobile apps do not sync and download the actual data unless you need to open or preview a particular file.

Prerequisites

You must have a device with Android 4.0 or higher or Apple iOS 7 or higher. The mobile apps are free of charge but you need PrintSphere user credentials to sign on and configure the mobile apps. These are the same credentials that you use to sign on to the PrintSphere website.

▶ Install the app (Android and Apple iOS)

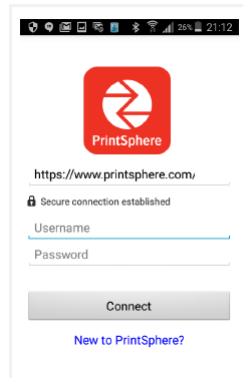
- 1 In the Google Play store or Apple App store, enter **printsphere** in the search box and select the PrintSphere app which looks like this:



This will take you to the app page.

- 2 Install the app like any other mobile app and then open the app for the configuration. The app is free of charge.

The configuration screen is displayed when you open the app the first time and all you need to do is enter your Username and Password.



These are the same credentials you use for the PrintSphere website.

- 3 Check that the connection URL is the following:

`https://www.printsphere.com/access`

- 4 Tap Connect.

You are now connected to your PrintSphere space and you can see all the files and folders in your space.

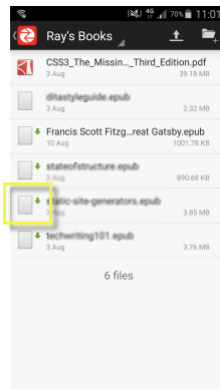
Working with Files and Folders

You can upload, download and share files and folders in your PrintSphere space more or less in the same way as on the PrintSphere website. You can also create new folders in your space.

▷ App Gestures

- ◆ Tap a file to download and view the file.

The download screen is displayed with a download progress bar and file details. A downloaded file is indicated with a green download icon in the list of files.



- ◆ Tap a folder to open the folder.
Opens the folder and reveals its contents.
- ◆ Touch and hold a folder to open a menu.

Use this gesture to open a menu where you can choose to Share link, Download, Rename, Move, Remove.

- ◆ Touch and hold a file to open a menu.

Opens a menu where you can choose to Share link, Download, Rename, Move, Remove, Send, Details

NOTE: Touch and hold is also referred to as a *long press*: you touch the screen of your device until something happens on the screen or a menu is displayed.

▷ Share a file or folder

You can share items with a public link but not by selecting users or groups.

- ◆ Touch and hold a file or folder and choose **Share link** in the menu. For example you can choose an e-mail application to open the e-mail and paste the link, or you can copy the link, etc.
- ◆ On Apple iOS, swipe the file or folder to the right and choose Share Link. You can set an expiration time and password.

▷ Upload files

You can upload files (but not folders) from your file system, or content from other apps to your PrintSphere space.

- 1 Tap the Upload button at the top of the screen.



On Apple iOS, tap the + button in the top right corner.

- 2 Choose **Files** or **Content from other apps**.

A notification informs you when the upload is completed. This means the data has been synced to your PrintSphere space.

▷ Create a new folder

You can create a folder which is synced to your PrintSphere space.

- 1 Tap the New Folder button at the top of the screen.



On Apple iOS, tap the + button in the top right corner and select New Folder.

- 2 Enter the folder name and click OK.

Settings

- ◆ To open the settings menu, tap the menu icon (three stacked dots) in the top right corner or press the menu button on your device.
- ◆ On Apple iOS, select Settings at the bottom of the screen.

In the settings menu you have the following options:

- Refresh account: Tap to sync and reload the contents of your PrintSphere space
- Settings: Tap to open the actual settings
- Sort: Tap and choose how you want to sort items in the list: alphabetically or by date

Options you may want to change in the Settings screen:

- | | |
|------------------------------|--|
| Add account | Tap to open a new screen where you can enter user credentials for additional accounts. Only applies if you received multiple user credentials from your administrator. Additional accounts will appear at the top of the screen. |
| Add PIN | Select the check box to open a screen where you enter a 4-digit code that you will need to enter every time the app is started. |
| Service Password | (Android only) Not applicable. |
| Instant uploads | Select the picture or video uploads check boxes if you want pictures or videos you take on your device to also be saved to your PrintSphere space. The file is saved to the <code>InstantUpload</code> folder in the root of your PrintSphere space in addition to the normal location on your device. |
| Recommend to a friend | Opens your e-mail with a link to download the PrintSphere app. Only useful if the person in question has received user credentials from the administrator. |
| Version | Version no. of the app. |

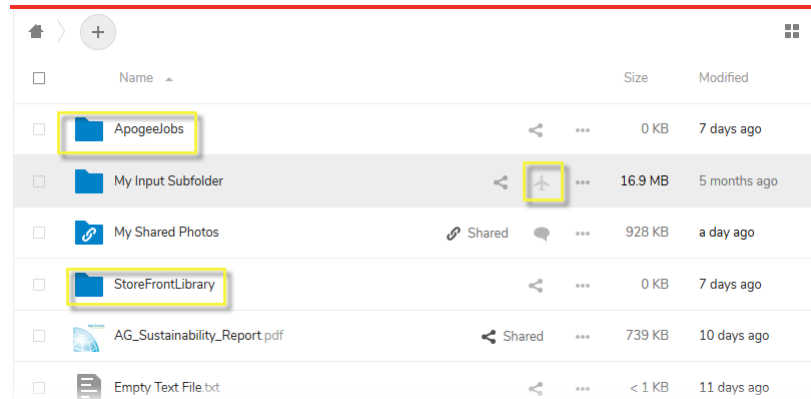
Connectivity

This section only applies if PrintSphere is connected to the Apogee Prepress or Asanti workflow system, or the StoreFront application.

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Special Files and Folders

Your remote PrintSphere space and local synced folders may include files and folders which are created automatically by other applications, such as the Apogee Prepress or Asanti workflow system.



- **ApogeeJobs folder:** This folder contains sub-folders which are created by the Apogee Prepress or Asanti workflow system for PrintSphere-enabled jobs. These folders can be used to drag content files for uploading to the job at hand. The files are synced to the input channel of the job.
- **DBBackup folder:** Back-ups created by your Apogee Prepress or Asanti workflow system are stored here for future use. This folder must not be deleted.
- **Exported StoreFront orders:** In the StoreFront application you choose to send zipped orders to your PrintSphere space.
- **StoreFront folders:** You can create folders in PrintSphere and connect them to the StoreFront application where they can be used for uploading images in customized products. You can share this folder with other users.
- **AutoPilot enabled:** The airplane icon indicates that the folder is being used as an input channel for an AutoPilot script. AutoPilot is set up by the printer administrator in SphereCenter. See the [SphereCenter Help](#).

Workflow Connectivity

If you have PrintSphere workflow connectivity with your Apogee Prepress or Asanti workflow solution, you will have the PrintSphere desktop application running on your workflow server. The service will be set up so it syncs your workflow correctly with your PrintSphere space.

You can use the desktop application to monitor activities such as the uploading of content files for PrintSphere-enabled jobs or to check that back-up files have been saved to your space. To open the desktop application, see “Opening and Closing the Application” on page 66.

CAUTION: Do not change any of the connection or sync settings as this may interfere with your connectivity.

How to Create a PrintSphere-Enabled Job

A PrintSphere-enabled job ticket has a PrintSphere Upload task processor as input channel so remote users can provide content files (PDF as well as various image file formats) via your PrintSphere space. Remote users can be Manual PrintSphere users or Auto PrintSphere users who belong to a company as defined in the ProductionCenter application, or guests. They receive an e-mail inviting them to upload files for the job to the ApogeeJobs folder in your PrintSphere space.

To set up companies and users for this purpose, see the ProductionCenter Help and tutorials.

To create a job that uses a shared PrintSphere folder as input channel, see the Apogee Prepress or Asanti Help and tutorials.

Database Back-Up to PrintSphere

In Apogee Prepress or Asanti you can select your PrintSphere space as an extra location for your workflow system back-ups. The normal back-up folder, `DBBackup`, is synced to your PrintSphere space.

Manual PrintSphere, Auto PrintSphere Users and Guests

If you have workflow connectivity, you will create users and companies in the ProductionCenter module where you can distinguish between Manual PrintSphere and Auto PrintSphere users.

Manual PrintSphere user Manual PrintSphere users have a PrintSphere account and use these credentials to log on to the PrintSphere service. They can use the PrintSphere website, mobile apps and desktop application. These users are created in SphereCenter and/or ProductionCenter.

Auto PrintSphere user Auto PrintSphere users can use certain features of the PrintSphere service without having an account and without logging in. They cannot use the desktop application or mobile apps. They are the default user type to be created in ProductionCenter.

guest Guests are invited on a job-by-job basis in Apogee Prepress or Asanti to visit the PrintSphere website to upload/download files in the specified folder for a PrintSphere-enabled prepress job – without logging in. They are not linked to a company and the guest's e-mail address needs to be entered each time. Guests cannot use the desktop application or mobile apps.

- Related topics:
- See the Apogee Prepress and Asanti Help
 - StoreCenter *Help*

Glossary

This glossary explains terms and abbreviations that can help you understand this documentation.

administrator The person who provides you with your PrintSphere user credentials.

Apogee/Asanti StoreFront ECO3' web-to-print solution for printers and print service providers.

Auto PrintSphere user Auto PrintSphere users can use certain features of the PrintSphere service without having an account and without logging in. They cannot use the desktop application or mobile apps. They are the default user type to be created in ProductionCenter.

AutoPilot A feature of the PrintSphere file-sharing environment to further automate processes in your prepress workflow

context-click Right-click on a Windows PC; ctrl+click on a computer with Mac OS.

Dashboard The Dashboard is a page in SphereCenter that displays usage statistics and system messages. The Dashboard is also the landing page when you sign in to SphereCenter.

file manager Windows Explorer on Windows operating systems and Finder on Mac OS.

F5 key A useful shortcut on a Windows computer to refresh or

reload your browser window; on Mac OS, also F5 or cmd+M. In addition, pressing F5 in the desktop application will rebuild the local database (see “Opening and Closing the Application” on page 66).

guest Guests are invited on a job-by-job basis in Apogee Prepress or Asanti to visit the PrintSphere website to upload/download files in the specified folder for a PrintSphere-enabled prepress job – without logging in. They are not linked to a company and the guest's e-mail address needs to be entered each time. Guests cannot use the desktop application or mobile apps.

Manual PrintSphere user Manual PrintSphere users have a PrintSphere account and use these credentials to log on to the PrintSphere service. They can use the PrintSphere website, mobile apps and desktop application. These users are created in SphereCenter and/or ProductionCenter.

Online Editor The editing environment which is opened in StoreCenter and on storefronts to edit customizable products.

polling The activity whereby the client applications (website, desktop application, mobile apps) check the

- PrintSphere server for new or changed files or folders.
- printsphere.com** The URL of the server in the cloud where users' files are stored.
- PrintSphere desktop application** The file-sharing and syncing application that needs to be downloaded to your PC or Mac.
- PrintSphere folder** The folder which is created on the user's local hard disk when he installs the PrintSphere desktop application
- PrintSphere mobile app** The mobile app version of the PrintSphere website.
- PrintSphere service** The service that allows users to share and sync files via printsphere.com.
- PrintSphere website** The web application for file sharing and syncing.
- PrintSphere workflow connectivity**
The situation where the PrintSphere service is integrated with the workflow software. In this case, the PrintSphere desktop application is also installed on the workflow server.
- ProductionCenter** The module of your workflow solution that you use to manage connectivity with the PrintSphere or WebApproval services: create companies, users, etc.
- SaaS** Software as a Service.
- Space** Your space is your dedicated folder on printsphere.com.
- SphereCenter** The application where the administrator starts the PrintSphere subscription, creates users and monitors storage usage
- StoreCenter** The back-end application of Apogee/Asanti StoreFront where online stores are created and managed.
- sync folder** A local folder on your computer that is synced to a folder in your PrintSphere space.
- sync connection** A link between a sync folder on your computer and a folder in your remote PrintSphere space.
- system tray** On Windows computers, the bar in the bottom right corner; on Mac OS, referred to as the menu bar and located at the top of the screen.
- WebApproval** A service of your workflow solution that enables softproofing.

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