

OPEN THE GATES

# Scanning Tickets

Make long lines a thing of the past. With the power of TM1 Entry and the scanner, getting fans in has never been easier.



# Preparing the Scanner

## Step 1



To power on the scanner, press and hold the **power button** for 5 seconds until you see the word *Android* on the screen.

## Step 2



Once the scanner has powered on, **swipe up** on the screen to unlock.

## Step 3



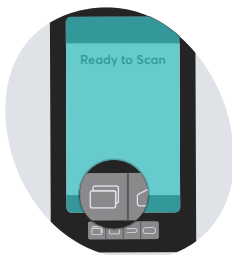
A battery cover notification will pop up, **tap the image** to dismiss.

## Step 4



Tap the **TM1 Entry** application on the home screen. Each time the application is opened it will search for updates.

## Step 5



If TM1 Entry is already open, press the **multiple windows** button and **swipe the TM1 Entry app away** to close it.\*

**Note:** Closing and re-opening the application triggers the scanner to download the latest configuration.

# Using the Scanner

1. The top of the scanner will list the venue name, associated entrance and the scanner name.



2. When the scanner says **Ready to Scan** you are ready to scan tickets.
3. By default, the scanner is in Entry mode, but you can switch between Entry, Exit and History mode by tapping the word **Entry** and selecting a mode.
4. If a scanner has the Internal configuration rule applied, it will say Internal.
5. To scan a ticket using the imager (red beam), hold the ticket 6 inches away and press one of the **orange scanning** buttons on either side of the scanner.



6. Once scanning is finished, press the **multiple windows** button and **swipe the TM1 Entry app away** to close it. Wait 1 min. and then reopen the app to sync any offline scans. Ensure all offline scans and settings sync properly.
7. Power down the scanner when storing. Power on the scanner on the next event day. Launch the TM1 Entry app and ensure all settings sync properly.

# Scanner Indicators



**Good Scan**  
Green Background  
1 Long Pulse

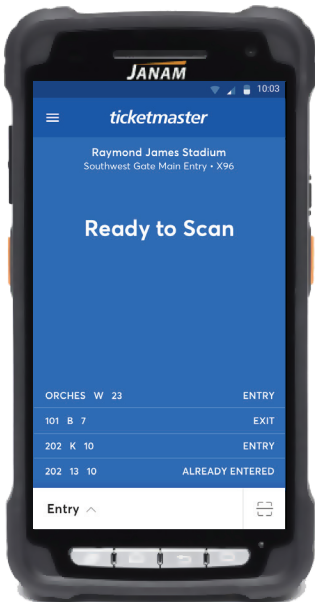


**Double Scan & Incomplete Scan**  
Yellow Background

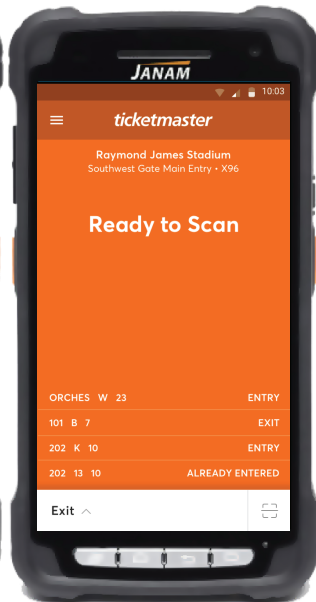


**Bad Scan**  
Red Background  
5 Quick Pulses

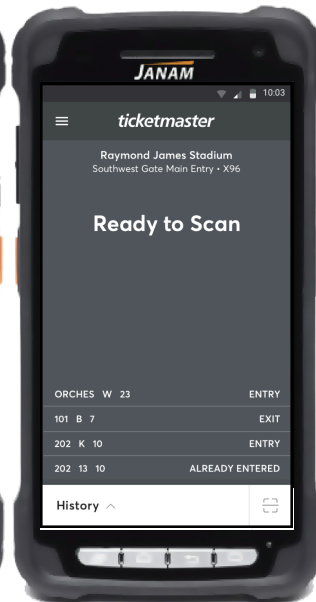
# Scanner Modes



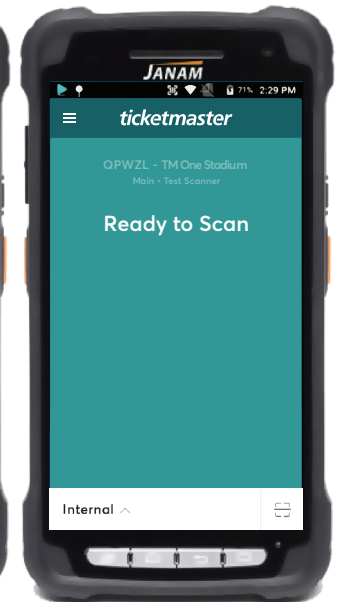
**Entry Mode**  
Blue Background



**Exit Mode**  
Orange Background



**Scan History Mode**  
Grey Background  
Shows ticket history



**Internal Mode**  
Teal Background  
Scanning from secondary location inside the venue

Scanner Message	Description	Action
<b>Welcome IN</b>	Ticket was successfully scanned.	Allow fan to enter.
<b>Welcome IN (Reissue)</b>	Reissued ticket has successfully scanned.	
<b>Upgraded</b>	Ticket successfully acquired via the upgrade process.	Allow fan to enter.
<b>Internal Scan</b>	Scanner is in Internal mode.	If Internal mode is intentional, then allow fan to pass. If Internal mode is <u>not</u> intentional, then adjust Internal rule on the Entrance Gate in TM1 Entry.
<b>Exited</b>	Ticket exit scan is successful.	Allow fan to exit.
<b>Exit not Permitted</b>	Scanner is in <i>Exit</i> mode, and a ticket is scanned that has not yet " <i>entered</i> ."	If the fan is entering, change the scanner mode to <i>Enter</i> , then rescan the ticket.
<b>Unscanned</b>	Seat is available for resale.	Seat can be purchased.
<b>Not Found</b>	The scanner doesn't recognize the ticket as valid.	Do not allow entry, send fan to the Box Office for resolution.
<b>Already Entered</b>	Ticket has already been scanned in.	Do not allow entry, send fan to the Box Office for resolution.
<b>Invalid Ticket</b>	Ticket is invalid. The ticket may have been transferred, or the barcode is unrecognizable.	Do not allow entry, send fan to the Box Office for resolution.
<b>Section Restriction</b>	Rule configuration is preventing entry to tickets with seats in a certain section(s).	Send fan to appropriate area based on the section rules.
<b>Event Restriction</b>	Rule configuration is preventing entry to tickets for this event.	Do not allow entry, send fan to the Box Office for resolution.
<b>Access Group Restriction</b>	Rule configuration is preventing entry to tickets for this event.	Do not allow entry, send fan to the Box Office for resolution.
<b>Too Early</b>	Fan is attempting to enter the event prior to the designated Scan Period.	Ask fan to come back closer to the event time, or send the fan to the Box Office for resolution.
<b>Too Late</b>	Fan is attempting to enter the event after the designated Scan Period has ended.	Do not allow entry, send fan to the Box Office for resolution.
<b>Non-Entry Barcode</b>	Fan is attempting to enter using a static barcode on a SafeTix™ enforced event.	Do not allow entry, send fan to the Box Office for resolution.
<b>Potential Screenshot</b>	Fan may be attempting to enter using a screenshot on a SafeTix™ enforced event.	Do not allow entry, have the fan pull up their SafeTix™ Barcode or SafeTix™ Wallet ticket to re-scan.

Scanner Message	Description	Action
<b>Double</b>	The usher scanned the same barcode twice within 3 seconds.	Allow the fan to enter if the first scan was successful.
<b>Incomplete Scan</b>	The fan's SafeTix™ Wallet did not scan correctly.	Bring the scanner near the ticket again to validate.
<b>History Scan Mode</b>	Display ticket information and all scan results for a ticket.	View the history of a ticket and help with troubleshooting at the entrance.