Installation and Configuration Guide for "Visit by GES" Check-In Software

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Installation and Configuration Guide for "Visit by GES" Check-In Software

1. Introduction

1.1 Purpose of the document:

- The purpose of this document is to provide clear guidelines, instructions, and procedures for carrying out specific tasks or operations while using Visit by GES Check-In software.

1.2 Importance of correct configuration

- **Optimal Performance**: Proper configuration ensures that Visit by GES system, software, or equipment operate at their peak performance levels.

- **Functionality**: Correct configuration enables all features and functionalities of Visit by GES system or software to work as intended.

- **Security**: Configuring Visit by GES system and software correctly is essential for maintaining security.

- **Compatibility**: Configuring Visit by GES system and software correctly ensures compatibility with other components, devices, or applications within an environment.

- **Compliance**: Correct configuration helps ensure compliance with these regulations by implementing necessary controls, policies, and procedures.

- **Reliability**: Properly configured systems are more reliable and less prone to errors, failures, or downtime.

- **Cost-Efficiency**: Incorrect configuration of Visit by GES can lead to inefficiencies, downtime, security breaches, and other costly issues.

1.3 Overview of the 'Visit by GES' Check-In software.

Check-In is Visit's proprietary software, designed with the purpose of streamlining on-site tasks for event organisers, ensuring a smooth and efficient event experience from start to finish. These include registration, access control, badge printing, payments, and more.

Platform Information:

Visit by GES software is built on the Linux platform.

2. Check-IN Software Installation

2.1 Installation requirements for using Check-In software

- Before installing and using Visit Check-In software, ensure that your system meets the following minimum requirements:

2.1.1 Minimum Hardware Requirements:

- **Processor**: Intel Core i5 or equivalent
- **RAM**: 8 GB or higher
- **Hard Disk Space**: 64 GB available disk space
- **Network**: Ethernet LAN port or Wi-Fi 802.11a/b/g/n
  - *While there are no specific requirements, the system will require more bandwidth when initially loading and during periods of high activity for syncing data**. As a minimum recommendation, a bandwidth of 5 Mbps download and 1 Mbps upload should suffice.** Visit Check-In may be used offline, but requires Internet connectivity for the initial setup and for synchronising data with the Visit Cloud.*

- **Free USB ports**
  - *The number of USB ports will depend on what you're connecting – possible devices are: printers, wired scanners, Touchpoint charging docks, external mice, and keyboards. Also the USB sticks – if running from the stick rather than installed on the hard drive.*

2.1.2 Required information from client manager (Your POC)

- For succesful delivery of the Visit Check-In software for your event, the client manager must provide the following essential information:

1. **Number of Check-In Stations/Devices** required based on venue dimensions.

2. **Licence key and password**

- You'll need a licence key to activate the software and the password for accesing the Check-In terminal settings (update, terminal settings, network settings, printer settings)

3. **Power and Network Connectivity Availability at Check-In Locations**:

- Ensure that each Check-In station/device has access to reliable power sources to prevent interruptions during operation. Additionally, ensure that Check-In stations are within range of the event venue's network infrastructure to ensure seamless connectivity.

2.2 Installation Steps

- Before starting the proper installation of our software, please ensure the following:

1. **Boot from USB and Write to HDD**:

- Ensure that your laptop is capable of booting from a USB stick and can write to the local HDD (hard disk drive).
- AHCI (details to be added)

2. **USB Stick Requirements**:

- Prepare a USB stick with a minimum size of 16GB for the Check-In Loader image.
- Verify that your USB stick is formatted to FAT32. If it's not formatted as FAT32, please format it accordingly.

3. **Available USB Port and Admin Permissions**:

- Confirm that your laptop has at least one available USB port for connecting external devices.
- Ensure that you have administrative permissions to connect external devices to your laptop.

4. **Stable Internet Connection**:

- A stable internet connection is required for the installation process.However, if your internet connection is unstable or unavailable, you can alternatively install Check-In using a second USB stick containing a Check-In image.

WARNING:
Exercise caution and ensure that you select the correct disk during the installation process. **Formatting a disk erases all data stored on it.**

TIP:
Keep in mind that administrative permissions (**admin rights**) are required for this operation, and access to USB ports may be restricted based on company security policies.

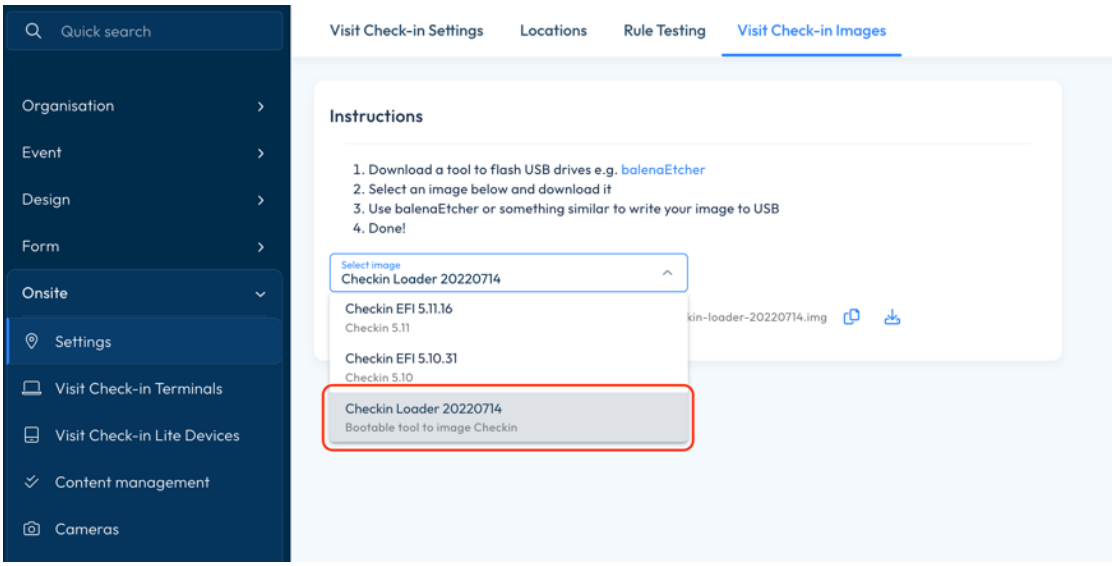
Setting Up Check-In Loader Image:

- To prepare the Check-In Loader image, follow these steps:

1. **Access Visit Create**:
- Log in to Visit Create using your credentials.

2.**Navigate to Visit Check-in Images**:
- Go to the "Onsite" section.
- Select "Settings" and then choose "Visit Check-in Images".

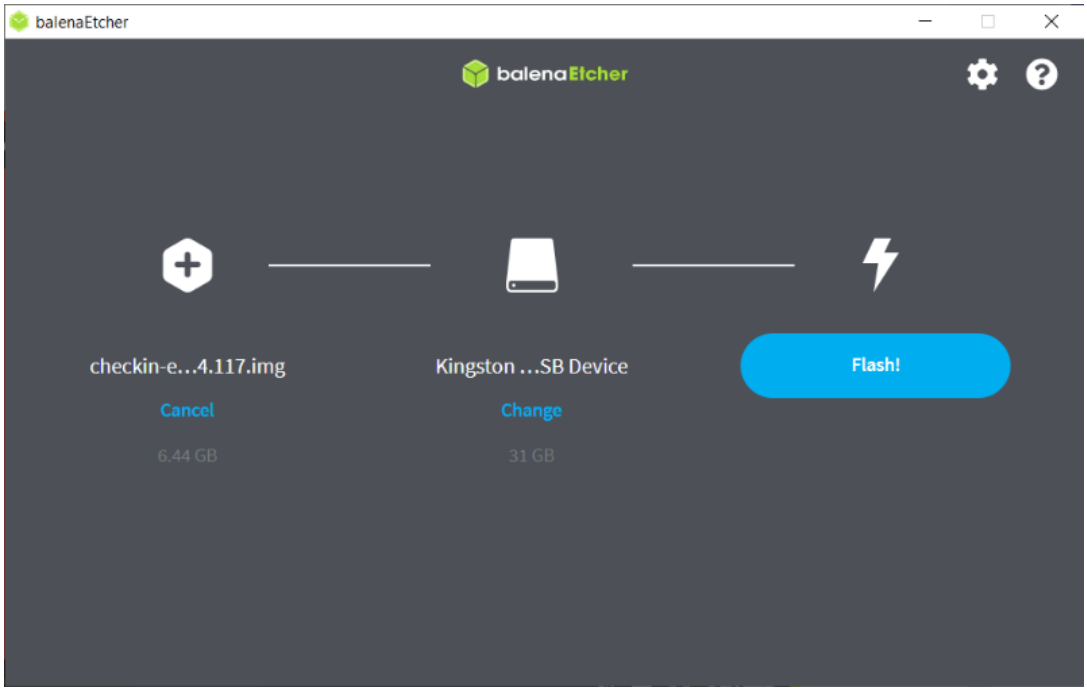
3.**Select Check-In Loader Image:**
- From the drop-down menu, select the Check-In Loader image
- Download the selected Check-In Loader image to your computer.



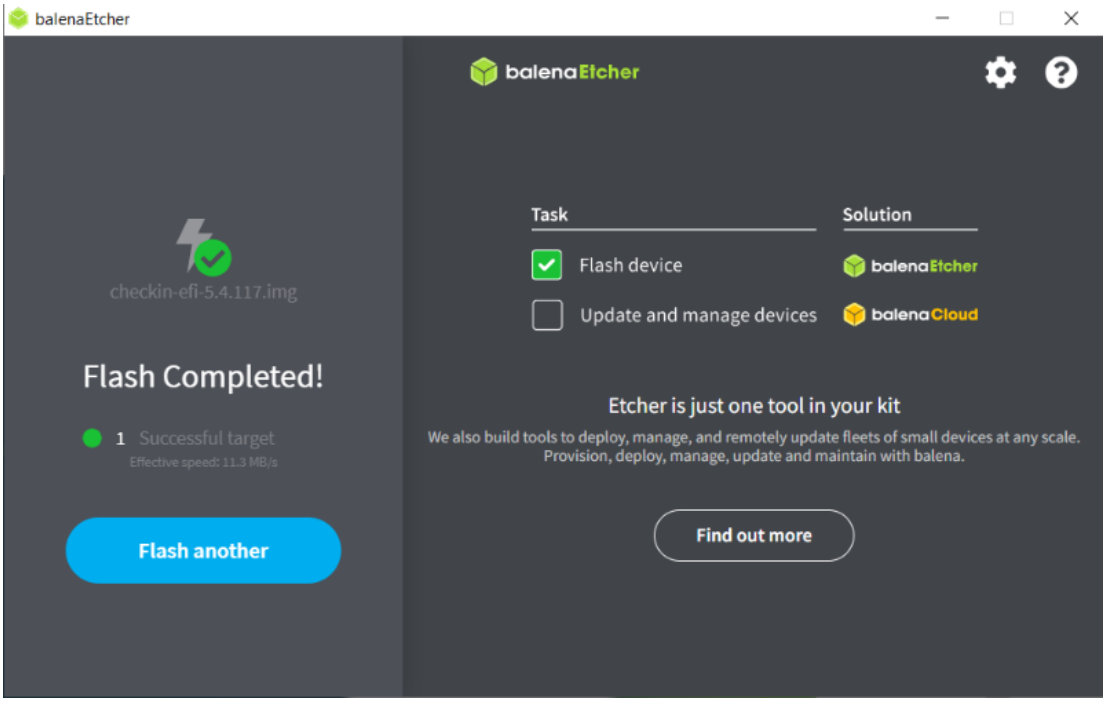
4. **Download Check-In Loader image**
- Upon opening the URL, the download will initiate promptly.
- Depending on the size of the file and your internet connection speed, the download may take some time to complete.
- After the download is finished, navigate to the folder on your device where the file was saved.
- Extract the contents of the downloaded file if it is compressed (e.g., in a .zip format). This can typically be done by right-clicking on the file and selecting an option like "Extract" or "Extract Here."

5. **Write Image to USB Stick:**
- Use a tool such as balenaEtcher or a similar utility to write the Check-In Loader image to a USB stick.
- Connect the USB stick to your computer and open balenaEtcher.

- Select the Check-In Loader image file you downloaded and choose the USB stick as the destination.



- Start the writing process(click on *Flash*) and wait for it to complete.



6.Completion:

- Once the writing process is finished, safely eject the USB stick from your computer.

Your Check-In Loader image is now prepared and ready to be used for Check-In terminal setup.

Setting Up Check-In Image:

- To prepare the Check-In image, follow these steps:

1.Access Visit Create:

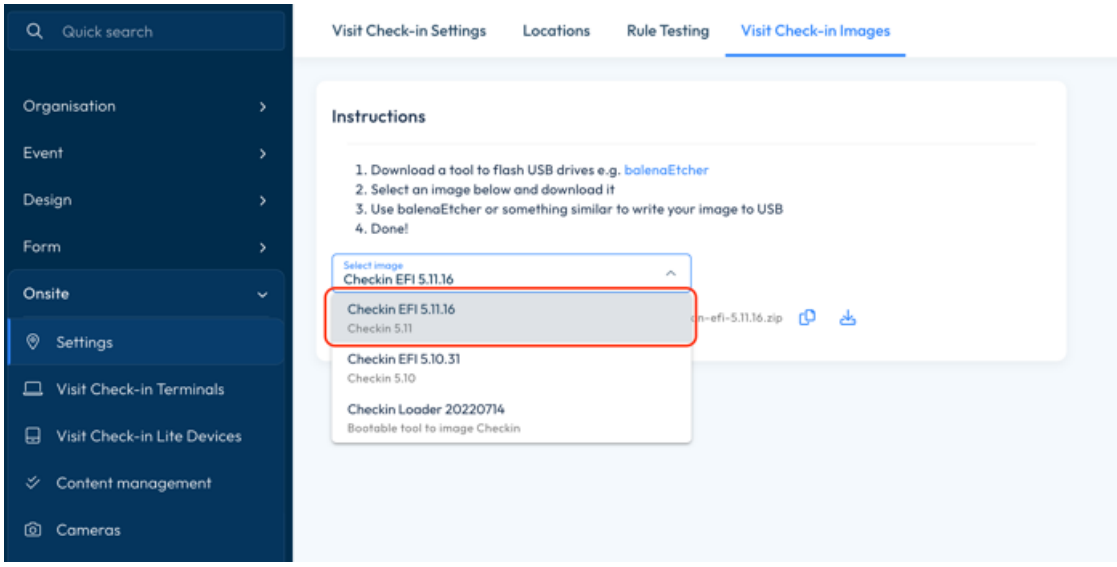
- Log in to Visit Create using your credentials.

2.Navigate to Visit Check-in Images:

- Go to the "Onsite" section.
- Select "Settings" and then choose "Visit Check-in Images".

3.Select Check-In Image:

- From the drop-down menu, select the latest Check-In image
- Download the selected Check-In image to your computer.



4.Download Check-In Image

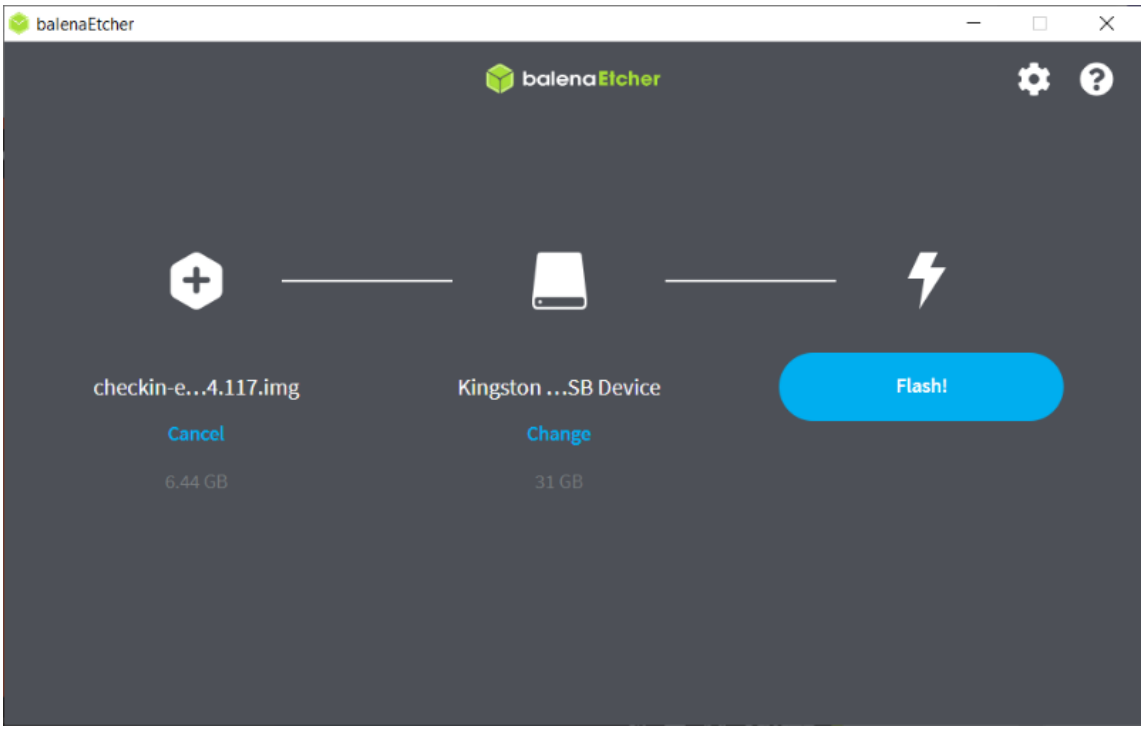
- Upon opening the URL, the download will initiate promptly.
- Depending on the size of the file and your internet connection speed, the download may take some time to complete.
- After the download is finished, navigate to the folder on your device where the file was saved.

5.Extract the Downloaded File :

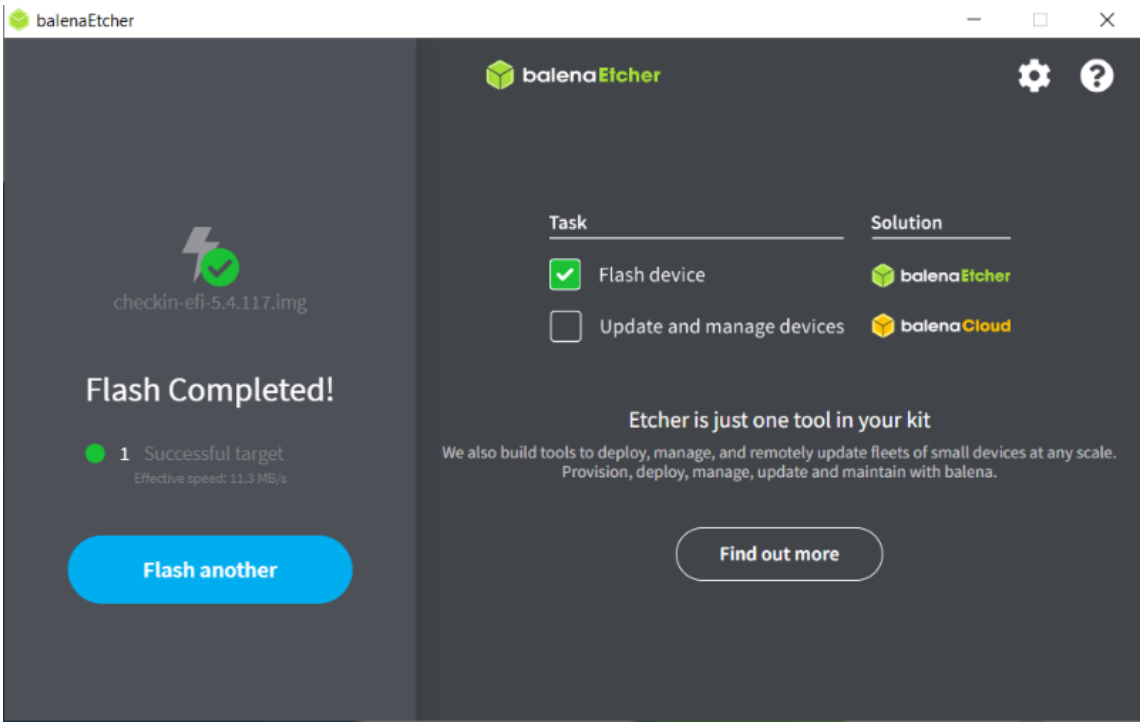
- If the downloaded file is in a compressed format (e.g., zip file), right-click on it and select "Extract All" to unzip the file or use a proper software to extract the compressed file. This step is only required for compressed files.

6.Write Image to USB Stick:

- Use a tool such as balenaEtcher or a similar utility to write the Check-In Loader image to a USB stick.
- Connect the USB stick to your computer and open balenaEtcher.
- Select the Check-In Loader image file you downloaded and choose the USB stick as the destination.



- Start the writing process(click on *Flash*) and wait for it to complete.



7.Completion:

- Once the writing process is finished, safely eject the USB stick from your computer.

Your Check-In image is now prepared and ready to be used for Check-In terminal setup.

2.2.1 New installation

- A new installation of the Check-In software involves setting up the software from scratch on a computer or terminal.
- This process ensures that the software is properly installed and configured to facilitate smooth event Check-In operations.

Option 1: Internet connection available

1.Prepare Your Laptop:

- Ensure your laptop is switched off.

2.Insert Check-In Loader USB:

- Insert the USB stick containing the Check-In Loader image into your laptop.

3.Access Boot Menu:

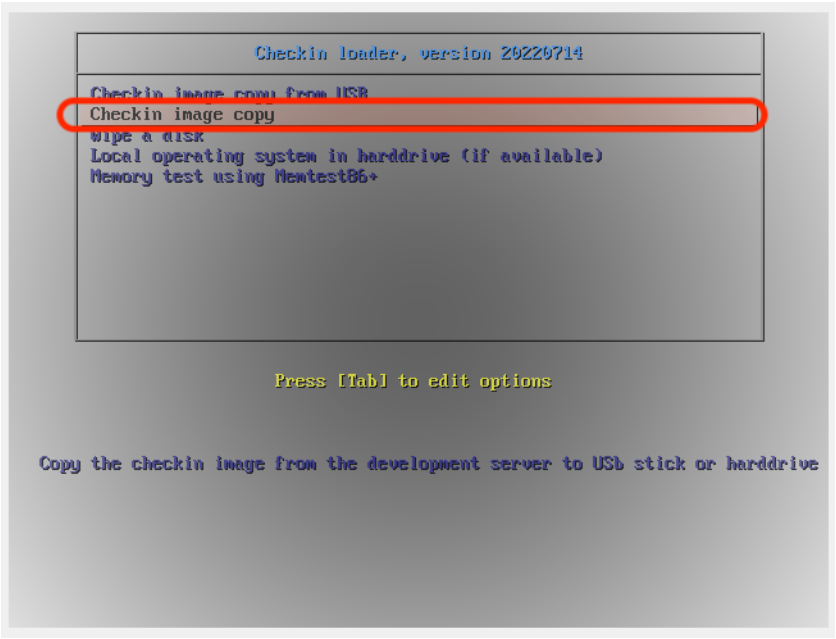
- Start your laptop and access the boot menu. The method to access the boot menu varies depending on your machine. Typically, you need to press F12, F8, F2, or Del key as the computer starts.

4.Select USB Loader Stick:

- From the boot menu, select the USB loader stick as the boot device. This will run the loader software.

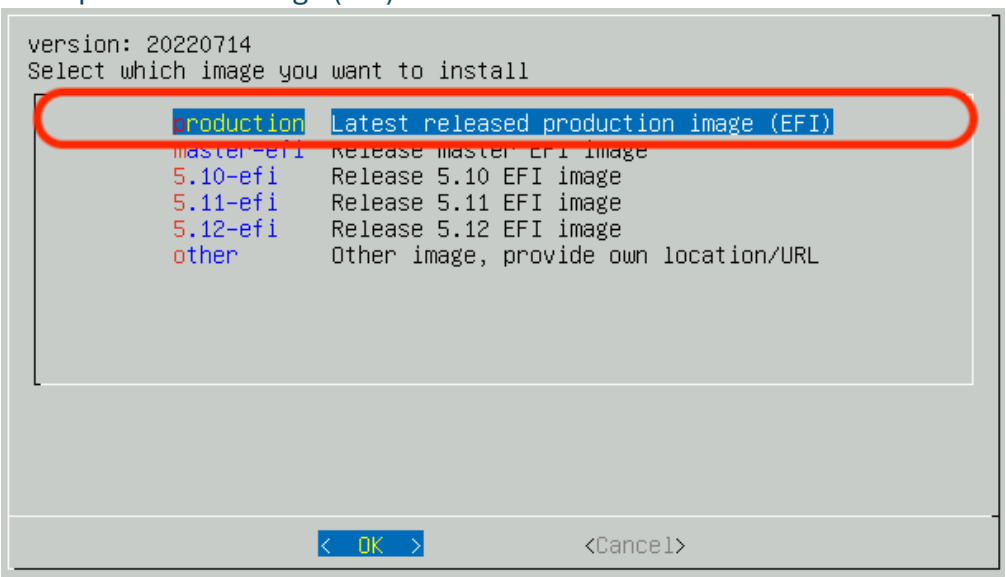
5.Run Check-In Image Copy:

- Once the loader software is running, select the option "Check-In image copy". Do not remove the loader USB at this stage.



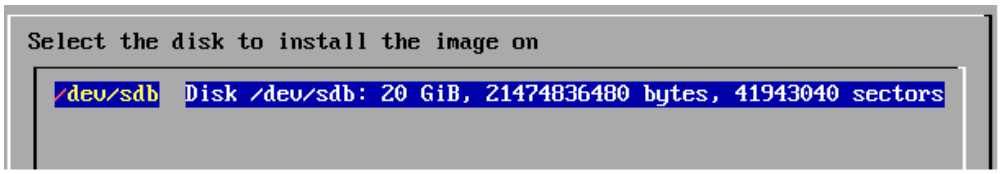
6.Select Latest Production Image:

- You will be prompted to select the image you wish to install. Choose "Latest released production image (EFI)".



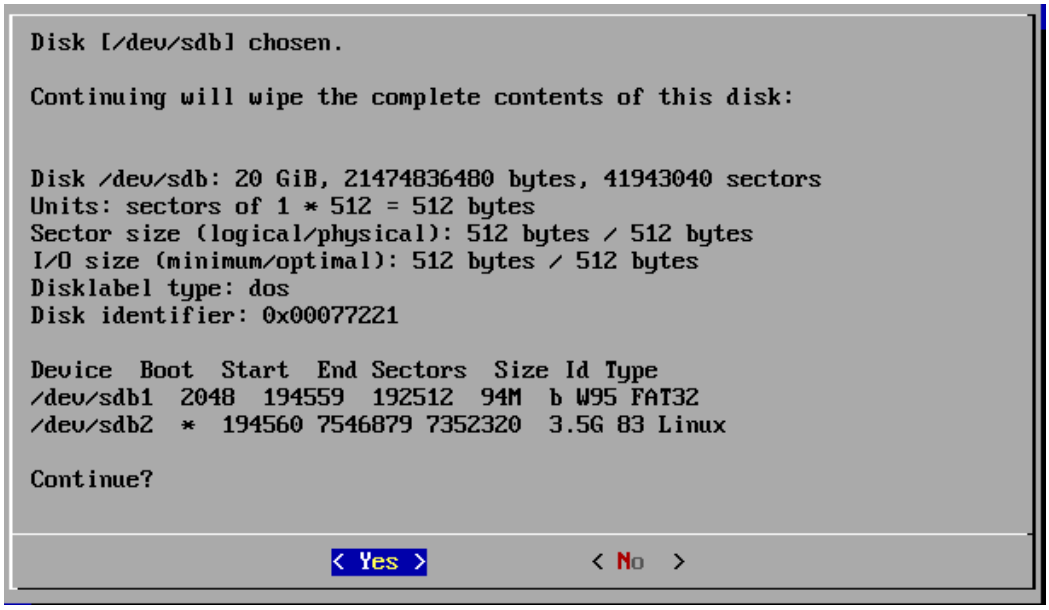
7.Select Installation Disk:

- Follow the on-screen instructions to select your local HDD as the installation disk **(usually /dev/sda)**



WARNING:
This process will erase all data on your laptop's HDD.

8.Confirm your choice for the destination once more:



9.Confirm and the process will start:

10.Complete Installation:

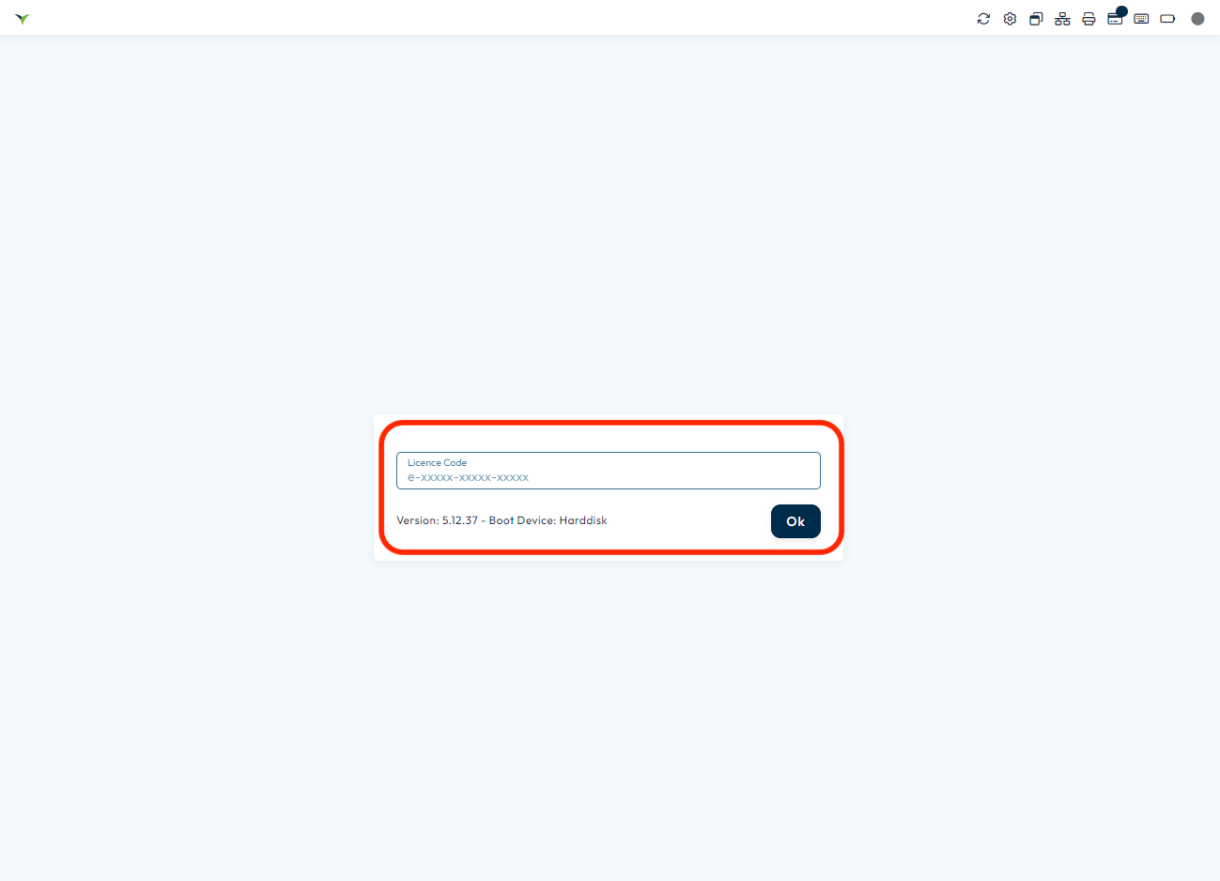
- Once the installation process finishes, you will be asked if you want to reboot. Select "Yes" to reboot the laptop.

11.Start Check-In Software:

- After rebooting, the laptop will start the Check-In software automatically. You can now safely remove the USB stick.

12.License Activation

- Enter the Check-In license code when prompted to activate the software. **(check section 2.2.3 Software Activation)**
- You can now start using the software.



Option 2: Install Check-In software from USB

- Before starting the installation, ensure you have prepared two USB sticks as follows:

1.Prepare USB Sticks:

- Add the Check-In Loader image to one USB stick.
- Add the Check-In image to the second USB stick.

2.Power Off Your Laptop:

- Ensure your laptop is switched off before proceeding.

3.Boot from USB Loader Stick:

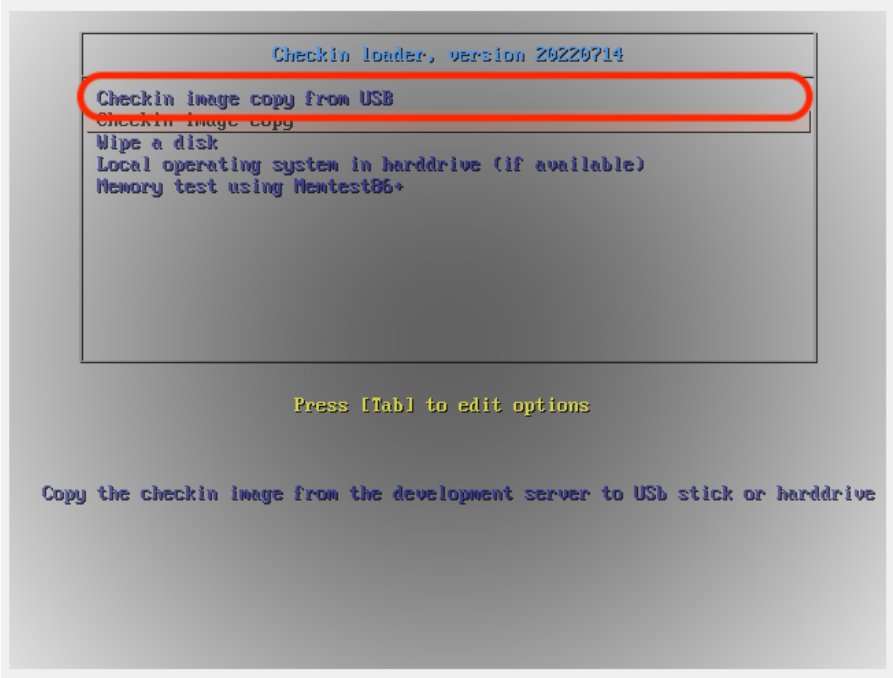
- Insert the USB stick with the Check-In Loader image into your laptop.
- Start your laptop and access the boot menu. This varies depending on your machine (common keys include F12, F8, F2, or Del).
- Select the **USB loader stick** as the boot device to run the loader software.

4.Insert Check-In Image USB:

- Once the loader software is running, insert the second USB stick containing the Check-In image.

5.Copy Check-In Image from USB:

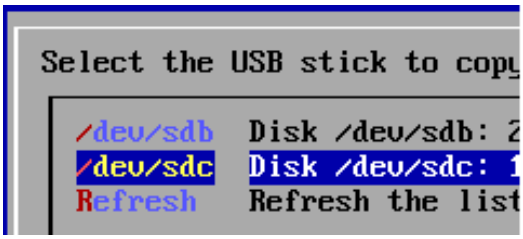
- Select the option to copy the Check-In image from USB. Do not remove the loader USB stick.



- When prompted, select the USB stick with the Check-In image. **If unsure, choose the one with less available GB.**

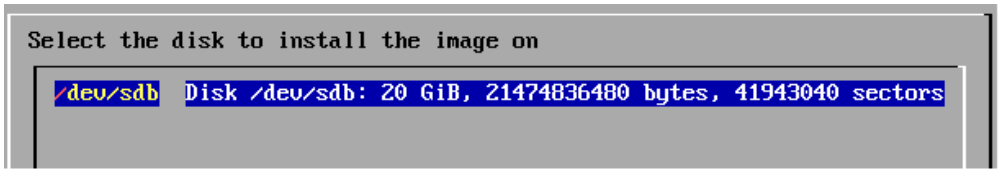
- Refresh the list of disks by selecting **'Refresh'**

- Select the USB stick with the Check-In Image on it **. If unsure, choose the one with less available GB.**



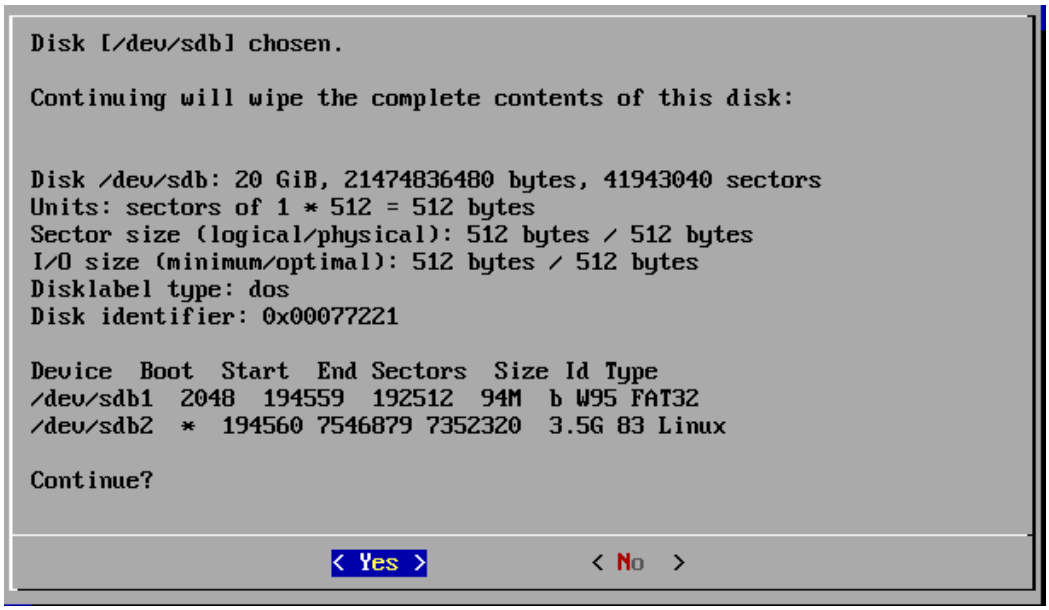
6.Select Installation Disk:

- Follow the on-screen instructions to select your local HDD as the installation disk **(usually /dev/sda)**



WARNING:
This process will erase all data on your laptop's HDD.

7.Confirm your choice for the destination once more:



8.Confirm and the process will start:

9.Complete Installation:

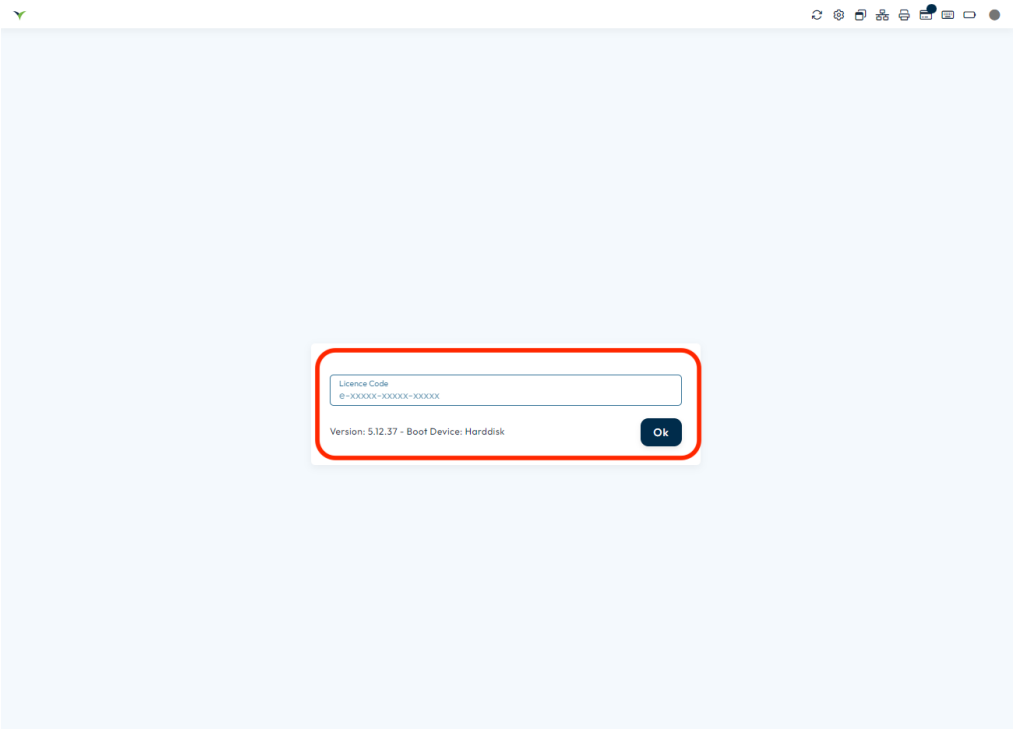
- Once the installation process finishes, you will be asked if you want to reboot. Select "Yes" to reboot the laptop.

10.Start Check-In Software:

- After rebooting, the laptop will start the Check-In software automatically. You can now safely remove the USB stick.

11.License Activation

- Enter the Check-In license code when prompted to activate the software. **(check section 2.2.3 Software Activation)**
- You can now start using the software.

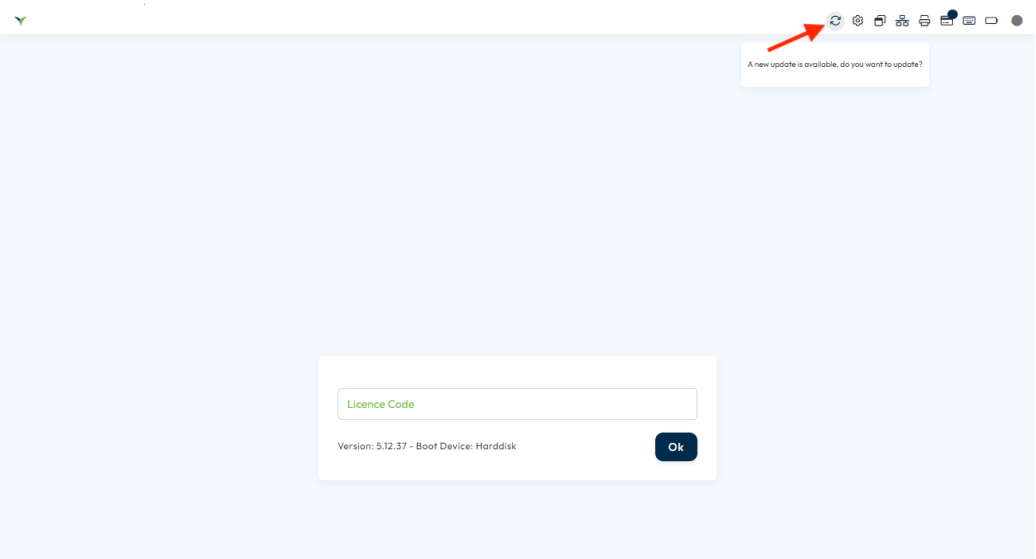


12.Repeat Process for Additional Laptops:

- If installing the software on multiple laptops, repeat the above steps for each laptop/computer.

2.2.2 Update Existing Installation

- Once a software update becomes available, Check-In displays an Update icon in the system tray.



- Install updates as soon as you can, as they may include vital fixes and improvements that will ensure the smooth running of your event.

- Please ensure that the Check-In terminal is connected to internet.

Option 1: updating to a higher version : Updating Check-In terminal software from (from 5.AA.XX > 5.AA.XZ)

- To update your current version to the latest version, please follow the steps below:

1.Check Internet Connection:

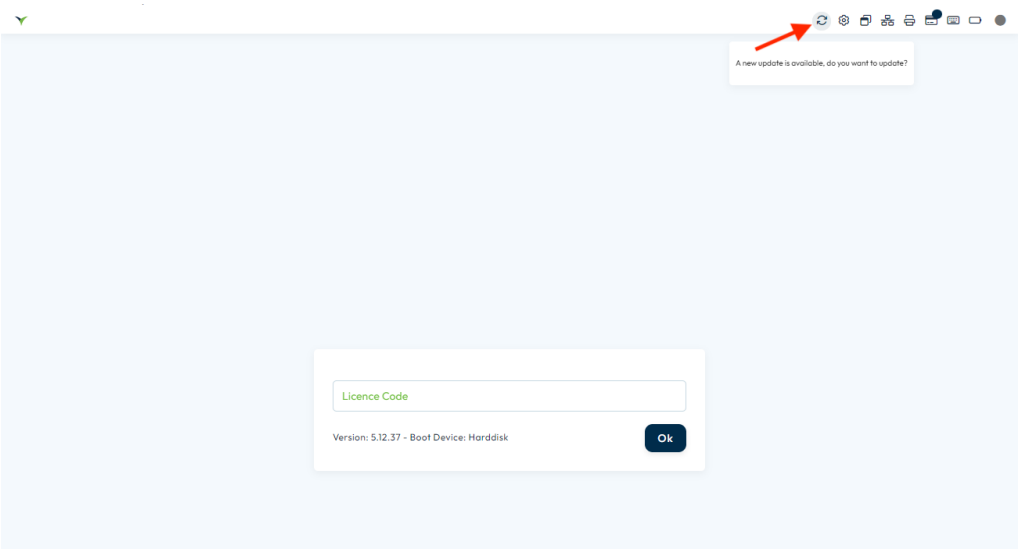
- Ensure that the Check-In terminal is connected to the internet. A stable internet connection is required to download and install the update.

2.Check for Updates:

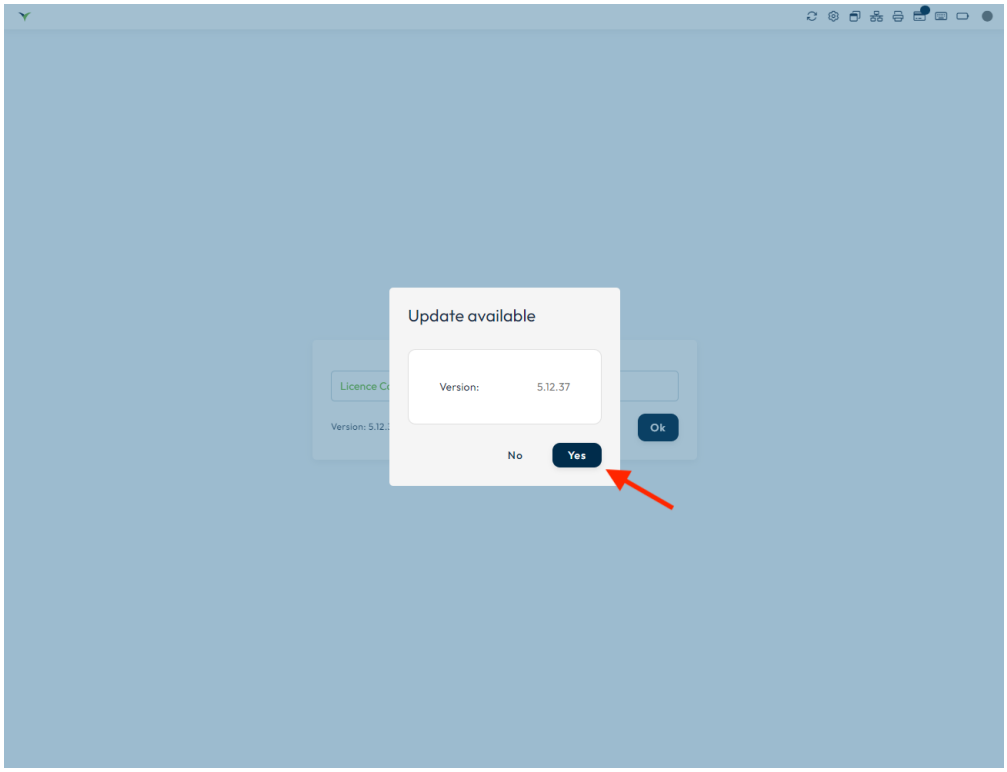
- When a software update is available, Check-In will indicate it by displaying an Update icon in the system tray.

3.Install Update:

- Click on the Update icon.



- If prompted, enter the Check-In password. This password can be found in Visit Create > Onsite > Settings.
- When asked if you want to update Check-In, select "Yes". A message indicating that the update is in progress will appear.



- After a few minutes, the update will be completed, and you can resume using Check-In as usual.

4.Verify Functionality:

- Test the functionality of the updated software to ensure that all features are working correctly.

- Verify that any custom settings or configurations remain intact after the update.

Option 2: New installation

- Please check the instructions provided for a **New Installation** > **section 2.2.1**

2.2.3 Software Activation

- Software activation is the process of validating your software license to activate and enable its full functionality.

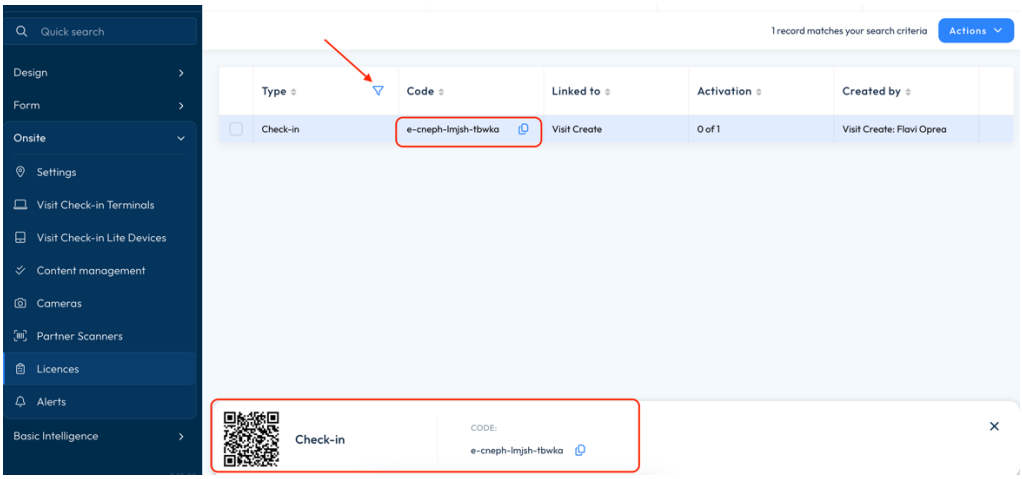
Check-In License Activation Guide: Scanning QR Code

- Licenses are essential for utilizing dedicated Visit products such as Check-In.

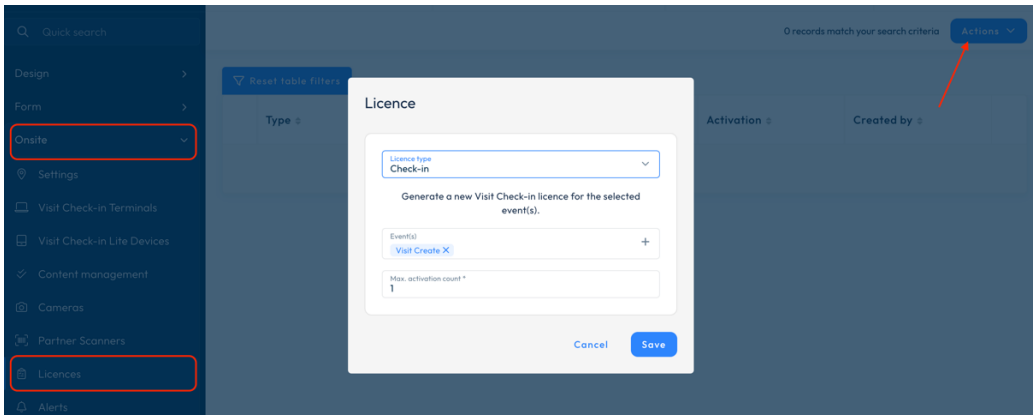
Follow these steps to activate your Check-In license:

1.Access Licenses from Homepage:

- Log in to Visit Create and navigate to your event homepage.
- Select "Onsite" and then click on "Licenses".
- If your licence was previously created , please filter for ‘Check-IN’



- If not, please create one by clicking on ‘Actions’ > ‘Add licence’
- Make sure the licence type is set to Check-In, select the event and set as well the ‘Max activation count’



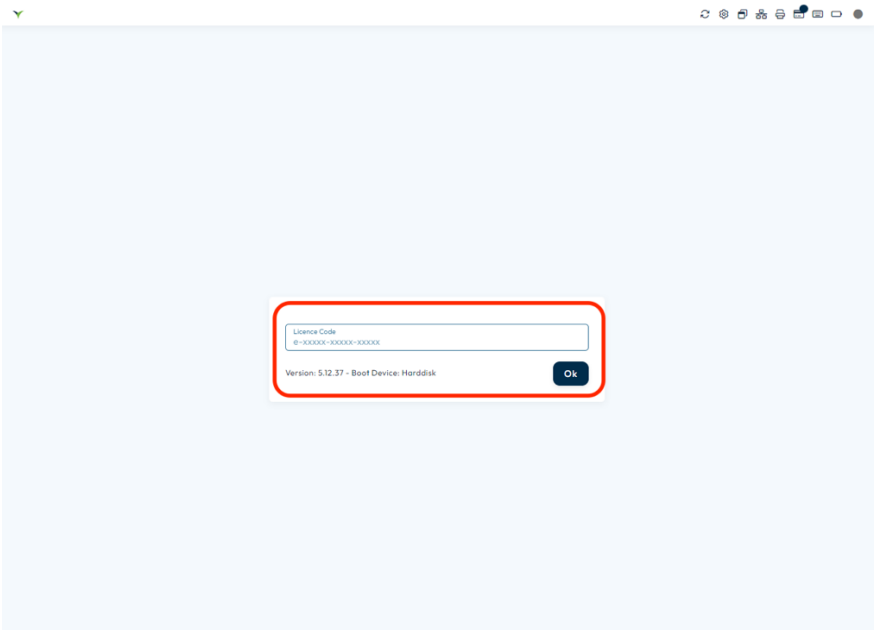
2.Turn On Check-In Terminal:

- Ensure that the Check-In computer is powered on and ready for use.

3.Activate License:

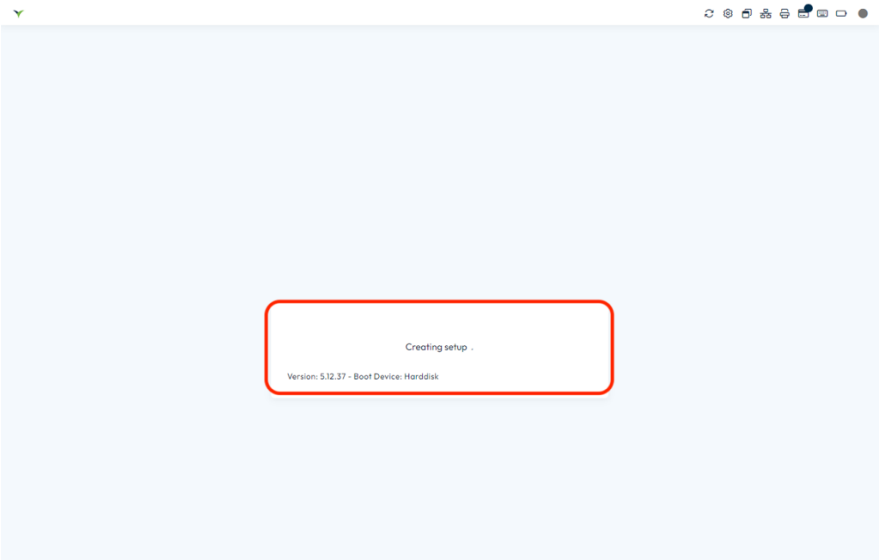
- This key may be in the form of a code (e.g., e-xxxxx-xxxxx-xxxxx) or a QR code.
- Activate the license by scanning the QR code with a compatible scanner attached to the Check-In computer.

(If a scanner is not available, you can enter the code manually.)



4.Confirmation:

- Once the QR code is scanned the license activation process will be initiated.



5.Verification:

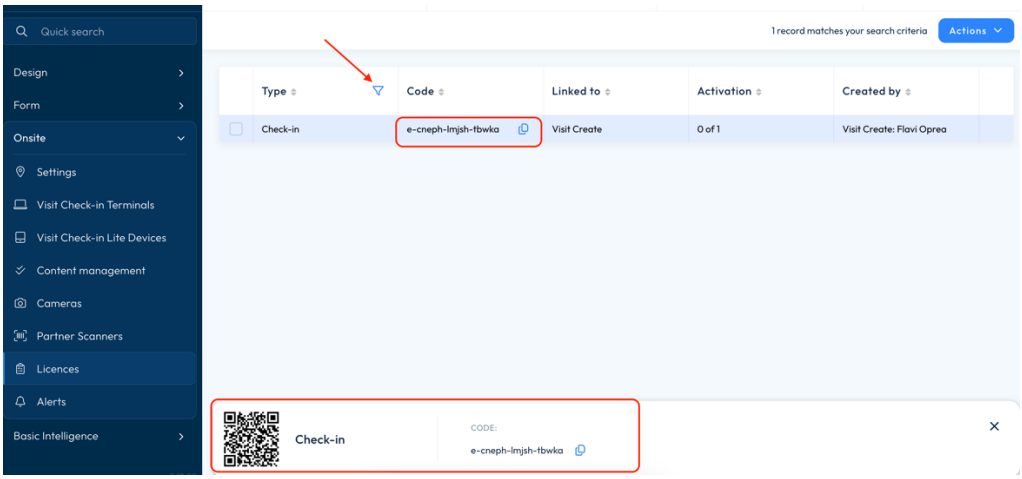
- Verify that the Check-In software now reflects the activated license and is ready for use.

Check-In License Activation: Manual Code Entry

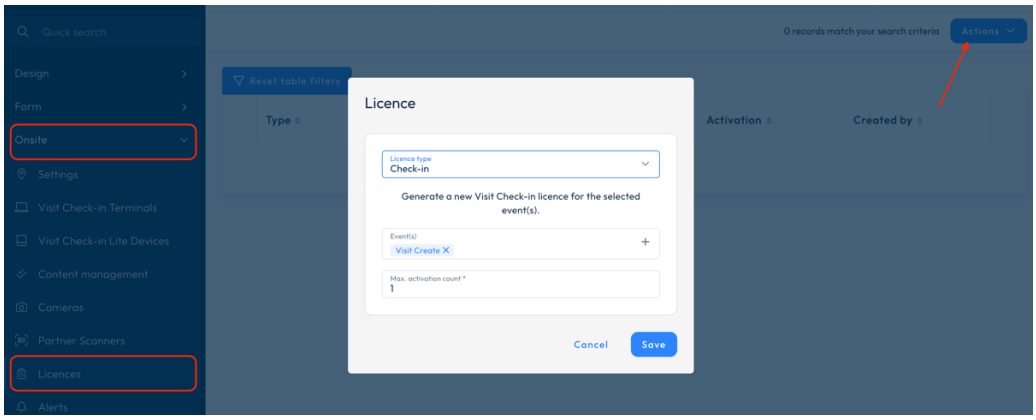
To activate your Check-In license, follow these steps:

1.Access Licenses from Homepage:

- Log in to Visit Create and navigate to your event homepage.
- Select "Onsite" and then click on "Licenses".
- If your licence was previously created , please filter for ‘Check-IN’



- If not, please create one by clicking on ‘Actions’ > ‘Add licence’
- Make sure the licence type is set to Check-In, select the event and set as well the ‘Max activation count’

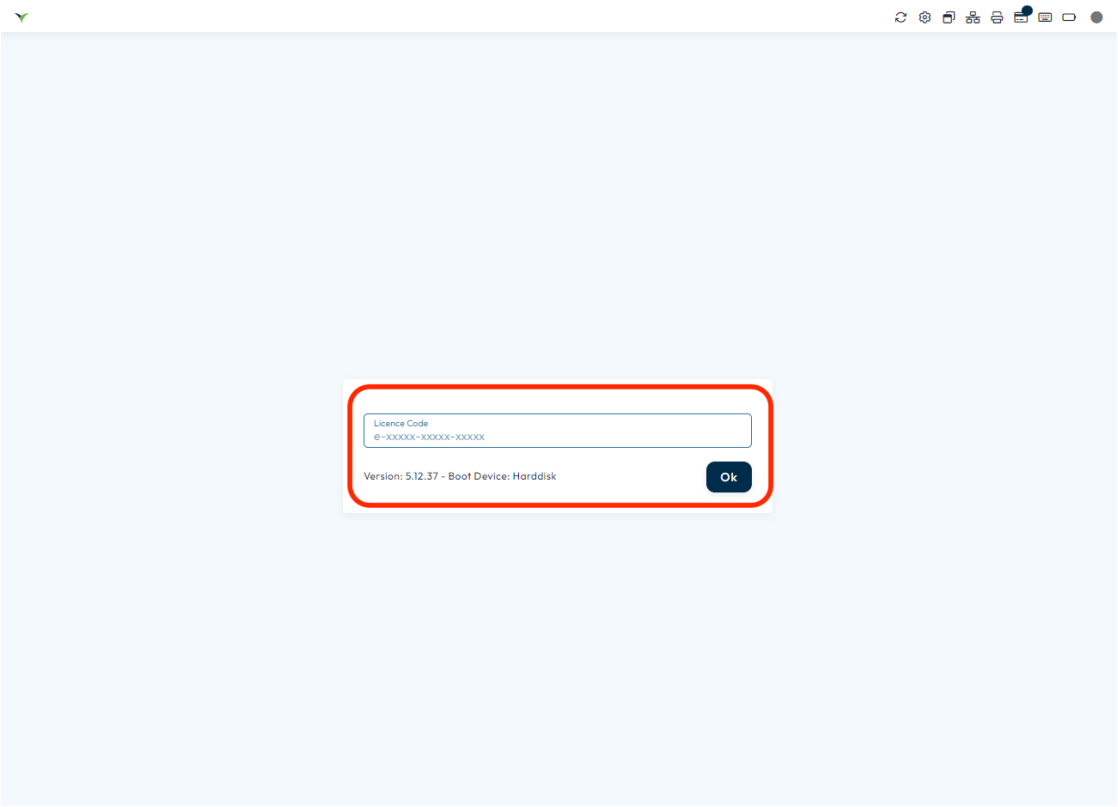


2.Turn On Check-In Computer:

- Ensure that the Check-In computer is powered on and ready for use.

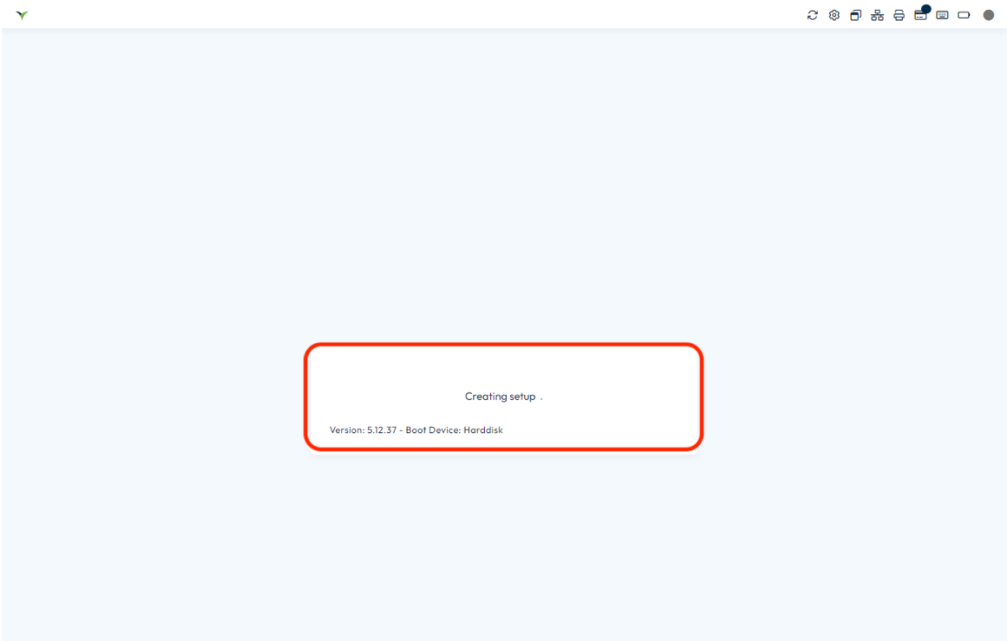
3.Activate License:

- Activate the license by entering the code manually.



4.Confirmation:

3. Once the key is entered press ‘OK’ and the license activation process will be initiated.



5.Verification:

4. Verify that the Check-In software now reflects the activated license and is ready for use.

2.3 Hardware Compatibility

- Our software is designed to work harmoniously with a selection of printers and scanners, providing users with a streamlined experience.

List of Compatible Printers:

1.Zebra LP 2844
Housing: White
Type: Thermal label printer
Support Discontinued: October 31, 2015. Use EPL2 driver.

2.Zebra GC 420D
Housing: White
Type: Thermal label printer

3.Zebra GK 420D
Housing: Black
Type: Thermal label printer

4.Zebra ZD 421D
Housing: Black
Type: Thermal label printer
Note: Latest model.

5.Zebra ZD 410
Type: Industrial Mid-range
Functionality: Thermal and direct thermal printer
Note: Use EPL2 driver.

6.Zebra ZD 621
Housing: Black
Type: Thermal label printer

7.Zebra GX420D
Housing: Black
Type: Thermal and direct thermal printer

8.Epson TM-C3500/C3510/C3520 (depending on the region)
Type: Color Inkjet label printer
Functionality: Auto cut function

If you have any questions or need further assistance regarding hardware compatibility, please feel free to reach out to support.

List of Compatible Scanners:

1.Opticon L-46X
Type: Wired handheld

2.Opticon M-10
Type: Wired tabletop

3.Opticon M-11
Type: Wired tabletop

4.Opticon OPI-3301i
Type: Wireless handheld

5.Zebra DS2208 Barcode Scanner
Type: Wired handheld

6.Motorola/Symbol DS 4208
Type: Wired handheld

7. Honeywell Xenon XP 1952G Battery Free
Type: Wireless handheld

8. Motorola/Symbol/Zebra DS9208
Type: Wired handheld

9. Honeywell Voyager 1400g
Type: Wired tabletop

10. Zebra DS2278A
Type: Wired tabletop

- Please ensure that the chosen scanner meets your specific requirements and preferences.

3. Hardware configuration

- Configuring the hardware for Check-In terminal/device involves setting up the necessary devices and equipment to ensure the smooth operation of the Check-In software.

This process typically includes:

Check-In Terminal/Device: Set up the Check-In terminal device, which could be a computer or laptop equipped with the Check-In software. Ensure that the terminal is properly connected to power and network resources.

Printers: Configure compatible printers to facilitate the printing of badges, tickets, or other necessary documents.

Scanners: If barcode or QR code scanning is required for Check-In, configure compatible scanners. Ensure that the scanners are properly connected to the Check-In terminal and configured for accurate scanning.

Network Configuration: Establish a stable network connection for the Check-In terminal to ensure seamless communication with other devices and access to online resources. This may involve connecting to a Wi-Fi network or using a wired Ethernet connection.

Additional Hardware: Depending on specific requirements, additional hardware such as payment terminals may need to be configured and integrated with the Check-In system.

3.1 Configuring Printers

- Configuring printers for Check-In involves setting up the printing devices to ensure seamless badge printing.

1. Zebra Thermal Printer:

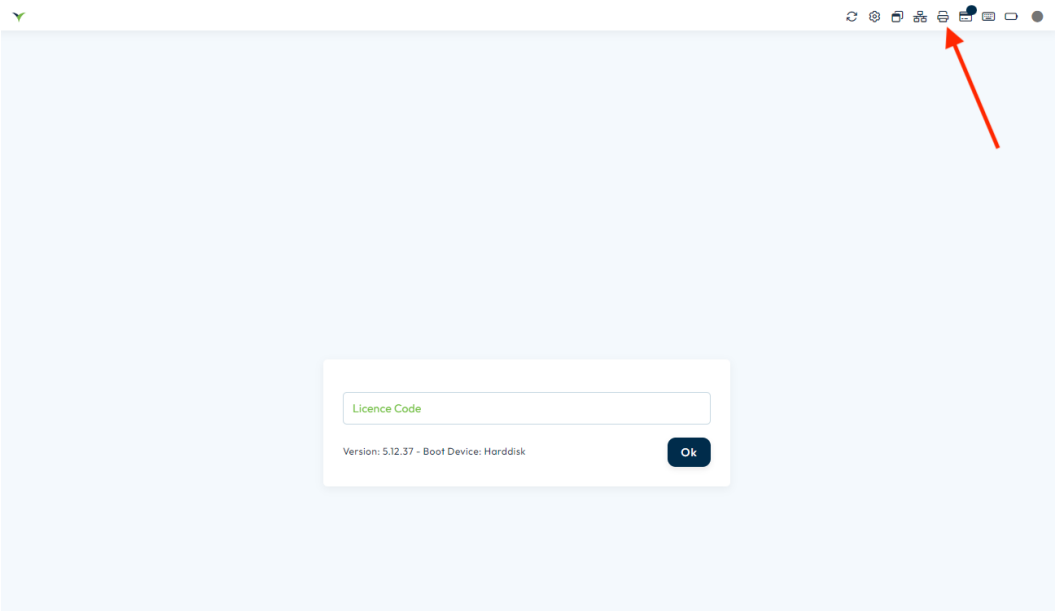
Connection and Setup:

- Connect the Zebra Thermal printer to your computer using a USB cable or ensure it is connected to the network if using Ethernet.
- Make sure you Check-In terminal is connected to the Internet.

Follow these steps to configure a printer for Check-In:

1.Add Printer:

- Select the ‘Printer’ connection icon on your computer.

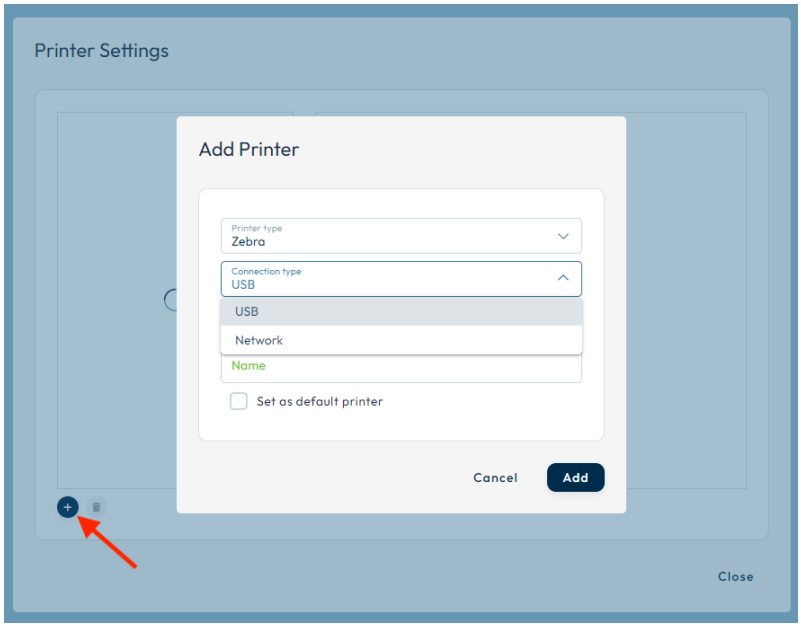


3.Enter Check-In Password:

- Enter the Check-In password if prompted. This password will be provided by your POC.

4.Add Printer:

- Click on "Add". (+ button)

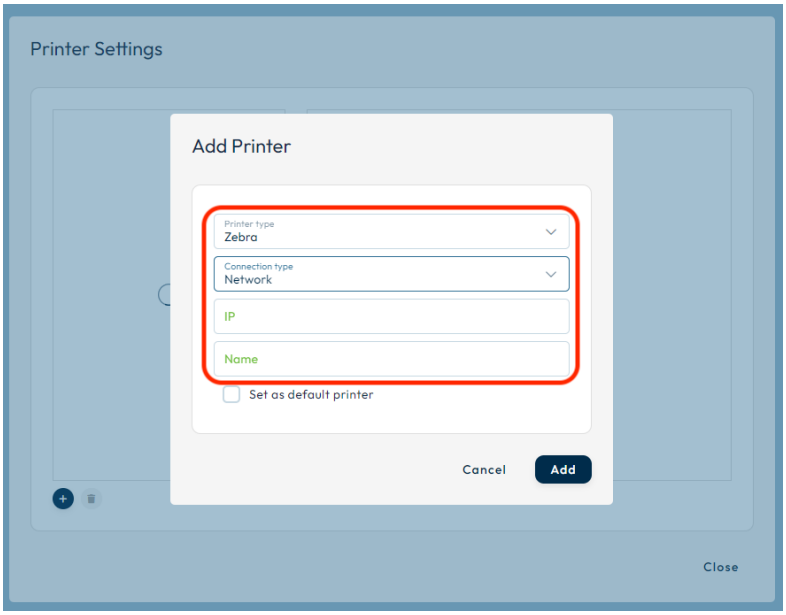


5.Select Printer Type:

- Choose the printer type from the dropdown list.

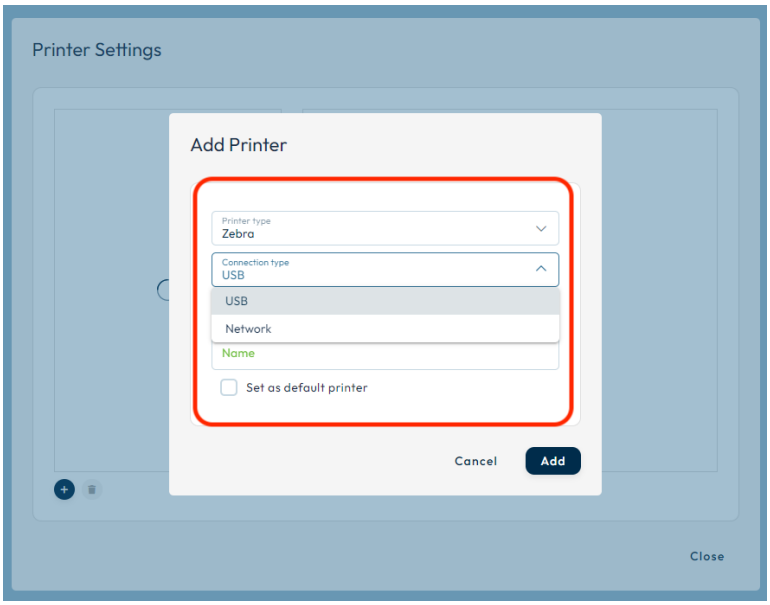
If you select Network Printer:

- Enter the IP address of the printer.



If you select USB Printer:

- Connect the printer cable to the computer.
- Turn on the printer.
- Select a value from the Connections dropdown list.
- Amend the name if required.



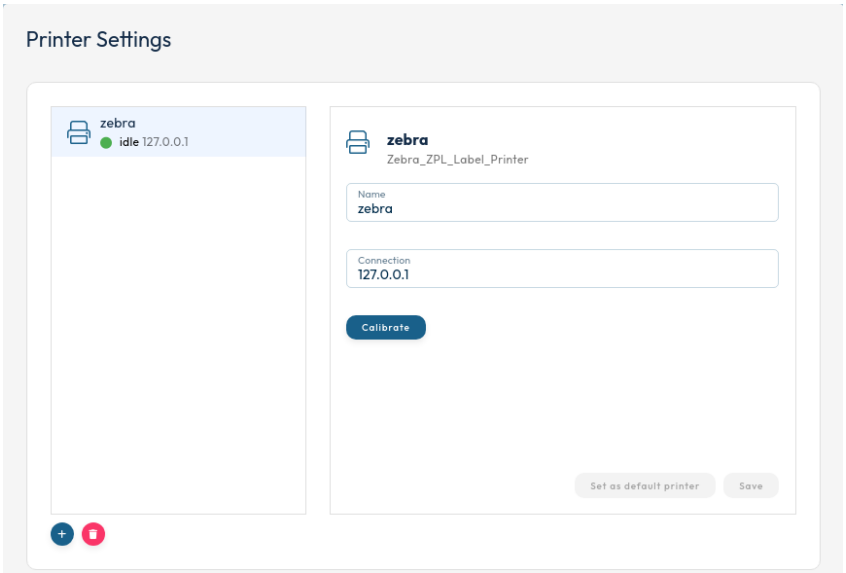
6.Set Default Printer (Optional):

- If you want to use this printer as the default printer, select the "Default printer" checkbox.

7.Add Printer:

- Click "Add". The printer will appear on the printer list.

8.Click ‘Calibrate’ button to calibrate your printer.



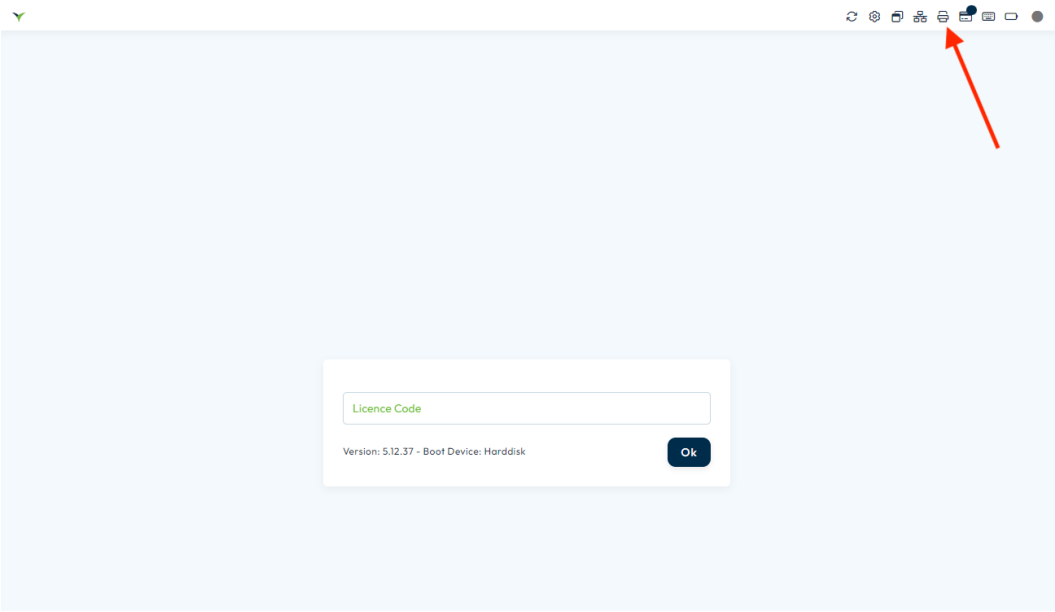
9.Check Printer Connection:

- Verify that the printer connection appears correctly. If it does not, delete any printer connections and try again.

Even if a printer connection is detected, it's important to verify that it is the intended printer for use with Check-In.

Check or Change Printer Connection:

- **Select the Printer Connection icon on your Check-In interface.**



- **Enter Check-In Password:**
- Enter the Check-In password if prompted. This password will be provided by your POC.

- **Select Printer and View Properties:**
- From the list of connected printers, select the desired printer to view its properties.
- Optionally, you can make changes such as renaming the printer or setting it as the default printer.

- **Apply Changes:**
- After making any necessary adjustments, select "Apply" to save the changes. Alternatively, choose "Close" to exit without saving changes.

2. Epson Color Printer C3500/3510/3520

Connection and Setup:

- Connect the Epson Color printer to your computer using a USB cable or ensure it is connected to the network if using Ethernet or Wi-Fi.

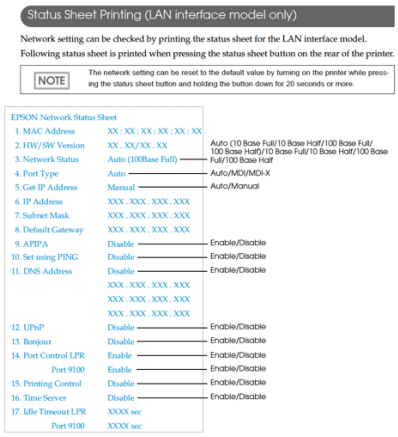
Configuring the Printer as a Network Printer:

• Connect the printer to the network using a UTP cable.

• Ensure that paper is loaded into the printer.

• Locate the 'secret' small button (positioned between the USB and UTP sockets on the rear back of the printer) > status sheet button

- Press and hold this button for 3 seconds.
- A printout detailing the currently assigned network settings will be generated on badge paper.



Status Sheet Printing (LAN interface model only)

Network setting can be checked by printing the status sheet for the LAN interface model.
Following status sheet is printed when pressing the status sheet button on the rear of the printer.

NOTE: The network setting can be reset to the default value by turning on the printer while pressing the status sheet button and holding the button down for 20 seconds or more.

EPSON Network Status Sheet

1. MAC Address	XX : XX : XX : XX : XX : XX	
2. HW/SW Version	XX . XX/XX . XX	
3. Network Status	Auto (100Base Full)	Auto (10 Base Full/10 Base Half/100 Base Full/100 Base Half/10 Base Full/10 Base Half/100 Base Full/100 Base Half
4. Port Type	Auto	Auto/MDI/MDI-X
5. Get IP Address	Manual	Auto/Manual
6. IP Address	XXX . XXX . XXX . XXX	
7. Subnet Mask	XXX . XXX . XXX . XXX	
8. Default Gateway	XXX . XXX . XXX . XXX	
9. APIPA	Disable	Enable/Disable
10. Set using PING	Disable	Enable/Disable
11. DNS Address	Disable	Enable/Disable
	XXX . XXX . XXX . XXX	
	XXX . XXX . XXX . XXX	
	XXX . XXX . XXX . XXX	
12. UPnP	Disable	Enable/Disable
13. Bonjour	Disable	Enable/Disable
14. Port Control LPR	Enable	Enable/Disable
Port 9100	Enable	Enable/Disable
15. Printing Control	Disable	Enable/Disable
16. Time Server	Disable	Enable/Disable
17. Idle Timeout LPR	XXXX sec	
Port 9100	XXXX sec	

• Utilize the printed IP address when setting up this printer from a Check-In terminal.

Configuration for Fanfold Paper from a Windows PC (simple alternative)

Before configuring fanfold paper, ensure you have downloaded and installed the required software:

1.Download and Install Software:

- From your connected (USB/LAN) Windows PC, **download and install the following software:**

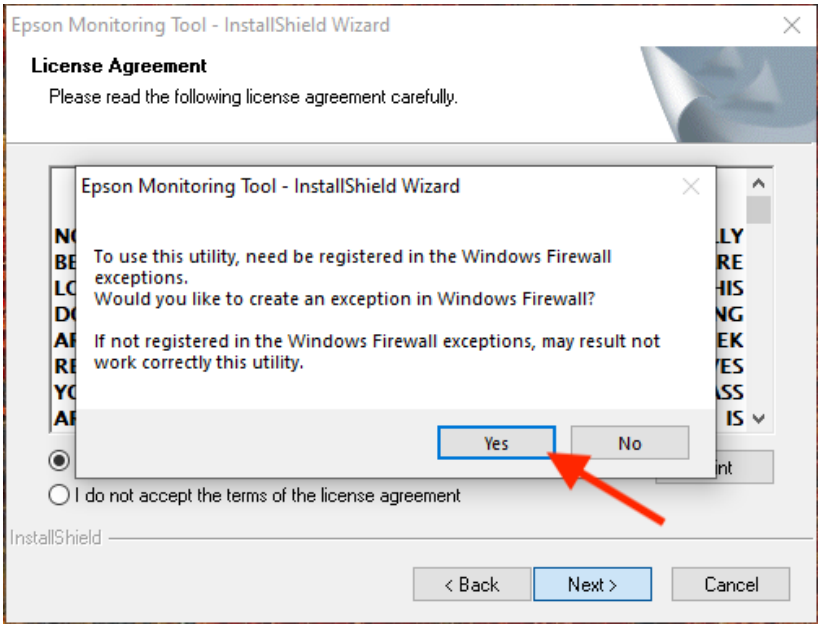
- **Epson Printer Driver** > https://epson.com/Support/Printers/Label-Printers/ColorWorks-Series/Epson-ColorWorks-C3500/s/SPT_C31CD54011

No need to connect printer to computer, will be automatically done later by the Epson Monitoring Tool.

- **Epson Monitoring Tool** > https://epson.com/Support/Printers/Label-Printers/ColorWorks-Series/Epson-ColorWorks-C3500/s/SPT_C31CD54011

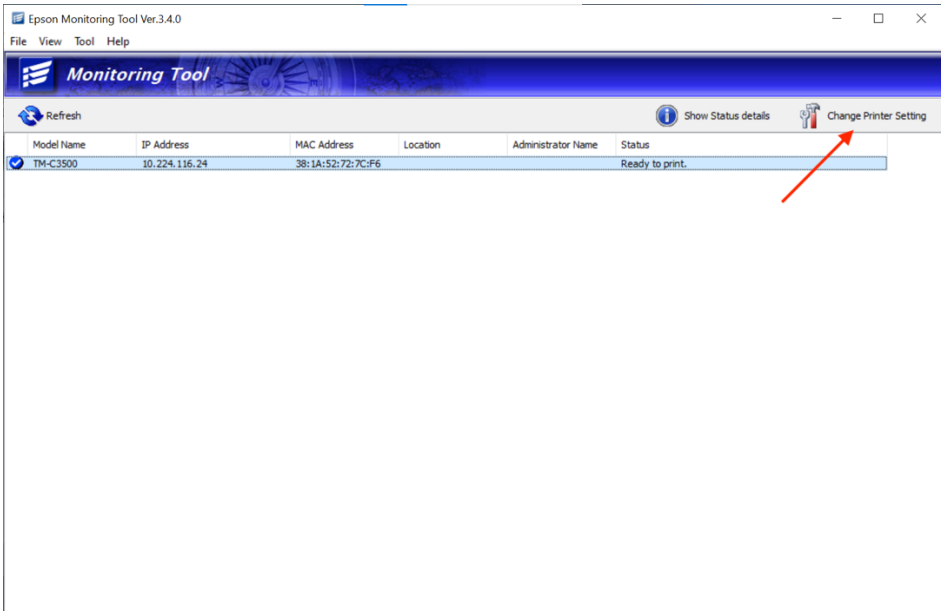
2.Accept Firewall Exception:

- During installation, you may encounter a prompt to make an exception to the Windows Firewall. Select "YES" to proceed.



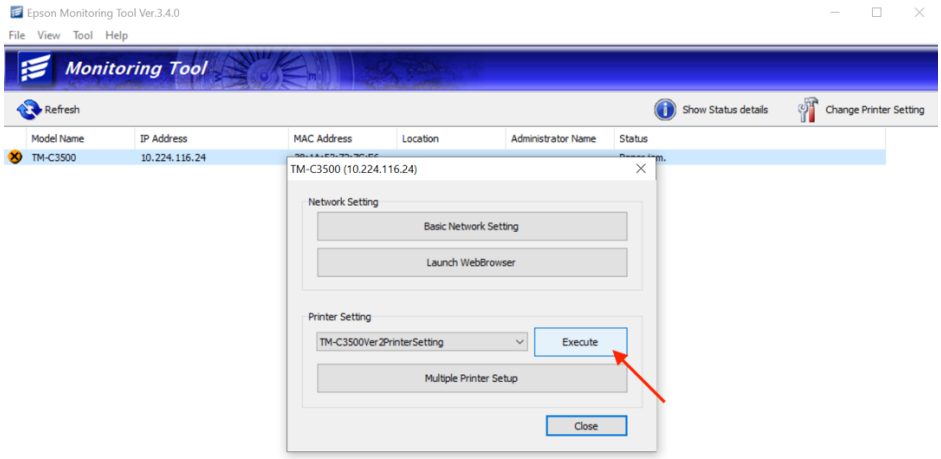
3.**After Installation:**

- Once the installation is complete:
- Start the Epson Monitoring Tool.
- From the list of detected printers, select the desired printer.
- Click the 'Change Printer Settings' button.



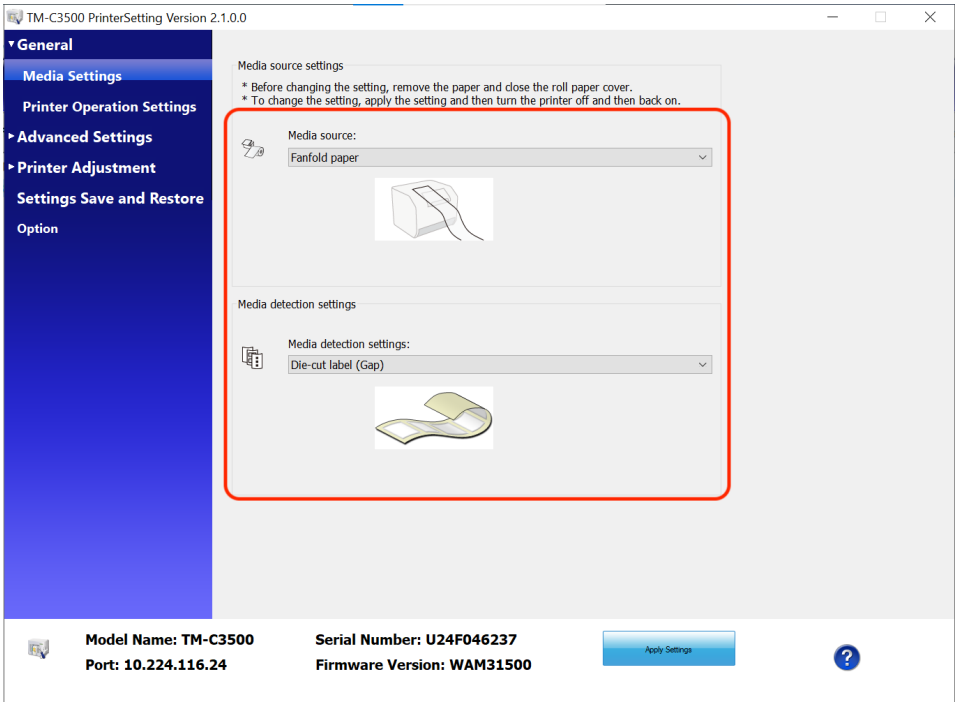
4.Execute Printer Settings:

- A popup will appear. Click 'Execute' to open the 'TM-C3500 Printer Setting dialog.



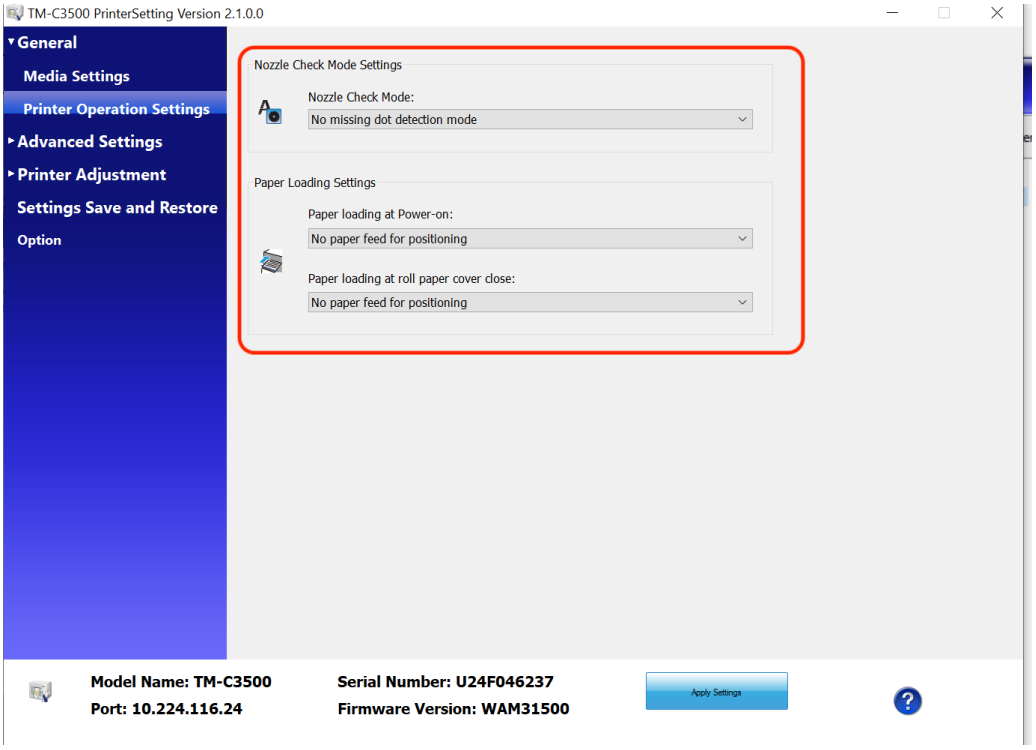
5.General-Media Settings:

- Set the Media source to: Fanfold paper.
- Set Media detection settings to: Die-Cut label (Gap)



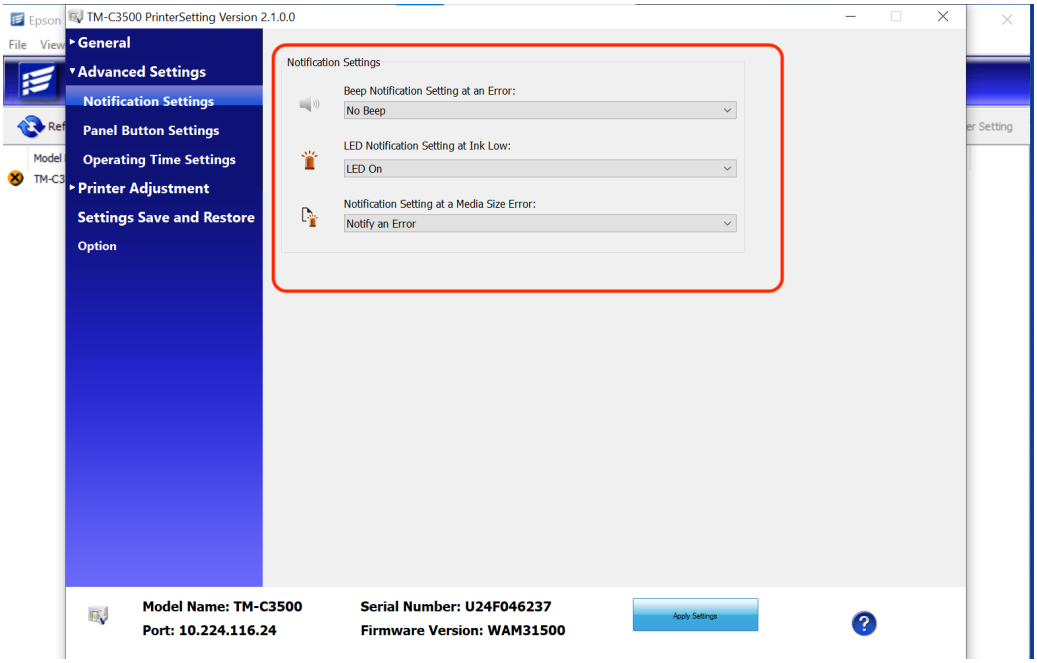
6.Printer Operations Settings:

- Configure the Nozzle Check Mode and Paper loading settings.



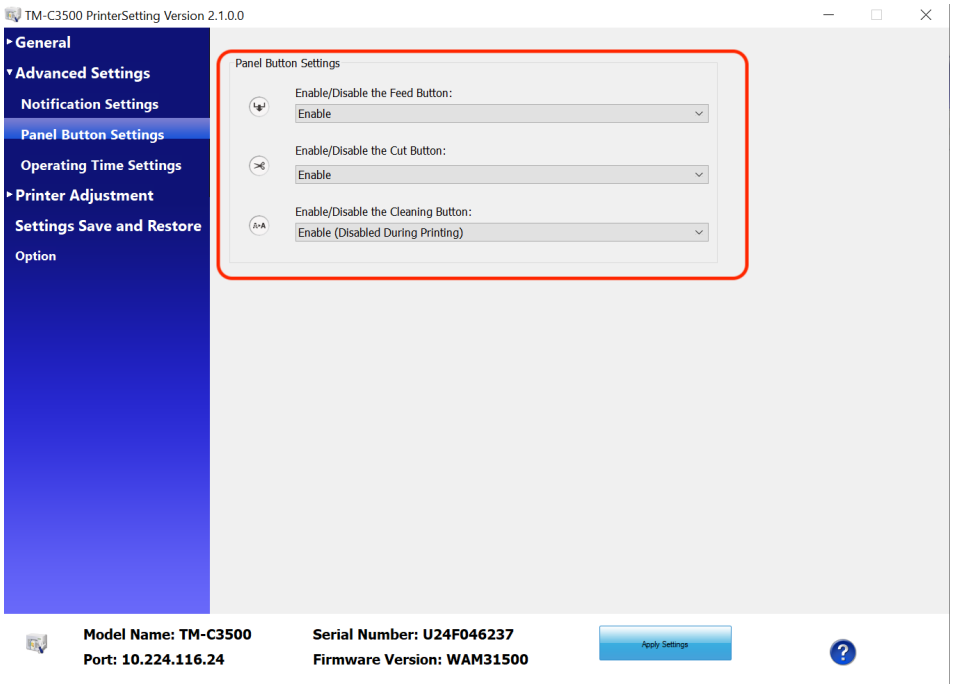
7.Advanced Settings-Notifications settings:

- Configure notifications settings.



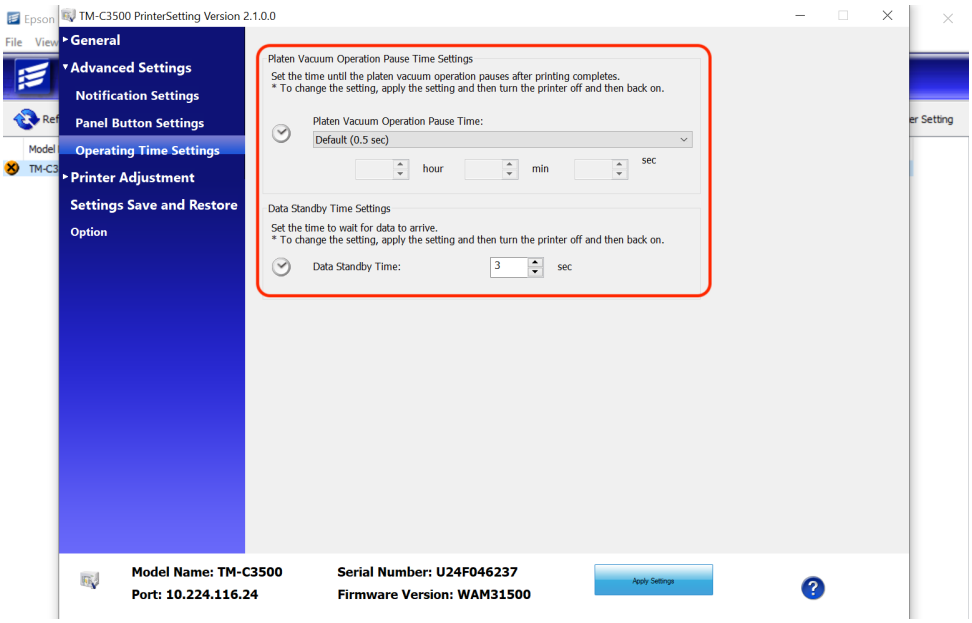
8. Advanced Settings-Panel settings:

- Configure the Panel button settings.



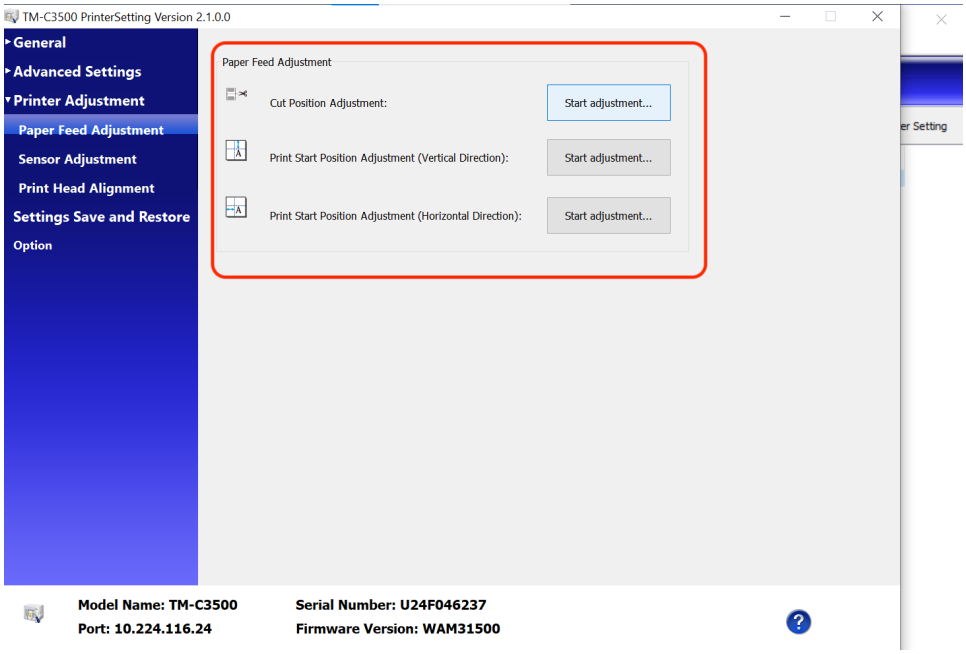
9. Advanced Settings-Operating time settings:

- Configure the operating time settings.



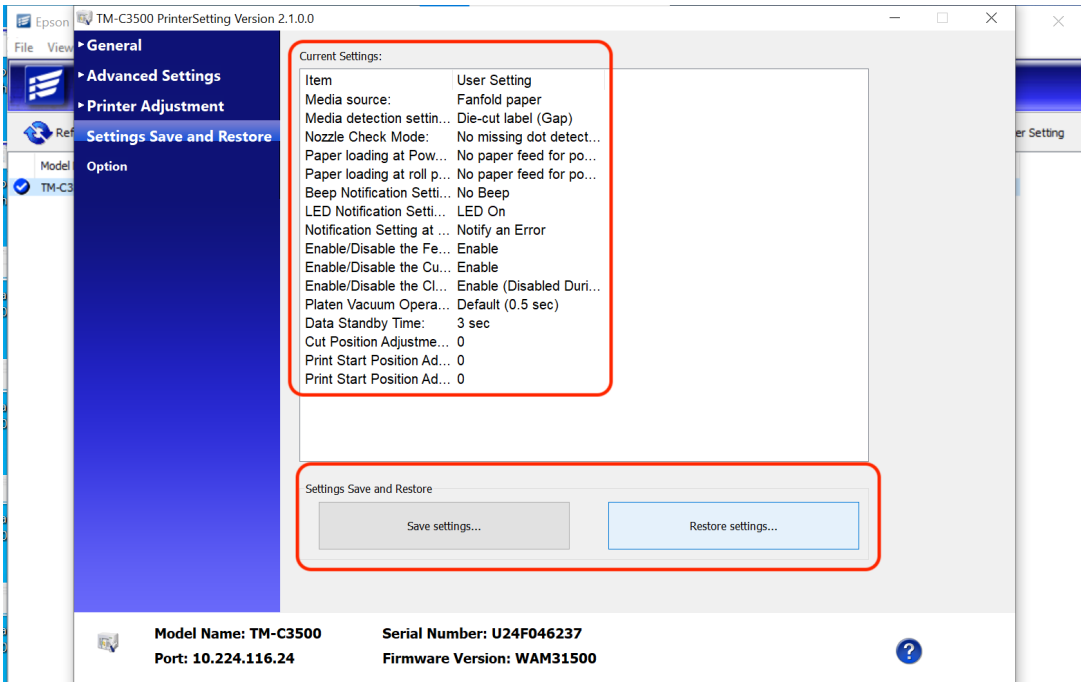
10.Printer Adjustment-Paper feed adjustment:

- Configure paper feed adjustment settings to ‘0’ (zero)



11.Settings Save and Restore:

- Save your settings or restore them.

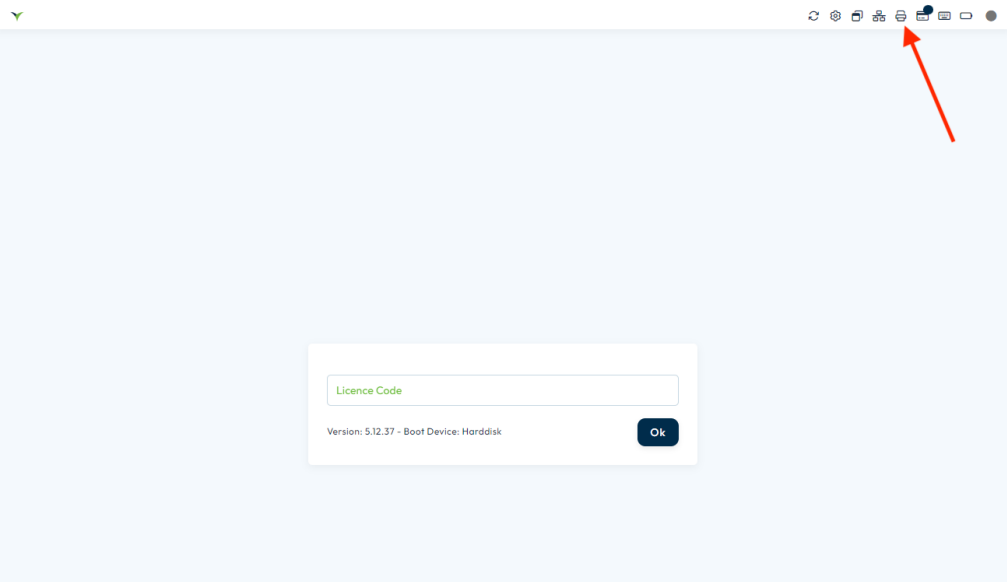


Follow these steps to configure fanfold paper settings for your Epson printer from a Windows PC. If you encounter any issues during the setup process, feel free to seek further assistance.

Follow these steps **to configure Epson C3500 printer for Check-In:**

1.Add Printer:

- Select the 'Printer' connection icon on your computer.

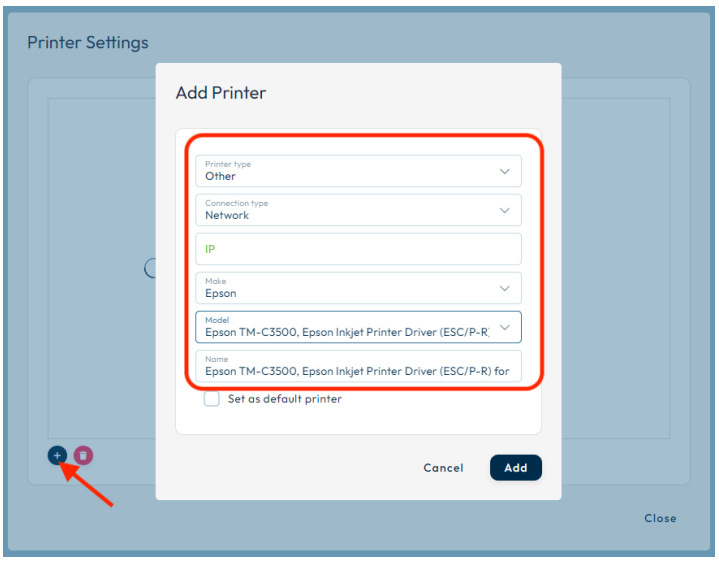


3.Enter Check-In Password:

- Enter the Check-In password if prompted. This password will be provided by your POC.

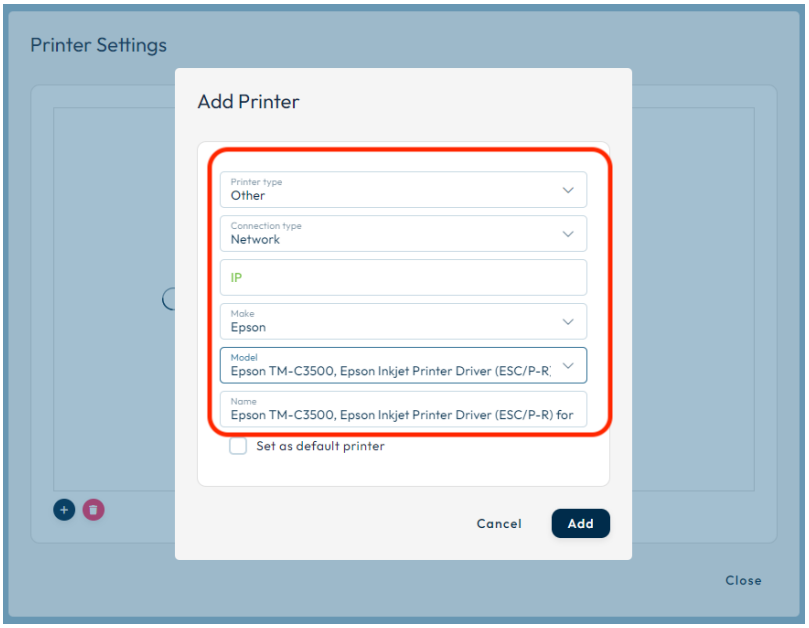
4.Add Printer:

- Click on "Add". ('+' button)
- Choose the printer type from the dropdown list.



If you select Network Printer:

- Enter the IP address of the printer.
- Select the Make and Model from the dropdown lists and enter a name for the printer.



If you select USB Printer:

- Connect the printer cable to the computer.
- Turn on the printer.

- Select a Make and Model from the dropdown lists.
- Amend the name if required.

6.Set Default Printer (Optional):

- If you want to use this printer as the default printer, select the "Default printer" checkbox.

7.Add Printer:

- Click "Add". The printer will appear on the printer list.

8.Check Printer Connection:

- Verify that the printer connection appears correctly. If it does not, delete any printer connections and try again.

3.2 Configuring Scanners for Check-In

- Configuring scanners for Check-In involves ensuring that they are properly connected and configured for accurate scanning.

Follow these steps to set up your scanners:

1.Connect Scanner to Check-In Terminal:

- Ensure that the scanner is securely connected to the Check-In terminal via USB or another compatible connection method.

2.Configure Scanner :

- Please check the configuration guide for your scanner

3.Test Scanner:

- Open the Check-In software
- Test the scanner by scanning a sample barcode or QR code to ensure that it is functioning correctly.

4.Train Staff (if necessary):

- If Check-In staff will be using the scanners, provide training on how to operate them effectively and troubleshoot any potential issues.

By following these steps, you can ensure that your scanners are properly configured and ready for use during Check-In, facilitating a smooth and efficient Check-In process for your event attendees.

Configuration Guide: Opticon L-46X Scanner

Follow these steps to configure the Opticon L-46X scanner for use with your Check-In software:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration :
- Step 1: Scan the following

- Step 2: Set the scanner to LCD priority mode

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Opticon M-10 Scanner

Follow these steps to configure the Opticon M-10 scanner for use with your Check-In software:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration :
- Step 1: Scan the following

- Step 2: Set the scanner to LCD priority mode

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Opticon M-11 Scanner

Follow these steps to configure the Opticon M-11 scanner for use with your Check-In software:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration :
- Step 1: Scan the following

- Step 2: Set the scanner to LCD priority mode

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Opticon OPI-3301i Scanner

Follow these steps to configure the Opticon OPI-3301i scanner for use with your Check-In software:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration :

Scan the following codes in this order

1. Start config

2. Default Bluetooth SPP

3. USB-VCP (No Handshake)

4. End config

5. Scan the following code (USB COM interface)

Power the Cradle with the power adapterNow pair the scanner to the cradle by scanning the code on the bottom of the cradle.Make sure the scanner is connected to the cradle (blue light is on and is not blinking anymore) before connecting the USB cable to the eventbox.

Scan all barcodes from top to bottom

SET (ZZ)	
AD00 Auto Disconnect Disabled	
END (ZZ)	

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Zebra DS2208 Scanner

Follow these steps to configure the Zebra DS2208 scanner for use with your Check-In terminal/device:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration :

- Reset the scanner by holding the scan button and then connect the USB cable

- Then scan the following

SSI over USB CDC

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Motorola DS4208 Scanner

Follow these steps to configure the Motorla DS4208 scanner for use with your Check-In terminal/device:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration :

- Reset the scanner

Set Factory Defaults

- Set to USB CDC Host

USB CDC Host

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Motorola/Symbol/Zebra DS9208

Follow these steps to configure the scanner for use with your Check-In terminal/device:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration:

- Reset the scanner

Set Factory Defaults

- Set to USB CDC Host

USB CDC Host

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Honeywell Xenon XP 1952G Battery Free Scanner
Follow these steps to configure the Honeywell Xenon XP 1952G Battery Free scanner for use with your Check-In terminal/device:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration:

PAP131.
USB HID Barcode Scanner

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Honeywell Voyager 1400g

Follow these steps to configure the Honeywell scanner for use with your Check-In terminal/device:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration:

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

Configuration Guide: Zebra DS2278A

Follow these steps to configure the scanner for use with your Check-In terminal/device:

1.Connect the Scanner:

- Connect the scanner to your computer using a USB cable or another compatible connection method.

2.Configure Scanner Settings:

- Use the following configuration:

- Reset the scanner

Set Factory Defaults

- Set to USB CDC Host

USB CDC Host

3.Test the Scanner:

- Open a document or barcode sample and test the scanner by scanning various barcodes. Ensure that the scanner reads the barcodes accurately and consistently.

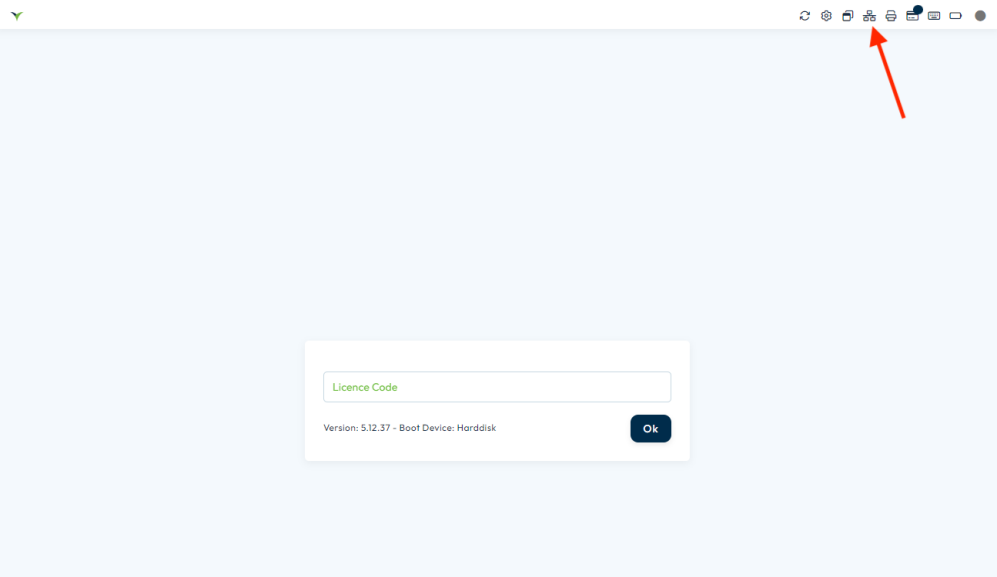
3.3 Configuring Network for Check-In Terminal

- Setting up the network connection for your Check-In terminal is essential for ensuring seamless operation.

Follow these steps to configure the network settings:

Connecting to a Network:

- Select the Network icon on your Check-In interface.

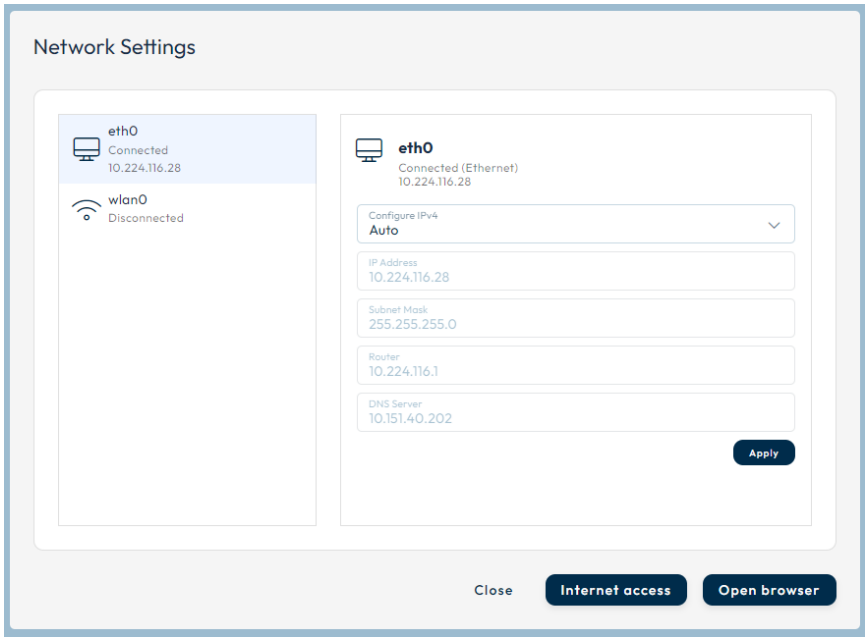


Ethernet Connection:

- Connect one end of an Ethernet cable to the Ethernet port on the Check-In terminal.
- Connect the other end of the Ethernet cable to an available Ethernet port on your router or network switch.

Wi-Fi Connection:

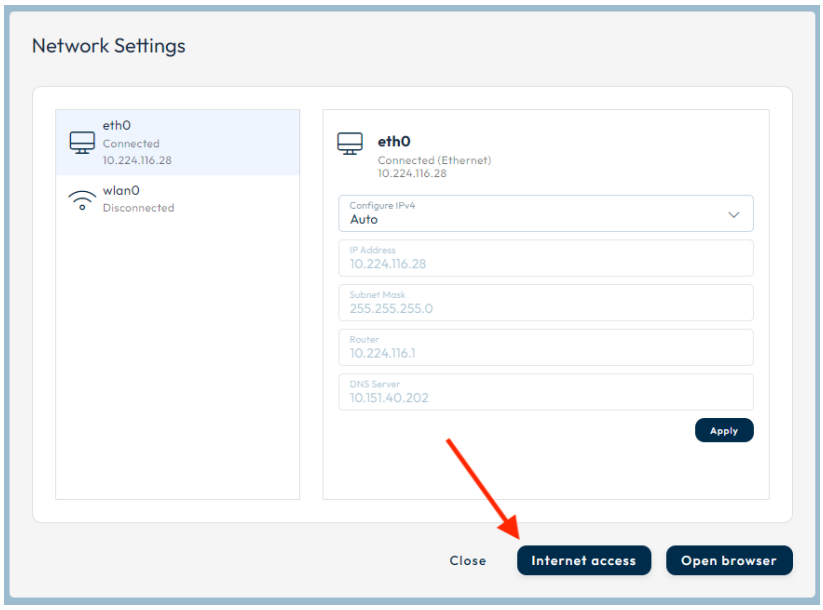
- Access the Wi-Fi settings menu on the Check-In terminal.
- Select your Wi-Fi network from the list of available networks.
- Enter the Wi-Fi network password (if required) to establish the connection.



Internet Connectivity:

Test Connection:

- Once the network connection is established, open a web browser on the Check-In terminal.
- To check internet connectivity:
- Select the Connected internet connection.
- Select Internet access. A success message appears if the connection is working.
- open Broswer on the Check-In terminal.
- Select Close to exit the Network settings screen.



Check Signal Strength (Wi-Fi only):

If using a Wi-Fi connection, ensure that the signal strength is strong enough for reliable internet access.

Following these steps will help you configure the network settings for your Check-In terminal, ensuring reliable internet connectivity for your Check-In operations. If you encounter any issues, refer to the troubleshooting steps or seek assistance from your network administrator.

Network Troubleshooting:

Check Cable Connections:

- Ensure that Ethernet cables are securely connected to both the Check-In terminal and the network device (router or switch).
- Restart Check-In Terminal:
- Restart the Check-In terminal to refresh network settings and resolve any connectivity issues.
- Verify Router Settings:Check the settings on your router or network device to ensure that it is properly configured to provide internet access to connected devices.
- Contact Network Administrator:

If troubleshooting steps do not resolve the issue, contact your network administrator or IT support for further assistance.

4.Check-In Lite Installation

- Check-in Lite enables organisers to deliver advanced access control solutions at events, powered by their own devices.Attendees may be scanned in to or out of entrances at all kinds of events and venues, also at defined sub-locations such as presentation rooms and theaters.

- The functionality is equivalent to using our full suite of onsite tools (Visit Check-in) so users benefit from comprehensive access control rules to restrict access to attendees meeting certain criteria only.

4.1 Installation requirements for using Check-In LITE software

- Before installing and using Visit Check-In Lite software, ensure that your system meets the following minimum requirements.

4.1.1 Minimum Requirements:

- To utilize Check-In Lite, there are specific minimum **operating system** requirements:

- **Windows, macOS or Linux**
  - Google Chrome 110
  - Microsoft Edge 110
  - Mozilla Firefox 110
  - Apple Safari 13

- **Android**
  - Google Chrome 110
  - Mozilla Firefox 110

- **iOS**
  - Apple Safari 13

- Check-in Lite will require permission to access the device's camera.

4.1.2 Required information from client manager (Your POC)

- For succesful delivery of the Visit Check-In Lite software for your event, you need the following essential information:

1. **Number of Check-In Lite Devices** required based on venue dimensions.
2. **Licence for Check-In Lite**
- You'll need a licence to activate/launch the software (QR code or URL)
3. **Network Connectivity Availability at Check-In Locations**:
- Ensure that each Check-In Lite device is within range of the event venue's network infrastructure to ensure seamless connectivity.

4.2 Installation Steps

- Before starting the proper installation of our software, please ensure the following:

1. **You will require one or more** Check-In Lite licenses **for your event:**
   - Each license will be restricted to a limited number of activations only. It's also possible to receive multiple licenses (with associated activation quantities) for the same event.
   - Check section **2.2.3 Software Activation**

2. **Permission to access the device's camera**
3. **Stable Internet Connection**
   -For the initial launch of the software please make sure you device is connected to Internet.

4.2.1 Launching Check-in Lite

To launch on your mobile device, do one of the following:

- **Scan the license QR** code using the device's camera. Your phone or tablet should open the associated URL (you will need to be online).

- **Open the license URL** directly on the device. The URL may be in an email you have received.

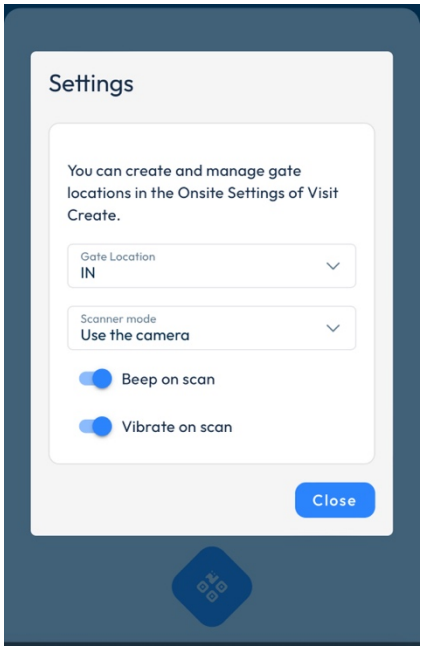
TIP:
- Most smartphones will automatically open the Check-in Lite app when you scan the QR code with their camera.
- However, for some devices (like the Zebra TC26 DataWedge scanner), an additional step may be needed. *In such cases, you can either use a QR & Barcode scanning app to scan the QR code or take a photo of the licence QR and use Google Lens to open its associated URL.*

4.2.2 Registering your device

- On first launch, enter your device name for identification. Centrally this helps event organisers keep track of licence usage.

4.2.3 Device Settings

- After registering you will be prompted to set the gate location, scanner mode.



You will need to have gate(s) defined to continue.

Gate Location: select one of the locations defined for your event. The event organiser will advise on the correct gate to use.

Scanner mode: select *Use the camera* if using on a phone or tablet. Select *Use keyboard input* if using a device requiring keyboard emulation, such as Zebra TC26.

Beep on Scan: you device will beep on each code scan (if supported).

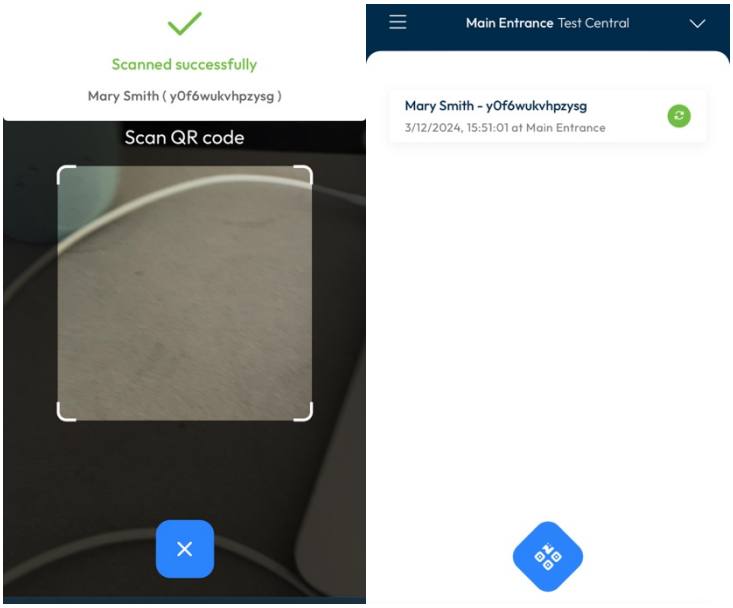
Vibrate on Scan: Your device will vibrate on scanning (if supported).

4.2.4 Using Check-in Lite

- Use the Scan button to activate the camera and scan a QR code. Attendees may present their QR codes as printed badges, documents or onscreen in the Visit Discover or Visit Connect applications.

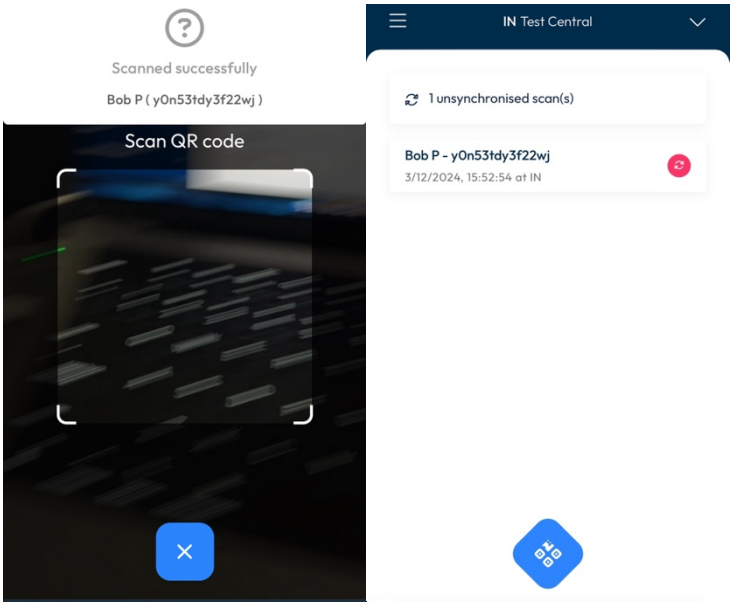
If connected to wi-fi / mobile data

- The system will retrieve the full name of the visitor if the QR code is valid for the event active.
- If access control rules are in use, the screen will show if the attendee has permission to pass through the associated gate.

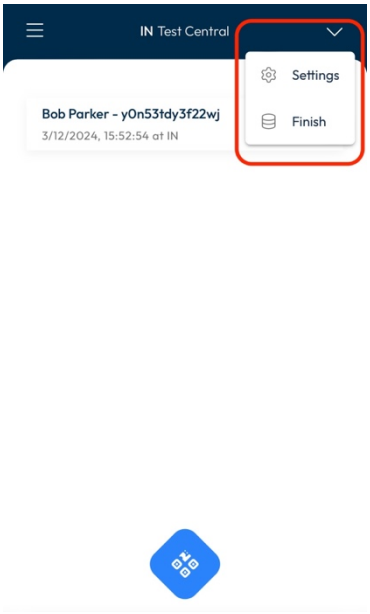


If offline

- Part of the name will be shown on screen, the full name will be displayed when connected later. While the scan (and associated time of day) is captured, access control rules are not processed. Where access control is a requirement, it's critical to use the software online.



Gate location may be changed at any time from the *Settings* menu. See below:



- Ensure you device is showing the **correct time of day**. If traveling to events, be sure to select the correct timezone.

- Before updating your device, or (for example) resetting your browser history, please ensure that any captured scans have been synchronised. To do this, open Check-in Lite while online (connected to internet)

4.3 Hardware Compatibility

- Check-in Lite is supported by nearly all mobile devices, including phones and tablets.

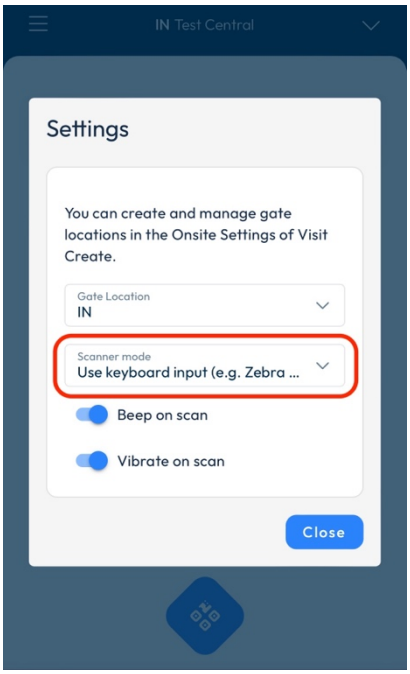
Our recommendation is to use:

Zebra TC26 DataWedge scanner

4.4. Zebra TC26 DataWedge scanner configuration

- You can use Checkin Lite on the Zebra TC26 DataWedge scanner as with any regular Android smartphone, by using the camera to scan codes on the badges, or you can enable its built-in scanner and scan badges by pressing any of the two side-buttons.

- To enable the optical scanner use instead of the camera, go to **Settings** > **Scanner mode** in the Check-in Lite menu of the scanner, and select ***Use keyboard input***



Mandatory scanner settings

- To have an optimal experience while using Check-in Lite with the Zebra TC26 DataWedge scanner, you must ensure that the following settings are enabled from the zConfigure file of your scanner:

1. Go to *DataWedge Profiles*
2. Select the profile you will be using (either the default one or add a new profile) and check the *Profile enabled* box.

Scroll down until you get to the* Keystroke output *menu, then select:

- **Action key character**

1. Select “Action key character”.
2. Select “Carriage return”.

- **Key event options**

1. Select “Key event options”.
2. Make sure “Send Characters as Events” is checked.

- **Basic data formatting**

1. Select “Basic data formatting”.

2. Make sure “Enable”, “Send data” and “Send ENTER key” are checked.

- **Disable audio feedback and use Check-in Lite sound feedback (optional)**

- In the same Profile menu as above, go to Barcode input > Configure scanner settings

1. Select “Configure scanner settings”.
2. Select “Scan params”.
3. Select “Decode Audio Feedback”.
4. Select “None” (Geen).

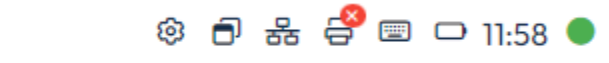
5.Event Day Setup

- On the day of the event, it's crucial to ensure that all equipment and systems are functioning properly.

Here's a checklist of items to verify:

1.Power up devices:
- Ensure all devices, including computers, printers, scanners, and any other necessary equipment, are powered up and functioning.

2.Check-In Terminal/Computer(s) status:
- Check the status of all computers to ensure they are operational and ready for use.



3.Printer(s) status:
- Verify the status of all printers to ensure they are online and ready to print.

4.Network connection:
- Confirm that a stable network connection is established to enable communication between devices and access to online resources.

5.Keyboard configuration:

- Double-check the keyboard configuration to ensure it is set correctly for the event.

6.Test the scanners:

- Test all scanners to ensure they are functioning properly. For wireless scanners, ensure they are within 12 meters of their base station.

7.Printing from Check-In:

- Test printing functionality from the Check-In software to verify that it is working correctly.

8.Auto-print after Voucher scan:

- If auto-printing is enabled after scanning vouchers, test this functionality to ensure it is working as expected.

9.Printing after scanning barcode or QR code:

- Test printing functionality after scanning barcodes to ensure seamless printing of badges or tickets.

10.Badge paper:

- Ensure an adequate supply of badge paper is available for printing badges or tickets.

11.Replacement ink cartridges:

- If printers are rented from Visit, ensure spare ink cartridges are available in case replacements are needed during the event.

12.Registration form:

- If forms are to be used, test the functionality to ensure attendees can register themselves smoothly.

By thoroughly checking these items before the event starts, you can ensure a seamless and successful Check-In process for all attendees.

6.Troubleshooting

- While operating the Check-In terminal, you may encounter some common issues that can affect the smooth flow of the Check-In process.

Here are the typical problems and their solutions:

1.Printer Jams:
Paper gets stuck or jams inside the printer, preventing it from printing badges or tickets.

Solution:
- Turn off the printer and carefully remove any jammed paper from the printer's paper path.
- Check for any torn pieces of paper or debris that may be causing the jam.
- Reload the paper tray with fresh badge paper, ensuring it is properly aligned and not overfilled.
- Restart the printer and test printing functionality to ensure the issue is resolved.

2.Badge Is Not Printing:

Solution:
- Check the printer status: Ensure that the printer is powered on, connected to the Check-In terminal, and has enough paper.
    - Verify printer settings: Ensure that the correct printer is selected in the Check-In software and that the printer settings are configured properly.
- Check for errors: Look for any error messages or alerts on the printer settings E.g: **Printer stuck in 'processing' mode. Remove and add the printer again.**
- Restart the printer: Try restarting the printer to reset any temporary issues or errors.
- Check connections: Ensure that the printer cable is securely connected to both the printer and the Check-In terminal.

3.Printing Blank Badges:

Solution:
- Check printer settings: Verify that the printer settings, including paper size and badge template are configured correctly in the Check-In software.
- **Calibrate the printer**
- Test print: Perform a test print from the Check-In terminal to verify that the printer is functioning properly.

4.Connectivity Issues:

Solution:
- Check the network cables and connections to ensure they are securely plugged in.
- Restart the Check-In terminal and any networking devices such as routers or switches.
- Verify that the network settings on the Check-In terminal are configured correctly, including IP address, subnet mask, and gateway settings.
- If using Wi-Fi, ensure that the signal strength is strong enough and consider repositioning the terminal closer to the Wi-Fi router.

5.Scanner Malfunctions:

Solution:

- Check the scanner's connection to the Check-In terminal and ensure it is securely plugged in.
- Unplug the scanner and plug it in.
- Configure the scanner according to the instructions to ensure accurate scanning.
- Test the scanner with different barcodes or QR codes to determine if the issue persists across multiple scans.

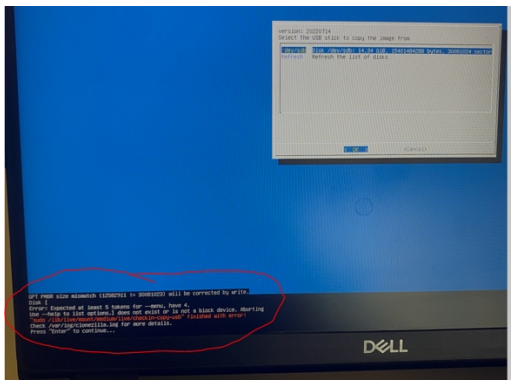
6. Database Error

Encountering a database error while using the Check-In terminal can disrupt the Check-In process.

Solution:

- Performing a new installation of the Check-In software will resolve database errors. Please consult section 2.2.1 (New Installation)

7. Check-In USB image copy error
(sudo /lib/live/mount/medium/live/checkin-copy-usb finised with error)



Solution:
-Make sure you have admin rights and access to your USB
-Create a new Check-In Loader on another USB stick
-Create a new Check-In Image
-Try again

7.Conclusion

This structured document outline provides a clear roadmap for users to follow while

installing and configuring the "Visit by GES" Check-In software, ensuring a smooth setup process and effective troubleshooting steps if needed.