To begin, first set up your equipment. This equipment will vary, depending on your event. If you have a photo event, you may have iPads and external monitors. You will also have a memory card reader.

**LAPTOP SETUP**

Plug everything in. If you’re using a laptop, you can plug in the mouse that’s provided if you don’t want to use the trackpad. If you have external monitors, plug the first one in using the HDMI port on the back or side of the laptop. If you have a second external monitor, use the DVI to USB display adapter. This plugs into the USB port on the computer. Use the supplied DVI cable to connect it to the monitor. Plug in the card reader. Plug in the router if you’re using iPads (see below). Plug in the external passport drive.
FINALIZING SETUP

If you’re not displaying photos at your event, you will not have any extra monitors, iPads, routers or card readers to plug in.

Once everything is connected and is receiving power, start the computer.

Log in to PRODUCTION – the password is password (all lowercase).

Once logged into Windows check My Computer/This PC. Make sure that the External Passport Drive is connected.

NETWORK & POINT-OF-SALE SETUP

Connect the D-Link Ethernet Switcher to power. Then connect three separate Ethernet cables to the ports at the back of the switcher.

The first cable goes to the ZTE Hub (Verizon Hub in USA), the second goes to the laptop and the third to the POS (Point-of-Sale) device.
Ensure the Ethernet cable from the laptop is connected to the D-Link Switcher.

Start Universal Media Server by double-clicking the desktop icon. When started, the software will display a renderer. You won’t have to change anything in here. Minimize the window.

Check that your iPad is wirelessly connected to the ZTE Hub. You should see a Wi-Fi signal (3 rainbows) in the top left of the iPad home screen. If not, swipe to the left on your home screen and find the SETTINGS icon (usually in the APPLE or ADMIN folder). Select Wi-Fi from the top left; choose the network with the same name as your router (DRC-SALESDESK-## or something similar).

The password is DRC12345 (ZTE Hub) and Drc1234$ (Cisco/D-Link Router) and it is case sensitive.

On the iPad, run the ML Player Lite app from the bottom of the screen.

You should see the DRC folder. When clicked you’ll see a DANCESNAPS folder. If you see this, the iPads are ready. If it doesn’t, ensure that you’re connected to the wireless network.

When you import your first set of photos, click on the refresh button on the iPad to display the new photos.

Start ImageBank Server by double-clicking the desktop icon. When started, the software will display a green light saying “Ready to Serve Photos”.

Check that your iPad is connected to the wireless network. You should see a Wi-Fi signal (3 rainbows) in the top left of the iPad home screen. If not, swipe to the left on your home screen and find the SETTINGS icon (usually in the APPLE or ADMIN folder). Select Wi-Fi from the top left, Choose the Network with the same name as your computer (DRC-SALESDESK-##) or something similar.

The password is Drc1234$ AND IT IS CASE SENSITIVE (CAPITAL D).

On the iPad, run the ImageBank app from the bottom of the screen.
You should see the server listed. Click once on it, and you should see the DANCESNAPS folder. If you see this, the iPads are ready. If you don’t, click the + button on the top-left corner to add a new server. A server name will appear. If it doesn’t, ensure that you’re connected to the wireless network. Click on the server, then the computer. You should see the DANCESNAPS folder.

This may need to be done at the start of each new day, or if the app stops working.

When you import your first set of photos, click on the refresh button on the iPad to display the new photos.

**LOCKING USERS INTO THE APP**

To lock the users into the app to prevent them from changing settings, etc, open ML Player Lite. Once it has loaded and you are sure it is working, press the Volume Up, then Volume Down keys quickly. A popup will appear saying that the app has been locked.

If you need to exit ML Player Lite, press the Volume Up, then Volume Down keys again. This will unlock the app so that you can return to the home screen.

Locking users into the app may not work on all iPads. If you press the Volume Up and Volume Down keys and nothing happens, the locking feature is not enabled on your iPad. Keep an eye on the iPads, and ensure that children and parents are not exiting the ML Player Lite app.

**IPAD & POS TROUBLESHOOTING**

1) **The iPad will not connect to a Wi-Fi network:** Go into the iPad settings on the second screen, select Wi-Fi. There will be a blue arrow to the right of the DRC-SALESDESK network. Click the blue arrow, then press Forget this Network. Now go back to the Wi-Fi page, select the DRC-SALESDESK network, and put in the Drc1234$ password. Make sure that the Ethernet cable is plugged into port 1 – 4 on the router.

2) **The Wi-Fi network is displayed, but the iPad can’t connect to it:** On the iPad, go to Settings. Select Wi-Fi and make sure it’s on. Click on the blue arrow next to the network labeled DRC and click Forget this Network. Hold down the power button to turn off the iPad. Wait 10 seconds. Press the power button to turn it on, and reconnect to the DRC.
3) **The DanceSnaps folder isn't in ML Player Lite:** First verify your iPad (wi-fi) and Laptop (wired) are connected to the router. Open **Universal Media Server** on the laptop to verify there is a renderer available. If not make sure your laptop’s network is discoverable and media streaming is turned on. To do this, go into **Control Panel** (Under View By select large or small icons). Select **Network and Sharing Center**, then on the left side click on **Change Advanced Sharing Settings**. Turn on Network Discovery. They click on all networks and turn on Media Streaming.

4) **I'm looking at photos, but how do I go back?** If you are in the full screen view of a photo, lightly tap the screen once to bring up the user interface. The “Back Button” is the name of the dance and the user will need to press back twice to get back to the list of dances from their studio.

5) **The app has stopped working. What do I do?** Restart the app.

6) **Newly imported photos are not showing up on the iPad:** Click on the **refresh** button to refresh the folders and photos.

7) **Can customers view video on the iPad?** No, but they can view it on one or both of the monitors (instructions below).

8) **POS device can't connect to network:** Open the Payment App and hit X to close it. Select Com Serve, select the wrench/hammer button and click on repair connection. Restart your device. If it still doesn’t work contact the technical support number at the back of the POS device.

9) **POS keypad is locked:** If you don’t see an option to enter a password, press 8. Then press 1, alpha, alpha, 6, 6, 8, 3, 1 and press OK.

**SALES DESK**

Start Sales Desk by double-clicking the desktop icon.

Click **Select File**. You will be asked to open your Database file. This is the vj.mdb file living on the external passport drive.
Go to This PC > Passport Drive > Event Code (eg. E16-005-03) > vj.mdb and click OK.

Make sure that you’re not opening the VJ database from the USB Key. A warning will appear. Ensure that you’re always opening the database from the external passport hard drive.

The software will check the database for accuracy and display some of the event information.

![Image of database interface]

Adjust any of the information on the Event Information page as necessary, then click Open.

**WELCOME TO THE SALES DESK**

Sales Desk will automatically open the Event Information tab. Across the top you will see a number of different tabs.
EVENT INFORMATION

Verify the following information matches your Pre-Event report: E-code, event name, the event start date and location, event country, event province and your name as the Event Supervisor.

If you are doing a photo event, ensure that PHOTO EVENT is checked off on the information screen.

If there are no photos at your event, uncheck this. A number of tabs will disappear, leaving only the tabs you will need – Event Information, Enter Orders, Reconcile Event and Manage Capture Data.

You can enter any notes / comments / complaints in the EVENT NOTES area. These will be reviewed by our staff.

Below this, you will see STUDIO INFORMATION. Here you can see the studios participating at the competition and their information. You can change this information if necessary.

SHOOTING THE SYNC PHOTO

At a photo event, the photographer should ensure their camera is set to a reasonably accurate time and date. They should be within 30 minutes of the capture system’s computer clock time. They should not adjust the camera time for any reason AFTER the sync photo has been taken.

The Sync Photo should only be done at the start of an event or if the photographer’s camera body has changed.

On the Capture laptop, in the Capture program, go to Tools > Sync Photo.

Ensure the photographer has his camera pointed at the screen, autofocused and ready to shoot. Click “Start Countdown”. The screen will countdown from 5-4-3-2-1-SHOOT. As soon as shoot is displayed the photographer should take a photo.

In the Capture program, insert a USB key and press “Copy to USB” from the bottom right. Be sure it is sending that information to the USB key.

Take the USB Key and the photographer’s memory card and insert both in the Sales Desk computer. In Sales Desk, go to Sync Photo tab.
You will need to select the Sync Photo from the camera memory card. Click on **Sync Photo**, and navigate to **My Computer**.

Find the Nikon/Canon card and go into the photos folder (usually DCIM).

Change the view to "**thumbnails**" and select the photo of the computer screen with SHOOT displayed.

The Camera Sync Time field will automatically update with that photo’s time.

Now go into the Import Photos and Data tab and under **Import VJ Database File from Capture Computer**, click on the folder icon to select the database file that was copied to the USB. Select the file and click import (Before the event starts there will only be one file in the USB).

**YOU ONLY NEED TO SELECT THE SYNC PHOTO ONCE. IF THE PHOTOGRAPHER OR CAMERA CHANGES, YOU CAN DO A NEW SYNC PHOTO, ONCE ALL OF THE CURRENT PHOTOS HAVE BEEN SORTED.**

**IF PHOTOS ARE SORTING INCORRECTLY, YOUR SYNC TIME MAY BE OFF. GO TO THIS PC ON THE DESKTOP. OPEN THE PASSPORT DRIVE AND THE EVENT FOLDER. GO TO PHOTO, AND SORTED. FIND THE FILEIDS OF THE INPROPERLY SORTED PHOTOS (LISTED IN MANAGE CAPTURE DATA) AND MOVE THESE PHOTOS INTO THE UNSORTED FOLDER. REDO THE SYNC PHOTO. GO BACK TO THE IMPORT PHOTOS AND DATA TAB. CLICK ON SORT PHOTOS.**
You will first need to import the data file containing capture times from the Capture Laptop. This process will be repeated every 45-60 minutes throughout the event day. The file will be copied to the USB Key.

In the Import VJ Database File from Capture Computer, click the folder icon. Go to This PC and look at your Removable Disks for the USB key that you inserted. All of the files are labeled with date and time, so look for the most recent file, double-click to open, and then press the Import button.

Now we will need to move the photos from the memory card onto our external hard drive. Press Refresh List in the Move Photos from Camera Media area. You may see more than one drive, but only one will have a number of JPEGs in it. Highlight that Drive and select Move Photos. The photos will now copy over to the passport hard drive.

Next we need to sort the photos based on the time they were taken. Press Sort Photos. Finally, the iPads will need to be updated with photos. Press Update.

You will need to click on the refresh button in the ImageBank application to update the photos on the iPad.

**IMPORTING VIDEO PREVIEWS**

Import video previews only during the breaks! Do not do this every hour when you import photos. In the capture program click on Copy to USB, then select the USB key that’s used to copy the data when importing photos. Click on the button Copy Video Previews. This will create a folder in the USB key called Preview. Go back to Copy to USB and now click on Copy Data (You can also do this before coping the video preview).
Plug the USB key into the sales laptop and go to the **Import Photos and Data** tab. In the **Import VJ Database File from Capture Computer** section find the latest database file located in the USB key (Similar to the database file when importing photos). Click import.

**Note:** The videos are 10 seconds each and start 30 seconds into the performance.

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### REVIEW PHOTOS AND VIDEOS

The **Review Photos** area gives the operator a chance to select photos to add to a slideshow as well as display photos and videos for parents on computer monitors if the iPads are occupied or people desire a larger screen.

Select the entry number you wish to display from the left hand side (TEST, SCRATCH and FALSE START entries are not listed here, only OK and Add-Ins). Under **Select Photo to View**, click on any of the photos. It will be displayed on the screen. You have the option to “Add Photo to Event Slideshow” and to “Delete Photo”.

Delete any out of focus or poor quality photos if possible. This way, the customer will not see them.

Photographers are to take between 10 and 15 photos per solo/duo/trio entry and 15-20 photos per group entry. If your photographer is taking too many or too few photos, let them know. If the quality of all of the photos is poor, let the photographer know.

The Event Slideshow is used to keep the best photos from the event. During down time the photos can be reviewed and outstanding photos can be added to the slideshow, helping to attract customers to the sales table. Click on a photo to display it, and then **Add Photo to Event Slideshow** to add it to the slideshow.
Copy Photos to USB will allow you to copy the selected entry or individual photo to a USB key for the competition staff, studio or any other special circumstance. Click on Refresh List to show all removable drives, and click on the correct drive letter. Click on Copy Entry to USB Key or Copy Image to USB Key to copy the photos. A confirmation will appear once the photo(s) have copied.

External Monitor Viewing (Optional)
Depending on the number of external monitors attached, you will be given access to additional monitors to display photos for customers.

The option to display photos on external monitors will be displayed as buttons.

- **Video Promo**: Plays the competition specific video promo
- **Entry Video**: Plays 10 second video previews of an entry
- **Entry Photo**: Shows photos of an entry
- **SS Photo**: Plays slideshow
- **Close**: Closes anything open on an external monitor

**SLIDESHOW SETTINGS**

The number of external monitors is displayed here.

The slideshow directory will be automatically selected based on the location of the event database.

Click on Refresh File List to show all of the photos you have added to the slideshow. Click on a photo to display it on the screen. Click on Delete Photo to remove the photo from the slideshow.
This area is to enter orders, transcribing them from the paper order forms made on site. To start a new order, click **New Order**.

Enter the **Order Number** (from the sticker placed on the order form).

**Status:** Active, Entered, Delivered, On-Hold. For orders being worked on, these are Active. Once everything has been added to an order, change the status to **Entered**. In some cases if an order has been delivered to a customer on-site, change the status to **Delivered**. If the customer needs to come back with the money or need to add a few more dances later in the event, set it to **On-Hold**.

Enter the **Parent Name** and **Student Name**. Make sure that they’re spelled correctly.

**Studio:** By selecting the Studio from the drop down, only the dances from that studio will be displayed below in the list of dances to add to an order.

Enter the **Phone Number** and **Email** as they appear on the order form.

**Payment Type:** It is crucial to make sure you select the correct payment type or else the final reconciliation of the event will be incorrect.
Enter the **Shipping Name** and **Address** information exactly as they appear on the order form. Make sure everything is spelled correctly.

Below this, double-click on entries to add them to the order, if applicable. Once you’ve double-clicked on an entry, it will appear on the right side of the screen. You can use the search box to quickly search for entries. To cancel your search, click on **Show All Entries**. If you accidentally click on an entry and need to remove it from the order, click on the black arrow beside the entry on the right side of the screen to highlight that row, and then press **DELETE** on the keyboard to remove it.

NOTE: for Group Collections, you do not need to add all of the group entries for a studio to an order. They are automatically chosen from the selected studio for you.

**Order DVD Quantities:** Simply add the quantities as they appear on the order form. 1 is for one copy, 2 is for two copies, and so on.

For a group collection order, enter 1 in that quantity field.
For a group collection with a solo, duet or trio add on, enter 1 for group collection, and 1 for video DVDs.
For an all-inclusive video package, enter 1 for video DVDs. For a photo order, enter 1 in the photo DVDs field.
For multiple order selections, enter the quantities accordingly.
For multiple discs (additional copies), change these numbers as needed.

**Order Totals:** Enter the **Product Total** and **Shipping** totals. If you’ve given a discount, enter it here. This will automatically calculate tax and totals for you – eliminating the need for a calculator. Make sure that the total is correct. Your reconciliation at the end of the event will be incorrect if the total is off.

**Order Notes:** Enter any additional notes here.

Click **SAVE** when you’re done. As you add new orders to the list, you can click on each order to go back and forth between each order.
Manage Capture Data is used to review and edit the entries that have been captured, and to add missed entries and populate those missed entries with photos. A missed dance may occur if the capture computer had crashed. If this happens, the entry and its photos must be manually added to the database.

**Add Missed Entry**

Add the information as it relates to the missed dance. When you type in the entry number and press TAB or click on the next field, the information will automatically be added for you from the entry list (if the entry existed) – if not, you will need to manually enter all of the information – StudioID, Dance Name, etc…

Click **Add Entry**.

The new entry will appear in the list above. Click on the black arrow to the left of the entry to highlight the entire row.

In the bottom right box, click **Select Photos**. Find the photos in the event folder on the passport drive. They will most likely be in the **UNSORTED** folder.

Once you have selected all of the photos, click **OK**. They should now be listed in the Photos to Move box.

Click **Move Photos** and they will be added to that entry and available for view. You will need to go back to the **Import Photos and Data** tab and click **“Update”** at the bottom of the screen in order for the photos to be viewable on the iPad.
At the end of the event, you must reconcile the event using the ‘RECONCILE EVENT’ tab. Click on ADD NEW REC to start reconciliation. Enter a description. Enter your starting float amount (usually $50.00) – and then enter your total cash amounts as quantities (these will be calculated for you later)

Enter any expenses that may have been taken from the cash.

Enter each cheque and order number.

Enter the credit card orders.

When you’re done, click RECALCULATE at the top of the window. This will give you all of the totals on the right side of the screen and show you the difference (if your order totals do not match the cash / credit card / cheques.) There should be little to no difference once your reconciliation is complete. If there are any issues, explain why in the notes column.

Click on SAVE once you are done.