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>> How do we download images from your FTP server?

Here's information on how to download files from our FTP server:  
Using an FTP client program enter the following login information:

Host: norbertwu.com (or ftp.norbertwu.com)  
Username: guest@norbertwu.com  
Password: oct@pi88

Once logged in, you should see a "guest folder." Open this folder, and the image should be in this folder. You may then download the images from the guest folder. There may not be a guest folder -- and the image might be at the "root level" visible when you successfully log in. Just download the file if you see it.

When logging into the ftp server, please use the username exactly as it appears. If the username includes a "@", make sure to include it when logging in. Example: Use "guest@norbertwu.com" and not "guest".  
Make sure that you connect to "ftp.norbertwu.com" with your FTP client, or you may not be able to login.

For any image request, we will attempt to email an image file to a client once, and we will also post the image on our FTP server once. If a client has trouble receiving the image files, then we are happy to help solve the problem, but we must charge a research fee of \$75 per hour -- which covers any time above and beyond what it would normally take to deliver a scan to a client. This fee can include our time and expense in burning the image file to CD and shipping the CD to the client.

Most clients' problems result from the fact that their email server will not allow them to receive larger attachments, or because they are not familiar with using FTP programs. FTP client programs are very easy to use, but someone needs to show you how to use it. Unfortunately, we are unable to guide clients through the use of FTP software.

FTP programs are extremely easy to use. If you just don't want to use one, however, you can use a browser such as Internet Explorer and go to [www.norbertwu.com/guest/](http://www.norbertwu.com/guest/)

Or <http://www.norbertwu.com/guest/>

You will see a list of images and/or folders. If there is a folder for you, click on the folder and you will see a list of images. On a Mac, right click on the image files one-by-one and "save link as." I think that the PC will work the same way.

Examples of free FTP software available online -

*PC Platform:*

CuteFTP

FileZilla

FTPCommander

*Mac Platform:*

RBrowserlite

Norb personally recommends Transmit or Fetch for the Mac and Fetch for the PC.

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>> Can you email an image in the range of 40Mb to us?

>> It needs to be 300 dpi.

Almost no one needs a 40Mb image for publication purposes. What I discovered after some discussion with the client was that he wanted the usual compressed JPG image. Normally, our clients have been just fine with files that are JPGs saved at maximum quality from 50Mb to 100Mb files. These JPG files are usually 2Mb to 5Mb in size -- not 40Mb.

Second, we need to know the dimensions that you will use the image. We just need to know the longest dimension that you will be printing the image. If you can tell us that you need to print the image at full page, 8x11" in size, then we know that you need us to size the image to those dimensions and 300 dpi.

We email smaller images in the range of 1Mb to 5Mb to clients all the time. However, some clients' email servers will reject images that are greater than 2Mb or so. In such a case, the best solution is for us to put the image on either our FTP server or yours.

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