

# Members' Manual for Digital

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## Introduction

It is important for all members to read and understand this manual.

The success of the digital facilities is vital to the Club if the Club is to continue its 125+ year history into the future. Please be patient and work with us during the early days of introducing the new facilities, and please do provide your comments, ideas or input on how things could be done better, smoother or simpler. You can email [digital@thecameraclub.co.uk](mailto:digital@thecameraclub.co.uk) or write in the Digital Comments Book located in the Digital Suite.

We are open to changing procedures in future if anything does not work as well as it could. For now, please **follow exactly** the procedures outlined in this manual - we have to start somewhere, and we have tried to make things as simple and stress-free as possible. Updates, amendments or changes to the Digital Suite rules and procedures will be announced on the Club's website.

We appreciate your cooperation and support, and we look forward to making digital a successful addition to The Camera Club.

With kind regards,

Marek Neumann, Digital Secretary

Miko Coffey, Steward Communication & Digital Back-up

## Digital Suite Rules

Rules to follow when using the digital facilities:

- Only members who have completed the Accreditation session on the use of digital equipment or are deemed as having suitable experience by the committee are permitted to use digital facilities.
- Members must sign into the Club using the signing-in book at the reception. Please ensure that you write Digital Suite in the book.
- Members, together with the steward on duty, must complete a Session Log Sheet for each session spent in the Digital Suite, recording the equipment and facilities used during that digital session.
- Digital equipment must not leave the Digital Suite.
- Any damage to the equipment must be reported immediately to the steward on duty.
- Only Studio Spyder calibration equipment may be taken from the premises, and it must be returned in the same condition in which it was given at the point of hire.
- When borrowing the Spyder, an Equipment Hire Agreement must be completed. The equipment must be returned by the date on the Agreement, and the Agreement form must be signed by both the Member and the steward upon return of the equipment.
- Members are not allowed to make any changes to hardware or software or any of its parts and they take full responsibility for any loss or damage to the equipment caused by their negligence or carelessness and will cover any repair, maintenance or replacement cost if applicable .
- Members using lockers located in the Digital Suite must write Digital next to their name in the signing-in book (this may be in addition to whatever facility they are using), and they should NOT keep the Digital Suite key unless they have booked one of the digital workstations.
- No smoking, food or alcohol consumption is allowed in the Digital Suite.
- All members using the Digital Suite must adhere to the Club Rules & Policies.

These simple rules are there to ensure that the room and equipment are maintained in good order. If you have comments or concerns please talk to the Digital secretary.

## Equipment

The Epson Digital Suite offers the following:

- Two brand new powerful workstations equipped with the latest software:
  - Windows 7
  - Adobe Photoshop CS5
  - Adobe Bridge CS5
  - Adobe Lightroom 3
  - Abbey Fine Reader
  - Epson Scan software
  - Nikon View NX software\*
  - Nikon File Transfer\*
  - Canon EOS Digital Software\*
  - Open Office (for Microsoft Word documents etc.)
  - Nero Express (for burning CDs or DVDs)
  - Standard USB and micro USB sockets for plugging in your own external hard drive, USB stick, graphics tablet or any other peripheral devices

*\* This does not mean you can only use Nikon/Canon cameras. You can use any brand of camera. You can use Photoshop or Lightroom with all brands of camera and all types of RAW and other file formats*

- Four high quality monitors (two for each workstation), so you can use one monitor for close-up work and the other for viewing the whole image
- Epson Perfection 750 Professional Flatbed and Negative Scanner
- Epson Stylus Photo R1900 A3+Printer
- Epson Stylus Pro 3880 A2 Printer
- Wacom Intuos4 Graphic tablet, medium size (suitable for right or left hand) – available for hire with the workstations
- Sandisk Card reader - reads almost all types of memory card – available for hire with the workstations
- Spyder 3 Studio SR Calibration Equipment used to calibrate printers and computer screens – this item is available to members for hire

The room is decorated with neutral 50% grey walls and 6500k daylight lighting system - perfect for digital photo work.

## Digital Suite and Equipment Hire Charges

- Digital Workstation hire: £5 per hour (minimum hire time = 1 hour)

This hire rate charge includes:

- Use of any software installed on the computers
- Scanner use – appropriate scan holders must be requested from the steward on duty
- Use of lightbox

- Wacom tablet hire: £4 per use (as long as you need it, 1 hr or all day = £4) \*

- SanDisk card reader hire: £2 per USE (as long as you need it, 1 hr or all day = £2) \*

*\* Please note that Wacom tablet and SanDisk card reader are kept in the stewards office and in exchange for the equipment members must leave an ID card, credit/debit card or driving license with the steward on duty*

- Studio Spyder Calibration tools: \*

- Screen Calibrator: £15 - 1 day hire / £20 - 2 day hire
- Printer Calibrator: £20 - 1 day hire / £25 - 2 day hire
- BOTH Printer & Screen together: £30 - 1 day hire / £35 - 2 day hire

*\* Deposit of £.....is required for hiring the above equipment and a late fee of £20 is charged per day*

## Printing Pricelist

Printing price includes ink & paper:

| Size   | Inches | Metric  | Premium Glossy | Premium Semigloss | Enhanced Matte |
|--------|--------|---------|----------------|-------------------|----------------|
| A5test | 6x8    | 148x210 | £2.50          | £2.50             | £2.50          |
| A4     | 8x12   | 210x297 | £5.00          | £5.00             | £5.00          |
| A3+    | 13x19  | 329x483 | £10.00         | £10.00            | £10.00         |
| A2     | 16x24  | 420x594 | £13.00         | £13.00            | £13.00         |

Photo paper available: Epson Premium Gloss, Premium Semi Gloss, Epson Enhanced Matte

**IMPORTANT:** Only the above stated printing paper types and sizes are currently available and **only paper purchased from the Club can be used for printing.**

## Cancellations

Digital facilities are subject to the same cancellation policies as Studios or Darkrooms:

- more than 7 days before booking date – no charge
- between 4 to 7 days before booking date – 50% cancellation charge
- 3 days or less before booking date – 100% cancellation charge

**IMPORTANT:** Bookings cannot be cancelled by e-mail or post

## How to book a digital workstation

- To make a booking, please call the Camera Club during normal opening hours or book your digital session with the steward on duty. Bookings cannot be made by e-mail or post.

IMPORTANT: Minimum booking is one hour with no hour limit.

- Please inform the steward which workstation you would like to book (PC1 is the low desk, PC2 is the high desk) and if you need to use the scanner. The scanner can be used from either workstation but **only one person can use scanner at a time**.

IMPORTANT: Two members can use both printers at the same time, however, only one person/workstation can use the scanner at a time. Because of this, it is very important to inform the steward that you would like to use the scanner, because if the other workstation has already booked this facility, you will not be able to use it at that time.

- Give the steward the exact date and time when you would like to use the digital facilities.
- If for any reason you wish to use both workstations at the same time, please inform the steward about it and be aware that you will need to pay for both of them.
- In order to use a workstation and other digital facilities you will need to bring your **username** and **password**, so make sure you have it before your booking date/time. Your username is a 3 digit number, and it is NOT the same as your Membership Number. User numbers and passwords are provided as part of Digital Accreditation, and they cannot be changed, so please ensure you store yours in a useful but private place (eg on your mobile phone).
- **Please be aware that stewards do not hold this information so it is important that you know your log in details, otherwise you will not be able to log in to any workstation.**
- If you do not remember or you have lost your username and/or password, please contact the Digital Secretary on [digital@thecameraClub.co.uk](mailto:digital@thecameraClub.co.uk).

## At the beginning of your Digital Session

When you arrive to use the Digital Suite please sign into the Club using the signing-in book at reception writing Digital Suite in the book. The Steward on duty will ask you for details to fill in your Session Log Sheet, so please make sure that all details entered there are correct.

### If you have booked to use the scanner:

- If you want to use any size negative carrier please ask steward for it. The steward will make an appropriate note on the Session Log Sheet and ask you to bring it back with you when you finish your session. You may use more than 1 size negative carrier.
- When using the negative carrier(s) for scanning, you can use the pair of cotton gloves provided in the box to prevent fingerprints on your negatives.
- A microfibre cleaning cloth is provided on the scanner for cleaning the glass scanning deck. Please do not use any other material for cleaning the glass as scratches may occur.

### If you would like to hire any workstation 'extras':

- If you require any extra equipment such as the Wacom graphics tablet or Sandisk card reader please ask the steward for it. Please make sure that the steward checks in front of you the state of any additional equipment you are borrowing from the stewards' office, as you may be liable for any damage.

IMPORTANT: These additional items are available on a first-come, first-served basis, which means that you will not be able to use them if someone else have already hired them.

### If you require any paper for printing:

- Tell the steward how many sheets, what size, and what finish (glossy, semigloss or matt) you want and make sure you are given the correct paper sheet(s)

IMPORTANT:

A maximum of 5 sheets of paper can be purchased at a time (this is to do with the printer management software and stock control).

Members can come back downstairs to purchase additional sheets at any time during their session.



**It is NOT ALLOWED for members to bring and use their own paper.**

Members CANNOT return unused paper at the end of their session or use it on a later date (for this reason, members can only purchase up to 5 sheets of paper at a time).

**If you want to use your locker located in the Digital Suite:**

- Please write Digital next to your name in the signing-in book (this may be in addition to whatever facility you are using, such as Studio 1)
- As soon as you finish using your locker, bring the key back to the stewards office. You are not allowed to keep the Digital Suite key unless they have booked one of the digital workstations. Please never leave any personal belongings such as studio lighting equipment, darkroom chemicals etc in the Digital Suite as they might cause damage to the equipment

## In the Digital Suite

**IMPORTANT:** In order to use all facilities the Master Power Controller, which provides electricity to all of the equipment in the room, needs to be switched on whenever you are using the Suite. It is a black box about the size of a shoebox, located in the Digital Suite on a shelf under the beige computer monitor. It should be turned on/off using the small button on the top left (there is an arrow pointing to the button).

### Starting Up:

1. Turn on the Master Power Controller. Wait until the green light stops flashing, and then...
2. Turn on the workstation you have booked. Wait until the blue Windows login screen appears, and then...
3. Log in using your username and password. You will need to find and click your username from the list showing on the screen.

**NOTE:** If the workstation is already on due to another Member using it before you, make sure that person has logged off. If not, you will need to log off and log back in using your own account username ([go to Start>Log Off](#)).

### Scanning

In order to be able to scan you need to switch the scanner, scan server and workstation on in the right order (things will not work if you do not follow the below instruction)\*. The correct order to turn things on is:

1. Scanner - WAIT until the green light stops flashing
2. Scan server (PC next to the scanner) - WAIT at least 2 minutes before the next step
3. Workstation - turn this on LAST

*\* To switch the scanner off you do not need to do anything in a particular order, aside from leaving the Master Power Controller as the last thing you turn off*

**IMPORTANT:** For information on how to use the scanner and the scanner software please refer to scanner user manuals available on the Camera Club's website and in folder called Manuals located on your workstation's desktop.

## Printing

In order to use any of the printers you just need to make sure the printer is on (printers can be switched on/off at any time). There is also a switch on the wall behind the small printer that needs to be on before you turn on the printer.

### IMPORTANT:

For information on how to print please refer to printer user manuals available on the Camera Club's website and in folder called Manuals located on your workstation's desktop.

The Club has printer management software that logs every single sheet of paper that goes through the printer. It tracks what size of paper, what type of paper, and who was logged in to the computer when printing. This way, we can ensure that people are only printing what they have purchased, and that the printer does not get broken by members trying to print onto papers that are not compatible with the printer.

Members are not allowed to replace ink cartridges. If any ink needs to be changed, please ask the steward on duty to replace it. If ink is too low to print you will get an alert about this on your workstation.

IMPORTANT: Inks do not need to be changed after the first alert message appears. They have to be replaced when a yellow triangle appears on one of the inks.

Members should bring their own portfolio, folder or postal tube for transporting their prints/paper as the Camera Club does not provide any storage.

## At the end of your Digital session

Providing that no one else is in the Digital Suite, turn off all equipment, including PC workstations, scanner, printers and scan server (you need to hold down the power button for **4 seconds** on the **scan server PC** in order to shut it down) \*

*\* If there is another member in the suite but she/he is not going to use your workstation please turn the computer off*

Make sure everything has fully shut down, and then turn off the Master Power Controller.

Switch off the following plugs at the wall sockets:

- Printers: located on the wall behind the smaller printer
- Scanner: located on the wall next to the lightbox

Please ensure that you leave the room clean and tidy and make sure that the light is switched off and the door is deadlocked.

If you have hired anything from the stewards office, take all the items downstairs and hand them back to the steward on duty. The steward will check the equipment, and if anything does not look as expected he/she will make a note in the Session Log Sheet.

If you experienced any problems or issues with any facility during your digital session please let the steward know before you leave the Club.

## Troubleshooting - when things go wrong...

### Scanning

#### **Did you turn everything on in the right order?**

The order is very important. This is written in the user manual. If you do not turn them on in the right order, things won't work. This is the correct order to turn things on:

1. Master Power Controller - WAIT until the green light stops flashing
2. Scanner - WAIT until the green light stops flashing
3. Scan server - WAIT at least 2 minutes before the next step!
4. Workstation - turn this on LAST

#### **Is the workstation connected to the scanner?**

You must click on the connection icon and THEN the scanner software. The order is important, or else things will not work. You need to click on the black USB icon (Scanner over the Net) FIRST and follow the instructions in the user manual. Only after you have done this step can you start the Epson scan software.

Switching off the scanner: you do not need to do anything in a particular order, aside from leaving the Master Power Controller as the last thing you turn off.

### Printing

#### **My print looks bad / wrong / odd:**

#### **Have you used a Color Managed Workflow?**

If you are following a Color Managed Workflow, then what you see on the paper should closely match what you see on screen. If you do not know what a Color Managed Workflow is, then you should read the manual located on the computer desktop (and Camera Club website) in the folder called MANUALS.

We also strongly advise you to do test prints before printing large-scale, as even when using a Color Managed Workflow, you may experience some slight variance between what is on the monitor and what is on the paper. This is because monitors are capable of displaying far more colour saturation and tonal variations than printed matter.

Other potential issues could be:

- You have not selected the appropriate ICC profile. The profile is made up of PRINTER + PAPER TYPE. Make sure you select the right combination when you print. This is the most common cause of the problem!
- **Someone has fiddled with the monitor settings.** NEVER EVER ADJUST THE MONITOR BRIGHTNESS, CONTRAST, OR ANY OTHER MONITOR SETTINGS!! If you think your monitor may have been fiddled with, show the steward on duty. If s/he agrees, s/he will email digital@thecameraClub.co.uk and the Digital Secretary will review this. The Digital Secretary may refund your printing/hire charge if appropriate. Stewards are not responsible for refunding money.
- The lighting is different from when the monitor was calibrated. The ambient lighting can affect how the eye perceives a monitor's colours. Make sure the window blinds are closed.
- The printer ink is incorrect or other printer failure. If you suspect this is the case, give your print to the Steward, explain what you think is wrong, and the Digital Secretary will review this and refund your printing charge if appropriate.

**My print shows faint banding, ghosting or lines running across it:**

The print heads need to be aligned, or the nozzles need to be checked. Please note that this is always done on a weekly basis by the Digital Secretary.

**I would like a refund for my print, due to the above or any other issue:**

If you feel that your print was not correct due to reasons outside of your control, attach a note to it with as much information as possible, and leave it in with the Steward for the Digital Secretary to review. The Digital Secretary may refund your printing/hire charge if appropriate. Stewards are not responsible for refunding money.

## FAQs

### **The monitor looks too dark/too light/too contrasty/etc - can I adjust the monitor settings?**

ABSOLUTELY NOT. NEVER EVER ADJUST THE MONITOR BRIGHTNESS, CONTRAST, OR ANY OTHER MONITOR SETTINGS! The monitors are calibrated each week by the Digital Secretary. Under no circumstances are you or a steward allowed to calibrate the monitor or adjust any monitor settings.

### **Can I print onto other paper brought from outside the Club?**

No, not at this time. We may review this policy in future. At present, we are using only Epson papers and inks to ensure the highest quality and most consistent prints.

We use a print tracking software so we can tell if anyone uses paper other than that which has been purchased from the Club on that day. Any member who breaks this rule (or any Digital Suite rules) may be sanctioned or even suspended.

### **Why does the Club only offer 3 types / 4 sizes of Epson paper?**

At present, we are offering the most popular and readily available types and sizes of Epson paper. Not all Epson (or other manufacturer) papers come in all sizes. We are only offering paper which comes in ALL sizes, to ensure that members can get consistent prints at whatever size they need.

We are also only using Epson paper at present, to ensure the best quality prints and the minimum number of profiles that need to be installed. We may review this policy in future if there is demand for other papers/sizes. Please leave any comment about this in the Digital Comment book.

### **Can I plug my own laptop into the printer / scanner?**

No, you cannot. This is because we need to monitor all printer ink usage and ensure scanner compatibility. You are very welcome to plug in your external hard drive or USB stick into the PC workstations instead.

We have taken measures to ensure that it is not possible to plug in any other devices: there are special barriers on all non-used ports. Any member found to be breaking this rule may have their membership revoked.

**Where are the user manuals?**

They are located on the desktop of the PC workstations, in a folder called MANUALS. You can also find them on the Club website, on the Digital Facility page.

**Can I store my files on the digital workstation computer?**

No, you cannot store your files on the workstations. This is to ensure that nothing of a sensitive nature is kept on the computers, and to keep them running at their best. Please use removable storage devices.

While it is technically possible for you to leave files on your desktop or PC's local drive, the files will be erased each week, so we do not recommend you do this.

**Can I change desktop settings on digital workstations?**

Yes, you can but please be aware that without any notice we might set your digital account back to default settings.

**Can I bring an assistant with me into the Digital Suite?**

Yes, only if that person is also a Club Member who has been accredited to use the digital facilities, AND only if the two of you do not create a distraction to any other digital user.

**You can only use 1 workstation, unless you pay for the other workstation too.**

**A software update or registration alert has appeared on my screen - what should I do?**

Press "Remind me later" or "ignore" or CLOSE the window. Software will be updated regularly by the Digital Secretary.

**Symantec Antivirus NAV says that there is a problem with the driver "Driver blocked due to incompatibility" - what should I do?**

You can safely ignore this alert / close it. There is a known incompatibility with the version of the driver and Windows version. The antivirus software is working fine.

**Windows shows an alert that says I am logged into temporary user settings and desktop - what should I do?**

Please log out and restart the PC, and log in again. This appears to be an unlikely but occasional bug.

**What kind of lighting system you use in digital room?**

We use only daylight bulbs in the room.