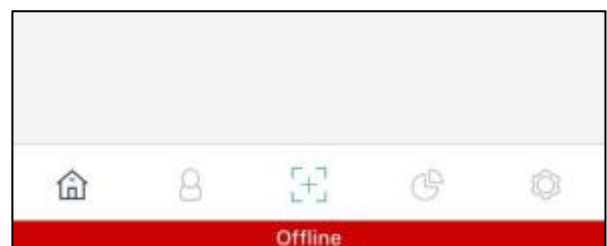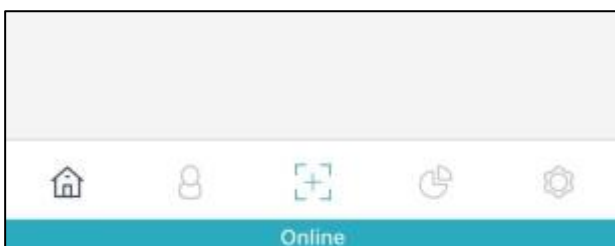# ENTRY GENIUS APP GUIDE

Getting Started

First check you're connected to Wi-Fi. You can do a quick check by looking at the top bar on the device. If you can see this icon Wi-Fi is connected.

If not connected, go to 'settings' which is a cog icon on the home screen. Select Wi-Fi, choose the network.


You can also check you are connected and Wi-Fi is working when you first open the app. The bar at the bottom will say 'Online', 'Offline' or 'Connecting'.

 PLEASE NOTE: Even if you are unable to connect to Wifi and the App says 'Offline' or 'Connecting' – don't worry you can still scan tickets as normal and the stats will sync back when connected again to internet.

The Entry Genius App – Logging In

To log in, select the button on the top right hand corner and scan the QR code provided on Entry Genius online under the 'register device'.
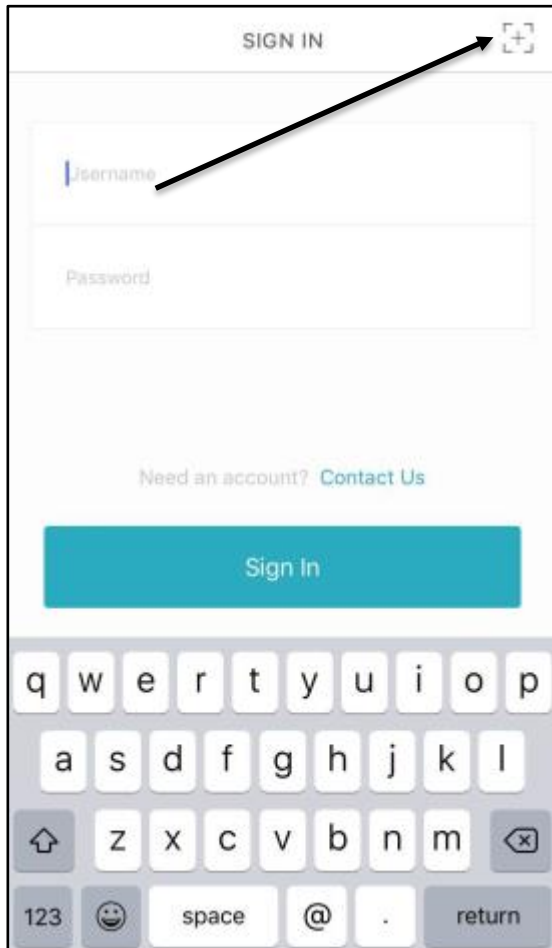
Downloading Events

The Home tab on the bottom left is where you can see all your upcoming, previous and downloaded events.

Make sure any old events are deleted. If you were previously scanning offline – you must connect to Wi-Fi first and send any pending updates.
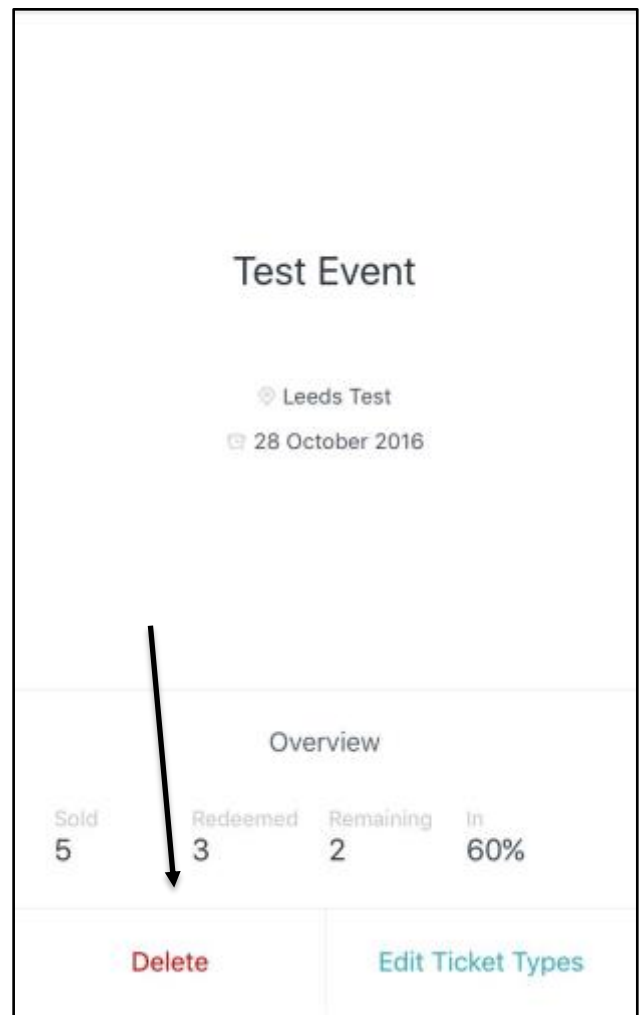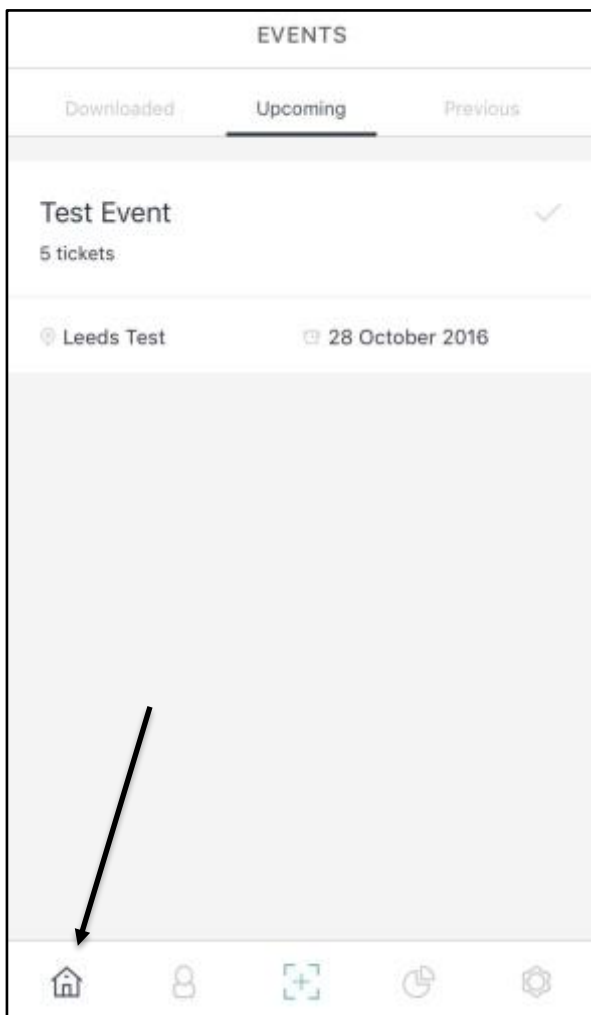
If not already downloaded - you must download the correct event from the 'Upcoming' tab. The download may take a couple of minutes. You must be connected to Wi-Fi to do this.

Once finished, you can view the event on the 'Downloaded' tab.
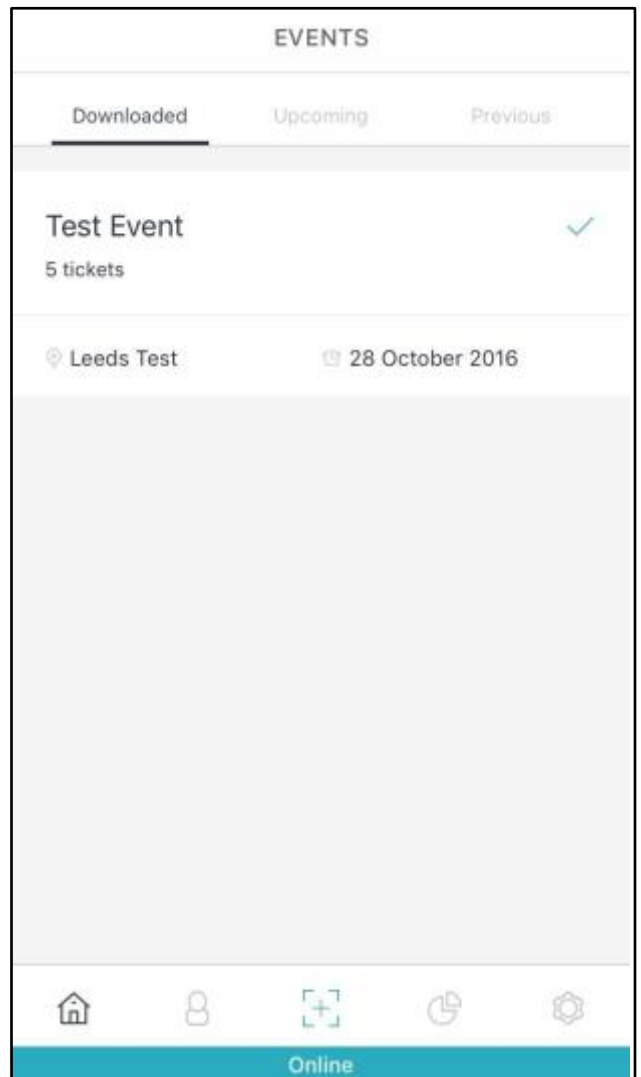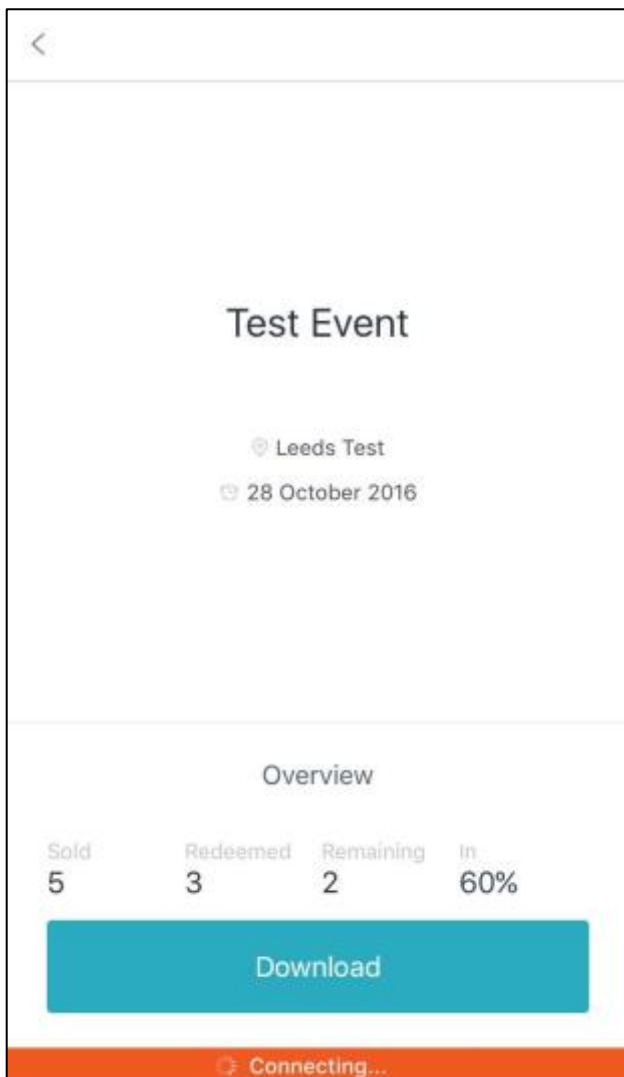
Scanning tickets

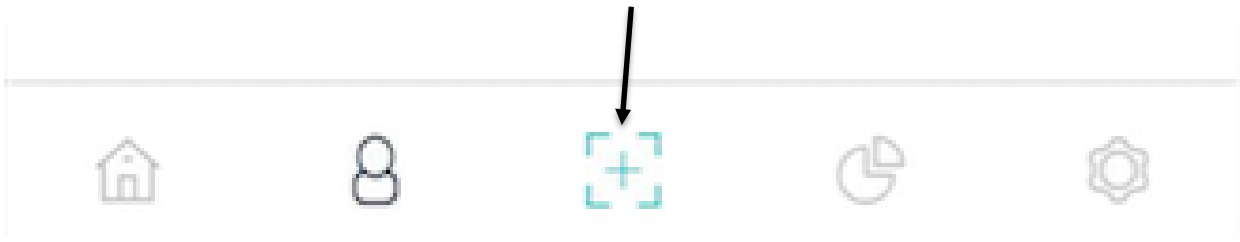The middle icon is the main scanning tab.

Are you Scanning using a Camera?	OR	Scanning using a special case beam?

Press the scanning icon and it will open the camera scanning function. Hover over the square QR Code or Barcode.

Press and hold the button on the right hand side to project the red beam.
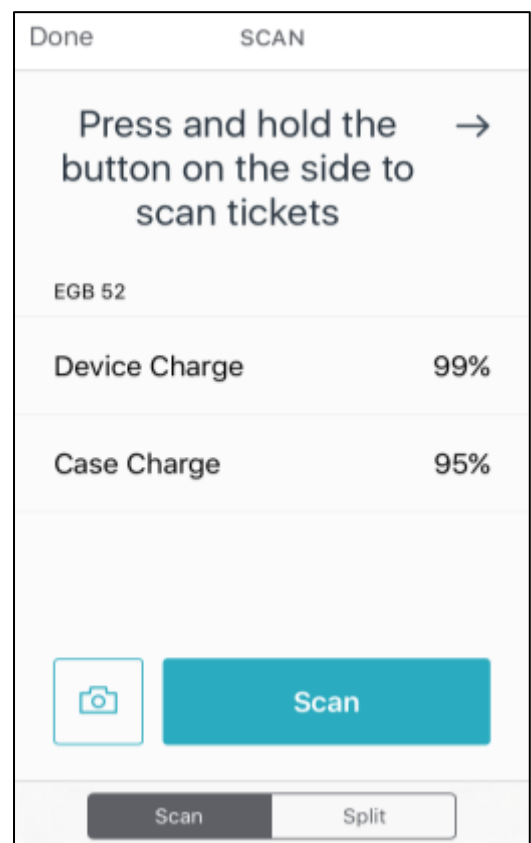

Image 1

Image 2

Types of Ticket Arena tickets:

- E-ticket (Printed)

  The E-ticket will have two barcodes: a square QR code and a normal barcode. You can scan either.

If you're scanning using the red beam, you may experience problems scanning on a mobile device. Make sure you can see the full barcode, and the brightness is turned up on the phone. If their phone screen is cracked, you will need to search for their order manually.

Once scanned, it will present a blue tick for successful redemption and a red cross for a failed redemption.
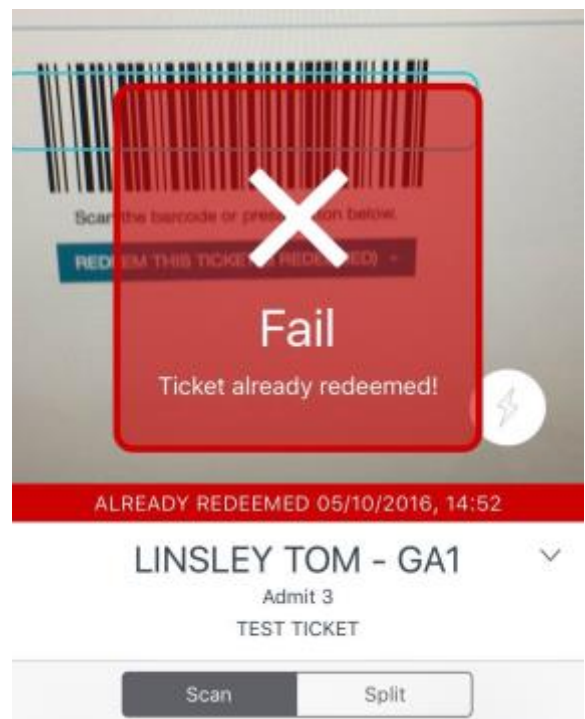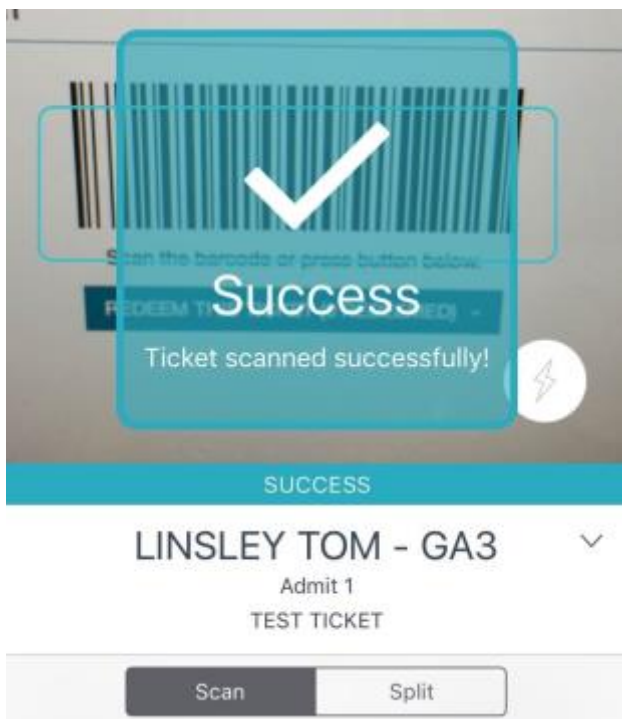
Reasons for the Red Cross

Already Redeemed – first check the redemption time by viewing the order details.

- Was it accidentally scanned twice in quick succession?
- Was the customer already scanned in previously but is trying to re-enter?
- They may have mixed up their tickets with their friends and both printed the same ticket. Try searching Order ID number for any remaining unredeemed tickets.
- They may have a duplicated ticket and someone has already used it.
- Please use your best judgement with the Gate Manager.

Ticket Not Found

- Does it look like a fake ticket?
- When was the ticket purchased?

Scanning Case Troubleshooting

The scanner is an IPod touch and a specialist scanning case. If the case disconnects from the IPod it will revert back to camera scanning (Image 1, page 4).

To turn it back on press the bottom & side buttons simultaneously. Hold for 5-30 seconds until you hear a beep. It will then change to Image 2, page 4.
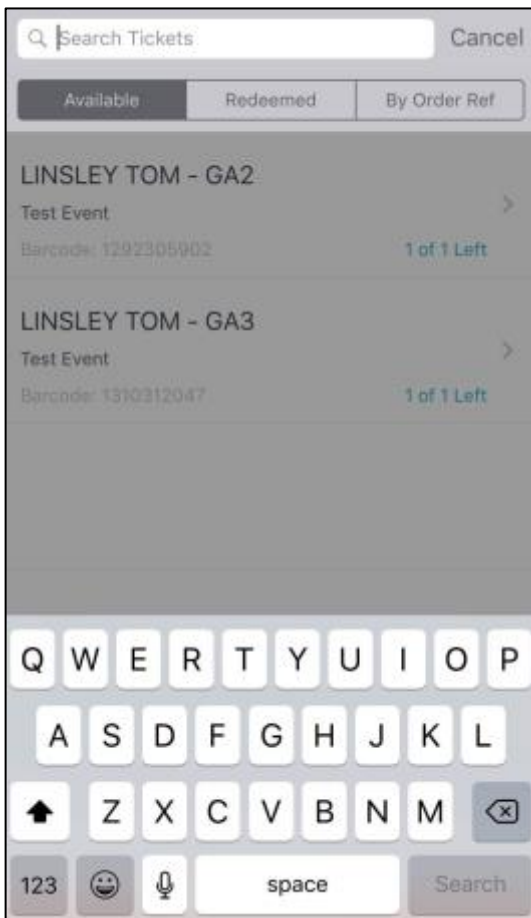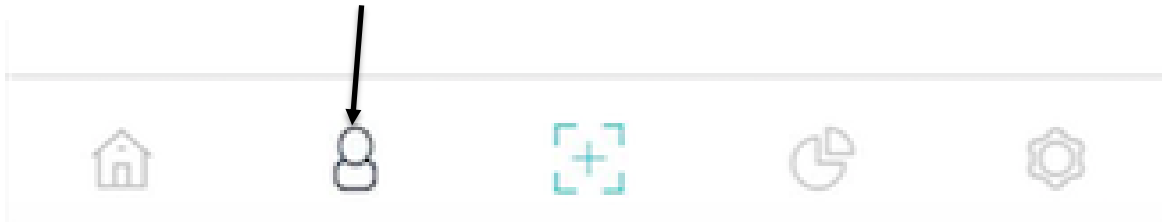

Bottom Button

Scanning Side Button

Searching guests and orders

On the person tab, 2nd icon along the bottom - you can search for guests manually. This is in case the barcode does not scan due to poor printing or the customer has forgotten their ticket.

You can search by: Available, Redeemed and by Order Reference. The Available and Redeemed can be searched for by name (Surname First).

We only take the name of the lead booker at purchase – not all guests – so people may have multiple tickets against their name.
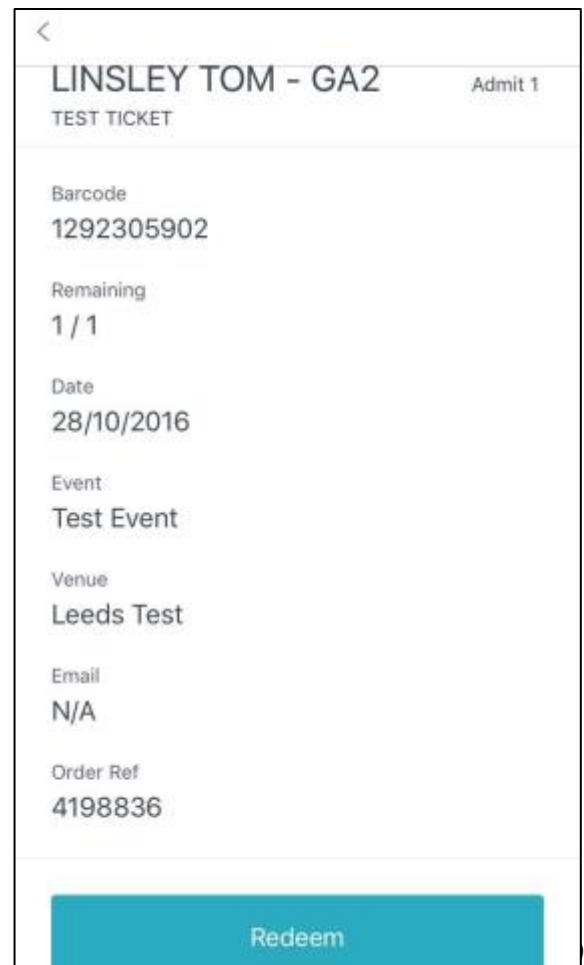
Once found, select the ticket to cross check against their order reference and then redeem the ticket.

If they have purchased more than one ticket they will be listed here separately. Make sure to redeem the correct number of tickets – you will need to go in to each ticket separately to redeem.

Battery Saving Ideas

- Keep screen brightness low.

- Use any provided battery packs whilst scanning at peak times.

- Close all apps.

- Make sure Bluetooth is turned off.

- If Wi-Fi is not available turn off the Wi-Fi by going to Settings – Wi-Fi – Switch the toggle off.

- Turn the screen off when not in use by using the button on top of the IPod/scanner. The screen will not sleep like a normal phone so you must remember to turn off when not in use.

Important Things to Remember

- IF THE APP FREEZES JUST SWIPE UP TO CLOSE & REOPEN

- DON'T REMOVE THE IPOD FROM THE SCANNER CASE

- KEEP THEM CHARGING WHEN NOT IN USE

- DO NOT LOG OUT OF THE APP!

- IF SEARCHING BY NAME USE AS LITTLE DETAIL AS POSSIBLE (E.G ONLY SURNAME)

- IF WIFI DROPS, KEEP SCANNING, ONCE IT RETURNS THE SCANNER WILL SYNC AUTOMATICALLY

- DON'T PLAY WITH LASER BEAM, DANGEROUS AND USES BATTERY