FTP Help

*After uploading a file/s, please notify your CSR that the file/s have been uploaded and the name/s of your file/s, and what folder you put them in.
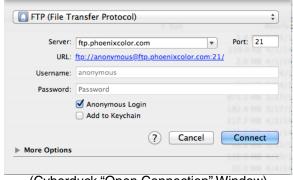
Mac Users:

We strongly recommend using an FTP client (i.e. Cyberduck, Fetch, Interarchy)

Settings to access the public folder:
Server: ftp.phoenixcolor.com
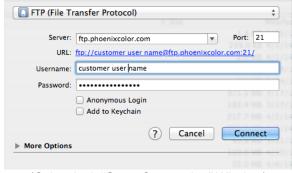User: anonymous
Password: (blank)
Folder: PUBLIC

(Cyberduck "Open Connection" Window)

Settings to access customer folders:
Server: ftp.phoenixcolor.com
User: (supplied username)
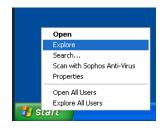Password: (supplied password)
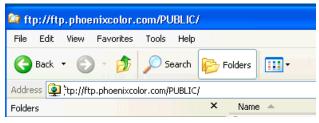Folder: (blank)

(Cyberduck "Open Connection" Window)

Windows Users: (XP/Vista/7)

It is recommended that you use Windows Explorer to upload your files.
(Not the same as Internet Exlporer)

To access the public folder:
1. Right click on the "Start Menu" and select "Explore" (Win7: "Open Windows Explorer")
2. In the window that opens, type "ftp://ftp.phoenixcolor.com/PUBLIC" in the address bar.

To access the customer folders:
1. Right click on the "Start Menu" and select "Explore" (Win7: "Open Windows Explorer")
2. In the window that opens, type "ftp://ftp.phoenixcolor.com" in the address bar.
3. Select the "File" menu and click "Login As"
   (Win7: Enable Menu Bar by clicking on "Organize/Layout/Menu Bar")
4. Log in with the username and password you were supplied.