

# Gather Application User Instructions

## Using a Desktop Browser

1. Visit <http://gatherapp.allsteeloffice.com/> from your desktop browser.
2. In order to view and use the application, Apple Safari or Google Chrome is required. Microsoft Internet Explorer and Mozilla Firefox are not supported.
3. To download Apple Safari, visit <http://www.apple.com/safari>.  
To download Google Chrome, visit <http://www.google.com/chrome>.

## Using an iPad

1. Visit <http://gatherapp.allsteeloffice.com/> on your device.
2. When the application begins to load, you will be prompted to increase your database size. Select "Increase" when prompted. This allows the application to store content on your device for offline use and is necessary to use the Gather application offline.
3. Once the application has finished loading, you will be prompted to add the Gather application to your home screen. Press the icon to the left of Safari's address bar and select "Add to Home Screen" from the pop-up menu. Within the next pop-up up that appears, select "Add" from the button at the top.

## Frequently Asked Questions

### Will the Gather application work in all browsers?

No. To use the application on your PC, Apple Safari or Google Chrome is required. Microsoft Internet Explorer and Mozilla Firefox are not supported.

To download Apple Safari visit <http://www.apple.com/safari>.

To download Google Chrome visit <http://www.google.com/chrome>.

### Can I use an iPhone or iPod Touch to view the application?

The iPhone and iPod Touch are not fully supported. The application will display on an iPhone or iPod Touch, however it may be difficult to navigate on the smaller screen. The application is designed for the iPad's larger display.

### **Can I use a tablet other than iPad to view the application?**

Yes. Android tablets that support HTML 5 can view the application, although offline capabilities are not supported.

### **When I load the Gather application on an iPad, I am asked to increase the database size to 50MB. Should I agree to this?**

The Gather application was designed so that it can be used with (online), or without (offline) an internet connection when using an iPad. In order to use the application offline, you must increase the database size to 50 MB.

### **If I hit no, how do I go back and increase the database size?**

Simply reload the page and it will prompt you to increase the database size again. If you have already added the icon to the home screen, exit and re-launch the application. The application will prompt you to increase the database size again. Until you select "OK" to increase the database size, the application will not be available for offline use.

### **Can I view the application without an internet connection (offline) using a desktop browser?**

No. It is necessary to have an internet connection enabled to use the application on a PC. Offline mode is currently only available when using an iPad.

### **When using the application on an iPad, why do I leave the application when I attempt to view a PDF?**

PDFs open as a new window within your browser. If you are viewing the application from your iPad's home screen, the item will open in Safari. It will then be necessary to return to the application on the home screen when finished. If you are downloading more than one item, it is recommended that you view the application within iPad's Safari, rather than the iPad's home screen.

### **Why don't videos show up when using the application on an iPad offline?**

Videos can't be viewed when using the application offline. They can only be viewed when an internet connection is enabled.

### **Why can't I download the videos on my iPad?**

Videos can be viewed within the Gather application, but cannot be downloaded directly to the device. To view the videos on your iPad outside of the Gather application, load the application in a desktop browser, then download the videos from the Downloads section. You can then use iTunes to sync the videos to your device. The videos will then be available in the iPad's built-in video application.

## Why can't I download images or PDFs to my iPad in offline mode?

In order to download these items you must have an internet connection enabled.

## How do I download videos, images, and PDFs using a desktop browser?

**Images** – Navigate to the Downloads section within the application. Select “Images” from the navigation at the top of the application. Select a photo, and then select “Download Image” from the larger image preview that appears.

**PDFs** – Navigate to the Downloads section within the application. Select “Literature” from the navigation at the top of the application. Selecting a PDF will open it in a new browser window. Select “Save” from the menu at the top to save to your computer’s desktop.

**Videos** – Navigate to the Downloads section within the application. Select “Videos” from the navigation at the top of the application. Select a video and it will play in a pop-up window. Right-click on the video and choose “Save Video as...” to save to your computer’s desktop.

## How do I download videos, images, and PDFs using an iPad?

While PDF files and videos are not viewable offline within the Gather application, these items, as well as images, may be downloaded for offline use using the instructions below.

Downloading Images:

1. To download images, enable your internet connection and go to the Downloads section within the application.
2. Within the Images tab, click on one of the images to download.
3. This image will open in a new window. Select “OK”, then tap and hold to see the pop-up below and select “Save Image” to save to your Photos application.



### Downloading PDFs:

1. To view PDFs offline, enable your internet connection and go to the Downloads section within the application.
2. Within the Literature tab, click on one of the images to download the PDF. The PDF will open in a new window.
3. If you have Apple's iBooks installed on your iPad, you can select the "Open in iBooks" button underneath the new window's address bar to save the PDF to your device. iBooks is a free download from Apple's App Store. If you do not have iBooks installed, you will need to download it and begin with step one.



### Downloading Videos:

1. To download videos, enable your internet connection and go to the Downloads section within the application.
2. Save the video to your desktop.
3. Import the video into iTunes.

4. Once the video is downloaded, you can use iTunes to sync the video to your iPad. The video will then be available in the iPad's built-in video application.

**Who can I contact for support?**

By email at [support@allsteelsynergy.com](mailto:support@allsteelsynergy.com), or by phone at 877-274-1055.