



Fiery Scribe **Frequently Asked Questions**





GENERAL OVERVIEW

What Is Fiery Scribe?

Fiery Scribe is an AI-powered assistant that automates job submission from emails. It interprets job requests directly from incoming messages, applies the corresponding job properties to the customer's attached PDF, and moves the file to the Held queue in Fiery Command WorkStation.

Can Fiery Scribe read or follow instructions included in an attached document?

No, that feature is not currently supported. Scribe only analyzes the text contained in the email to determine the appropriate job setup. Instructions embedded in or attached to the PDF are not interpreted.

Can I review or edit job properties before printing?

Yes. After Fiery Scribe sends the job to the Fiery server it appears in the Held queue with all properties prefilled; operators can verify or adjust any setting before printing.

What happens if Fiery Scribe misinterprets an instruction?

Operators can correct job properties directly in Command WorkStation. Those adjustments help Fiery Scribe fine-tune its predictions over time.

How does Fiery Scribe learn my preferences?

Each processed job helps Fiery Scribe understand your specific print-setup patterns – such as common media types, finishing options or colour settings. Over time, its predictions become more accurate and better aligned with your shop's typical workflow.

Can Fiery Scribe be customised to match my shop's workflow?

Fiery Scribe automatically adapts to your typical job patterns. While there's no manual customisation in the first release, its AI continuously learns from your usage to improve accuracy and adapt to your shop's print preferences.

Will Fiery Scribe offer analytics or reporting on processed jobs?

Fiery IQ provides reporting for all jobs, including those submitted through Fiery Scribe. While these jobs are not labelled separately in the analytics today, users can still review what Fiery Scribe has processed by visiting its dedicated section within Fiery IQ.

Can Fiery Scribe combine multiple files, such as a separate cover and body document?

Currently Fiery Scribe processes each file individually; combining multiple documents into a single job is not supported.

How will Fiery Scribe handle attachments other than PDFs (for example Word, Excel or ZIP files)?

Currently it supports only PDF attachments. Support for additional file types is planned for future releases to provide broader compatibility and flexibility in job submission.

LICENSING AND AVAILABILITY

How is Fiery Scribe licensed?

Fiery Scribe is offered as a subscription-based add-on managed through Fiery IQ, available in 1-, 3-, and 5-year terms. One license is assigned to one Fiery server, and organisations can easily expand adoption across multiple DFEs by adding additional subscriptions when needed.

Designed for typical daily use, each license handles up to 50 jobs per day, ensuring a smooth operation across standard production volumes.



How can customers purchase Fiery Scribe?

It is available as a paid add-on through authorised Fiery resellers or directly from the [Fiery Shop](#).

Can I use Fiery Scribe to drive jobs to more than one Fiery server?

No. Each Fiery Scribe license is associated with a single Fiery server and one corresponding email address. To use Scribe with multiple servers, additional licenses must be purchased and configured for each one.

Can I transfer the license from one Fiery server to another?

Yes. You can reassign your Fiery Scribe license by changing the associated Fiery server in the Fiery IQ administration panel. Once updated, Fiery Scribe will send jobs to the newly selected server.

If an email is sent to the Fiery Scribe inbox without an attachment or with only a link to a PDF, will it count as a job?

No. If there's no document that can be added to the Command WorkStation queue, the job will not be processed or counted.

Is Fiery Scribe included with Fiery Command WorkStation?

Fiery Scribe integrates with Fiery Command WorkStation 7.2 or later. It is not included by default and requires a separate license.

Can I try Fiery Scribe before I buy?

A free trial will be available at launch, limited to 60 days or 30 processed jobs – whichever comes first.

REQUIREMENTS AND COMPATIBILITY

Does Fiery Scribe impact Fiery IQ performance?

No. Scribe job processing is handled by dedicated resources and won't have an impact on other IQ applications

Which Fiery servers support Fiery Scribe?

Fiery Scribe is available for Fiery servers running the Fiery FS500 / FS500 Pro or later platforms. For Linux-based Fiery servers, the Fiery Automation Package is required to enable JDF support.

Does Fiery Scribe require any special setup in Fiery Command WorkStation?

No special setup is required. Once the license is activated and the user is logged in to their Fiery Account, Fiery Scribe will appear automatically in Fiery Command WorkStation 7.2 or later.

Can Scribe be deployed in offline environments without access to the cloud?

No. Fiery Scribe requires an active internet connection to process email job requests using its AI capabilities and to communicate securely with the Fiery server environment. Offline operation is not supported.

LANGUAGE SUPPORT

What languages does Fiery Scribe support?

Fiery Scribe is available in all languages currently supported by Fiery Command WorkStation.

Does Fiery Scribe support non-English email formats or templates, such as headers or signatures?

Yes. It is designed to work with localised email workflows, including non-English headers, signatures, and character sets.



SECURITY AND DATA HANDLING

Is there a white paper or technical brief about Fiery Scribe?

There is no individual white paper focused solely on Fiery Scribe. Its security and architectural details are documented in the [Fiery IQ Security white paper](#), where it's covered alongside the rest of the Fiery IQ components due to their shared technical framework.

How secure is Fiery Scribe when handling customer job data?

Fiery Scribe uses secure cloud communication channels and adheres to Fiery's enterprise-grade data protection standards. Customer files are deleted once Fiery Scribe has interpreted the email and successfully forwarded the job to the Fiery server. If a job cannot be delivered, it is retained for up to 3 days to allow resubmission. Once sent, the job resides in the Fiery server's Held queue like any other submitted job.

Where are the emails and data processed?

All data is handled securely through the Fiery cloud infrastructure. Files are used only for job interpretation and are not retained after processing.

Does Fiery Scribe access my customer mailbox directly?

No. It processes only the messages that are forwarded or sent to the email address configured for your print shop. It doesn't read or access your customers' mailbox beyond those emails.



For more information, please visit www.fiery.com

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