Self Service Kiosk

Tools

Datamax E-4206p manual

Logistics Items

Each set of Self-Service Kiosk should include the followings:

Item	Qty	Remarks
Wooden Box	1	
Datamax E-4206P Professional Printer with Power Adapter and cable	1	
Badge Ticket Paper	500	
iPad Mini	1	
iPad Security Mount	1	
USB-C Adapter	1	
USB-A Scanner	1	
USB Charger	1	
USB-C Charging cable	1	
LAN cable	1	

The registration hall should provide the followings:

Ethernet Switch	1	
4-sockets Electric Power bar	1	https://en.wikipedia.org/wiki/IEC_60320

Setup

Printer

- Arrange the order of the printers from first to last (192.168.88.211-214)
- Connect Power adapter to Power bar
- Connect LAN cable from Printer to Ethernet Switch
- Load Badge Ticket Paper from the back of the printer
- Switch on Printer
- All badge printers should have a fixed IP address as 192.168.88.211-218. Print a Network report to check IP address (PRESS: Test > Network Report)
- Feed paper to check label alignment (PRESS: Feed/Pause)
- If need, adjust the Present Adjust to align the paper cutting (PRESS: Menu > Print Control > Custom Adjustments > Present Adjust = 13)
- Test your printer by ping from notebook to the printer IP addresses, e.g. 192.168.88.211-214

USB Scanner

- Connect the USB-A scanner to the USB-C adapter which is then connected to the iPad.
- Plug in the USB-C charging cable to USB-C adapter and USB Charger to start charging both iPad and scanner.

iPad

- Mount the iPad on the Security Mount on top of the wooden box.
- Connect the iPad to the wiFi, check if the IP address is 192.168.88.x
- Open the Event Toolkit app and scan the event ID.
- Login with the user account.
- Check the printer setting is corresponding to the printer IP.
- Click [Print Badge] button and try scanning the QR code for testing.

Print Badge

Message	Delegate not found. Please inform congress staff.
Description	This delegate information is not on our database. Ask him/her to go to Onsite Registration Counter to print the badge.
Message	Your badge has already been printed. Please go to Onsite APAO Office for help.
Description	The badge was printed in our record. Admin user could reprint it from the “Scanned Users” menu.
Message	Please visit the counters for paid delegates to collect your one-day pass.
Description	Delegate needs to specify the one-day in onsite registration counter.
Message	Failed to print. Please ask congress staff for help.
Description	Check network connectivity of the mobile and printer and inform our IT staff.
Message	System Error! Please ask congress staff for help.
Description	Could not connect to our server. Check network connectivity and inform our IT staff.

Troubleshooting

From:
https://wiki.questwork.com/ - **Questwork's Wiki**

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