

- Introduce Serge and his function at TriPrism (Preacher & Teacher)
- Thank Ashley Nostalgia for Hosting
- Students Intro
 - Who has or used TEPS before
 - What type of business
 - What Kind of Computer OS / Intel of PPC etc...
 - What Version of TEPS
 - What Kind of Camera (Card Reader or Direct Connect or both
 - What Kind of Printer
 - What Specific did you come here to learn
- Setup Screen Sharing
- Agenda
 - Review Macintosh Basics and setup
 - Review of TEPS Install and Folder Architecture
 - Quick Demo of TEPS-X Share v15 (Review new License Feature)
 - Review Preferences (Go Over each preference and its function.
 - Direct Connect vs Card Reader vs Wireless
 - Review Utilities (Review in all template tools)
 - How to Create a graphic for TEPS-X Share
 - Review a Direct Connect Operation
 - Why Use Bar Code
 - Review Load From Card Reader
 - Review Wireless (Hot Folder)
 - Review Setting up Multiple TEPS-X Share on a Network
 - Review Printers (See John Ashley)
 - Review Specific Issues for all
 - Review findyourpictures.com
 - Review Support

Questions ?

TRAINING

- Review Macintosh Basics and setup
 - Always Turn on all peripherals first
 - When Shutting turn off computer last
 - Menu Bar
 - Dock
 - Trash
 - System Prefs
 - Network Settings
 - ZIP a file (For)
 - TeamViewer (Remote Access)
 - Accounts (Multiple accounts are good)
- Review of TEPS Install and Folder Architecture
 - TEPS-X Share
 - TEPS-Processor
 - TEPS-Print Center
 - HTTP Uploader
 - TEPS-DataBurn
 - TEPS-BarCode
 - Folders

- Quick Demo of TEPS-X Share v15 (Review new License Feature)
 - Review Main Splash Screen (Review Buttons and Hold Down Buttons
 - Open Sample Photos (Review Operation Window)
 - Thumbnail Window and Buttons
 - Display Modes and Controls
 - New Quick Zoom & Special New Mode
 - New Color Controls (Hue Sat, Sharpness etc..)
 - Click and Hold Popups
 - Print Tool Bar
 - Menu Bar Pull Downs
 - Green Screen Tools
 - Print Sample to DNP
- Review Preferences (Go Over each preference and its function.
 - Saving and Loading Prefs
 - Get Print Count
 - Direct Connect vs Card Reader vs Wireless
- Review Utilities (Review in all template tools)
 - What is a Node / Template / Canvas / CK Template
 - Creating a Node
 - Creating a Template (Link to a Canvas)
 - Creating a ChromaKey Template
- How to Create a graphic for TEPS-X Share
 - Basic Graphic (Logo, Mag Cover etc..)
 - Complex Graphic for Green Screen

- Review a Direct Connect Operation
 - with Bar Code and without
 - Focus on Green Screen Operations and Lighting
- Why Use Bar Code
 - Fast Customer ID
 - Quick Photo Retrieval
 - Allows easy access to photos online
- Review Load From Card Reader
 - with Bar Code and without
 - New Cameras with Built In Bar Code
- Review Wireless (Hot Folder)
 - Eye-Fi
 - Camera Manufactures Wireless (Canon / Nikon)
 - WiPics
 - Unsupported Cameras (Hot Folder Option)
- Review Setting up Multiple TEPS-X Share on a Network
 - Setting up you IP
 - Create the same user accounts on all machines with same password
 - Setup File Sharing (Share TEPS-Processor & Main Images Folders
 - How to auto mount a Network
- Review Printers (See John Ashley)

Q & A

- Review Specific Issues for all
- Review findyourpictures.com
 - Look at <http://ashleynostalgia.findyourpictures.com>
 - Why use the Internet
 - Plan in advance
 - Onsite sales still the focus
 - Allow Users to Share photos to come back to your site
 - Turn your watermark on
 - Special Items available
 - Be you own fulfillment house

- Review Support
 - Plan in advance
 - Have a Backup Plan (Equipment Etc..)
 - Have internet access (cell modems are a great support device)
 - Trouble Shooting Techniques
 - Backup your images and Computer

 - Have the support phone numbers
 - Check the Power & Cables
 - If it was working then it should still be working
 - Probably Not Software

Camera Basic Troubleshooting

This is assuming your system was working and failed later after installation

Won't take picture

Camera may not be focused (Re-adjust picture shot)

Turn Off Auto Focus and try again

Cameras disconnect or stop taking picture

If menu says disconnected

Check Camera Cables and Camera Power (AC/USB)

click Connect

Confirm Camera settings

Continue shooting

Camera Basic Troubleshooting

Picture is black

When you took your photo did the flash go off ?

If no, Make sure you flash is on and push the flash test button

If the flash goes off then check your sync cable between the flash and the Camera

Make sure your Hot Shoe adapter is in place

Picture is black / dark or Light

When you took your photo did the flash go off ?

If yes, Check that your camera settings are correct

On Cameras make sure the camera is in the M mode

Picture is Soft or out of Focus

Check the lens to see if your Auto Focus is off

Try Manually adjusting your lens focus

Computer Troubleshooting

Won't start

Check all AC power connections

Disconnect all peripherals except monitor and keyboard

Only with technician on phone

Program Seems to run very slow

Try quitting all applications and the restarting them as normal

Restart your computer system

Computer Troubleshooting

Program Locks up but mouse moves or cursor becomes spinning color wheel forever

Try quitting all applications

If you can not quit normally then Force Quit (Apple / Option / Esc)

Reset your camera and printers and then restart your programs

If this still does not work shut down and turn off and back on your Camera and Printers. Then restart your computer system as normal

If you can not shut down from the Apple Menu you can force shut down by holding down the power button for 10 secs. or until you computer shuts down.

Computer Troubleshooting

Program Locks up but mouse does not move

Force shut down by holding down the power button for 10 secs. or until you computer shuts down.

Turn off and back on your Camera and Printers. Then restart your computer system as normal

Printing Troubleshooting

Won't Print

Check to see if the TEPS-PROCESSOR or TEPS-PRINT CENTER are paused

Check the TEPS-PRINT CENTER to see if your printers are available

If not , Check to see if your printers are powered on, if they are then quit all your applications shut down. Re-power your printers and restart your computer

Are the printers now available in the TEPS-PRINT CENTER

If not, Check all your cables or Termination and SCSI ID's

Printer Won't Print

Check to see if your Show Ready

If not, confirm paper and ribbon are loaded correctly or make sure printer is online

Printing Troubleshooting

Printer has paper jam on UP-DR150

If possible try to fix jam at next break running on the one good printer until then

Note: Make sure the Paper spindle is set for the correct size paper

If you have a jam first turn the printer off and on and see if the printer will reset and kick out the jammed paper on its own

If not turn the printer off. Try removing the ribbon and paper. If necessary cut off any bad paper and Roll pass any damage on the ribbon and re-insert ribbon and paper Re-power printer

This should reset the ribbon. You should now be able to take out the ribbon and examine it for any damage.. Roll past the damage and re-insert ribbon and paper.

Printer Says “ Please Wait Cooling Head “ on UP-DR150

If you are printing very heavy volume it is possible and normal for the printer to protect itself from overheating. This is normal and your printer should start up by itself in a few minutes.

Printer has paper jam on UP-DR100

If possible try to fix jam at next break running on the one good printer until then

Note: Never lower the built in tray for the 4x6 paper this can cause damage to the cutting mechanism

If you have a jam first turn the printer off and on and see if the printer will reset and kick out the jammed paper on its own

If not turn the printer off. Try removing the ribbon and paper. If necessary cut off any bad paper and Roll pass any damage on the ribbon and re-insert ribbon and paper Re-power printer

This should reset the ribbon. You should now be able to take out the ribbon and examine it for any damage.. Roll past the damage and re-insert ribbon and paper.

Printer Says “ Please Wait Cooling Head “ on UP-DR100

If you are printing very heavy volume it is possible and normal for the printer to protect itself from overheating. This is normal and your printer should start up by itself in a few minutes.

Who to call ?

When calling please make sure you leave your name, phone number and location. Along with a detailed description of your problem. You should receive a call back with 15 minutes. If not please call again.

Also note you should confirm your phone number is a number you can be reached at for sure and that a phone is available at the computer you are having the problems with.

Summary

What have we learned

Train your employees

Any Questions