

# TAPSNAP™ MOBILE PHOTO STUDIO



## FAQ



# TAPSNAP™

## MOBILE PHOTO STUDIO

### Hardware FAQ

1	<b>Q.</b> What is included with the Mobile Photo Studio (MPS)? <b>A.</b> See attached document for components.
2	<b>Q.</b> How much does it weight? <b>A.</b> - With monopod: 4.5 lbs - Handheld: 2 lbs - Complete kit in case: 20 lbs
3	<b>Q.</b> How does the surface connect to the internet? <b>A.</b> The surface has a SIM card slot or can use Wi-Fi, we highly recommend using the SIM card for connectivity. A SIM card is not supplied as part of the kit, you will need to purchase a Nano SIM card from the carrier of your choice.
4	<b>Q.</b> What networks are compatible? <b>A.</b> The surface supports all major US and Canadian carriers.
5	<b>Q.</b> What cameras are compatible? <b>A.</b> Canon T3, T5 and T6.
6	<b>Q.</b> Can I use a different lens, flash etc? <b>A.</b> Yes, you can use any Canon compatible lens or flash you like. The camera must remain in automatic mode.
7	<b>Q.</b> What will happen to the existing Social Photographer? <b>A.</b> We will be discontinuing support for the Samsung camera on January 1st 2020. On this date it will be removed from our list of approved product and removed from the Google Play store.
8	<b>Q.</b> Can I print directly from the MPS? <b>A.</b> Not directly, but you can print from a TS42 or a dedicated print station using the event dashboard (connect printer to laptop). Our recommended solution is a laptop with printer. Note - The studio software does not support streaming of the photos from the MPS.
9	<b>Q.</b> How long does the battery last on the Surface Go? <b>A.</b> 4-5 hours with the screen brightness at 50%. This will vary a lot between events but you can conserve battery by turning the screen off when not in use.
10	<b>Q.</b> Can I charge the Surface Go during the event? <b>A.</b> Yes, you can use the dedicated wall power brick to charge the unit while in use.
11	<b>Q.</b> Can I use a portable battery pack to charge the Surface Go? <b>A.</b> Yes, if you need a mobile power solution we recommend the following - <a href="#">CLICK THIS LINK</a> - This model is recommended as it will allow you to continue taking photos while charging.
12	<b>Q.</b> What is the warranty? <b>A.</b> The Surface Go has a 1 year warranty through Microsoft.
13	<b>Q.</b> Is the Pelican case suitable for carry-on luggage? <b>A.</b> Yes the case meets airline size for carry-on.
14	<b>Q.</b> Can I reconfigure the foam in the case? <b>A.</b> Yes, the case foam dividers can be changed to suit your needs.
15	<b>Q.</b> How long will the camera battery last? <b>A.</b> It varies, but the single camera battery should last 8 hours. We recommend bringing an extra battery to each event. A spare Canon battery and charger will be included in the kit.
16	<b>Q.</b> Will the monopod stand upright if left unattended? <b>A.</b> The monopod with feet can support itself briefly but it is not designed to be operated without being held onto.
17	<b>Q.</b> Do I need to use the 3 leg monopod base? <b>A.</b> No, included is a single rubber foot and metal spike for outdoor use on lawns or sand.

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### Software FAQ

1	<b>Q.</b> What software does the MPS use? <b>A.</b> It uses the same version of the Studio software, enabling MPS mode in the settings provides specific features for mobile use.
2	<b>Q.</b> What functions are available? <b>A.</b> Since the software is the same as the studio, you have full access to all studio functions including graphic overlay, green screen, animated GIF, video loop and photoshop filters.
3	<b>Q.</b> What is MPS mode? <b>A.</b> Enabling this mode in the settings of the studio software will do several things: <ul style="list-style-type: none"><li>- Add extra capture buttons</li><li>- Remove the countdown</li><li>- Add green/blue screen capture buttons</li><li>- Upload the photos saved to the TS42</li></ul>
4	<b>Q.</b> How do I book an event in Snapbook? <b>A.</b> Check the “Enable Studio/MPS” checkbox and complete the event booking as normal.
5	<b>Q.</b> Will the iPad Sharing Station work with MPS? <b>A.</b> Yes.
6	<b>Q.</b> Does MPS work with Snapcast? <b>A.</b> Yes.
7	<b>Q.</b> Can I take photos directly from the camera? <b>A.</b> No, this is not a replacement to a traditional photographer that would capture many images of the same subject. All photos must be captured from the Surface computer using the software.
8	<b>Q.</b> Can I plug in a regular USB device into the USB-C port? <b>A.</b> Yes, we are including a USB-C to USB adapter.

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### General FAQ

1	<b>Q.</b> How much is the package? <b>A.</b> \$1,950 USD.
2	<b>Q.</b> What is the cost breakdown for the package? <b>A.</b> The hardware component is approx. \$1450 the rest is margin to cover R&D, marketing and software development costs.
3	<b>Q.</b> How long do I have to pay for this? <b>A.</b> Payment needs to be received by September 30th, 2019.
4	<b>Q.</b> Is there financing available? <b>A.</b> We will not be offering financing for the MPS.
5	<b>Q.</b> How much does the MPS cost per month? <b>A.</b> \$20 per month, existing Social Photographer owners will not pay a second fee.
6	<b>Q.</b> What is the delivery time? <b>A.</b> After payment, you can expect to receive the unit within 3 weeks.
7	<b>Q.</b> Why did you create this product? <b>A.</b> The original Galaxy NX camera was a niche product for Samsung that has long since been discontinued. We wanted to create a replacement for the Social Photographer that allowed for instant sharing and would take better photos and not require a totally different camera system. We also wanted to use hardware that would not be discontinued, when Microsoft announced the Surface Go we saw an opportunity to create a product that would meet these needs.
8	<b>Q.</b> What are the advantages over the Samsung camera? <b>A.</b> Multiple advantages including instant sharing to email/SMS, more features including animated GIF and video loop. Better camera support and a wider range of lens and flash options. There is also development benefits, we are no longer maintaining two separate product so there is a cost saving as well as ensuring all new studio features will be available instantly for MPS.
9	<b>Q.</b> Why the name change? <b>A.</b> We received feedback via franchisees and clients that the Social Photographer name had given clients the impression that we were a direct replacement for a professional photographer and would provide higher quality images and post processing. The Social Photographer was marketed primarily as an add-on to an event, where's the Mobile Photo Studio will be positioned as a 3rd photo booth in our lineup. We also felt that since the MPS shares the same software and much of the functionality as the TapSnap Studio that it would make sense that shows the relationship between the two products.
10	<b>Q.</b> Why is it mandatory? <b>A.</b> The MPS is mandatory because first and foremost, we believe that there is a strong market for this product and that it opens up new doors for our company. Furthermore, as a franchise, clients expect to receive the same options across all locations. The MPS will be featured on our website alongside our other photo booths, and clients and potential clients are likely to expect that products featured our website are available to them. As you can imagine, it's problematic to launch and market products when they're available in some areas or with some franchisees and not with others.  We have not made the TapSnap Studio mandatory for existing franchisees because it is a higher investment and because although it allowed franchisees to offer a different photo booth at a lower price point, it did not offer substantially different functionality than the TS42. In contrast, the Mobile Photo Studio is ¼ the investment of a Studio and due to the mobile aspect of the service, it provides franchisees with an entirely different service to offer clients.

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General FAQ

11	<b>Q.</b> How much should I charge per hour? <b>A.</b>				
		2 Hours	3 Hours	4 Hours	5 Hours
	TIER A	\$595	\$835	\$1,050	\$1,185
	TIER B	\$525	\$735	\$905	\$1,045
	TIER C	\$450	\$625	\$765	\$905
	Up to 20% Discount	\$119 Tier A \$105 Tier B \$90 Tier C	\$167 Tier A \$147 Tier B \$125 Tier C	\$210 Tier A \$181Tier B \$153 Tier C	\$237 Tier A \$209 Tier B \$181 Tier C
	+ Printer (up to 4 hours)	\$350	\$350	\$350	\$350
	This includes: A dedicated attendant Includes set up and take down Custom email and text message Uploads to Facebook and Twitter Online Gallery  Add ons: Prints using a Laptop+Printer (table required from client), extra attendant for printing station. <b>\$350 + \$85 per hour after 4 hours of printing.</b>				
	<b>Q.</b> What are the dimensions of the case? <b>A.</b> 19.8" × 11" × 7.6"				
	<b>Q.</b> How much is shipping? <b>A.</b> Flat rate \$50				



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## Included Hardware

Pelican Hard Travel Case w/ Adjustable Foam

