Triacom

Instructions

for uploading and downloading files to and from the secure Triacom server

Files are uploaded via a secure Web page to and from our secure inhouse server.

You will have received a user link in the form

https://triacom.myqnapcloud.com:8082/share.cgi?ssid=???????

and a password tied specifically to your upload/download folder on our server.

Note: If you are behind a firewall, you may have to ask your system administrator to **open Port 8082** for you first.

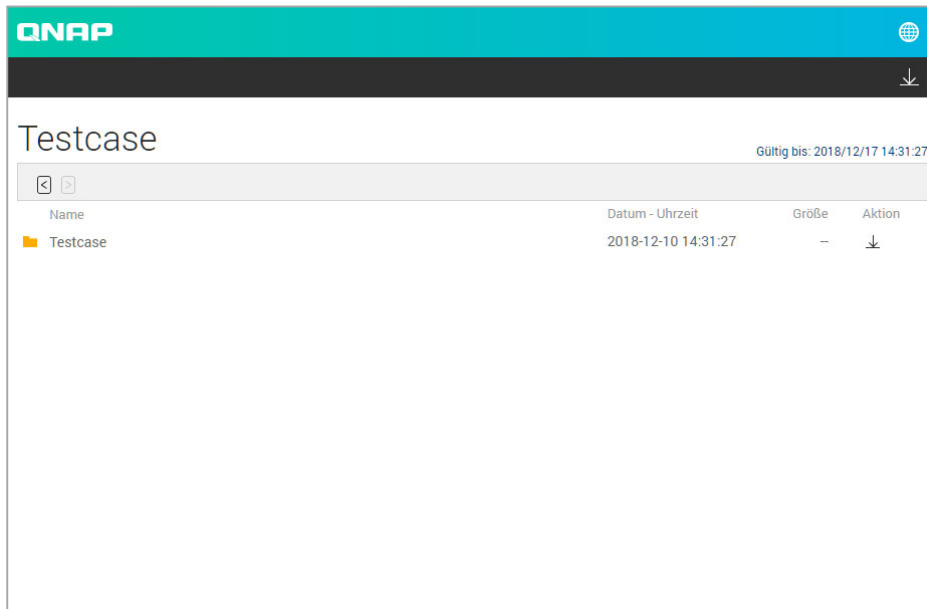Open the page the user link points to in your web browser. You will see the following screen:
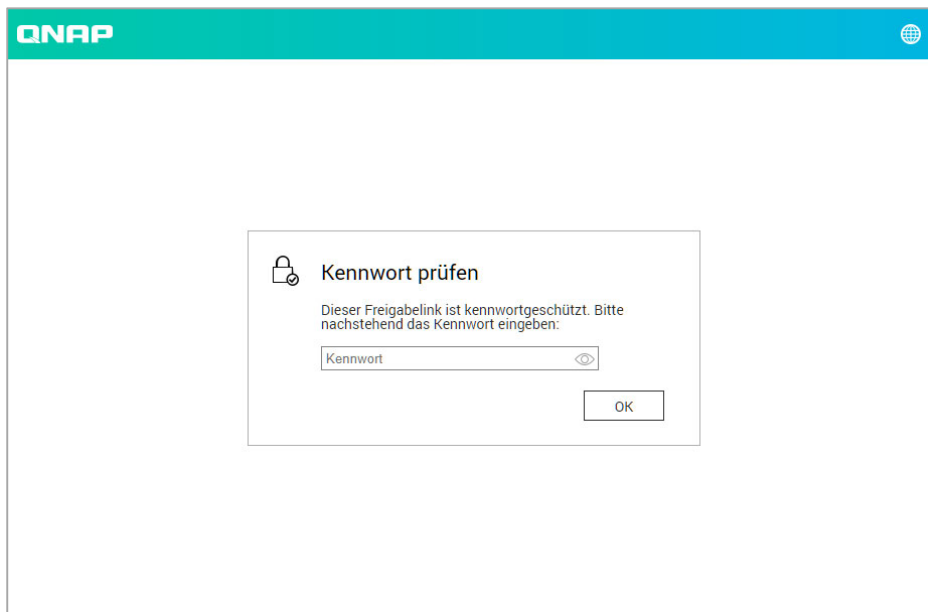
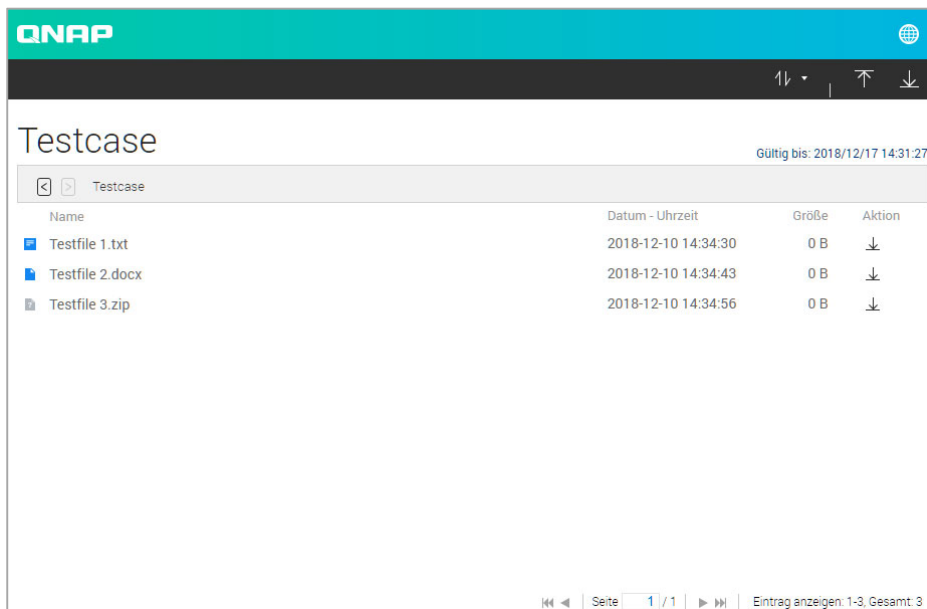*Our server will try to speak your to you in your own language.*
The screenshots here are in German, but they may look differently when you access our server.
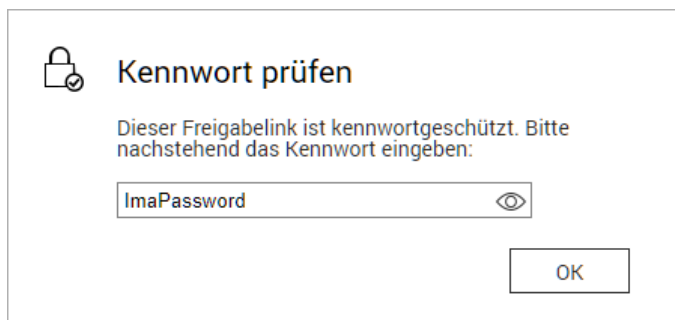
Enter your password (in this example: ImaPassword). You can look at what you typed by clicking on the eye icon. Click **OK**.


You will see your home screen with a single folder, your home folder.
Click on the folder to open it.

To download a file, click ⤓ at the end of the line with the file name (under **Action**).

To download all files, click ⤓ in the top right-hand corner.

To upload a file or files, click ⬆ in the top right-hand corner. Select the file or files to be uploaded and click **Open** or **OK** (depending on your operating system).
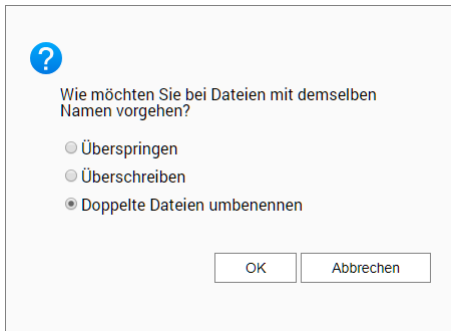
A dialog will appear asking you what to do in the event that a file or files by the same name are already present.

- ○ *Skip*
- ○ *Overwrite*
- ◉ *Rename duplicate*

Make your choice and click **OK**.

Your file or files will be uploaded (there will be a small progress window in the top right-hand corner) and appear in the list. Once you are done, you can simply close the page, because the connection will automatically be safely terminated as soon as you do.

That's it!

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Note that **we will not be alerted** when files come in. Therefore, please always send us a message when you upload something for us.

If you experience problems, please send a support request to **technik@triacom.com**.