

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

[Purplepass.com/Gear](https://purplepass.com/Gear)

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



MOBILE BOX OFFICE QUICK START GUIDE

PurplePass

01 Turn on the iPad

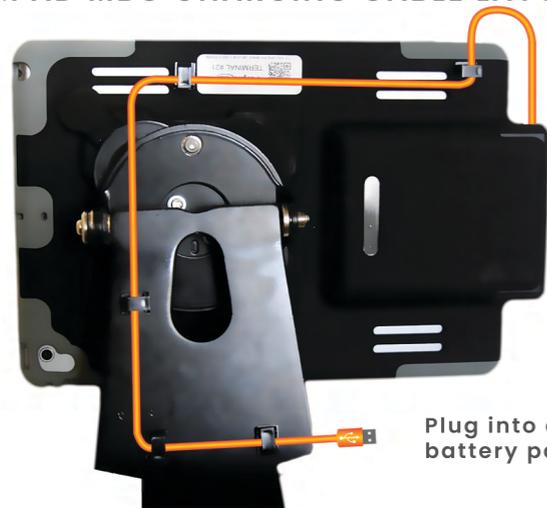


02 Start App and Login



03 Select Event to load

IPAD MBO CHARGING CABLE LAYOUT



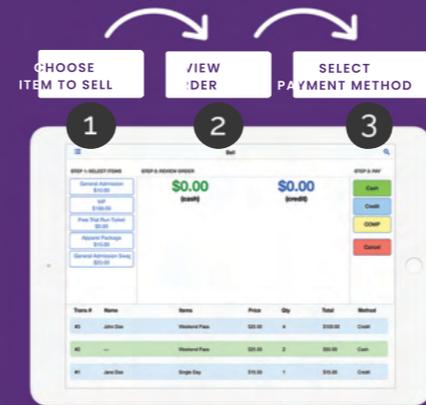
Plug into iPad

Plug into charger or battery pack

STANDARD SELLING MODE

This mode is the easiest to learn which is great for first time users. The process goes from left to right in 3 easy steps:

- 1 What do you want to buy
- 2 How much is it going to cost
- 3 How do you want to pay



ADVANCED SELLING MODE

When speed is most important or you have a lot of items for sale, this is the best mode to use. Bar sales, merchandise, or concessions are ideal for Advanced Selling Mode.

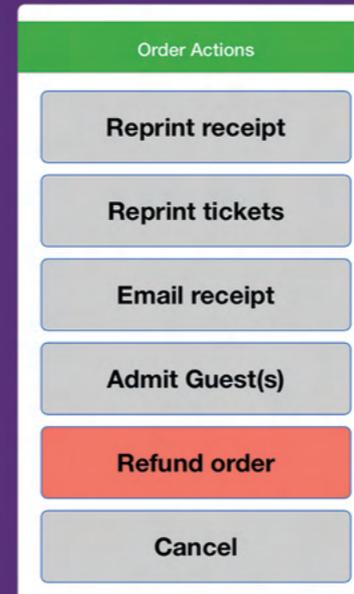


LOOKING UP AN ORDER

If you need to look up an order so you can check in the guest, reprint their tickets, or do a refund, simply click the "SEARCH" icon at the upper right

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

Once you have found the order, click on it to bring up the "Order Actions" menu. Depending on the settings on the iPad terminal, 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

FASTER CASH SALES

When processing a cash sale, you do not need to enter the money tendered each time. It is just a calculator to help you determine the change due. If you already know what the change is, just skip that step and go right to processing the order.

TAPPING ON THE SCREEN

The softer you tap on the screen, the better it works. For best results, tap the screen just as if you were tapping someone on the shoulder.

REFUNDING ORDERS

Find the order on the recent Transaction Log or search it by clicking the search icon at the upper right. Once you find the order, tap on it and select Refund.

CHECKING IN GUESTS

If you have a will call order or a guest that has lost their tickets, you can look them up easily by clicking the Search icon at the upper right of the screen. Once you find their order, tap on it to see your options to check in the guest. **PRO TIP:** Besides the actual Order number, searching by just the last name only is the fastest and most reliable way to find an order.

HIGH SPEED SELLING MODE

If you need to speed things up a bit, try our Advanced Selling mode. Click the menu icon at the upper left and choose "Advanced Selling Mode". This interface is similar to traditional POS software where every tap on an item will add 1 to the cart. To quickly add a large number of a particular item, tap the number pad at the bottom left first to set the quantity before tapping the item. For example, tapping 8 and then VIP will add 8 VIP tickets.

APPLYING DISCOUNTS

Standard Mode

When you click an item to add to the cart, it will show a screen asking you to choose the quantity. On this screen, click the button that says "Discount" to choose the discount you want to apply.

Advanced Mode

After you have added the item to your cart, click on it in the "CURRENT ORDER" panel on the left. On this screen, click the button that says "Discount" to choose the discount you want to apply.