



# BRUSH BOX

# FAQ

## What is BrushBox?

BrushBox is the version of Photoshop's Preset Manager you've always hoped for. You can now organize your brushes and tool presets into folders. Drag and drop presets into any order you'd like, delete the ones you never use, color code, mark your favorites, and search for presets by name or type.

## Nice! Are there any other features?

Sure are!

- Customize your folder fonts.
- Add custom backgrounds.
- Brush Preset Options.
- Save out your folders as individual ABR's or TPL's.

## Can I install BrushBox on my PC/Mac/Surface/etc?

You can! BrushBox is compatible with all versions of Windows, Mac, as well as supports all drawing tablets.

## What versions of Photoshop can I use BrushBox with?

Currently BrushBox is supports Photoshop CS5, CS6, CC 2013-2018 on Windows and Photoshop CC 2013-2018 on Mac.

## Why don't you support CS5/6 on Mac?

Unfortunately there is an old bug between Photoshop and Apple that causes instabilities with BrushBox. While you can technically install BrushBox, it may crash and we cannot guarantee BrushBox can run.

## I have a Computer and a Laptop, how many licenses should I buy?

You only need one license per person. We know artists tend to have multiple work stations and wanted to accomodate for that.

## Can I sync my BrushBox settings between computers?

You can! See the User Guide section "Exporting and Importing".

## Can I have Nested Groups (aka group within a group)?

Unfortunately not at this time. Derrick is looking into this feature though.

## My payment wont go through?

All payment issues will have to go through Gumroad, you can contact them here: [support@gumroad.com](mailto:support@gumroad.com).

## I'd like a refund.

Sorry you didn't enjoy BrushBox! Please email us and we'll get you sorted out.

## Why is BrushBox asking me to "Sync Presets?"

To run BrushBox needs to have exactly the same presets loaded as the ones that are in Photoshop. If it is not a 1:1 match then BrushBox may not select the correct presets. Another reason it may happen is if you loaded or removed some presets in Photoshop while BrushBox was off. Fixing this is very easy and directions can be found in the User Guide. If you get this warning often or are feeling unsure then please contact us!

## "The BrushBox extension could not be loaded because it's not properly signed."

This pop up usually means that your Antivirus has quarantined BrushBox. If that's the case please email and we'll help you install.

## I still can't install! or I have a bug!

Please send an email with the following information:

- A detailed description of your bug/issue.
- Are you using a Mac or Windows? And what version?
- What version of Photoshop do you have? (this can be found under "Help > About Photoshop...")

## Can you add "\_\_\_\_\_" feature?

Please send an email and include "Suggestion" or "Feature Request" in the subject line. We are always looking for new features to add in future releases.

## How do I contact you?

Easy! Just send an email to [support@brushbox.cc](mailto:support@brushbox.cc). Leda or Derrick will try to get back to you as soon as we can.