



Workflow experts, from acquisition to archive – we've got your back(up)!



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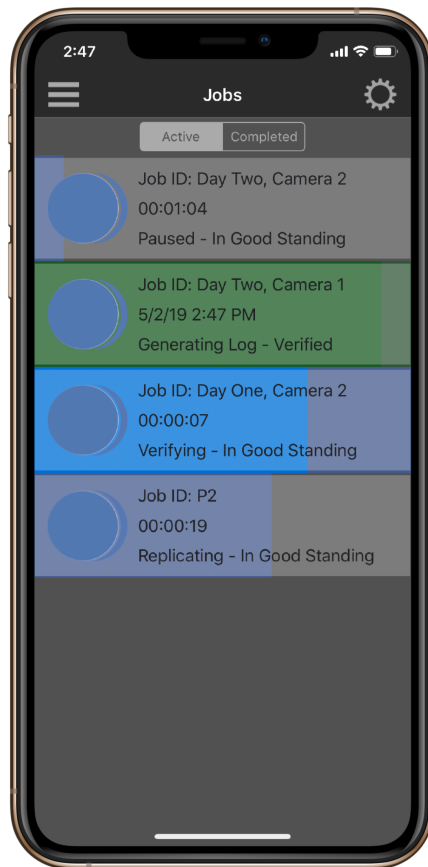
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Please refer to the End User License Agreement (EULA) terms that you agreed to during download and installation of the application. The EULA is also accessible from the website. Imagine Products, Inc. reserves the right to update the EULA with notification. By using this application you consent to the EULA terms.

How to Use Imagine HQ

Imagine Products' applications such as ShotPut Pro® can send real-time status to your iPhone or iPad via the **Imagine HQ application**.

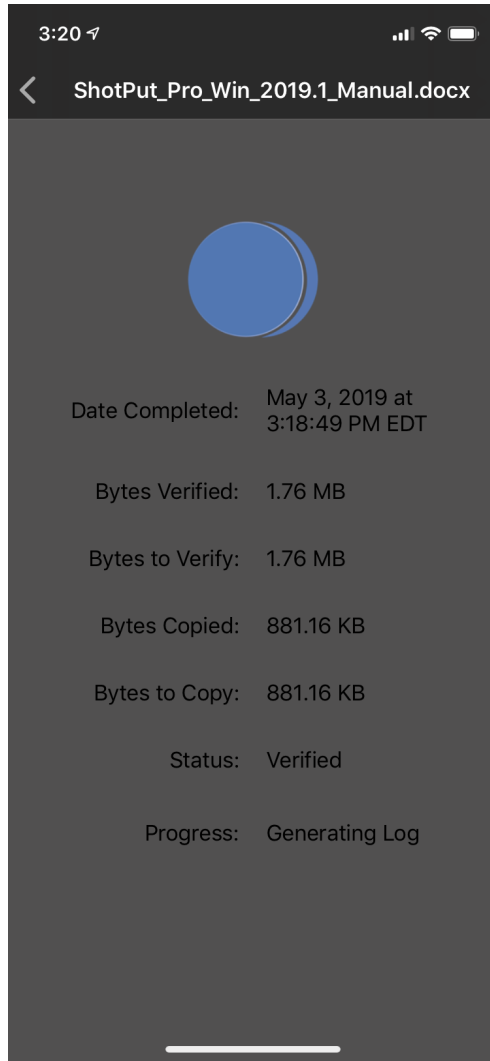


Status at a Glance: Tasks have both progress bars and are color-coded to indicate status (copying, verifying, finished).

Offload Jobs are sorted by **Active** or **Completed** in the application. Within these groups, you may also sort by Date/Time or Alphabetically.

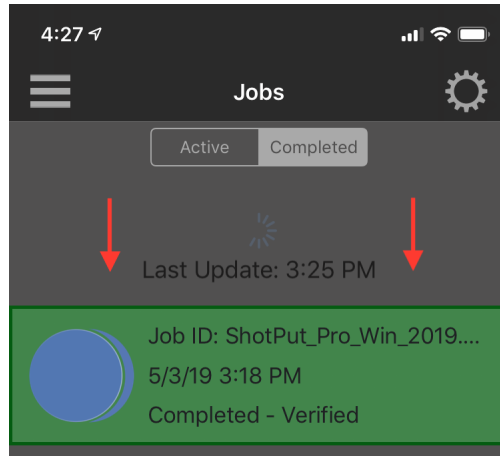
In the Settings, you may **Clear** information about All Jobs or **Recover All Jobs** (within last 48 hours).

Tap the status of a Job to open more Job **Details**.



NOTE: While Imagine HQ status updates frequently based on push notifications from the server, its information is only as good as your computer and iPhone's Internet connections.

To check the time of day of last update (and force a request from HQ to the server) pull down on in the Job Status area.



If the Job status doesn't seem to match what's happening in ShotPut Pro, check Internet connections for both the iPhone and the transmitting computer.

Appendix A – Installation

Download from Apple's App Store and install on your iPhone or iPad.

Requirements: ShotPut Pro **version 2019.2** (or higher).

Internet connections are required for both the transmitting computer and the receiving iPhone since communications between the two applications is via a cloud server.

In ShotPut Pro's Notifications menu, select **Imagine HQ Mobile App** enter the Imagine Products website account email and password you want to use to communicate with the app, then click **Log In**.

The account you use for communications with Imagine HQ does not have to contain the ShotPut Pro license information. For example, individuals within an organization owning multiple licenses may create a personal account separate from the license holder account for this purpose.

If desired however, the status of multiple seats of the software may all connect and be displayed—to do that, just use the same account credentials in ShotPut Pro and within Imagine HQ.

Once you've enabled the status notifications from ShotPut Pro, log into the same account in Imagine HQ.

NOTE: You may disable status output in ShotPut Pro by simply unchecking the Notifications Menu checkbox beside Imagine HQ Mobile App, or log out of the account. You can also simply disconnect the computer from the Internet.

Appendix B - Trouble Shooting

Frequently Asked Questions

Offload status is not updating in Imagine HQ. Please note that Active list is for jobs still in process while the Completed list will show those that have finished. Job details are uploaded frequently from the ShotPut Pro computer, but will only be available on the server if the transmitting computer has good Internet connection. Please note this app does not use local WiFi between the devices—the status details must upload through the web server to be available for Imagine HQ to download.

Status information doesn't appear immediately in the app. Check Internet connections on both the iPhone/iPad and the computer running ShotPut Pro. Intermittent or poor web connectivity may prevent real-time up loading of job information. Pull down in the Job Status area to attempt server connection and refresh the Job list.

I own more than one ShotPut Pro license and the statuses of all of them are coming into my phone! Create separate ImagineProducts.com accounts for individual communication threads between the mobile device and computer. Although you certainly may, it is not required to use the ShotPut Pro license account for Imagine HQ communications. All that is required is to pair the email and password in both the Imagine HQ app with the account under ShotPut Pro's Notifications menu. (Similarly emailing job reports is not required to use the same email as the license account.)

Technical Support

This product was designed to be easy to use and we want you to feel at home as you navigate through it. This guide should address the most often asked questions along the way. However, should you need support the specialists at Imagine can provide answers quickly and in terminology that you can understand.

Contacting Imagine Products

Visit Imagine's Web site to fill out a problem report <http://www.imagineproducts.com/> for fast, free service.

Updated news as well as Frequently Asked Questions under the Support tab on our site.

Alternatively you may email support @ imagineproducts.com

Check for Updates

It's a good idea to automatically check whether a newer version of the app exists. iOS systems change frequently and improvements to the app will be published from time to time.

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