Troubleshooting tips for Darkroom Booth

Booth crashes or freezes during operation
Check all the USB cable connections especially to the camera. If you are using a hub check that as well. Connections may have loosened during transport and cause and issue. You may need to replace bad cables.

Booth freezes at "Creating camera control" or "Creating Printer control"
This is also the result of a bad or loose cable connection to the camera or printer. Check or replace all cables or hubs.

My printer is detected but I get an error message when I go into booth mode that no printer is available
This message is a warning that although you have a printer it does not have the correct media or size setting to do the size print you have selected for that event. Check your media and size.

My photos are completely white or black
If you are using an external flash this is the result of your exposure being too high or too low. With external flash you should be using manual exposure. Start with the flash set to the medium setting and the camera at 1/100 for the Tv and 8 for the Av with ISO at 200. If they are too bright decrease the flash power, if they are too dark increase the flash power. This is a starting point and your settings may vary with the situation.

My flash is not firing
With an external flash make sure the there is a pause set in the Live View tab of at least 1 second. If that setting is there then this is most likely a cable issue from the camera to the flash.

I am getting an error message "error converting file…."
This is usually the result of the Save Image 1 or 2 or Copy originals options set to a location that is blocked or does not exist like a thumb drive that is not plugged in. Check those options and disable them one at a time to see if that is the cause.

The strips are not printing or being saved in the Prints tab
Make sure "Print Photo" is checked in the main tab.

When I try to exit Booth mode it asks me for a PIN code
This is an option that is normal off in the Controls tab at the bottom. The default code is 0000

I am only getting a single 2x6 in the center of a 4x6 cut in half
In the main settings tab make sure the quantity is set to 2 2x6s.

I am getting a "Retaking" message.
This is generally due to one of 2 things, either the camera cannot focus due to some issue like low light or the camera connection is not good due to a loose cable. First, try manual focus (this is a small switch on the left side of the lens on most cameras) if that works then you need to have more light so the camera can see to focus or see what it is unable to focus. In most cases manual focus will be the most reliable. If that does not work, try replacing the USB cable or hub to the camera because it could be a communication issue.

My green screen photos look ghost like or transparent
In most cases this is the result of incorrect exposure on the camera images. In the Prints tab are they dark? Is the green background bright green all the way to the corners? It can also be due to the images being too bright as well.

My photos are in Black and White instead of color
In booth mode press CTRL C on the keyboard to switch back to color mode.

My emails are not being received
First, make sure you have an email account set up and it tests OK. Next go to the Prints tab, select the print drop down at the top and choose Show Print Queue. See if there are any errors shown.

You should always carry the following to every event
1. Spare USB camera cables, printer cables and a spare Hub if you use one
2. A thumb drive with your version of Booth, your activation code and the Windows driver for your printer
3. Spare flash hot shoe adaptor and flash sync cable if using external flash
4. Scotch tape and a pair of scissors