

For training videos, troubleshooting guides, and setup instructions, please visit our equipment support page:

PURPLEPASS EQUIPMENT

Pro scanners



Printers



POS Terminals



USB Gear



Cash drawers



SAVE ALL PACKAGING

Equipment must be returned in the same way you received it with all boxes and packaging material. You will be responsible for the replacement cost of missing equipment boxes or for equipment that is damaged due to improper packaging.

SCANNER BOXES

\$10/box replacement

IPAD POS BOXES

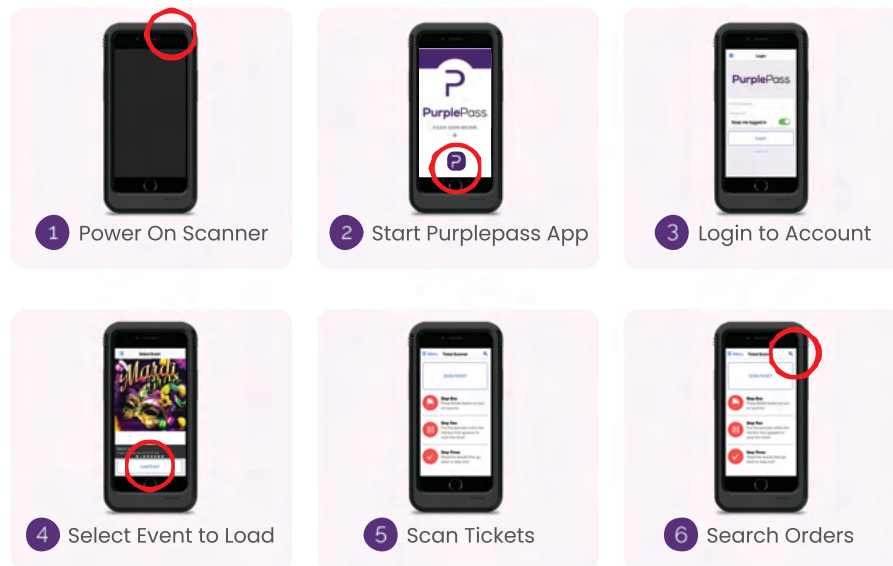
\$15/box replacement

PurplePass



Wireless Scanner QUICK START GUIDE

WIRELESS SCANNER QUICK START



PISTOL GRIPS

Our pistol grip scanners include a built-in extended battery pack for continuous operation for up to 8 hours.

To enable the extended battery and start charging the scanner, slide the switch up on the handle.

To prevent damage to the scanner, please ensure you put your wrist through the wrist loop so it will remain safe in case it slips out of your hand

IMPORTANT - If the scanner stops working, slide the switch down on the pistol grip. The scanner will no longer charge but it will continue to work by pulling the trigger.



HOW BEST TO SCAN



- ➔ Press and hold the scan button to trigger the scanner
- ➔ Hold the ticket about 4" - 6" away
- ➔ Hold the ticket straight so the barcode faces the scanner directly

SCANNING TICKETS ON CELLPHONES

- ➔ Zoom in on the barcode so it's about 1" in size. If the barcode is really small or really big, it will not scan.
- ➔ Stay out of direct sunlight as it reflects off the glass on the phone, making it difficult to scan. If there is no cover, try shading the ticket by turning your back to the sun
- ➔ Turning the customer's screen brightness up makes it easier to scan
- ➔ If all else fails, look up the order and manually check in the guest

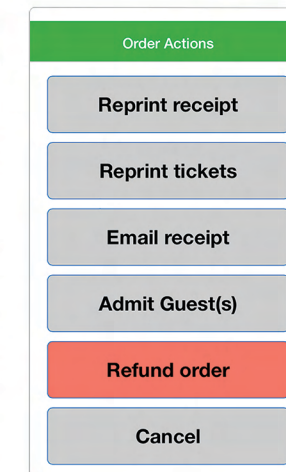


LOOKING UP AN ORDER

If you need to look up an order so you can manually check in a guest, simply click the **"SEARCH"** icon at the upper right of the screen.

PRO TIP: Other than using an order number, the best way to find an order is to search by the last name only

Once you have found the order, click on it to bring up the **"Order Actions"** menu. Based on the settings on the scanner, you will have the option to refund the order, admit the guest, print replacement tickets, reprint the receipt or even email a digital receipt. When you are finished, click **"Done"** at the upper right to return to the main screen.



TIPS TO BE A PRO

ADMIT WHOLE ORDERS

Rather than always scanning each ticket, one by one, you can admit the entire order all at one time. Simply scan one ticket from the order, click the green checkmark on the screen, then click "View Whole Order". Now you just click the order and admit everyone in one step.

TESTING TICKETS

If you need to check the status of a ticket, enable "Test Mode" from the options menu. The scanner will tell you the status of the ticket without actually marking it as used.

CHARGE IT UP

Once your equipment arrives, it is a good idea to plug everything in to be sure all of your gear will have a full charge when it's time to open the doors.

HAVING DIFFICULTIES?

If something is acting up and just not working properly, sometimes a good ol' restart can work wonders. One thing to note is if you are using 4G cellular internet, please wait until you see "4G" or "LTE" at the top of the phone before trying to login.