

## Frequently Asked Questions

Have questions about setting up your files? Take a look at our FAQ for answers to some of the more common desktop publishing questions.

### "Do you accept both Macintosh and Windows files?"

Yes. Both platforms are accepted, but that does not necessarily ensure that we are running the same software applications that you are. If you are unsure as to whether we are currently running your software program, call your customer service representative prior to sending your files.

### "What software application is recommended for layout of my files?"

We recommend that files be assembled in either QuarkXPress or Adobe InDesign. When placing graphics, files should be saved as Photoshop .tif or .eps files, Illustrator .eps files, or Freehand .eps files.

### "Can I send jpeg files?"

Yes, you can use jpeg files in your layout program. However, if you have the means to do so, we suggest converting them to .tif or .eps files and placing those instead.

### "Do you accept images saved in the RGB color space?"

Yes, you can save your files in the RGB color space; however, Garrison will need to convert them to CMYK before printing. This may cause slight color shifts and additional time and costs in the prepress department.

### "Should I build my files on an oversized page?"

No, please build your pages to the finished trim size. If you are building a multiple-page document, please build your pages to the finished page size.

### "Should I set up my file as "Printer's Spreads?"

No, Garrison utilizes custom software to impose your pages. Your document should be setup to page size, with the pages in normal order.

### "What is the best way to send files to Garrison Printing?"

The preferred way to send us files is to burn them to a CD or DVD. However, if they are relatively small or if time is critical, they can be sent via FTP.

### "Do I need a username and password to access Garrison's FTP site?"

Yes. Please call your customer service representative for a username and password.

### "Is there a maximum file size to send files via FTP?"

No, but we recommend keeping the total size below 300 megabytes.

### "Should I compress files before submitting them via FTP?"

Yes, please collect all of your project files in one folder, and then compress that folder into a ZIP or SIT archive file.

### "Why can't I connect to the FTP server?"

If you are having problems connecting to the FTP server, you should check that you are entering your username and password correctly. Capitalization must be entered properly (log-in is case-sensitive). Some web browsers will connect to our FTP server, however, a dedicated FTP program, such as Fetch or CoreFTP will allow full access.

### "Why don't spot colors on my proof look exactly like the Pantone book swatches?"

Our proofing devices are profiled to match the CMYK builds of our printing presses. Converting Pantone colors to CMYK during proofing may cause color shifts. Your spot Pantone colors on press, however, will match the Pantone solid-ink swatches.