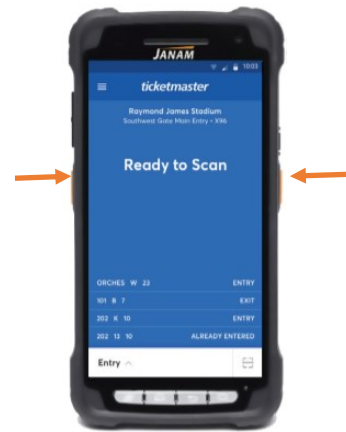


Ticketmaster Quick Scanner Support

SA Rodeo 2023 2/09/2023–2/25/23

A blue screen on your scanner means that the scanner is ready for operation.



Entry Mode
Blue Background

If the ticket has a barcode, hold the scanner about six inches away (6") and press either orange button on the right or left side of the device to scan the ticket.



Good Scan
Green Background
1 Long Pulse

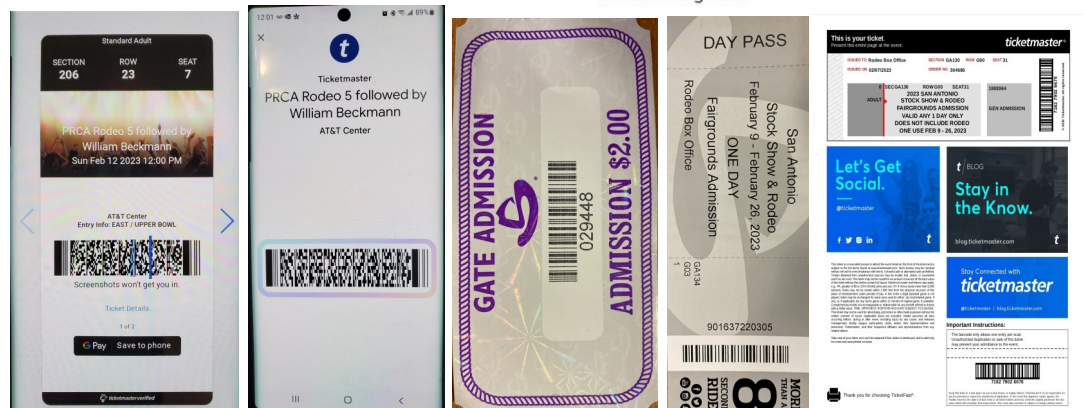


Double Scan &
Incomplete Scan
Yellow Background



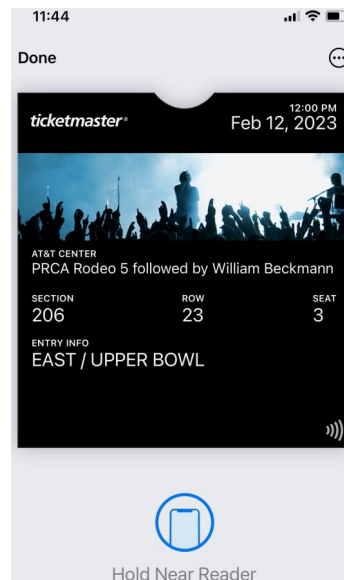
Bad Scan
Red Background
5 Quick Pulses

Examples:



If the ticket does not have a barcode..

If the ticket on the phone is stored in an Apple Wallet, it will not have a barcode (as shown to the right, below). The patron's phone will need to be tapped to the top of your scanner.



| | | | | | |
|------------|----------------------------|-------|---------|-----------------------|--|
| 230225E | Section 213 | Row 2 | Seat 20 | 230225E | |
| Event | SA Livestock Expo. Inc | | | X _____ | |
| \$38.50 | 74th Annual San Antonio | | | \$40.00 | |
| Est. Price | Stock Show & Rodeo | | | Total | |
| \$1.50 | Includes Fairgrounds Entry | | | 213 | |
| Fac Fee | AT&T Center / SA, TX | | | Section | |
| \$40.00 | Finals Start at 7:30pm | | | 2 | |
| Total | Saturday February 25, 2023 | | | Row | |
| 213 | 2206060 Kelly Land | | | 20 | |
| Section | | | | Seat FR | |
| 2 20 | | | | 8/22/2022 10:50:25 AM | |
| Row Seat | | | | | |

Possible Red screen STOP errors:

Section Restriction: Patron is attempting to enter a gate that will not facilitate entering their seats direct them to the gate assigned on their ticket

Invalid Ticket or Not Found: Verify ticket text/date that patron is presenting ticket for this event, then send patron to box office for resolution