

PHOTOMA

Operation Manual



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Terms & Conditions

Content Agreement

This product contains content licensed from a third party. Therefore, the usage of this product is subject to the restrictions, terms and conditions set forth in the Photo Booth Content Agreement, which may be found at [Content Agreement - Face Place](#).

 The above agreement does not include enrollment for SmileContent+. If you are enrolled in SmileContent+, there is a separate agreement available via Back Office when you complete the SmileContent+ enrollment process. Details are available later in the manual.

Unit Unpacking & Assembly

Unpacking

1. Remove the outer cardboard to expose the shipping frame for disassembly.



2. Carefully remove the moisture resistant silver packing material.



Moisture resistant bag applied



Front Side with moisture resistant bag removed



Back Side (with installed privacy panel)



With default decals (note it should not be plugged in yet)

Removing From Skid


1. Remove all fastening screws as shown in the video below.



2. Create and fasten the ramp from the 2 triangular blocks wedged at each side of the unit, as shown in video below.



3. Remove the support rails as shown in the video below.

 *This step requires 2-3 people to perform safely.*

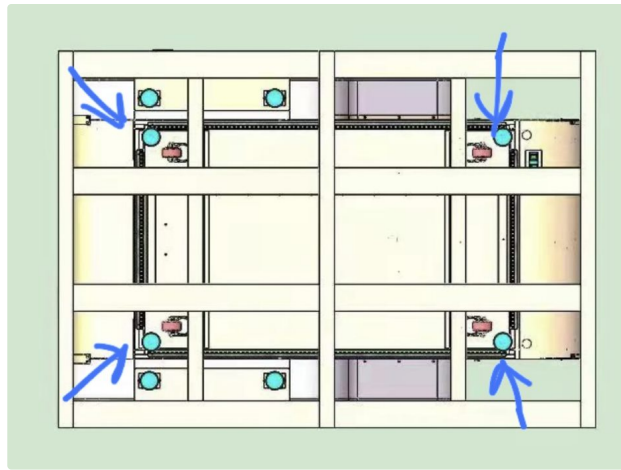


4. Before attempting to remove the Unit from the skid, raise the leg levelers allowing the Unit to move more easily.

i When placing the unit on location, please ensure that all 4 leg levelers are down and in the locked position (by using a wrench to tighten nut above leveling platform). Otherwise the unit will move freely on its wheels.




Raise leg levelers



Position of leg levelers from bottom view of unit

5. Roll the unit off the ramp.

 This step requires 2-3 people to perform safely and properly - the unit is very heavy and contains fragile parts.



Removing the Privacy Panel

If your booth came with a privacy panel and you want to remove it, you can do so easily by removing the screws with a power drill.



Unboxing Additional Parts



Power Cord

Used to power on the machine. See **Powering On** for steps on powering on your unit.

Keys

Use these keys to open the door to your unit.

Privacy Panel Plugs

Upon removing the privacy panel, insert these plugs into the holes where the screws were before.

Top Fan and Vent

The top fan and vent can be mounted with the attached mounting hardware. The vent is not necessary if your unit is indoor, but is recommended as it makes it more difficult for dust to enter the unit when not in operation, or other liquid from making its way into the unit.

⚠ It is highly recommended to mount the top fan and vent to protect your unit from overheating. When transporting, these should be removed and shipped separately.

Media

Unless you already had FP2001 media, your unit will most likely come with 1 or more boxes of FP2001 media. You need this media to operate your unit - this is the material that photos are printed on for your end customers.

i PHOTOMA only takes FP2001 media. ***This product will not operate with any media but FP2001.***



A box of FP2001 media

Equipment Overview

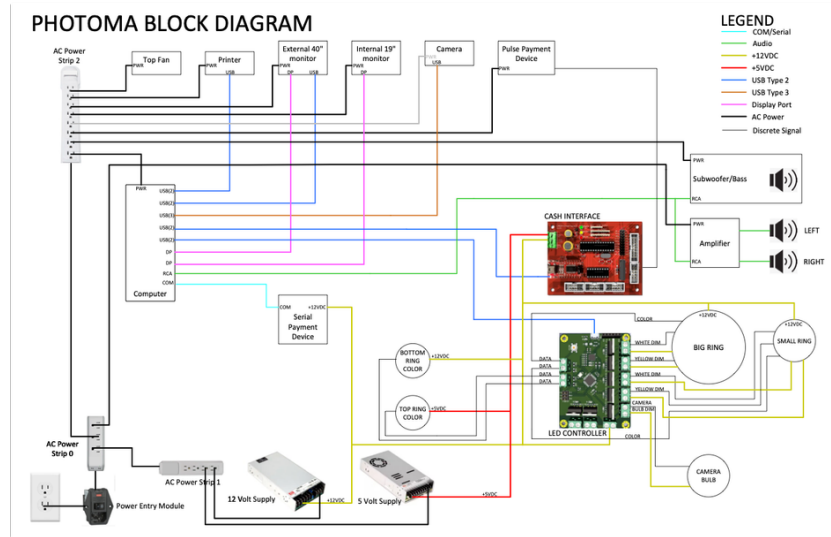
Cabinet

Basic physical specifications are listed below.

- Dimensions: L 70" W 32" H 83"
- Weight: 809lbs

Components Overview

Below is a simplified diagram that gives a broad system overview of components.



Computer

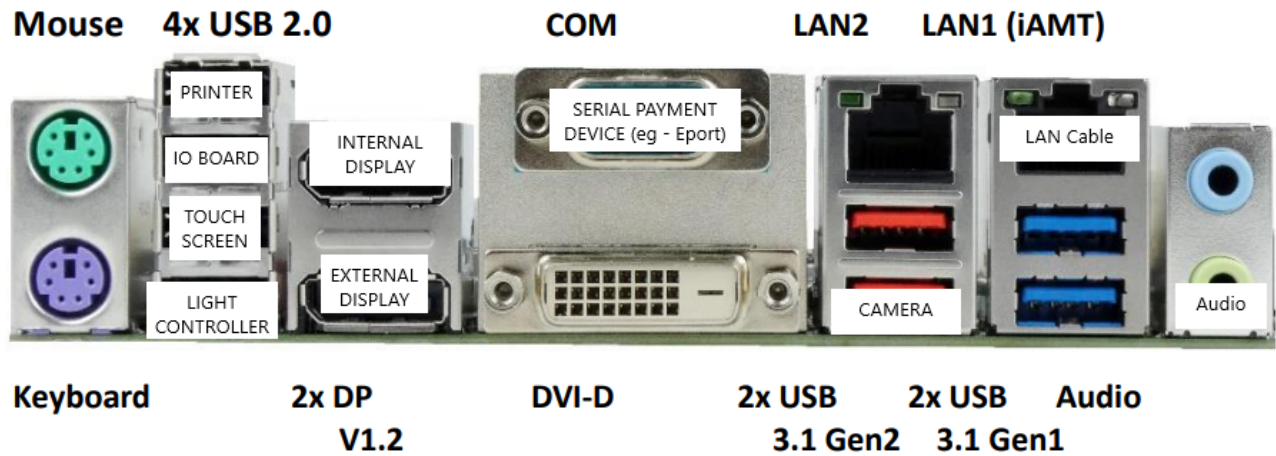
At the heart of every Faceplace product is our exclusive, proprietary digital entertainment platform. Over the lifetime of any product, new or different modules may become available to maintain Unit operation and provide opportunities to engage with your Patrons. The computer is responsible for coordinating and monitoring all the vital functions of your Unit.

While some versions of the computer may look or feel like personal computers please be aware that these are custom manufactured commercial computing modules that have been designed to operate under very specific conditions. **Removing or replacing the computer with another computing module will void any warranty for the Unit and can cause the Unit to become inoperable. Only use computers purchased from the manufacturer or a supplier explicitly authorized by Apple Industries.**

Do not switch ports of any USB peripherals connected to the computer unless explicitly told to do so by Customer Support. Peripherals should be connected as shown in the image below, which represents the back of the computer.



Front of computer, secured by industrial velcro straps. Ports are on back side.



Layout of computer peripherals from back of computer

Interactive Touchscreen

This product comes with an interactive touchscreen to navigate the many Consoles and Application experiences. This is your Patron's main way of interacting with the Unit during operation.

Certain service protocols might require a [wired keyboard](#) to complete, but only during active servicing.

External Monitor

An oversized 40" monitor is attached to the door panel. It is designed to attract Patrons, and you have full control over what content appears on this screen during operation.

Camera

Faceplace products come pre-installed with a camera to facilitate the many engaging Content Experiences available to your Patrons. This camera is ruggedized and specially designed to capture crystal-clear photo and video at extremely fast speeds, to enable real-time filters and segmentation. ***Always make sure your camera is plugged into a USB 3 port on the computer - do not switch ports of any USB peripherals on the computer unless explicitly told to do so by Customer Support.*** The camera can be maintained and adjusted via the *Management Console* while in operation.

Power Supplies

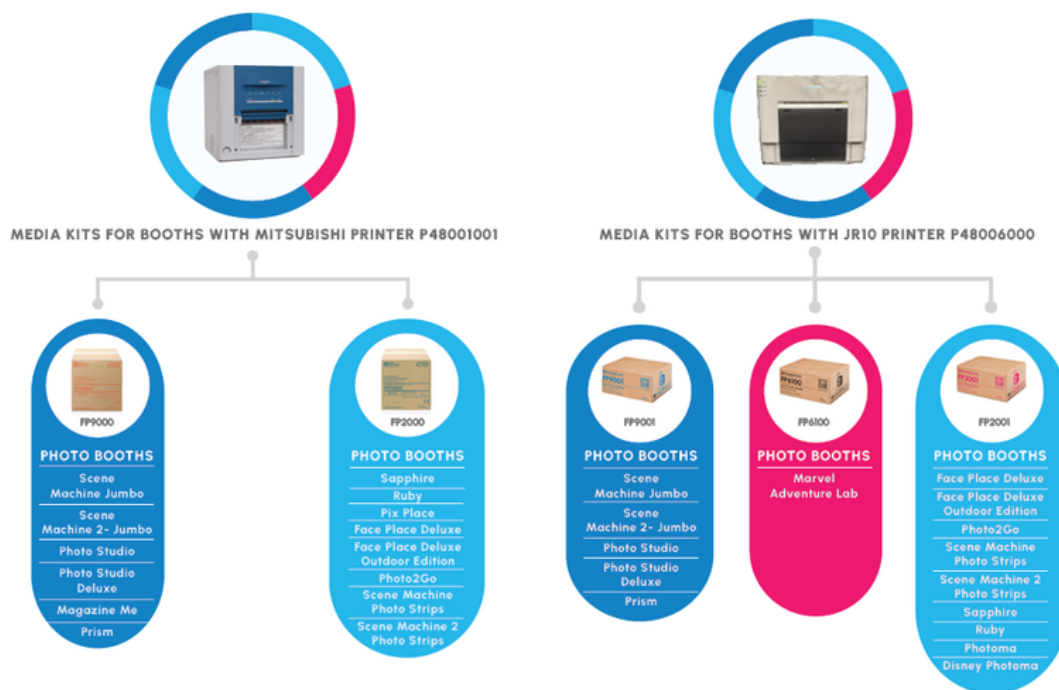
There is a 12V DC and 5V DC power supply included in the Unit, which power components as described in the block diagram above. Both power supplies are automatically switching*.

⚠ *If you received your PHOTOMA before August 2023, your 5V power supply is not automatically switching - though we do make sure the voltage is set correctly based on customer location in purchase order details, it is always advised to manually check your power supply is set to the correct voltage before powering on your booth. To do this, remove the power supply bracket, inspect the voltage switch exposed on the underside of the bracket, and switch to the correct voltage if necessary.

Printer

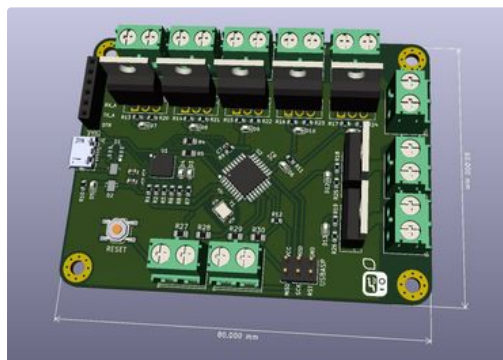
The Faceplace JR-10 printer is the latest custom manufactured printer from Apple Industries that produces the highest quality print at high speeds. For PHOTOMA, it operates with FP2001 media. If you are an existing customer, the diagram below may help demonstrate which media you can use with which printer.

MEDIA KITS



Light Controller

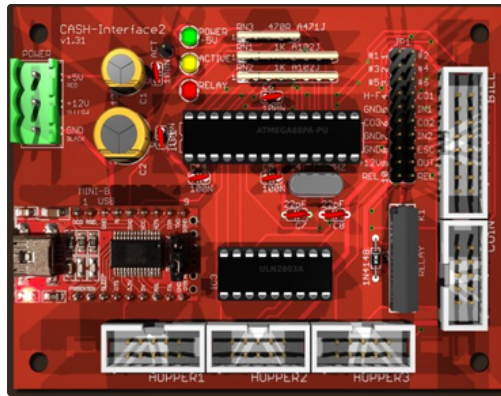
The light controller is a proprietary Faceplace design that enables synchronized, custom light effects. There are 6 different active lighting modules within the booth, all of which are controlled by the light controller. The light controller is powered by 12V DC power.



smileOS light controller

Pulse Payment Interface (“IO Board”)

The pulse payment interface is a custom board provided by Faceplace that enables reliable pulse-based payment, upon connecting pulse-based payment devices. Main functions of the pulse payment interface is powered by 5V DC, though ancillary functions are powered by 12V DC.



smileOS IO Board

Payment Devices

Payment devices, unless explicitly mentioned on your purchase order, are not included with the unit. There are 2 blockout plates that are easily removable for installation of standard payment devices. Most standard pulse-based devices are compatible, and we have further installation details for standard and recommended devices later in this manual.

Internet Connectivity

Internet connectivity is required for operation of your PHOTOMA. Hardwire via ethernet, WiFi, and cellular connectivity are all options for connecting your Unit to internet. Details on getting started with internet connectivity are available later in the manual.

Getting Started

There are 3 major requirements for getting your PHOTOMA operational:

1. Your unit must be connected to internet - ***make sure you have the necessary hardware and plan for connectivity set in place BEFORE you receive your unit***
2. Your unit must be registered with the Back Office ([Back Office](#)) - *(this step is completed by Apple Industries at the factory)*
3. You must complete First Time Setup for your unit - ***you will receive an email with instructions on how to do this once your unit leaves the factory***

Details instructions for the above are given below.

Powering On

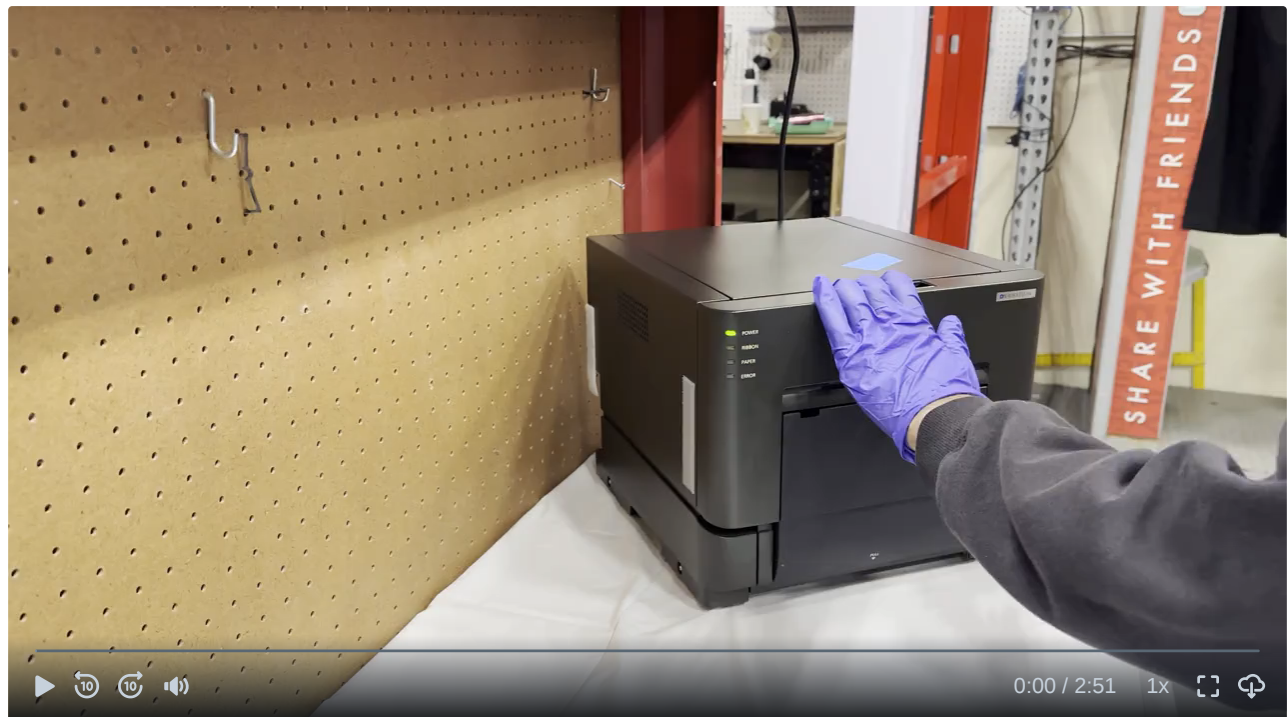
Connect the IEC/power plug from the outlet on the underside of the unit to an AC power outlet. The switch is located on the underside of the unit on the side of the door, about 1 foot in from the point specified on the image below. The outlet is located directly next to the switch. Upon powering on, you should see the 2 ring lights, bottom lights, and monitors all turn on, *though note that the top light will not turn on immediately - the top light only turns on when a photo is being taken.*



Load Media into Printer

Note - Media is purchased separately and not included with the printer or the booth.

Take your FP2001 media (both paper and ink ribbon) out of the box and load it into your JR-10 Printer by following the steps in the video below.



Connecting to Internet

There are 3 recommended ways to get your unit online / connected to internet - hard-wire, cellular, and WiFi.

In the following solutions, some network configuration may be required and you may have to close the PHOTOMA application to complete this. To close the application, you can simply connect a keyboard via USB (there are 2 open USB ports on the front of the computer) and hold alt-F4, or open task manager and exit the application.

Hard-Wire

This option is best if you have an existing modem/router close by, outside your unit, and can easily run a cable safely from the unit to said modem/router. It should not be required to close the application with this solution - internet connectivity should simply work upon connecting the cable.

In this solution, you are connecting to an existing modem/router that is stationed outside of your unit. Connect one end of the LAN cable (ethernet cable) to the ethernet port in your modem/router. Then connect the other end to the ethernet port on the back of the computer (to one of the LAN ports).

Cellular Modem

This option is best for most scenarios, where the unit is standalone (not near any external modem) and you don't have access to reliable WiFi. It is also most often the safest connectivity option from a cybersecurity perspective because you have complete control over your network. It is not necessary to run any wires out of the booth, so it is easier in that respect than the hard-wire solution.

In this setup, you connect a 4G LTE modem (4G LTE is recommended for reasons described below in Detailed Network section) to the computer via a LAN cable (eg - ethernet). You must activate and insert a compatible SIM card into the modem, much like you would to a smartphone. You can power the modem in one of the remaining outlets in the power strip in the unit. Attach the antennas to the modem (magnetic antennas are preferable, as they will attach easily to the steel frame of your unit) and run them to the top of the booth so that they point directly up (or however you get the best signal). Depending on where you are, the signal may be strong enough to keep the antennas inside the booth.

1 recommended modem for US-based customers is the Netgear LM1200, though there are many options.

To configure your router/modem, please read your device's installation manual. You may need to use a web browser, which we recommend Microsoft Edge (already downloaded), which you can launch after closing the application as described above.



If you are interested in buying internet from Apple Industries (modem hardware and cellular service with sim included), we may offer this as a service in the near future if there is enough interest. Please inquire if you are interested.

WiFi

This option is best if you have access to a reliable WiFi network - *it is strongly discouraged to use guest/public WiFi networks, this will jeopardize your system and data.* In this solution, you can simply use the antennas attached to the computer and enter the wifi information from Windows Network Settings.

Detailed Network Requirements

Firewall Settings / Port Access

In order for the Photobooth to properly communicate with the various web services needed, the following ports will need to be opened on your network for outgoing communication so that the Photobooth can communicate properly:

1. 20 - FTP Access
2. 21 - FTP Access
3. 25 - SMTP Access
4. 80 - HTTP/S Access
5. 443 - HTTP/S Access

If instead you would prefer to only whitelist the following domains, you will have to contact us for the appropriate list of domains at help@faceplacephoto.com.

Also, it is necessary for Outbound ICMP to be opened as the Photobooth utilizes PING to verify that the network is properly working before enabling the necessary web services. If your unit is not configured to do this (it is by default), please contact tech support (help@faceplacephoto.com).

Suggested Security Settings

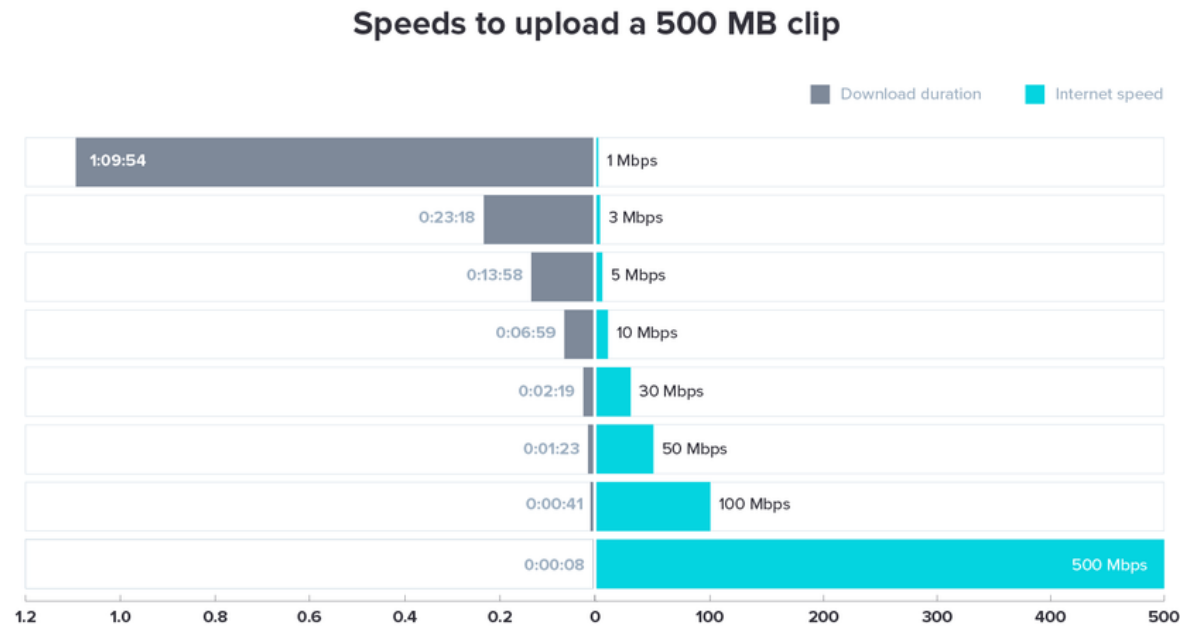
Windows Defender firewall is on and configured by default, but here are some other recommended settings if you plan on connecting your photo booth to a private wifi network in a secure fashion. We highly discourage usage of a public wifi network due to high risk and network vulnerability you will be exposing the photo booth to.

- 1. Make sure routers are updated on a regular basis with updated firmware, strong passwords being reset at a reasonable frequency.
- 2. Connect to the router using WPA2 setting and set encryption type to AES if possible. If WPA2 is not possible, this may be a sign that the router is outdated and more vulnerable.
- 3. Make sure WPS (Wi-Fi protected setup) is Off on your router - this will prevent devices like phones and smart gadgets from pairing over the network. Look for the WPS button on your router and make sure it is turned off.

Speed Requirements

We recommend a speed of at least 10Mbps, which is reasonable with any modern cellular modem or hotspot. If your internet speed is lower than 10Mbps, you can try purchasing an antenna/repeater and placing it on top of the booth, or changing cell providers by getting a different SIM (eg - switch from T-Mobile to Verizon). If your internet speed is lower than 1Mbps, you may experience significant issues because downloads that take too long may timeout and fail - and if this continuously happens and retries, it may cause you to use significantly more bandwidth than if you were to have faster internet.

The graph below show how long it takes to download a 500MB file based on your internet speed. Our downloads will almost never be that large - content and software updates will mostly range from 10MB - 50MB. At 10Mbps, a 50MB file should take about 42 seconds.



Bandwidth Usage

Average bandwidth usage for a standard booth is <2GB/month, though at very high volume locations, or if extensive remote support is necessary, or if content is frequently updated, this number can go higher.

If your booth is enabled with oobe, this number can be significantly higher, as a video and images are securely uploaded to the cloud for each experience (see [more about oobe here](#)). Each experience averages about 2MB - 4MB (variability here depends on file size of strip designs), so here are some example calculations to demonstrate:

- 1000 experiences / month * 3MB/experience = 3GB/month additional from oobe (so expect ~5GB/month total)
- 500 experiences / month → 1.5GB/month additional from oobe (so expect ~3.5GB/month total)

For detailed network requirements on port access, recommended bandwidth, suggested security

Registering your unit in the Back Office

The Back Office is your go-to tool to manage your photo booths, giving you visibility on revenue, service info, content, settings, collections, and more. We are constantly updating the Back Office to make operating a Faceplace photo booth as seamless as possible.

If you own a Face Place photo booth, you have free access to all the basic features of the Back Office, and all your units should be automatically registered. You just need to set up an account!

i If you don't already have a Back Office account, email us at help@faceplacephoto.com and we'll get you started immediately.

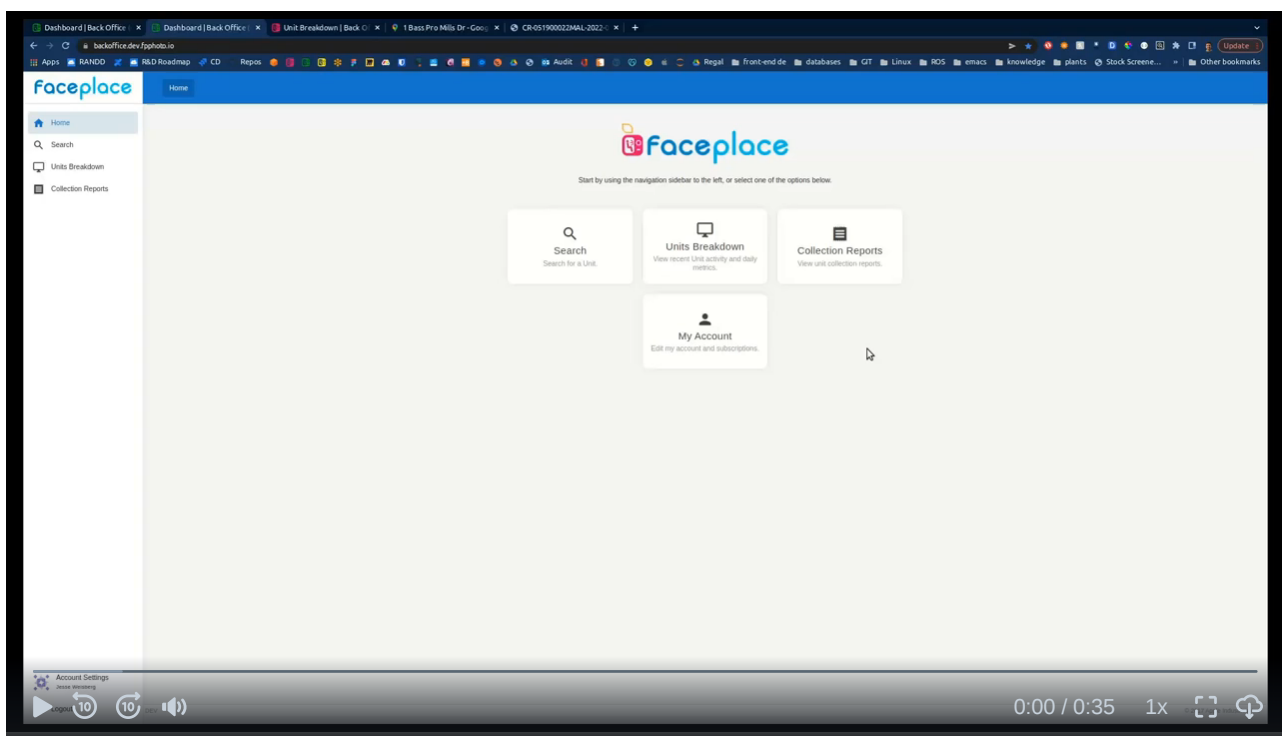
When you receive your unit, you can search by the serial number which should be included on your Purchase Order. Nickname of your unit will also be included on your Purchase Order as the PM#. If you can find your unit, it has been registered and transferred to your Organization and Operator correctly!

i Your unit should already registered with the Back Office under your Organization, and this information should be emailed to you before you receive your unit.

30 second video below shows how to search for a unit in the Back Office. As of writing this, you can search by:

- Nickname
- Serial Number
- HDID (Hard Drive ID)

After finding the unit, you can click the unit and see it's unit dashboard for more info.



More information on using the Back Office is available on the pages below, but will also be covered later on in this manual.

Completing First Time Setup

When your unit is completed and shipped from our factory, you will get an email asking you to complete First Time Setup for your unit.

Here's what you need to do:

1. Click on the link in the email to complete your First Time Setup
2. Complete the First Time Setup in the Back Office
3. Now, when you power on your unit, if it's connected to internet, it will pull down all of the settings as completed in the First Time Setup in the Back Office.

Units

h2 backoffice.dns.fypphoto.co.uk/units?pageno=&count=20&sort=by=VENDOR_TOTL_REVENUE&orderby=DESC&unitid=PHO

faceplace

Search

Organizations

Units

Snapshot

14 Day Runoff

OSBI

Vend Activity

Collection Reports

Diagnose/Logs

Booth Software

Reports

Import

Unit Transfer

Products

Lead Times

Serials/Customs

Legacy Content

Accounts

Access Control

My Account

Support

Logout

Units Snapshot

Serial Nickname Organizations Operator Product Status Date Sort By Order By Per Page Columns

PHO

None Selected

None Selected

0 / 13 Selected

0 / 4 Selected

14 DAY RUNOFF

14 DAY RUNOFF

UNIT	SERIAL	NICKNAME	PRODUCT	ORGANIZATION	OPERATOR	PRINTER	PRINTS REMAINING	PRINT RECORDED AT	YESTERDAY (THURSDAY, JULY 13)	TOTAL	TODAY (FRIDAY, JULY 14)				
STATUS									PRINTS	CASH	CREDIT	PRINTS	CASH	CREDIT	TOTAL
IN	011200001PHO		PHO	Apple Industries	Production & Logistics	READY	389	4 months ago	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	022100001PHO	Kyle Testing First Time Photos	PHO	Kyle's Dev	Same Time	-	-	-	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	032100001PHO	Phil Day	PHO	Apple Industries	Apple Photo Booth	READY	32767	last month	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	032100002PHO	last SOS serial via email	PHO	IB OBG	IB OIP	READY	683	4 months ago	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	052100001PHO	Warehouse Photoma NEW	PHO	Apple Industries	OB	Printer status unavailable	-1	last month	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	052100002PHO	Warehouse Photoma	PHO	Apple Industries	Apple Photo Booth	-	-	-	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	052100003PHO	Warehouse Photoma 3	PHO	Apple Industries	Apple Photo Booth	-	-	-	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	062100001PHO	Photoma P50	PHO	Apple Industries	Apple Photo Booth	READY	477	2 weeks ago	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	062100002PHO	Danny Photoma Teste	PHO	Apple Industries	Apple Photo Booth	READY	687	last month	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	062100003PHO	Phil dev PHO Test 1	PHO	Apple Industries	Apple Photo Booth	READY	32767	14 hours ago	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	062100004PHO	Warehouse Photoma P50 Test 4	PHO	Apple Industries	Apple Photo Booth	READY	32767	2 days ago	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	06210001PHOT	Photoma Test oc	PHOT	Apple Industries	Apple Photo Booth	-	-	-	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	02P500009PHO	IMPORT TEST 1	PHO	Apple Industries	Apple Photo Booth	-	-	-	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
IN	02P51345PHO	IMPORT TEST 1	PHO	Apple Industries	Apple Photo Booth	-	-	-	0	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00

1 - 20 of 14

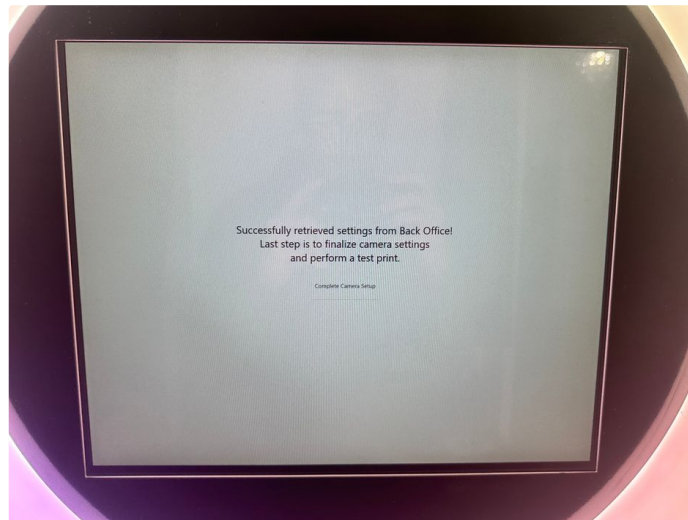
First Time Setup Walkthrough

Starting the Application (on Freeplay)

1. Powering on your booth, you should see the following smileOS boot logo with the attract light mode playing.



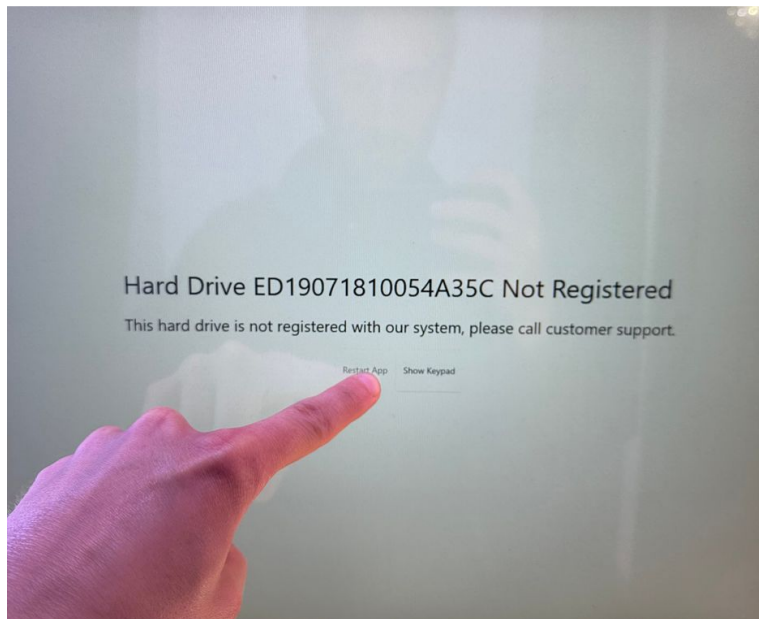
2. If you have completed First Time Setup as shown in the video above, the screen you will be presented with after the startup sequence will look like this. At this point, complete the camera setup and perform a test print. When you are satisfied with the results, select "Save and Exit", which will restart the application and bring you to the attract screen. You can now run the application in Freeplay.



i If you have not completed First Time Setup, a QR Code will appear which will link you to the First Time Setup. After completing First Time Setup, the application will bring you to the screen shown in (2) and prompt you to complete your camera setup.



⚠ If the screen below appears on your unit upon startup, please contact help@faceplacephoto.com.

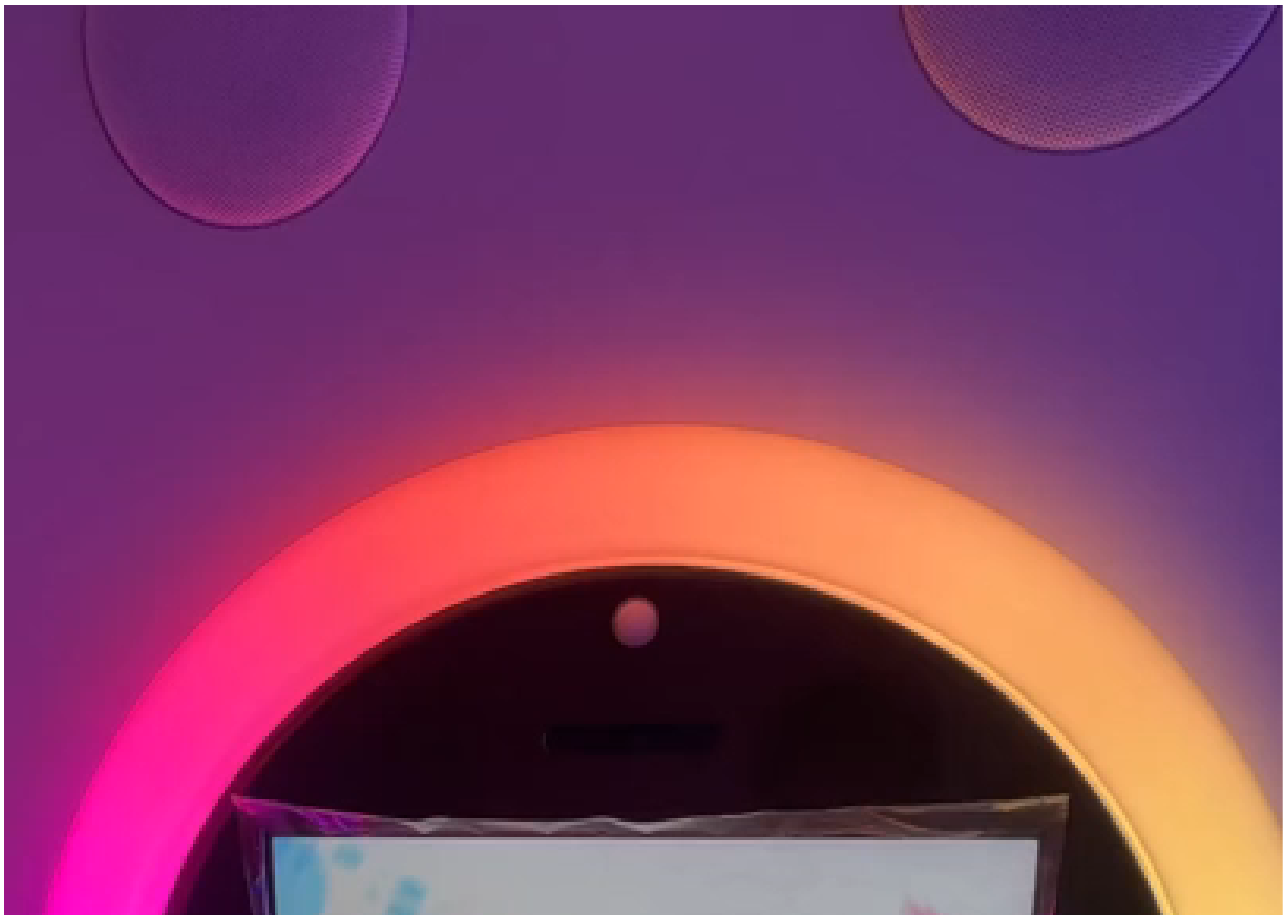


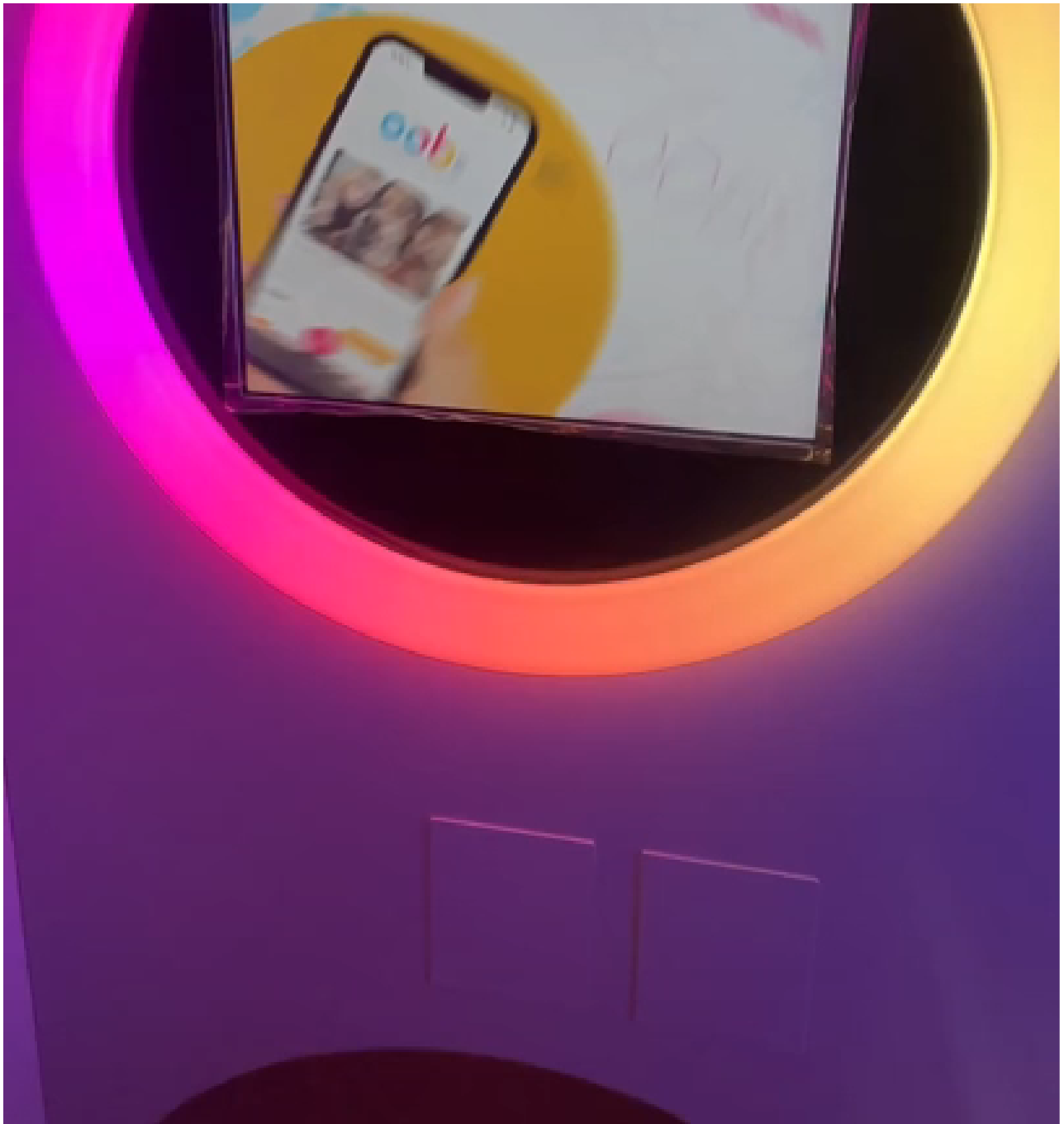
Application Walkthrough (in Freeplay)

Once you have completed all the above, if your unit is set to operate on Freeplay, you can run through the application below with no payment devices.


If you need to set your unit to Freeplay, do the following:

1. Go to your Settings your unit's Unit Dashboard
2. Select "Enable Freeplay"
3. click "Save"
4. Open your unit's configuration console by tapping the bottom center of the screen 5 times and entering your access key, which is 12345 by default (but you can always check and change in your Unit Dashboard on the Back Office). The settings you just saved in the Back Office will now be updated on your unit.
5. Click Save & Exit at the bottom of the screen, which will relaunch the application in Freeplay.








 Please that audio was disabled for this video for the sake of clarity.

Payment Device Installation

 Make sure the unit is completely powered off before following any of the steps in this section, otherwise you are at high risk of damaging components.

By default, for all US-based customers, PHOTOMA comes with:

1. ICT A6 bill acceptor with pulse interface (or similar)



ICT A6 bill acceptor

2. ePort G9/G10/G11 Telemeter and Terminal, along with Isolation interface and Serial interface



ePort G11 Telemeter (left) and Terminal (right)

Having this setup ensures your unit is *multi-price capable*, meaning your unit can have products with different prices (which has proven to earn significantly more revenue).

i For non-US locations, please contact us for help on how to best set up your payment devices. This varies based on devices available in your country.

Serial Device

ePort G9/G10/G11 is the only available credit/EMV device that is *multi-price capable* with PHOTOMA. More devices are being made compatible in the near future.

Hardware Setup

A serial cable is connected directly from the telemeter to the computer.

i Factory default setup will have the hardware setup complete before receiving.

Back Office Setup

All you need to do is check the “enable serial ePort” in your Unit Dashboard settings on the Back Office to enable this device. Serial Port should always be COM1.

Activation

With some devices, like the ePort, you must contact the Payment Service Provider to “Activate” your device. For Cantaloupe, the preferred method is emailing activations@cantaloupe.com with the serial # of your device.


⚠ Please note this process may take 48+ hours, so please do this in advance of receiving your PHOTOMA.

ePort seedlive Configuration


The serial interface requires a special configuration for your ePort device. Please make sure the following settings are set.

You can go through SeedLive, on the **Device Configuration** page you should be able to change:

1. Property VMC Interface Type [1500] to Serial Edge
2. Property Aux Serial Port Select [1107] to 2 - Serial Edge.

Application Settings 	
VMC Interface Type	<input type="text" value="6 - Serial Edge"/>
Sets VMC or Kiosk Interface type. Most devices support interfaces 1-6. ePort G9 or G10 with firmware >=2.04.005 supports interfaces 7 and 8. If set to either 7 or 8, the ePort will disable MDB Alerts. Default: 1 - Standard MDB	
Aux Serial Port Select	<input type="text" value="2 - SERIAL EDGE"/>
Sets how the Aux Serial Port is used. Most G9 devices support 0-2. G9 rev >=2.04.005 supports 4. Property list version >= 27 is needed to support 5. Default: 0 - DIAGNOSTICS (Default)	
Cash Transaction Recording	<input type="text" value="1 - Enabled"/>
Enables or disables recording of cash transactions. It supports MDB and Coin Pulse VMC Interface Types. Default: 1 - Enabled	
Two-Tier Pricing*	<input type="text" value="0.00"/>
Amount added to the sale amount per each vended item. Default: 0.00	
Welcome Message Line 1	<input type="text" value="Swipe or Tap"/>
The device will show this message on the top line of the display when the card reader is enabled. If this value is empty, the device will show its internal message (' Use Your Credit'). To change this message type English text in the ENGLISH box. If French is required, French text can be added to the 'ALTERNATE' box (displayed when Property 2016 is set to '2', '3', or '4').	
Welcome Message Line 2	<input type="text" value="To Start"/>
The device will show this message on the bottom line of the display when the card reader is enabled. If this value is empty, the device will show its internal message (' or Debit Card '). To change this message type English text in the ENGLISH box. If French is required, French text can be added to the 'ALTERNATE' box (displayed when Property 2016 is set to '2', '3', or '4').	
Attract Message Line 1	<input type="text" value="Pay Here"/>
The device will show this message on the top line of the display when the card reader is enabled. If this value is empty, the device will show its internal message (' Swipe Or Tap '). To change this message type English text in the ENGLISH box. If French is required, French text can be added to the 'ALTERNATE' box (displayed when Property 2016 is set to '2', '3', or '4').	
Attract Message Line 2	<input type="text" value="To Take Photo"/>
The device will show this message on the bottom line of the display when the card reader is enabled. If this value is empty, the device will show its internal message (' To Begin '). To change this message type English text in the ENGLISH box. If French is required, French text can be added to the 'ALTERNATE' box (displayed when Property 2016 is set to '2', '3', or '4').	
Minimum Allowed Vend Amount*	<input type="text" value="0.20"/>
The device will decline any vend request from the vending machine with the amount lower than this amount. Default: 0.20	
Disable Message Line 1	<input type="text" value="Tap Screen"/>
The device will show this message on the top line of the display when the card reader is enabled. If this value is empty, the device will show its internal message ('Cards Offline'). To change this message type English text in the ENGLISH box. If French is required, French text can be added to the 'ALTERNATE' box (displayed when Property 2016 is set to '2', '3', or '4').	
Disable Message Line 2	<input type="text" value="To Start"/>
The device will show this message on the bottom line of the display when the card reader is enabled. If this value is empty, the device will show its internal message ('by Vendor'). To change this message type English text in the ENGLISH box. If French is required, French text can be added to the 'ALTERNATE' box (displayed when Property 2016 is set to '2', '3', or '4').	

Here is an example device configuration from the seedlive website. You can copy this configuration to your device and click **Save & Send** at the bottom of the screen to send this new configuration to your device. To load the new device configuration on your physical ePort device, you just need to hold the service button on the telemeter for 5 seconds and release (or power off and back on again) .

 Make sure your ePort device has the latest firmware - to do this, make sure you leave your device powered on and connected to internet overnight (Cantaloupe pushes firmware updates during off hours).

Pulse-Based Payment Devices

Hardware Setup

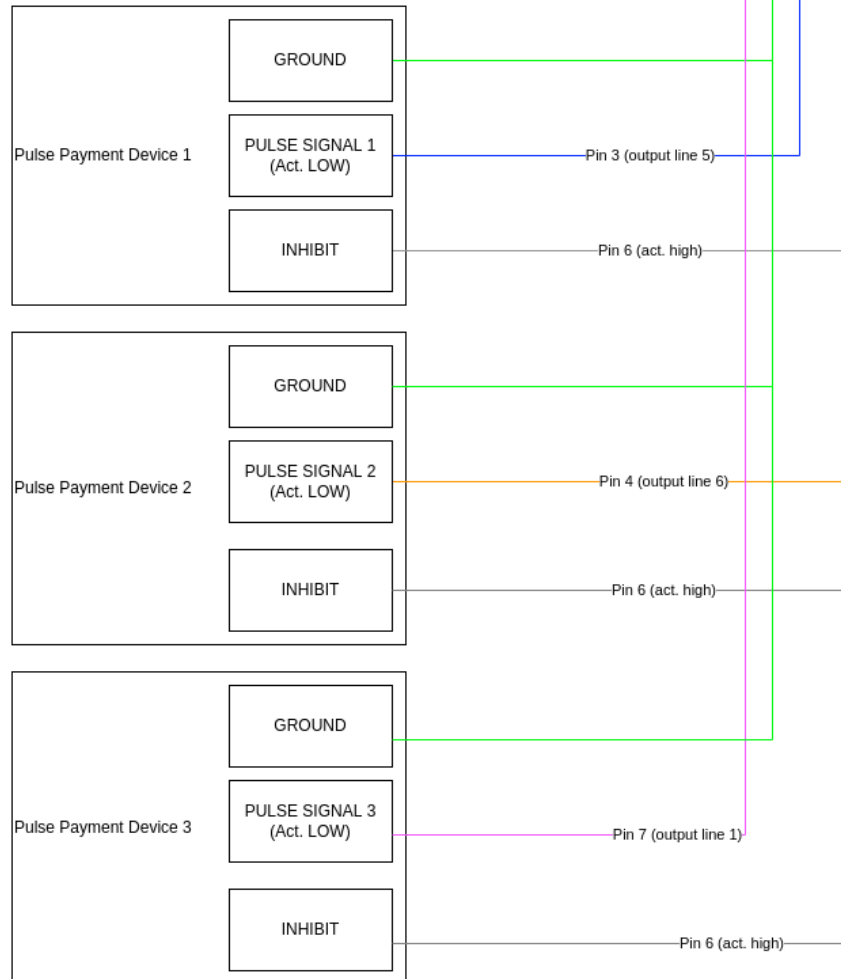
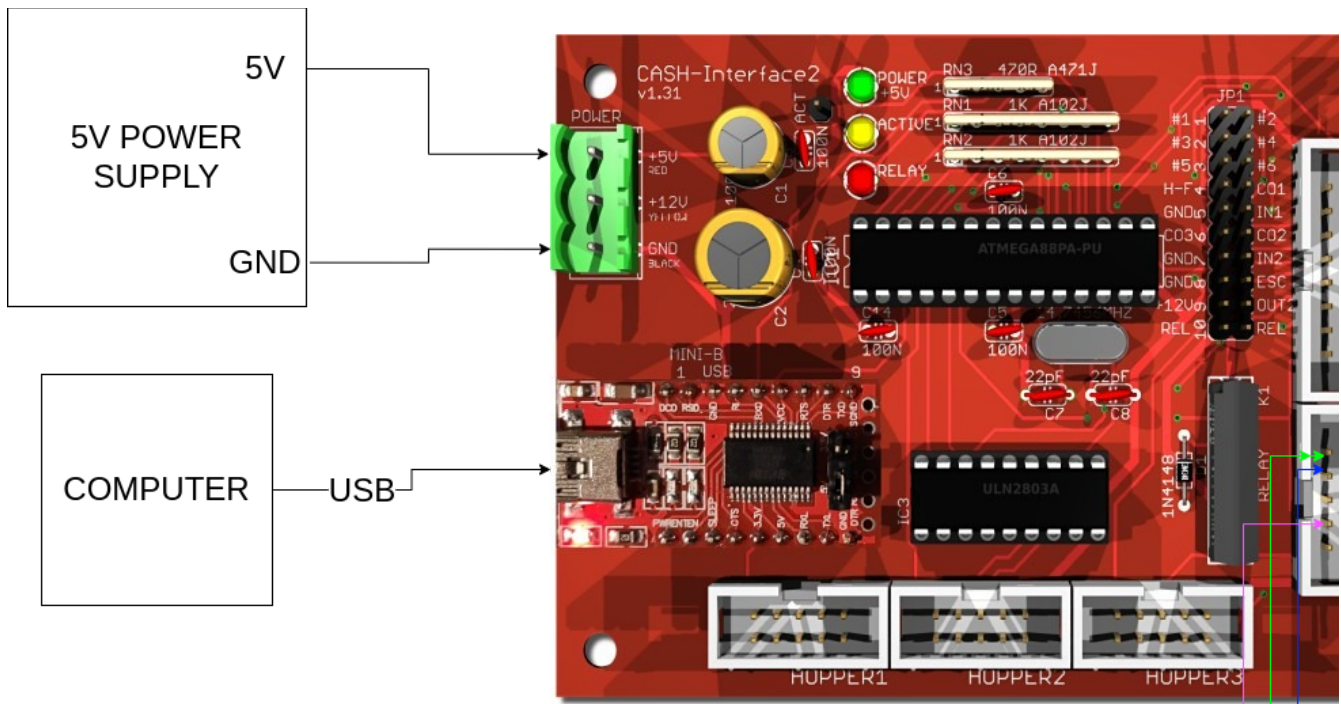
Overview

A "Pulse Payment Board" or "IO Board" comes installed on each booth. It is installed in the same general area as the light controller, and the only wiring necessary from the factory is the +5V/GND, which should be connected to the 5V Power Supply, along with a Type A to Mini-B USB that connects to the computer. The board is installed on spacers to create sufficient insulation, ensuring clean pulse signals for precise payment reporting.

You can set up to 7 different pulse-based payment devices using our new pulse payment board. The below diagram shows you how to set up 3 different pulse payment devices (eg - coin acceptor, bill acceptor, etc.). After wiring correctly, you must access the settings of your device (through the back office or tap 5 times at bottom center of screen and enter access code) and under **Payment Settings** set the **Channel** to the corresponding **Output Line #**.

So in the below example:

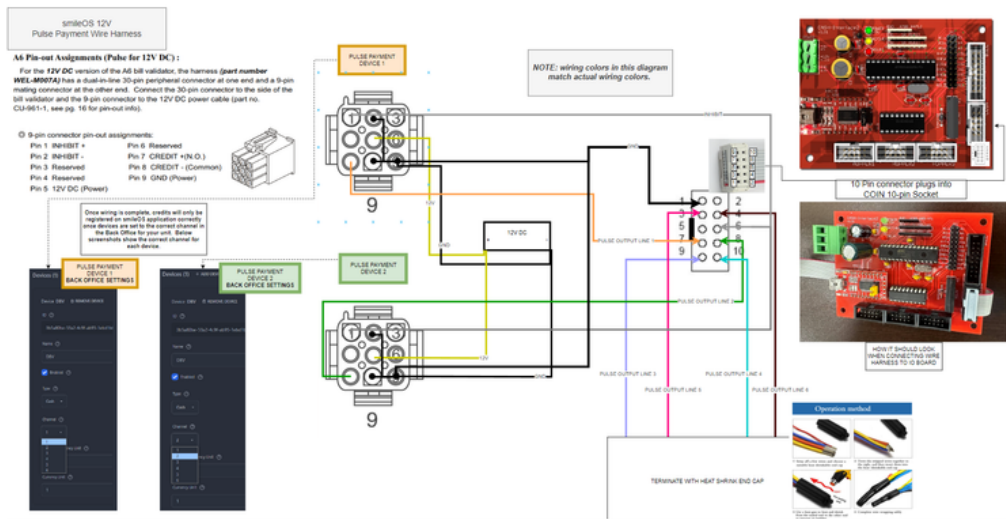
- Pulse Payment Device 1 → channel 5
- Pulse Payment Device 2 → channel 6
- Pulse Payment Device 3 → channel 1



Using the Included Wire Harness

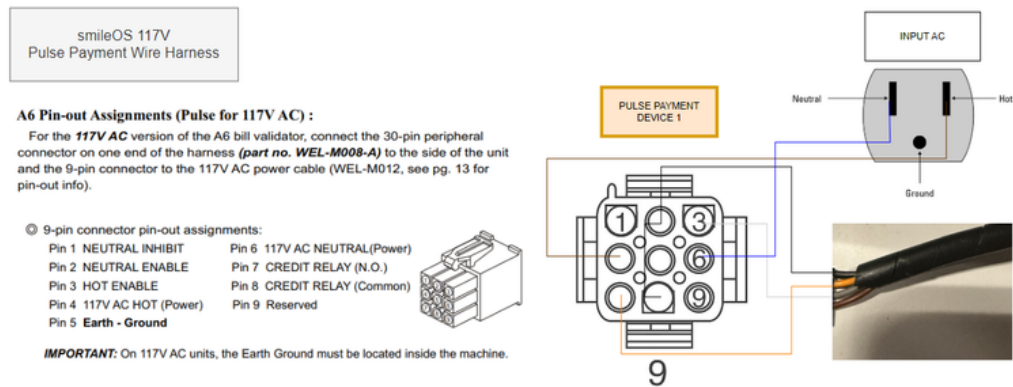
Each PHOTOMA comes with the following wire harness to wiring your pulse-based payment devices super quick. Two 9-pin molex connectors are provided, each for a different pulse device. These connectors are designed to work with a WEL-M007A harness on an ICT A6 DBA, and correspond to payment channels 1 (orange) and 2 (green) on smileOS respectively, though they can be repurposed for your

needs, using the diagram below to guide you. You can also create your own wire harnesses for channels 3, 4, 5, and 6. The pulse lines for these are provided without a harness, to be used at your disposal for custom wire harnessing.



Two 9-pin molex connectors, designed to work with ICT A6 12V wire harness, are provided by default for convenience of connecting 2 pulse-based devices

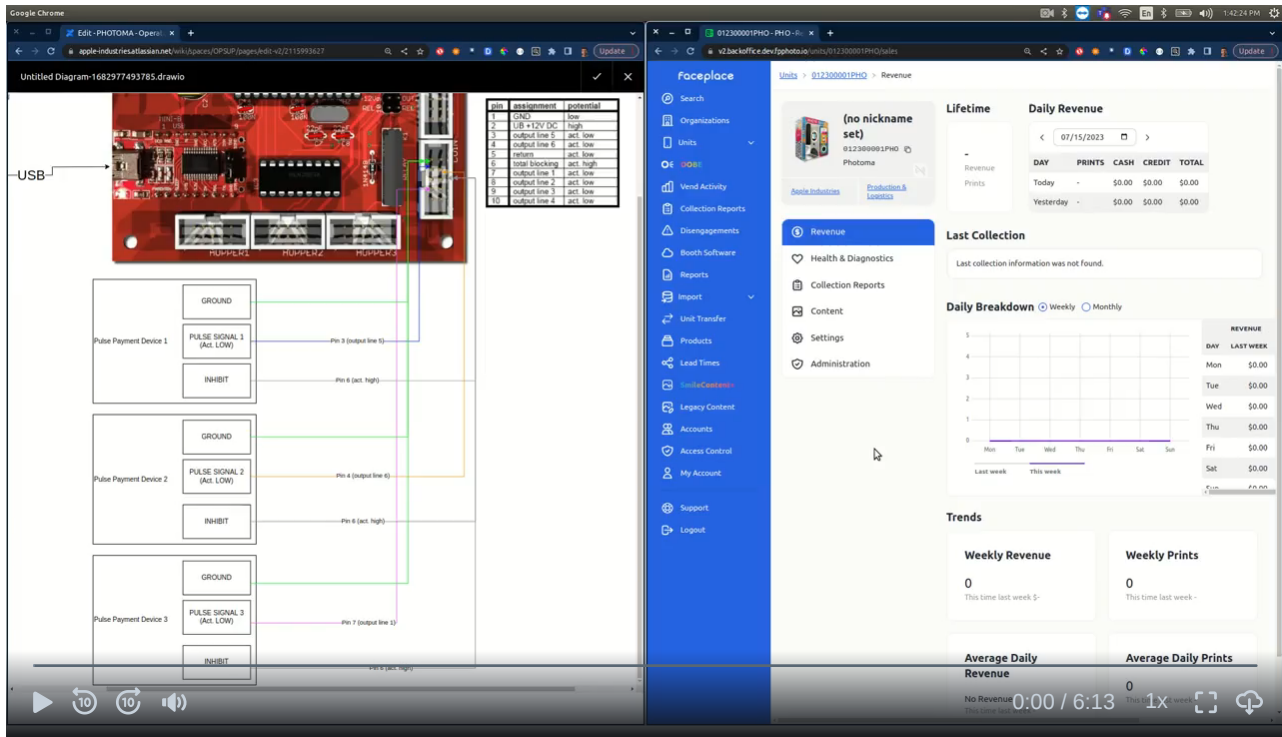
i If you received your PHOTOMA before November 2023, you would have received the wire harness below (not what is detailed above).



Back Office Settings

After wiring correctly, you must access the settings of your device (through the back office or tap 5 times at bottom center of screen and enter access code) and under **Payment Settings** set the **Channel** to the corresponding **Output Line #**. Each payment device can be labeled whatever you want, though there are only 3 selections of revenue associated with each payment device - cash/credit/card.

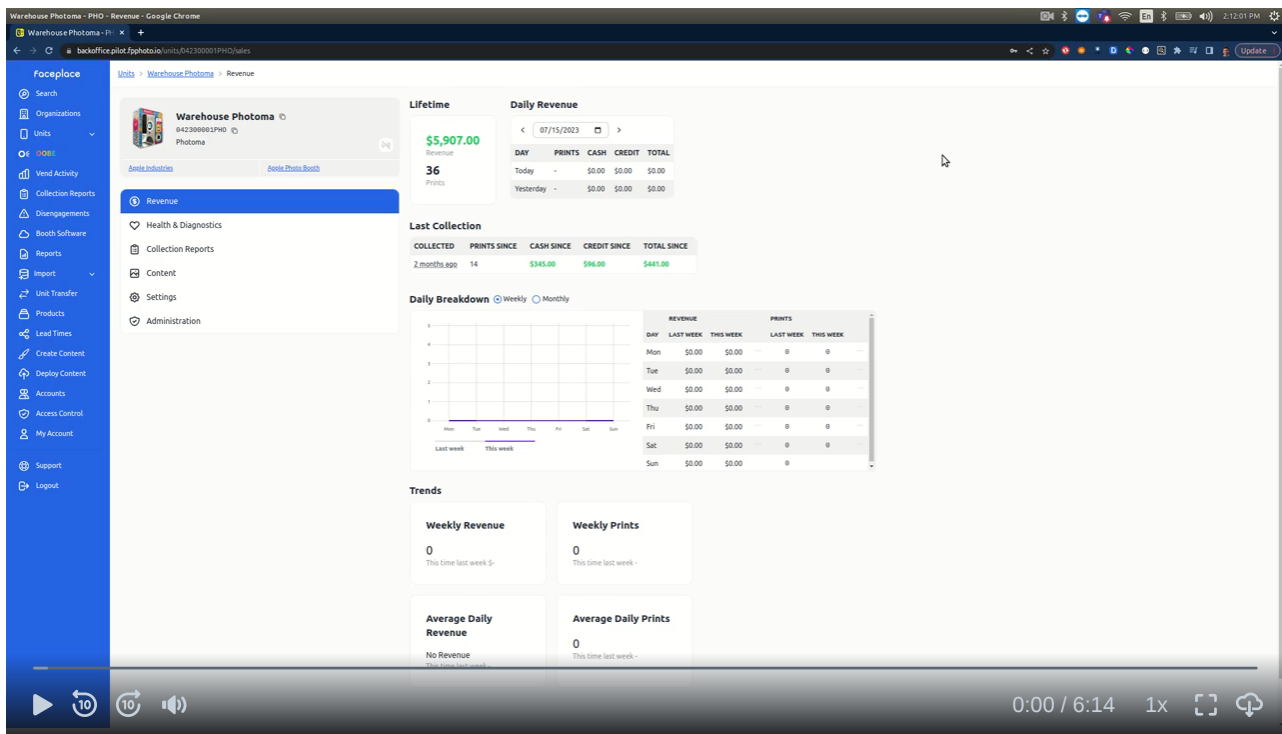
i If you went with the factory default setup, your bill acceptor will be set up on channel 5 with 1 Pulse Per Unit Currency, such that \$1 will convert to 1 credit in the application. That is why these are the default settings in First Time Setup.



Quick Tutorial on how to correctly set pulse-payment device settings in Back Office

Verifying Payment Device Setup

Aside from simply checking if credits are registering as you expect when inserting payment to your devices, the below video shows how you can quickly and easily verify all your payment devices are working correctly using the Back Office. Furthermore, it describes how you can identify which Engagements correspond to which payment devices, which are important for understanding customer trends at your locations and potentially with handling any customer disputes like refund requests.



Verifying payment devices work correctly using the Back Office

Mounting Your own Payment Devices

Included Hardware

1. (1) Dollar Bill Acceptor(P11001001-B)
2. (1) ePort Telemeter and Terminal (P19001001-1[Verizon] or P19001008[AT&T])
3. (1) Mounting plate for ePort - black (P30006010-1)
4. (1) Mounting plate for DBA - black (P30006010-1)
5. (4) nuts for ePort Terminal
6. (4) screws for ePort Terminal
7. (8) nuts for DBA

Additional Included Hardware

 ***You must contact customer support before ordering so we can make sure to send you the necessary Additional Included Hardware. You may not require all Additional Included Hardware and we will only send it if necessary.***

1. Secondary mounting plate for ePort Terminal (P30006004)
2. Drilling Template for ePort

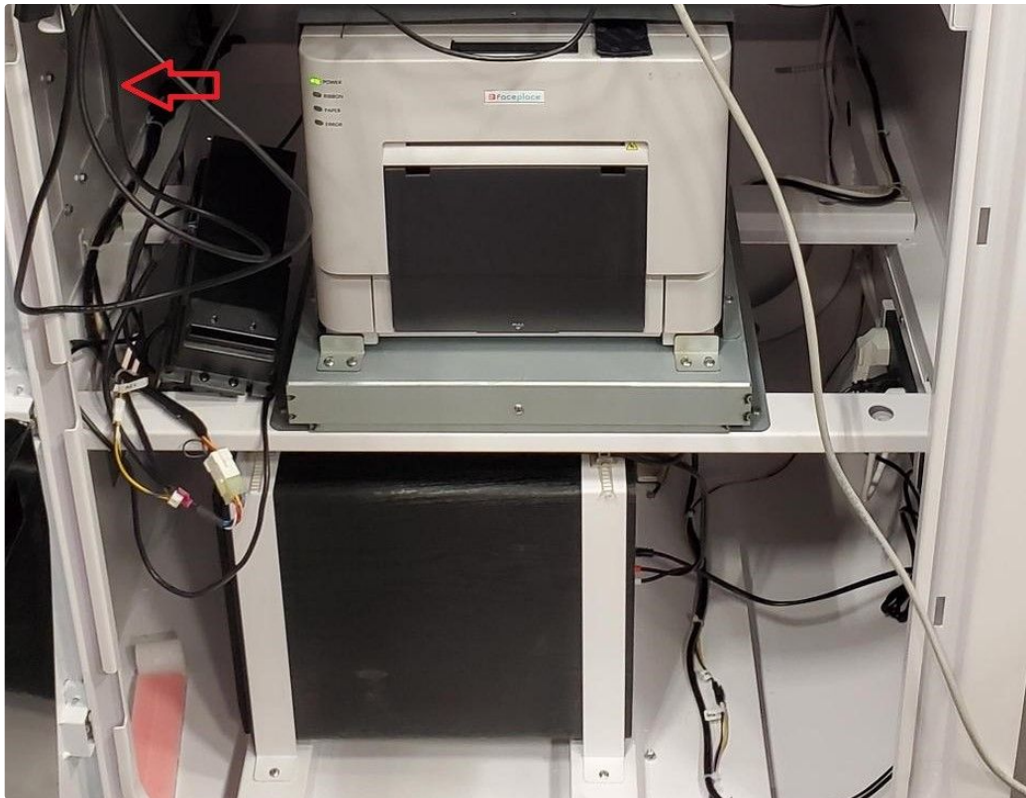
Required Tools

1. #2 Phillips Screw Driver, Short (Stubby)
2. #2 Phillips Screw Driver, Regular length
3. Drill with 3/16" metal bit
4. Socket wrench with 8mm ratchet

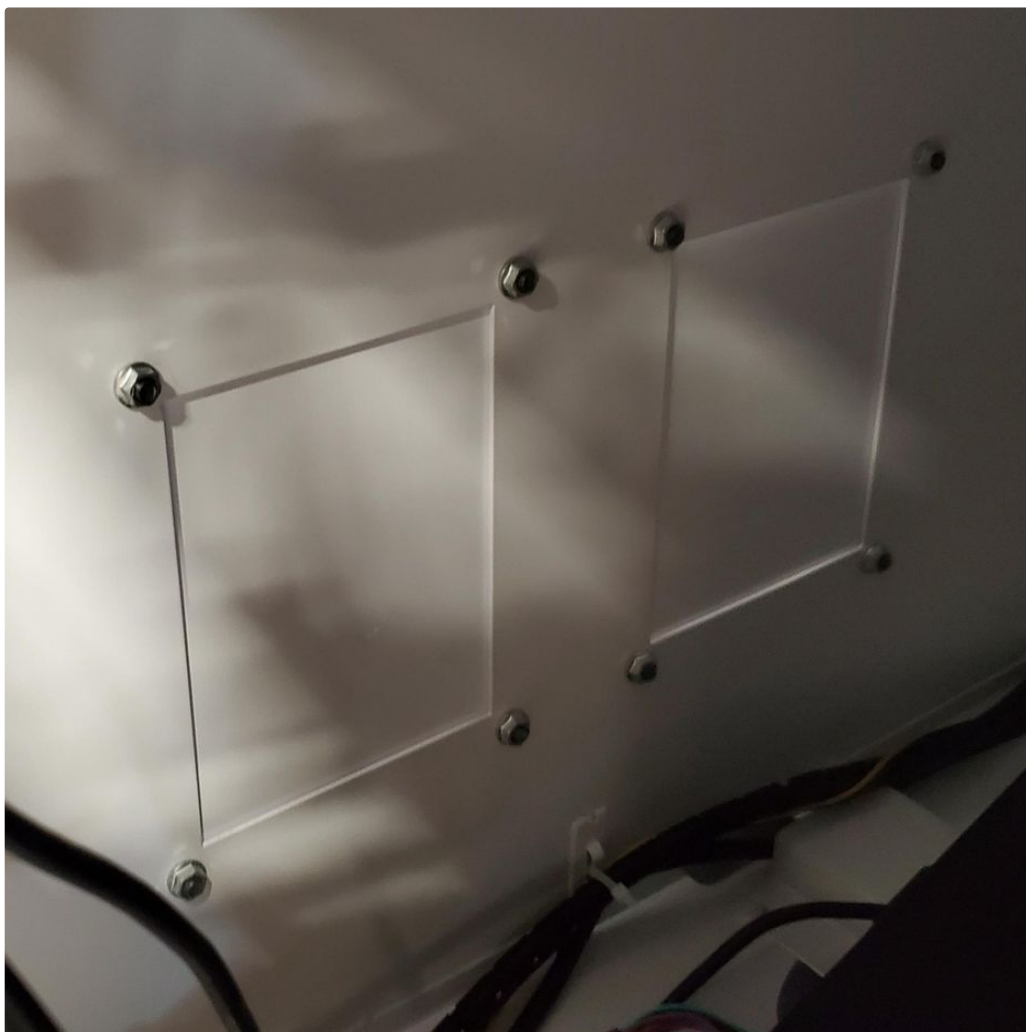
Instructions

Remove Blockout Plates

1. Remove all 4 nuts for each of the two blockout plates from inside the booth

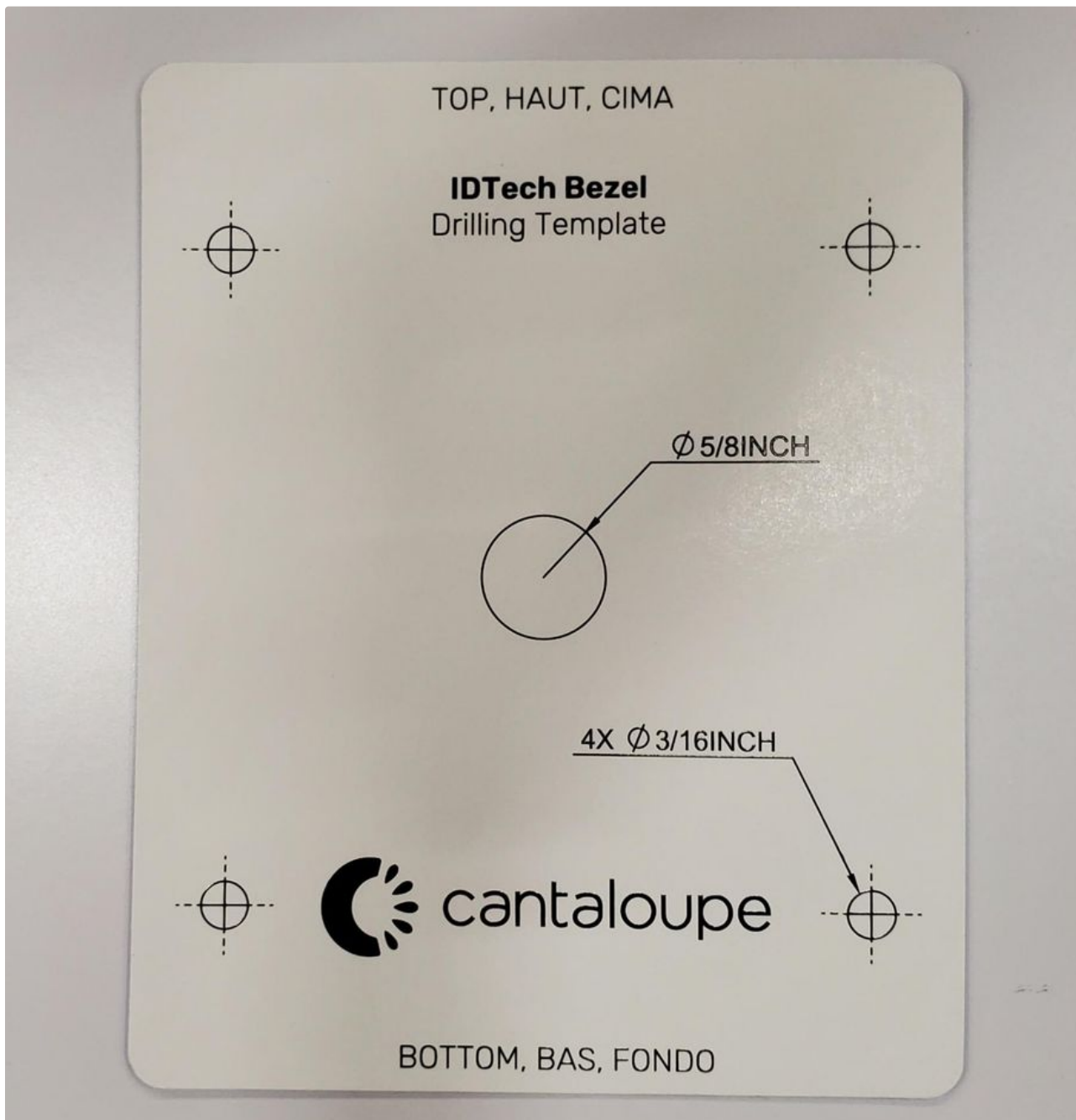


Red arrow denotes location of nuts to remove for blockout plates



2. Confirm mounting hardware fits properly into the holes and determine the orientation of the hardware before screwing anything in place

Note: If there are no pre-cut holes you may use the drilling template to drill the holes for the ePort and the secondary mounting plate will hold it in place from behind. For the Dollar Bill Acceptor you will need to mark where the holes are going using the mounting plate and drill through in the correct locations.



ePort Drilling Template

Install Dollar Bill Acceptor

1. Insert mounting plate to one of the blockout plates where DBA is to be installed - should simply into the holes where blockout plate was previously mounted.



DBA mounting plate



DBA installed correctly

2. Bolt the mounting plate in place using the 4 outside screws. Gently slide the DBA into position and tighten the inner 4 nuts to hold it in place.



DBA installed from outside - upon wiring correctly, green lights on front of DBA should blink twice regularly

Wiring for DBA

There is a 9-pin molex connector included for the ICT A6 DBA, which provides power and pulse data lines for accepting reliable payment via pulse interface.

Power

You can power your DBA with AC (using one of the outlets provided in the unit) or 12V DC power (using the 12V power supply included in the unit).

Pulse Data

Follow the instructions in the **Pulse-Based Payment Devices** section of this manual to connect the Ground, Pulse and Inhibit lines correctly.

Install ePort Terminal

Since the ePort mounting plate is smaller than the standard DBA blockout plate size, we demonstrate how to mount it using an additional standard DBA mount (the same mount used for the DBA above).

1. Affix ePort mounting plate to secondary mounting plate
2. Drill holes through mounting plate using the guide holes on the secondary plate
3. Slide mounting plate into the hole where the ePort Terminal goes. Affix using socket wrench and provided nuts



eport mounting plate affixed to secondary mounting plate (back)



eport mounting plate affixed to secondary mounting plate (front)

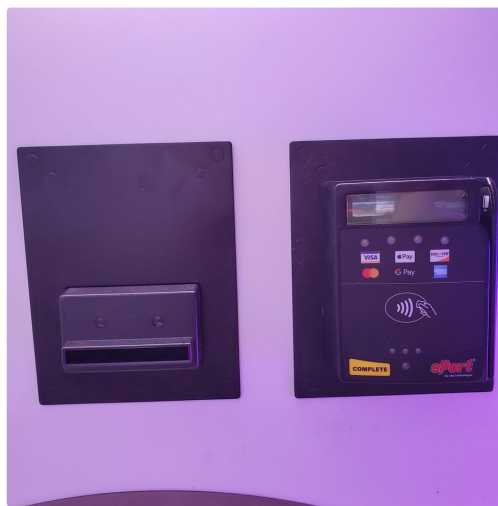


eport mounting affixed (front)

4. Align ePort Terminal with mounting holes. Insert wire into the large hole to connect after mounting
5. Using a Phillips head screwdriver, screw ePort Terminal in from behind, making sure to line up the screws with the holes on the back of the ePort.
6. Connect the wire from the Terminal to Telemeter to power the Terminal.



Terminal mounting complete (back)



Terminal mounting complete (front)

Wiring for ePort Terminal and Telemeter

Power

As mentioned above, the Terminal is powered by simply connecting the one 10-pin connector into the Telemeter. We recommend powering the Telemeter using the included Isolation Interface - after connecting the Isolation Interface to the Telemeter, connect the red and black wires from the input of the Isolation Interface to the positive and negative terminals of the 12V DC power supply, respectively.

⚠ Please make sure you do not power the ePort Telemeter with the 5V power supply - the Telemeter will not function properly with these conditions.

ePort Serial Data (recommended)

Simply connect the included ePort serial cable directly between the Telemeter and the COM port on the computer.


ePort Pulse Data (not recommended)

Follow the same instructions for all pulse-based devices as described in the **Pulse-Based Payment Devices** section.

Settings

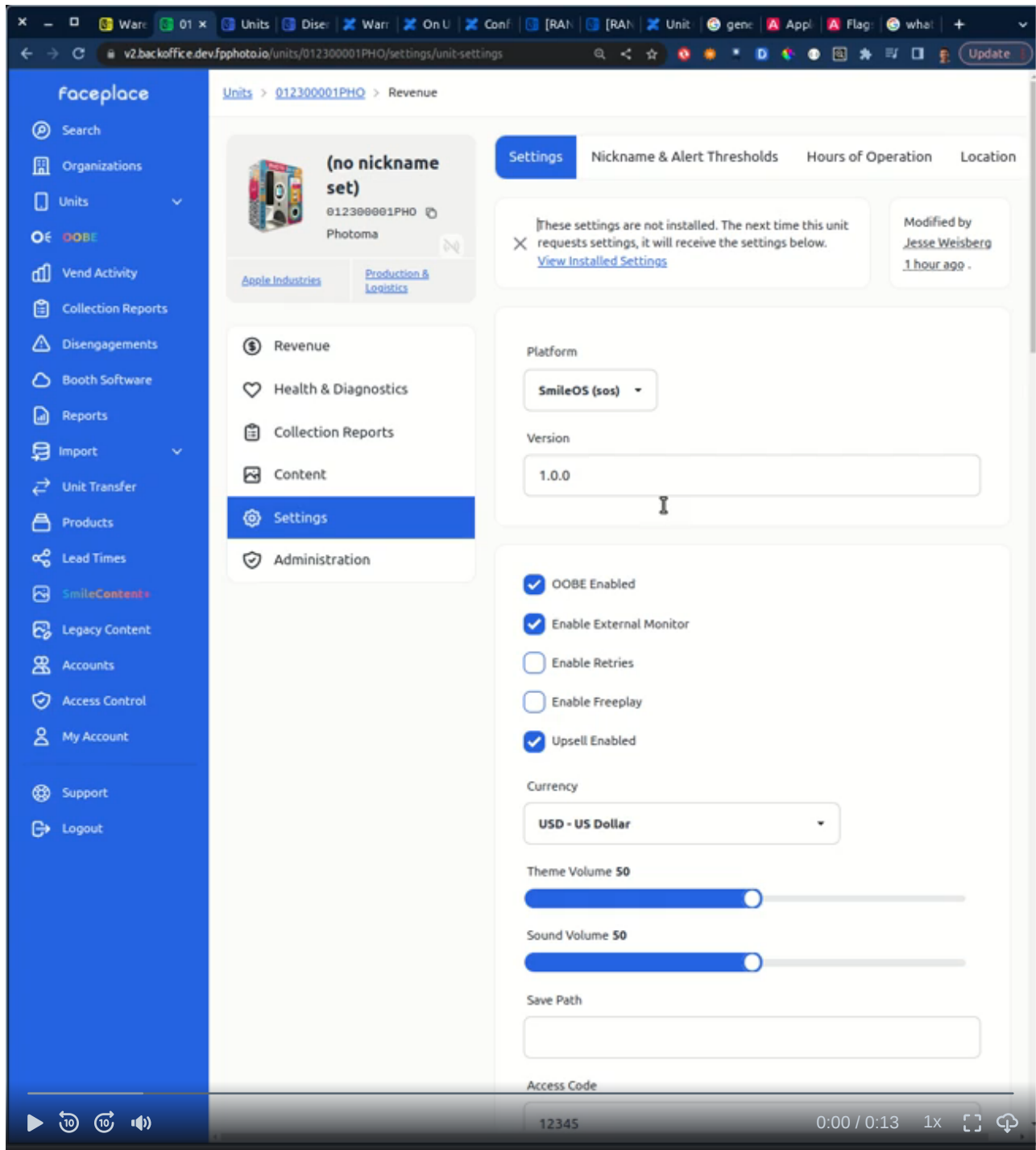
Out of an effort to make your life as an operator as simple as possible, we pushed almost all settings to an easy-to-use web interface in the Back Office. Long gone are the days where you have to stand in front of a touch screen and manually enter loads of information, only to have to return onsite or maybe even install some remote operating software to have some convenient way to intervene when necessary.

Whenever you update settings, either on the Back Office, or the Unit itself, the latest saved settings from either source will represent the settings to be installed on the unit.

 *It is recommended that the only settings you change on the unit itself are camera settings, and that everything else should be done from the Back Office.*

Editing Settings from the Back Office

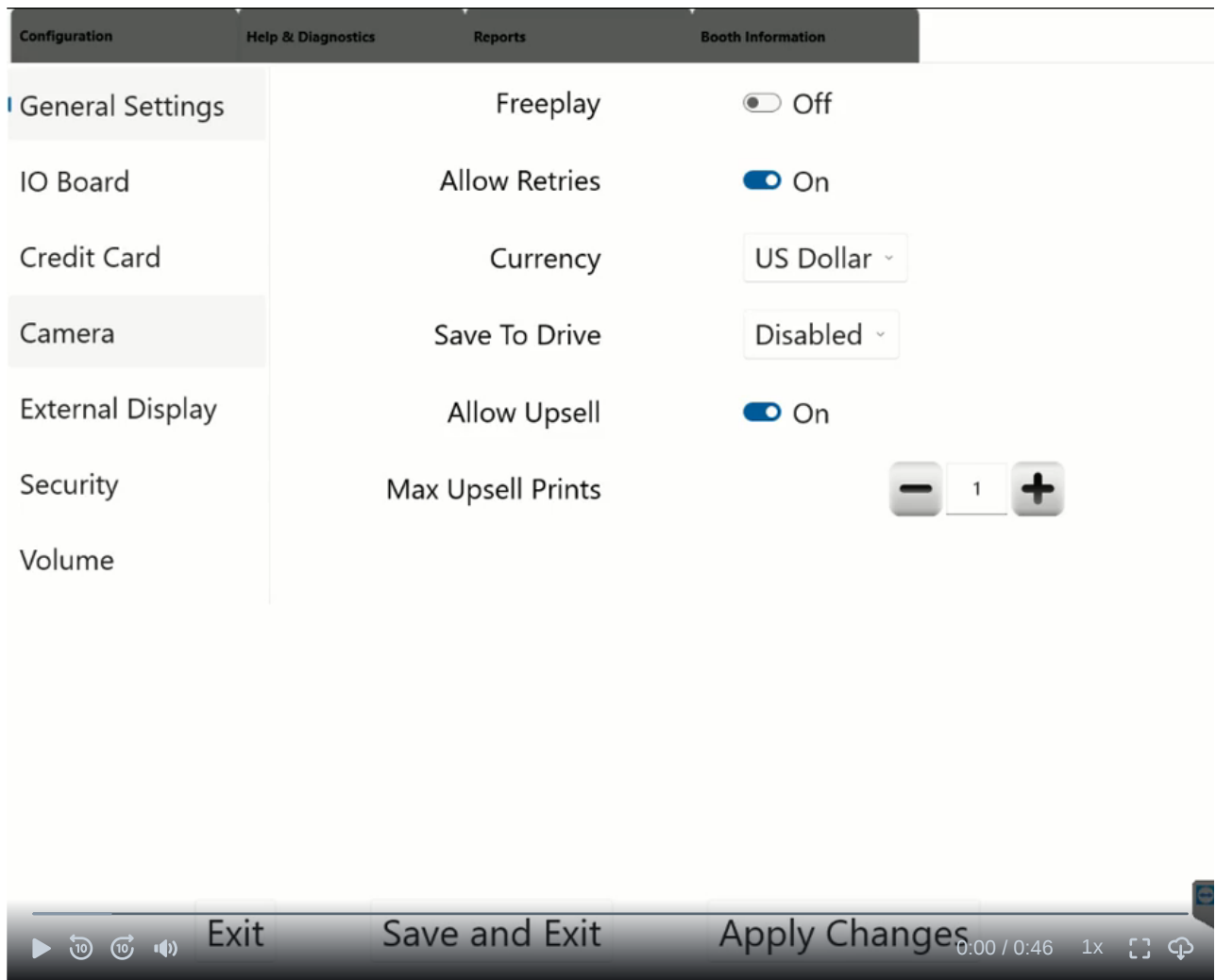
Below is a quick visual of what settings look like in the back office.



Settings for a PHOTOMA as can be set from the Back Office

Editing Settings from the Unit Settings Console

Below is a quick visual of what settings look like from the unit settings console.



Settings Glossary

Below table is a definition of all the settings on PHOTOMA.

Platform / Version Settings

Setting	Description
Platform	should always be SmileOS (sos), which is the operating system you're running on PHOTOMA
Version	automatically set to the latest version, such as 1.0.1

General Settings

Setting	Description
OOBE Enabled	oobe is enabled, only available if you have enrolled in oobe
Enable External Monitor	enable external attract to play on your external monitor (should always be on for PHOTOMA)
Enable Retries	allow customers to perform 1 photo retry in their experience (recommended to raise customer satisfaction rate)

Enable Freeplay	allow customers to use photo booth without paying
Upsell Enabled	allow customers to purchase print upsell (highly recommended, aside from some circumstances operating on freeplay)
Currency	currency in which your booth will accept and report revenue
Theme Volume	volume of theme song during attract and experience (default 50)
Sound Volume	volume of sound effects during experience (default 50)
Save Path	(no functionality attached to this right now)
Access Code	code to enter upon tapping bottom middle of screen 5 times to get into Settings console
Max Upsell Prints	maximum number of upsell prints you will allow customers to print (useful in some freeplay scenarios)

Camera Settings

Setting	Description
Flip Video	flips the camera feed (camera feed is already flipped during experience) - recommended off for customer satisfaction
Set Exposure	if checked, exposure is fixed at Exposure ISO and Exposure Time values set below. Recommended for environments with known lighting conditions (eg - indoors). If unchecked, exposure is set automatically - recommended for environments with variable lighting conditions like outdoors locations.
Set Focus	if checked, focus is fixed at Focus value set below. If unchecked, focus is set automatically - auto-focus is recommended. On rare occasions, the camera may go out of focus, but customer can always retry and the autofocus will resolve itself by then.
Set White Balance	if checked, white balance is fixed at White Balance value set below. If unchecked, white balance is set automatically. For consistency of coloring or artistic effect, you may want to use this.
Brightness	Brightness refers to the overall lightness or darkness of the image. Use the Brightness slider to adjust your image's luminosity level. Recommended value is 0
Contrast	Contrast is the difference in brightness between objects or regions. Use the Contrast slide to make adjust the relative levels of dark and light areas in your image. Recommended value is 0
Focus	auto-focus is recommended, but if set focus is set, you can manually set focus value. Wait up to 30 seconds for manual focus value to be set completely.
Sharpness	Sharpness, which is also known as acutance, refers to how crisp an image appears. In a photo with sufficient sharpness, you'll be able to see even the smallest details as well as any micro-contrasts. Recommended value of 0 or 1

Saturation	<p>Saturation describes the intensity of the color</p> <p>Recommended value of 0. Anything less than 0 will draw the color out of the photo, so if you want every photo to appear grayscale for an old-timey effect, turn saturation all the way down.</p>
Zoom	<p>Recommended value is 10. Zoom is not applied in real-time, you must restart the application to see the newly applied zoom value. Note auto-focus affects zoom minimally during photo capture process.</p>
Zoom X	<p>Recommended value is 0, shifts zoomed frame horizontally.</p>
Zoom Y	<p>Recommended value is 0, shifts zoomed frame vertically.</p>
Exposure ISO	<p>ISO is your camera's sensitivity to light as it pertains to either film or a digital sensor. A lower ISO value means less sensitivity to light, while a higher ISO means more sensitivity.</p> <p>Recommended value between 300-800 (default is 400). Value is only used if Set Exposure is checked.</p>
Exposure Time	<p>The exposure time is how long the camera will be exposed to the light (photons) emitted from your sample. The longer the exposure time, the more photons the detector will receive, resulting in increased pixel intensity and a "brighter" image.</p> <p>Recommended value between 1800-2400 (default is 2100). Value is only used if Set Exposure is checked.</p>
White Balance	<p>White balance is a camera setting that establishes the true color of white. This produces a baseline from which all other colors are measured. White may not appear "white" under all lighting conditions, so this helps correct it.</p> <p>Recommended value is between 3800-4400 (default 4000). Lower than 4000 will produce more bluish output, higher than 4000 will produce more yellowish output.</p>

Payment Settings

Setting	Description
Cash IO Board Collector Enabled	whether or not all pulse-payment devices are enabled (not enabled means the application will not collect credits from this device. It does not necessarily mean that your payment hardware has stopped collecting payment). This will only disable pulse-based payment devices, not other forms of payment like serial eport.
Cash IO Board Collector Port	port number of the computer that the IO board is connected to. Leave this blank and the application will find the COM port automatically
Serial Eport Enabled	enable for serial eport payment functionality. If enabled and serial eport is not connected correctly, this will most likely send unit into error (<i>so if you do not have eport serial device connected, make sure this is not enabled</i>)
Serial Eport Port	port number of the computer that the IO board is connected to. This is always COM1, and should never be changed.

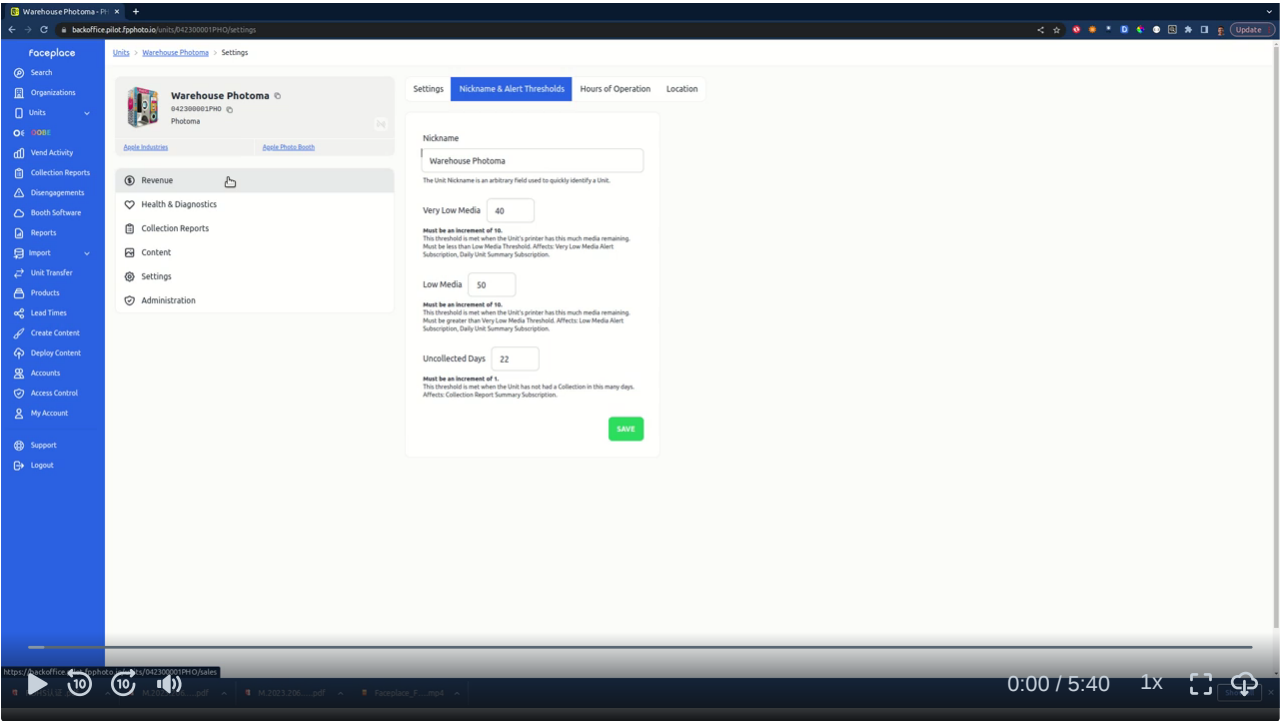
Pulse Payment Device Settings

You can add (up to 6) and remove pulse-based payment devices in the Devices sections of Settings. For each pulse-based payment device, below are the settings:

Setting	Description
ID	auto-generated unique identifier for payment device
Name	name of payment device for reporting purposes
Enabled	whether or not this device is enabled (not enabled means the application will not collect credits from this device. It does not necessarily mean that your payment hardware has stopped collecting payment)
Type	choose the type of payment your device is accepting for reporting purposes- Cash, Credit, or Card (ie - debit/cashless)
Channel	Channel on the Pulse Payment / IO Board to which your device is connected
Pulse per Currency Unit	for example, if your currency is USD, if Pulse per Currency Unit is 1, 1 pulse translates to \$1 worth of credit on the application
Currency Unit	should never change from default 1

Additional Settings

These settings should have already been set from First Time Setup, but if they haven't been, then it is imperative that you fill them out correctly. Below is a quick video detailing the importance of these settings and how to set them.



Nickname & Alert Thresholds

Nickname is simply the label you apply to your unit in the Back Office and makes it easier for you to identify your unit.

Alert Thresholds are the thresholds at which you would receive email alerts.

Hours of Operation

These are the hours that you would like to receive online status email notifications about your unit (assuming you are subscribed to this notification).

Location Settings

Information regarding the physical location of your unit - all of this information will be presented on the collection report, so it's very important to fill this out correctly.

Light Controls

PHOTOMA has 7 controllable light fixtures (internal top light, big/inside ring color, big/inside ring white, big/inside ring yellow, small/print chute ring, bottom lighting, camera bulb light) that operate within 3 light main modes:

1. Attract Mode
2. Picture Taking Mode
3. Printing Mode






All of these modes can be seen in action in the **Application Walkthrough** video in this manual.

i For large orders, we can offer custom attract mode effects. Please specify on your purchase order if this is something you are interested in; we can also apply it via an over-the-air update.

Audio

Amp Settings



The factory tested amp settings are as follows - you can tweak these to meet your needs.

- Sub volume - 
- X-Over - 
- Treble - 
- Bass - 
- Volume - 



Subwoofer Settings

There is a power switch and 2 knobs on your subwoofer. When power is switched on, a red light appears - it should always be switched on. These can be tweaked to meet your location's needs.

- Top knob - 
- Bottom knob - 

Windows Audio Settings

Factory tested Windows Audio Settings are set to the maximum. Do not ever change these. ***If you need to change the volume of the theme song or sound effects, change the Theme Volume and Sound Volume Settings from the Unit Settings Console or the Back Office.***

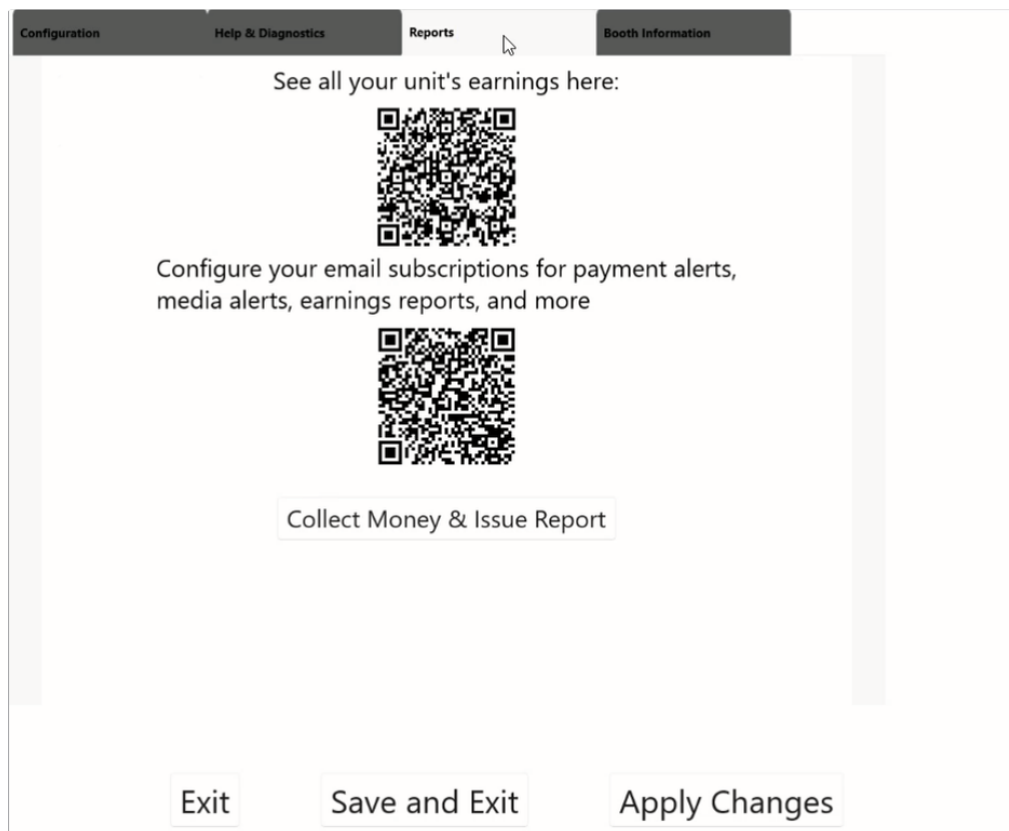
Collection Reports

Collection reports allow you to summarize revenue received in periods when cash is collected from the unit, so you can ensure cash deposited matches up with cash collected. When removing revenue from the unit, it is recommended to mark a collection has been made.

Recommended Process

The following steps describe the recommended collection report process:

1. Issue collection from the unit by opening the Reports tab on the Settings Console and selecting **Collect Money & Issue Report**.



2. At this point, if you are subscribed to **Collection Report Alert** in the Back Office (accessible by going to the Back Office under *My Account* → *Operator Subscriptions* → *Subscribe to All of Type* → *Collection Report Alert* → *Subscribe*), you will receive an email in real-time with a PDF attachment of the collection report. The collection report will simply state the breakdown of revenue on the unit since the last collection was made.
3. Make sure the cash amount in the collection report (received via email, also viewable in Back Office) adds up with what is physically collected in the machine.
4. Forward the collection report alert email to your location contact so they have a copy of the collection report as well.
5. If necessary, pay out location their split accordingly.

Collection Reports View in the Back Office

View all of your collection reports in one place!

- Use filters to quickly find the collection reports you need (filter by date range, location name, nickname, serial, or operators)
- Generate PDF's of each collection report for easy forwarding to locations and colleagues, or to save for your own personal records (though they'll always be accessible on the Back Office!)

Units Breakdown

The Units Breakdown page shows revenue and print metrics of all of your Units from yesterday and today. It also shows the latest printer status and prints remaining for each Unit.

Filter by Operators: Filter by Product: Filter by Nickname: Filter by Serial: < Today > Dense Table Columns

Highlight	Product	Serial	Nickname	Organization	Operator	Printer Status	Prints Remaining	Recorded	Yest. Cash	Yest. Credit	Yest. Total	Yest. Prints	Today Cash	Today Credit	Today Total	Today Prints
MB	MAL	051900056MAL	Test 2	Apple Industries	Test	READY	42	Wed Mar 09 2022 12:59:15 PM	+0	+0	+0	+0	+0	+0	+0	+0
MB	MAL	052000007MB	Test 12	Apple Industries	Test	FABRICATED	78	Sat Jun 26 2021 12:00:00 AM	+0	+0	+0	+0	+0	+0	+0	+0
MB	MAL	021900001MAL	Test 13	Apple Industries	Test	READY	100	Wed Mar 09 2022 1:03:15 PM	+0	+0	+0	+0	+0	+0	+0	+0
AWE	MAL	052100002AWE	Test 18	Apple Industries	Test	FABRICATED	112	Fri Jun 25 2021 9:00:00 PM	+0	+0	+0	+0	+0	+0	+0	+0
MAL	MAL	022000010MAL	Test 5	Apple Industries	Test	READY	134	Sat Aug 14 2021 3:59:55 AM	+0	+0	+0	+0	+0	+0	+0	+0
MB	MAL	052000003MB	Test 7	Apple Industries	Test	FABRICATED	153	Thu Jun 24 2021 12:00:00 AM	\$28	\$28	\$40	4	+0	+0	+0	+0
MAL	MAL	101900017MAL	Test 6	Apple Industries	Test	PRINTING	232	Wed Mar 09 2022 1:09:50 PM	+0	+0	+0	+0	+0	+0	+0	+0
MAL	MAL	022000011MAL	Test 4	Apple Industries	Test	READY	235	Wed Mar 09 2022 12:58:47 PM	+0	+0	+0	+0	+0	+0	+0	+0
MAL	MAL	051900022MAL	Test 11	Apple Industries	Test	READY	236	Wed Mar 09 2022 1:04:10 PM	+0	+0	+0	+0	+0	+0	+0	+0
MB	MAL	052000006MB	Test 15	Apple Industries	Test	FABRICATED	249	Fri Jun 25 2021 10:45:00 PM	\$58	\$30	\$80	9	+0	+0	+0	+0
MLL	MAL	052100001MLL	Test 16	Apple Industries	Test	FABRICATED	262	Fri Jun 25 2021 6:01:00 AM	+0	+0	+0	+0	+0	+0	+0	+0
MB	MAL	052000005MB	Test 20	Apple Industries	Test	FABRICATED	269	Sat Jun 26 2021 12:00:00 AM	+0	+0	+0	+0	+0	+0	+0	+0
MB	MAL	052000001MB	Test 1	Apple Industries	Test	FABRICATED	439	Fri Jun 25 2021 9:45:00 PM	+0	+0	+0	+0	+0	+0	+0	+0
PSD	MAL	062100001PSD	Test 3	Apple Industries	Test	-	-	-	\$29	+0	\$29	3	\$18	+0	\$18	1
MLL	MAL	062100003THM	Test	Apple Industries	Test	-	-	-	+0	+0	+0	+0	+0	+0	+0	+0

Rows per page: 100 1-15 of 15

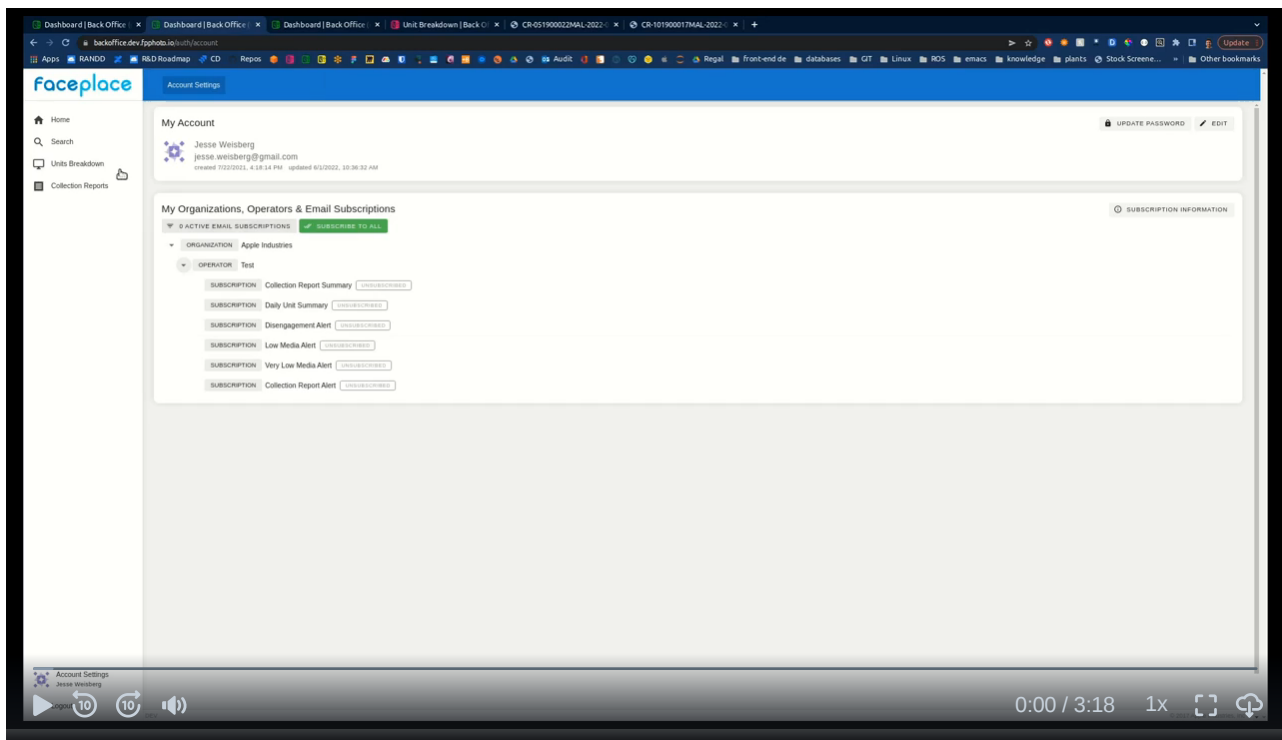
Email Notifications

You can receive 2 types of helpful emails for managing your units - **alerts** and **summaries**. Alerts are sent in real-time for time-sensitive info and summaries are sent early every morning.

- [Subscribing to Emails](#)
- Alerts
 - [Very Low Media Alert](#)
 - [Low Media Alert](#)
 - [Collection Report Alert](#)
 - [Unit Real Time Status Alert](#)
 - [Disengagement Alert](#)
- Summaries
 - [Daily Unit Summary](#)
 - [Collection Report Summary](#)

Subscribing to Emails

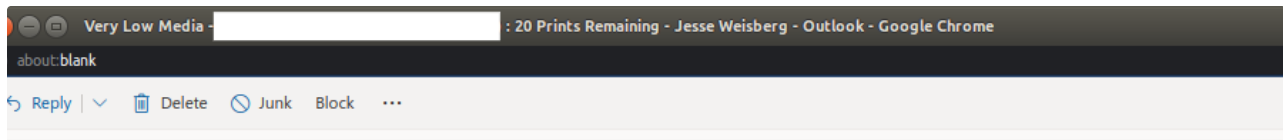
By default, you are subscribed to all emails - here is how you choose which emails you receive. Emails will go to the email used for your Back Office account.



Alerts


Very Low Media Alert

If subscribed, an email is sent once Prints Remaining falls below the set threshold. Set the very low media threshold by clicking Edit Unit on the Unit Dashboard and setting the Very Low Media Threshold. Default is 30.



Very Low Media -

: 20 Prints Remaining

 no-reply@orchard.fpphoto.io
To: Jesse Weisberg

    
Thu 10/29/2020 3:22 PM



Very Low Media Warning

Prints Remaining: 20

Unit is running very low on media.

[VIEW UNIT](#)

Unit

Operator

Location

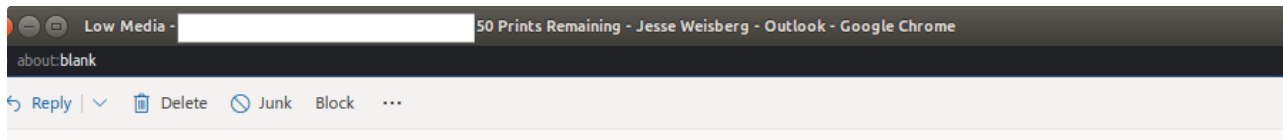
This email was sent to you because you are subscribed to receive notifications for

[VIEW OPERATOR](#)

FacePlacePhoto.com | © 2019 FacePlacePhoto


Low Media Alert

If subscribed, an email is sent once Prints Remaining falls below the set threshold. Set the low media threshold by clicking Edit Unit on the Unit Dashboard and setting the Low Media Threshold. Default is 50.



Low Media - : 50 Prints Remaining

Some content in this message has been blocked because the sender isn't in your Safe senders list. [I trust content from no-reply@orchard.fpphoto.io.](#) | [Show blocked content](#)

 no-reply@orchard.fpphoto.io
To: Jesse Weisberg

    
Sun 10/18/2020 2:40 PM

Low Media Warning

Prints Remaining: 50
Unit is running low on media.

[VIEW UNIT](#)

Unit	Operator
<input type="text"/>	<input type="text"/>
Location <input type="text"/>	

This email was sent to you because you are subscribed to receive notifications for.


[VIEW OPERATOR](#)


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Collection Report Alert

If subscribed, an email is sent as soon as a collection is made on the booth. Link is provided in email to access the collection report as a PDF.

Collection Report Alert - Greenvale Marvel (061910000MAL) - 2022-05-25

 no-reply@orchard.fpphoto.io
To: Jesse Weisberg

Wed 5/25/2022 2:38 PM



Collection Report Received

Unit Greenvale Marvel (061910000MAL) was recently collected.
Collection report below.

[VIEW COLLECTION REPORT PDF](#)

Unit	Operator
061910000MAL	QA
Greenvale Marvel	Apple Industries
Location	
MARVEL ADVENTURE LAB	
-	
-	
-	
-	
-	
-	

This email was sent to you because you are subscribed to receive **collection report alerts** for QA.
To manage your email subscriptions visit your [account](#) page in the FacePlacePhoto Back Office.

 Reply  Forward

Unit Real Time Status Alert

If subscribed, get real-time notification if your unit's online status changes. Recently Offline means it has been offline for <24 hours, while Offline means it has been Offline for >24 hours.

Unit Real Time Status Alert - Unit - Test Unit (Jesse) (052100000MAL) : Online

N

no-reply@dev.fpphoto.io
To: Jesse Weisberg

Thu 6/2/2022 5:18 AM



Unit Status Update

Unit Test Unit (Jesse) (052100000MAL) has gone from **Recently Offline** to **Online**.

To view more information visit this unit in the Back Office.

VIEW UNIT

For technical support, search our [operator support knowledge](#) base for an answer to your question, or contact us at help@faceplacephoto.com or 516-619-8000 (option 4).

This email was sent to you because you are subscribed to receive collection report alerts for Production & Logistics.

To manage your email subscriptions visit your [account](#) page in the FacePlacePhoto Back Office.

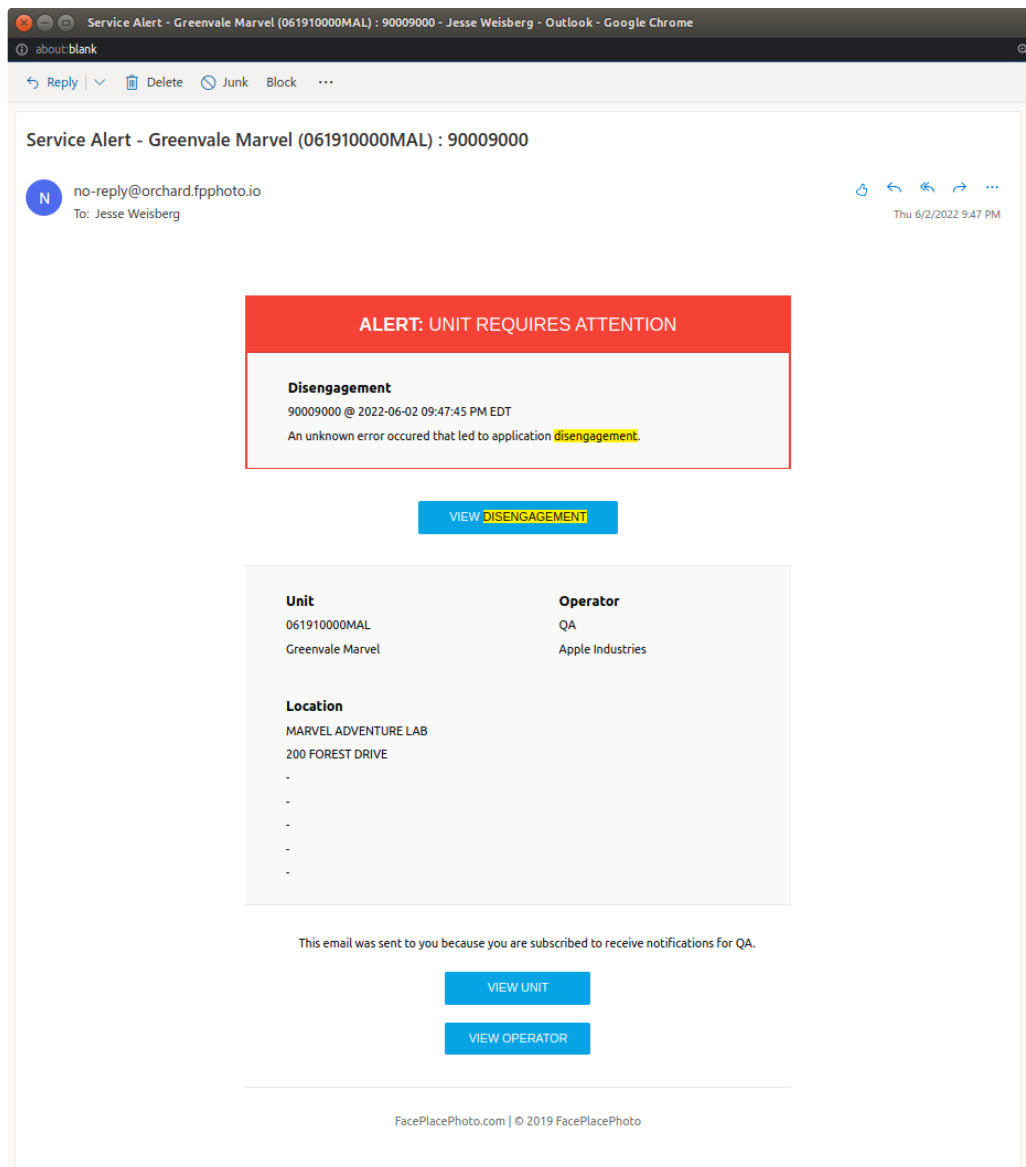
FacePlacePhoto.com | © 2022 FacePlacePhoto

Reply

Forward

Disengagement Alert

Real-time information about your unit when out of media or there is a technical error.



Summaries

Daily Unit Summary

Receive printer Status, revenue info, and collection info for every unit in a given operator. Sent every morning at 6am EDT.

Daily Unit Summary - QA - 2022-06-02

N no-reply@orchard.fpphoto.io
To: Jesse Weisberg

Thu 6/2/2022 6:31 AM

[Operator]

QA

-

This Unit Summary contains Engagement activity for the period between 2022-06-01 06:00:00 AM EDT and 2022-06-02 06:00:00 AM EDT, as well as the last recorded Printer Status at the time of the notification.

[VIEW OPERATOR](#)


CS Testing (062100361SMM)	
Printer	
Prints Remaining	-100
Status	FABRICATED
Recorded At	2022-06-02 06:00:00 AM EDT
Summary	
Revenue	0.00
Prints	0
Last Collection	
Occurred	Never Collected
Cash Since	-
Credit Since	-
Total Since	-

Greenville Marvel (061910000MAL)	
Printer	
Prints Remaining	-100
Status	UNKNOWN
Recorded At	2022-06-02 05:15:02 AM EDT
Summary	
Revenue	0.00
Prints	9
Last Collection	
Occurred	2022-05-25 10:29:00 AM EDT
Cash Since	0.00
Credit Since	0.00
Total Since	0.00


Collection Report Summary

A summary of all the collection reports for a given operator in the last 24 hours. A unit is considered overdue for a collection report if the number of days since last collection exceeds the Uncollected Days Threshold (set by clicking Edit Unit on the Unit Dashboard). Threshold default is 28 days.

Collection Report Summary - QA - 2022-06-02

 no-reply@orchard.fpphoto.io
To: Jesse Weisberg

    
Thu 6/2/2022 6:30 AM



[Operator]
QA
-

There were no new **Collection Reports** reported yesterday.

No Units are overdue for a **collection**.

*days overdue is determined by the **Collection Report** Alert setting on each Unit.

To view **Collection Reports** in detail, please visit the Face Place Photo Back Office

[VIEW COLLECTION REPORTS](#)

This email was sent to you because you are subscribed to receive notifications for QA.

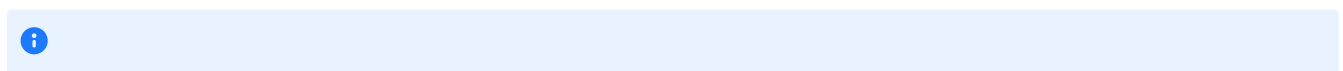
[VIEW OPERATOR](#)

FacePlacePhoto.com | © 2019 FacePlacePhoto


 Reply  Forward

SmileContent+

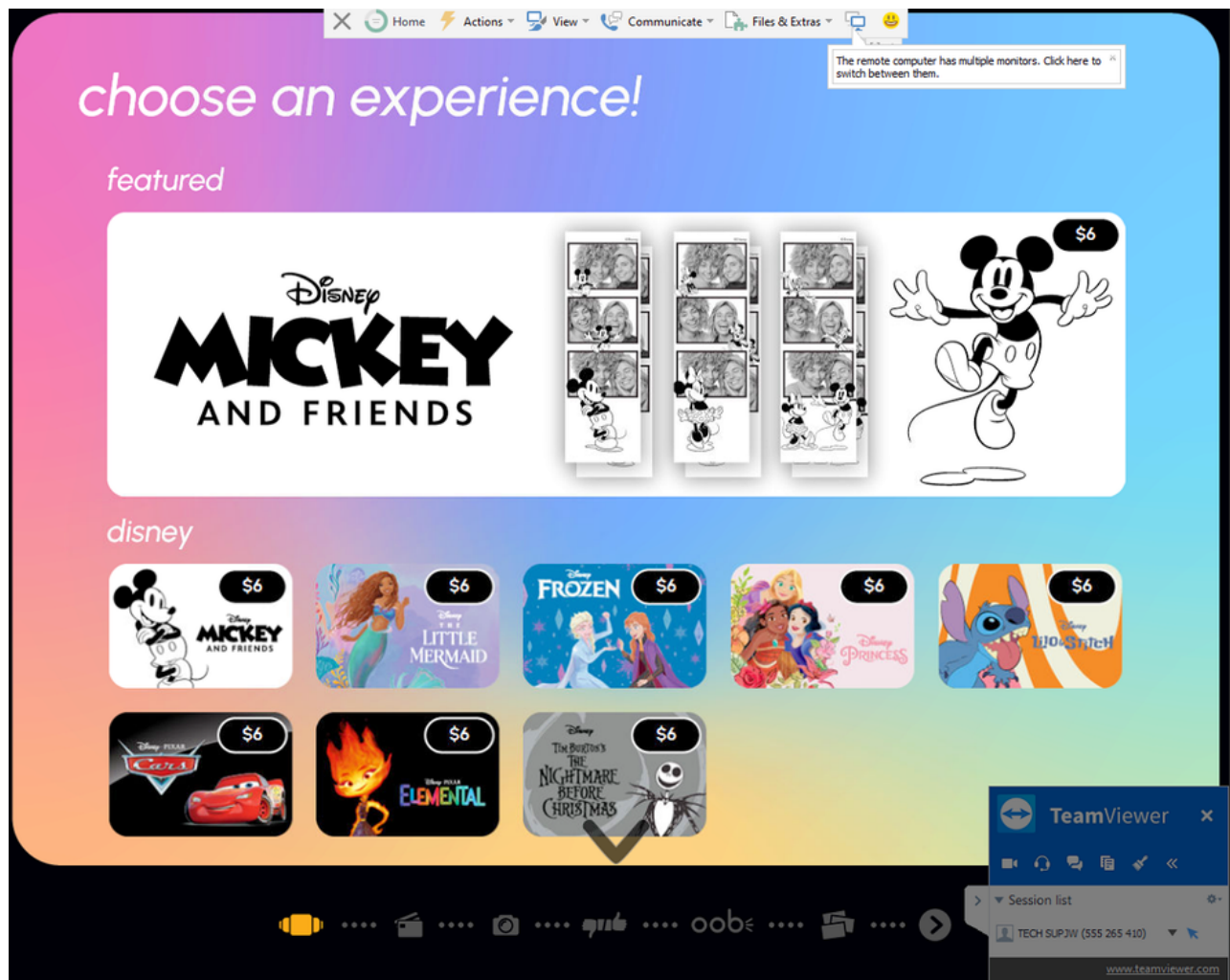
SmileContent+ is the content management system for you to create and deploy experiences with varying content to your unit. Since pricing is per experience, if your unit is *multi-price capable* (your payment device setup supports different prices for products), this is also where you will decide pricing for all the experiences in your unit. Everything described here is configurable in the Back Office.



For any content-related modifications or requests before August 2023, please contact help@faceplacephoto.com and we will take care of everything for you.

 Video tutorial for deploying content to your units via the Back Office is coming soon!

Experiences in SmileContent+



Experience selection with licensed Disney experiences

Each experience for PHOTOMA is composed of the following types of content:

1. 1 or more 2"x6" photo strip designs (can either be 3 or 4 frame designs*)
2. 1 4"x6" photo design

When a customer uses PHOTOMA, they automatically get 1 pair of printed photo strips and have the option for print upsell (if enabled) to purchase additional photo strips and/or a 4x6, as well as digital upsell through oobe. As the operator using SmileContent+, you pick and choose exactly the experiences you want on your unit from our vast selection of licensed and in-house designed content.

Default Content

Every PHOTOMA comes with factory default content of many engaging experiences designed by our in-house creative team.

Licensed Content

Our creative team works with top global brands such as Disney, Marvel, MLB, NHL, Rovio, Hasbro and more to bring you licensed content - you can seamlessly pick and choose what licensed content you want depending on what matches best for your location.

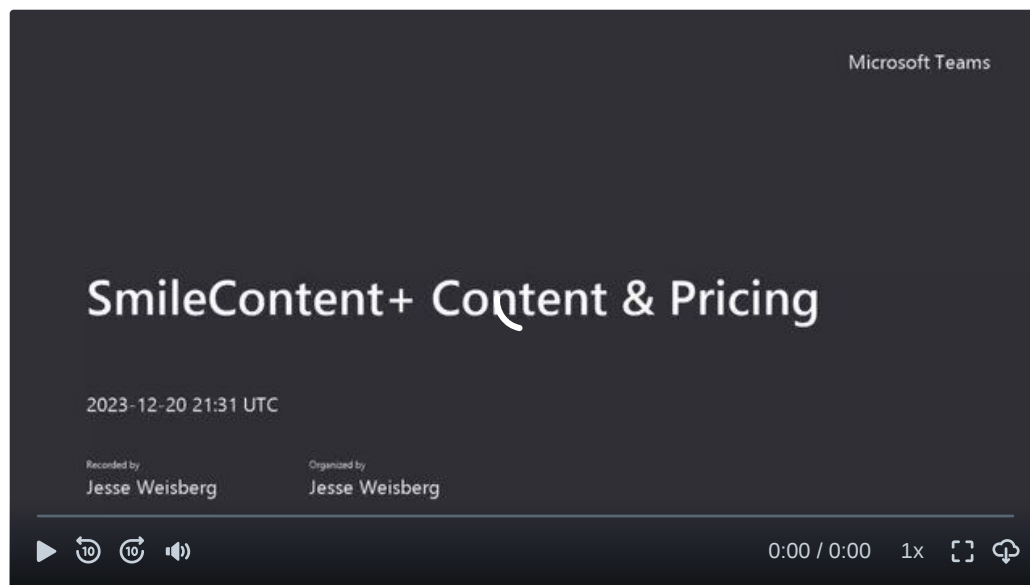
In-House Designed Content

Our creative team is constantly creating fun, engaging content that works for different types of locations. You can pick and choose from our vast selection of in-house, unlicensed content for your location.

Featured Content

You decide which content lives on the Featured Banner (see above) via easy configuration in the Back Office.

SmileContent+ Select Content and Pricing Tutorial



Create Your Own Content

With the ability to create your own experiences and your own attract content, you can make your PHOTOMA experience completely your own. With custom decals and a custom attract light mode, the experience is completely customized.

Create Your Own Experiences

If you need to create an experience especially for a location, you can do that easily, all through the Back Office now. You can have every experience on your PHOTOMA be completely your own if you'd like.

Create Your Own Attract Content

Create and upload internal and/or external attract assets (can be photos and/or videos) and choose which units get which attract content.

 Tutorials coming soon for creating and deploying custom content with SmileContent+ in the Back Office!

Oobe

Getting Started

Basic steps to get started with oobe - in under 10 minutes, deploy oobe to all your units and start collecting revenue.

- [Getting Started](#)
- [Enrolling in oobe](#)
- [Collecting Payment from oobe Sales](#)

Enrolling in oobe

Here is a quick video tutorial on how to enroll in oobe in the Back Office.

 If you do not see the OOBEE tab on the left sidebar, email help@faceplacephoto.com with the subject line “oobe enrollment issue”

Before you get started, make sure to select the Organizations tab at the top of the left sidebar and select the Organization you'd like to enroll. Then follow the steps demonstrated below in the video.

 Your unit **MUST HAVE** reliable internet connectivity for oobe to be installed and function



Preview unavailable

Once you are done enrolling in oobe, oobe will now be deployed to all units in your enrolled Organization. Once deployed, oobe should be installed on your unit within 24-72 hours (granted there is internet connectivity on your unit).

Collecting Payment from oobe Sales

Once you have completed enrollment, click the “SET UP PAYMENT” button (as seen at the end of the video above) and follow the prompts to set up a payment account via [Stripe](#) (global leader in payment processing). In the setup process, Stripe will ask you to attach bank account information so that all collected revenue can automatically be transferred to this bank account. All oobe revenue will be transferred to your Stripe account you set up ***automatically on a monthly basis. This revenue will then be automatically transferred to the bank account you have set up in Stripe 1-2 days after that.***

Once you have completed payment setup successfully, it will look like below. You can click “Manage Stripe Account” to verify the revenue flowing from oobe to your Organization’s Stripe account and finally to your bank account!



Preview unavailable

FAQ

Can you add a 4th frame logo like in Smile 2.0?

You can of course add a design to a 4th frame, but it is done differently in smileOS. You upload the entire photo strip design. You cannot add one 4th frame logo that overrides every single photo strip design on the booth anymore. That functionality was very limiting in terms of photo strip design and branding.

Custom Decal Application

Applying custom decals onto a PHOTOMA can be a great way to win over a location and make your unit fit right in. You can either apply the custom decals yourself (contact us for the decal application template) or work with us to have custom decals applied as part of your purchase order.

Warranty Policy

All parts (except for light bulbs and cabinet wheels) are under warranty against actual defects in material and workmanship under normal and customary use for a period of one (1) year from the date of purchase. This Warranty does not include labor, unless the defect occurs within thirty (30) days of purchase. The customer is responsible for the inbound freight of items sent in for warranty repair. The customer must call Customer Service for a Return Merchandise Agreement on all returns. There is no charge for utilizing our telephone technical assistance, which is available between 9:00am-5:00 pm EST Monday-Friday, except holidays.

Apple Industries, Inc. (hereafter "the Manufacturer") may, in its discretion, provide an advance exchange of parts under warranty. In the event that an advance exchange of parts is provided by the Manufacturer, regular ground shipping (U.S. only) of the new parts will be


provided by the Manufacturer, at no cost to the customer. Any special shipping requests are the sole responsibility of the customer. Shipping to return the defective parts is the sole responsibility of the customer. All such defective parts must be returned within fifteen (15) calendar days after receiving the new replacement parts. If the defective parts have not been returned by the customer within the fifteen (15) calendar days, or if any of the parts are deemed not defective or otherwise not under warranty, no credit will be issued, the advance replacement will be considered a final sale and the Manufacturer will charge customer's credit card accordingly. the Manufacturer may require customer's credit card as a condition to an advance exchange of parts.

This warranty shall be null and void if the equipment has been tampered with or serviced by a person not authorized by Apple Industries, Inc. to perform the service.

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL APPLE INDUSTRIES INC. OR ANY OF ITS RELATED COMPANIES BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS.

Computer

1. Removing the frame of the computer
2. Replacing any components in the computer, including but not limited to, hard drive and motherboard.
3. Removing any software already installed on the computer from the point of receipt
4. Installing any additional software on the computer that was previously not on the computer at the point of receipt*

 ***Do not install remote operating software onto your unit. Everything you need to access can be done through the Back Office. If you install your own remote operating software like Google Remote, Netsupport, etc. - you are putting your PHOTOMA at risk of reduced performance and may reduce the capability of our team to provide remote Technical Support.**

Safety and Compliance

Be sure to unplug the power source of all electrical equipment before working on anything with electrical components in the unit - especially for payment device setup. Always pull from the plug, not the cord. Always wear proper non conductive clothing – insulated gloves, non conductive protective apparel and shoes with insulated soles. Avoid loose clothing or ties.

To ensure longevity of the computer, it is best not to turn the unit off/on frequently, especially from abrupt power removal via unplugging.

Important Safety Warnings

Disclaimer: Apple Industries, Inc./Face Place Photo shall not be liable or responsible for any damages resulting from the handling, use or operation of its photo booths. With your purchase, the buyer confirms that you have read and understand the following warnings and you agree that you are responsible for all damages and injuries caused by the handling, operation or use of the photo booths, which include any personal injuries. Only the *Face Place Deluxe: Outdoor Edition* photo booth is designed as a weather resistant photo booth capable of being left outdoors under normal weather conditions; it is not designed for, nor shall it be used during inclement weather events including, but not limited to, rain, high winds, thunderstorms, snow, extreme heats (in excess of 100 degrees Fahrenheit) or colds (below 50 degrees Fahrenheit). If such inclement weather conditions occur, the photo booth's operation should cease immediately, and the photo booth should be thoroughly inspected prior to resuming operation.

Certifications

PHOTOMA has completed the below certification processes - if you or your location requires a copy of certification documents, please reach out to us at help@faceplacephoto.com.

1. RoHS

2. CE

3. FCC

Data Privacy

See pages below for our policies on data privacy and protection.