

# 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	<a href="https://en.wikipedia.org/wiki/IEC_60320">https://en.wikipedia.org/wiki/IEC_60320</a>

## 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

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

## Troubleshooting

From: <https://wiki.questwork.com/dokuwiki/> - Questwork's Wiki

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Last update: 2025/10/19 19:03

