

Trouble Shooting

If there are no images inside the frames when your print is complete...

- 1) Make sure the camera is in the on position
- 2) Check the usb cable that runs from the camera to the pc
- 3) Check the power supply for the camera. It may be disconnected at the powerbrick or unplugged
- 4) Make sure you have all four files for the selected print template. Background, Overlay, Frames2 and Preview

*** Restart software after changes are complete

If a software error occurs during or after a photo session...

- 1) Make sure the camera is on manual focus and not auto focus. You will find this switch on the left side where the lens meets the body. Make sure the switch is set to MF not AF
- 2) Make sure the camera wheel setting is on M. You will find this wheel on the top right of the camera. DO NOT SET TO AUTO
- 3) The correct printer must be selected. Go to devices and printers to see what device is selected. (The error would normally occur when microsoft document is the default

If your lights or fan are not turning on...

- 1) Check the white usb box and make sure it's in the on position
- 2) Lights plug into Outlet 2 and the Fan into Outlet 3. (they are labeled)
- 3) Make sure the usb cable is connected from the white box to the PC

*** Restart software after changes are complete

If the Superbooth program does not start...

- 1) Make sure the silver usb key is plugged in and the red light is illuminated. If the red light is not on, try switching usb ports.
- 2) Make sure there are video files inside the teaser folder. The videos should be labeled Display01 etc
- 3) Email techsupport@superboothsinc.com and a technician will get back to you within the hour

Photo Session is working and preview appears, but it's not printing...

- 1) Check usb plugs to printer and pc
- 2) Hold down "alt" + "f4" to toggle to desktop. In "Devices" make sure default printer is set to DNP

3) Check printer light, if error indicator is lit:

a) make sure paper and ink are loaded

b) check for paper jam

Moving camera head is not operating...

1) Check that plugs are connected and green indicator light is on

2) Make sure settings are on "0" and "M"

There's a "No Video Signal" message on monitor...

1) Check HDMI wire is firmly plugged into monitor and pc

2) Check monitor is set to correct input (e.g. if wire is set to HDMI 1, make sure monitor input is the same)

Booth is printing but not full size or you're getting "cut off" image...

1) Hold down "alt" + "f4" to toggle to desktop

a) In "Devices" and right click default printer

b) Go to "printing preferences" then "orientation" drop down menu

c) Set to "Landscape"

d) Back to "printing preferences" then "advanced drop down menu

e) Set to 6"x8"

2) Hold down "Z" to access operators menu

a) Use up/down arrows to highlight "output test"

b) Press space to access sub menu

c) Make sure "printer" is set "on"

d) Use arrows to select "main menu"

e) Go to "save settings" and press space bar. Make sure screen says "Saved Success"