



Frequently Asked Questions

After more than 16 years of business, we've run into a lot of questions from a lot of different people, each with different needs and requirements. Sometimes the questions are about our company or about the exact nature of dynamic imaging, but, no matter the question, we're happy to answer and discuss any imaging solutions that may help the success of your business.

So take a look... we may have already answered your question. If we haven't, please feel free to contact us at www.liquidpixels.com.

How long has LiquidPixels been in business?

LiquidPixels started in 2000 and has been going strong since then, bringing dynamic imaging to the world of e-commerce.

Can you point me to live websites that use your services?

LiquidPixels' website features some of our customers who benefit from the LiquiFire® Operating System (OS). Our sales team will be happy to showcase existing LiquiFire OS solutions or show you how incredible your website and product imagery would look with the power of LiquiFire OS behind it.



How is LiquiFire OS integrated into a website?

LiquiFire OS integrates into any e-commerce platform, web server, or other environment through simple image URLs. Additionally, LiquidPixels provides interactive LiquiFire Viewers to further enhance your customers' experience.

Do you have an API?

LiquiFire OS uses our easy-to-learn LiquiFire® Image Chains to describe the imaging manipulations you wish to produce.

What is the average time required to implement LiquiFire OS into my environment?

Whether you choose our turnkey LiquiFire Imaging Server™ solutions or our LiquiFire Hosted Service™, LiquiFire OS can be implemented in less than a day. Then your creative team can get to the exciting part: developing your website's interface, presentation, and workflow.

What types of images are required (file format, quality, etc.)?

LiquiFire OS supports all common image formats, including JPEG, PNG, TIFF, WebP, JXR, and GIF and also allows for PostScript and PDF manipulation.

What image preparation processes are required?

Many implementations can use existing imagery, although LiquiFire OS can benefit from higher resolution content. For processes like colorization and fabric draping, additional assets are required to describe the areas to be colored or to represent the set of fabrics to be applied. The LiquidPixels Production Services team is always available to assist you with this preparation.

How hard is it to create image chains? Do I need a programmer?

LiquiFire Imaging Chains allow you to express simple and complex imaging processes easily. LiquidPixels has found that design teams, not programmers, tend to be the ones authoring LiquiFire Image Chains.

What is your business model? How much does LiquiFire OS cost?

Because no business is “one size fits all,” the LiquidPixels sales team is happy to listen to your needs and get an understanding of your requirements. Once we know what your goals are, we will determine a LiquiFire imaging solution that best fits your needs.

LiquidPixels meters our LiquiFire Hosted Service in millions of images served per month. Our plans are billed quarterly, allowing for seasonal peaks to have little impact on your budget.

Can I have a different user interface and/or shopping process on my website?

Your user interface and/or shopping process can be anything your designers envision and implement. LiquiFire OS integrates into any e-commerce platform, web server, or other environment.

Can you work with my developer in the US or offshore?

LiquidPixels is happy to support your development team, regardless of location.

Can LiquiFire OS be virtualized?

LiquiFire OS is delivered as a turnkey imaging appliance. There is no software to install, maintain, or manage.

What is the location of your data centers?

LiquidPixels has data centers in the United States and in Europe.

Can LiquiFire OS integrate with our CDN?

As LiquiFire OS communicates through Image URLs, it can integrate with any CDN. Our LiquiFire Hosted Service brings you the benefit of Verizon Digital Media Services CDN, for all imagery, automatically.

How does LiquiFire OS scale?

Like magic. LiquiFire OS is architected to support customers with all levels of imaging demands. Our LiquiFire Imaging Servers offer integrated load balancing and automatic clustering to afford limitless growth.



Can LiquiFire OS deliver images to all mobile devices?

Yes! And LiquiFire OS can automatically optimize your images on a per-device basis. Through LiquiFire Resolve, your images can be delivered automatically based on knowledge of your website, your user's device, and the page presentation.

How do I contact LiquidPixels Customer Support?

You don't. Our stuff is so good, you will never need us.

But, if you do, support is always a click away at support.liquidpixels.com. You can also email support@liquidpixels.com, and someone from our Customer Support team will assist you.

About Us

LiquidPixels is leading the imaging revolution. Built on open standards, its LiquiFire® Dynamic Imaging solutions integrate into existing web and workflow environments, enhancing product creation and visualization while reducing production costs. LiquidPixels makes its patented technology available as a hosted service or via on-site enterprise servers with solutions that may be tailored to each customer's unique needs. If you'd like to find out more about us, we'd love to tell you. Contact us at liquidpixels.com.

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