



The **Pathfire Transfer Agent** software application provides the option for a user, on any PC that has access across a network to a Pathfire DMG server, to download Pathfire-enabled files from a designated web site. Once downloaded, these \*.arc (archive) files are saved into a specified directory on your local PC. From there, they are ingested into the Pathfire Digital Media Gateway (“DMG”) system.

It includes a simple, straightforward installation comprised of these steps:

- Verifying that the PC on which you are installing Pathfire Transfer Agent has a high-speed internet connection.
- Obtaining the IP address of the DMG Server into which the \*.arc files are to be ingested.
- Identifying the web site from which you are downloading the \*.arc files.
- Running the installation program.

*For more details about installation, refer to the Pathfire Transfer Agent Quick Installation Guide.*

#### **SUPPORT**

Should you have problems or questions about any of the above, the Pathfire Customer Care Unit (CCU) is available to help you 24 hours a day, 7 days a week, 365 days a year. Their phone number is **1-888-345-0489** and their email is **support@pathfire.com**. You can also visit the CCU web site at **support.pathfire.com**.

#### **TRAINING**

Pathfire also offers \*FREE\* training for any customer on any product. This training is customized for each user, and can be done from your desktop with just an internet connection and a telephone. To inquire about training, send an email to **training@pathfire.com**.