Edge Express FAQs

Q: I have downloaded and installed Edge Express, but when I run the program, a slash screen pops up that says "Edge Express", and then it closes straight away. What am I doing wrong?

A: This problem occurs if you do not have Java installed on your computer. When you download the software for PC, it gives you the option to "Include VM in Download". This installer includes Java Virtual Machine. PC users can download and install this version to solve the problem. Mac users must check for software updates and install any updates for Java. Alternatively, you can go to www.java.com and scan your system to see if you have the latest version.

Q: Edge Express prompted me to enter my Customer ID and Password the first time I ran it. I entered them, but the software just hangs up, or freezes on the splash screen. How do I fix it?

A: This is normally caused by entering either your Customer ID or Password incorrectly. The most common mistake is swapping an "O" (oh) for a "0" (zero). Edge Express only asks you to input the Customer ID and Password the first time you start the software. It is then stored in 2 files called "edge.config". If you search for and delete both edge.config files, and then re-launch Edge Express, it will prompt you for your Customer ID and Password again. We recommend that you copy and paste the Customer ID directly from the email you received when you registered.

Q: I have installed the software, but how do I make a job?

A: Fill in your job name in the "Customer Ref" blank. This can be anything you want it to be. The in the "Print Detail" section, select the size of the print you wish to order, select the style, profile, and be sure to tick the colour correction box if you would like us to adjust the colour of your files. Then click on the button that says "Add Images", and browse to where the images are that you want to order for that size. Repeat for each subsequent size. There is no limit on how many sizes you can put in one order. When you are ready to send the job, hit the "Send" button. You will get a pop up window where you can type in order instructions, and then click "Upload Files Via the Internet". The software will automatically connect to the lab and upload your job.

Q: How do I know if my job is uploading?

A: In the bottom right corner of the software window, there is an upload meter. The bar turns green as it is uploading. When it is done, it turns grey, and says "Upload Complete"

Q: I think my job uploaded, but how do I know for sure?

A: There are two different ways to tell. First, you will receive an email confirming your job, but second, if you look in the "Order Status" tab of the software, it will show you a list of what is currently in the lab.

Q: How do I know when my job is done?

A: You will be notified via email. Additionally, you can look in the "Order Status" tab of the software. The status is displayed in real time.

Q: Can I have Edge Express installed on more than one computer in my studio?

A: Absolutely! Please note, however, that if you are uploading on two or more machines at once, they will be sharing the upload bandwidth of your internet connection, so you have to divide your upload speed by the number of computers uploading.

Q: Why is the uploading of my jobs so slow?

A: This is entirely dependent on what type of plan you have purchased from your internet service provider (ISP). We recommend you have an ADSL2 connection if it is available in your area. Call your ISP to find out if you can increase your upload speed. (make sure you tell them you need faster UPLOAD, not download)

Q: Why are my shipping instructions from my previous job appearing on ALL of my jobs?

A: The shipping instruction field (located in the Settings tab) does not clear with each new order. This allows for "Standing Shipping Instructions" such as "Leave package at back door". Make sure that you erase instructions you no longer wish to have applied to your job. Also, do not use this box for order instructions. ***This is for SHIPPING INSTUCTIONS ONLY.***

Q: How do I cancel an order that hasn't fully sent?

A: Close the software down. Go to:
    On PC: C:\Edge Express\Edge Pack
    On Mac: Applications\Edge Express\Edge express\Edge Pack
Just delete the file from this folder. If you have created multiple jobs, there will be multiple files. Then send us an email to digital@theedgephoto.com.au with the epack name, for example: "Please delete Padl01 20100419 16.epack"
This is important so that we can delete it at our end also.

Q: How do I cancel an order that has fully sent?

A: You must contact us ASAP , by either phoning on 0394163399 or via email at digital@theedgephoto.com.au
It is very important to do this as soon as you can to avoid the job being printed and consequently billed.

*** If you still have questions, email support@theedgephoto.com.au. ***