

FLICKET EQUIPMENT HELP GUIDE.

COMPLETE EVENT EQUIPMENT REFERENCE

Version 4.1 • September 2026
events@flicket.io

OVERVIEW.

This is the single reference for every piece of equipment Flicket supplies for events: internet hardware, scanners and the scanner app, laptops, ticket printers, payment terminals and the cables that connect them. Version 4 replaces the separate Scanner App Guide, Gate Card, Stripe S700 Setup Guide and the Windcave terminal quick-start guide, which are all folded in here.

BEFORE YOU START

- Power on and charge every device the day before the event, not on the morning of it.
- Keep the box and the packing order the equipment arrived in. It goes back the same way.
- Install AnyDesk before you leave for site so Flicket support can reach the laptop if needed.
- If a fault cannot be cleared with the steps here, contact Flicket rather than opening or repairing hardware yourself.

SECTIONS AT A GLANCE

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FOR GATE STAFF

Staff working a gate do not need the whole document. Print the last two pages, the Gate Cards, and keep them at the scan point. Everything on them is drawn from section 02.

EVENT TECH SUPPORT.

Every issue in this guide is one the Flicket event tech team has seen before. If something on site is not covered here, or you have worked through the steps and it still will not behave, come and ask us. Join the **Flicket Event Tech Support** WhatsApp group and post in there. It is watched by the people who build and run this kit, so you are not waiting on a ticket queue.

WHAT THE GROUP IS FOR

- Anything on site that is stopping you selling or scanning.
- A screen or an error you do not recognise.
- Equipment that will not connect, print or power on.
- A sanity check before you change a setting you are unsure about.

POST THIS WITH IT

The fastest answers come from the messages that arrive with the detail already attached:

- **Which event**, and which gate or box office.
- **A photo of the screen**. A photo beats a description every time, especially for scanner results and printer output.
- **What you have already tried**, so nobody sends you round the same loop.
- The **ticket or order number** if it is about one guest.

IF IT IS URGENT, CALL

Gates open and a queue building is a phone call, not a message. Contact your Flicket account manager directly, or email **events@flicket.io**. Use the group for everything that can wait a few minutes.

JOIN THE GROUP

Flicket Event Tech Support



SCAN WITH YOUR PHONE CAMERA

Opens an invite to the WhatsApp group. Add yourself before you leave for site, not when something has already gone wrong.

INTERNET FOR EVENTS.

01 STARLINK

1. POSITION THE DISH

Place it in an open area with no obstructions overhead. Avoid indoor or tented setups.

2. CONNECT THE CABLES

Dish cable to the router, power cable to mains or the generator.

3. POWER ON AND CONNECT

The dish auto-aligns. Download the Starlink app and follow the prompts.



EVENT BEST PRACTICE

- Turn the system on 30–45 minutes before gates open, so it is aligned and stable before the queue arrives.
- Protect the router from weather.
- Keep scanners and POS devices on wifi where possible once the event has started. A device that drops offline will not see tickets bought after it disconnected.

TROUBLESHOOTING

- No internet → check the app for alerts, reposition the dish, restart the system.
- Slow speeds → limit the number of connected devices, check for overhead obstructions.
- Wi-Fi not found → restart the router and check you are in range.

4G MODEMS: TO BE CONFIRMED

4G modems are part of the event kit but there is no written procedure for them yet. This section needs the modem model, SIM and APN details, the power-on sequence and the fallback steps when Starlink is unavailable.

SCANNERS & THE SCANNER APP.

02 SETUP & LOGIN

The Flicket Scanner App checks tickets in at the door. It runs in a web browser on any phone or tablet, with no app store download, and works offline once an event's tickets have loaded.

1. OPEN THE SCANNER URL FOR YOUR REGION

NZ: scanner.flicket.co.nz • UK: scanner-uk.flicket.io • AU/US: scanner.flicket.io

2. SAVE IT TO YOUR HOME SCREEN

This turns it into an app-like icon so staff do not need to type the URL each time.

- iPhone (Safari): tap the Share icon, a square with an upward arrow, scroll down, then tap Add to Home Screen.
- Android (Chrome): tap the three dots in the top-right corner, then choose Install app. Full steps are on p11.

3. OPEN THE APP AND ALLOW CAMERA ACCESS

The camera is needed to scan ticket QR codes. Use Safari on iPhone or Chrome on Android.

4. LOG IN WITH QR CODE

Tap **Log in with QR code** at the bottom of the screen and scan the QR code your account manager gave you. Admin credentials work as a fallback.

5. SELECT YOUR EVENT

Choose the correct event from the list to load its tickets. The device needs an internet connection the first time you log in and load an event.

6. SET THE GATE AND THE SCAN MODE

Set **GATE** to the gate you are working before you scan anyone. Leave **SCAN MODE** on **Scan In**. Only switch to Scan Out if you are letting people leave and re-enter the event.

DEVICE CARE

- Keep the camera lens clean.
- Fully charge the device before every event.
- Restart the device if it starts lagging.

SCANNING & SEARCHING TICKETS.

1. SCAN THE TICKET'S QR CODE

Point the camera at the QR code within the frame. Double-check the Gate and Scan Mode dropdowns are correct before you start scanning.

2. NO QR CODE? TAP THE SEARCH ICON

In the top-right corner of the scan screen, tap the magnifying glass to search for a customer instead.

3. TYPE THE CUSTOMER'S NAME

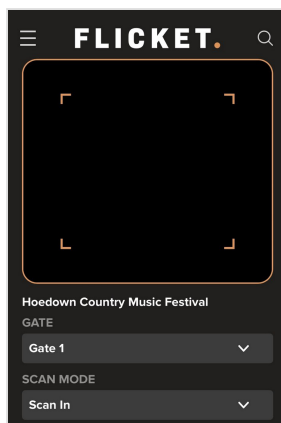
Enter their name, or order number, into the search bar.

4. TAP CHECK IN ON THEIR TICKET

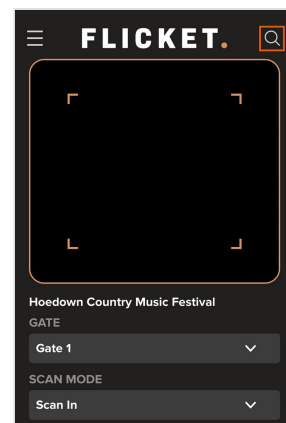
Their ticket details appear, including whether they have already been scanned. Tap **CHECK IN** to let them in, or **CHECK OUT** if they are leaving.

5. CAMERA WILL NOT READ THE CODE? ENTER IT BY HAND

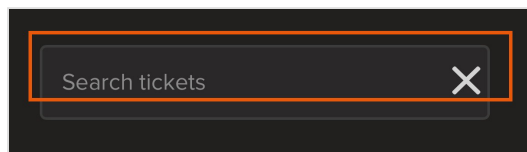
Go to Settings → Manual barcode entry and type the 16-digit QR code number printed under the barcode. This also works for tickets that do not show up in the name search.



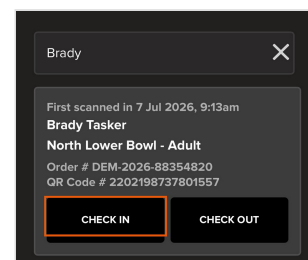
1. The scan screen, with Gate and Scan Mode below the frame



2. The magnifying glass, top right



3. Search by name or order number



4. Tap CHECK IN on their ticket

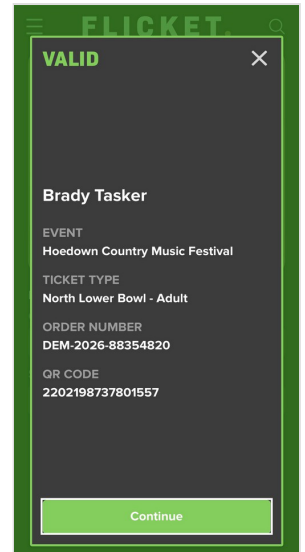
UNDERSTANDING SCAN RESULTS.

After each scan, the screen colour tells you what to do next. Orange means the ticket exists but something is wrong with it. Read the message at the top of the screen, because the fix is different for each one.

■ GREEN: VALID

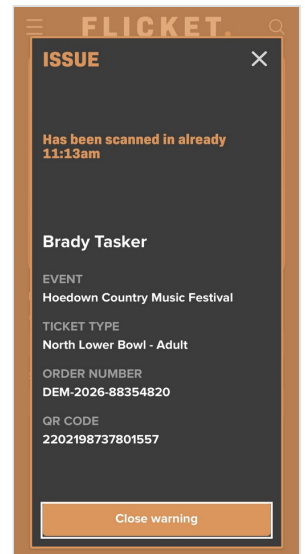
The ticket is good. Tap **Continue** and let the guest in.

- Move the camera off the QR code before you tap Continue. If it is still pointed at the same code, the scanner reads it a second time and you get the orange “Has been scanned in already” screen for a ticket you just let through.



■ ORANGE: “HAS BEEN SCANNED IN ALREADY”

Check the time shown. If it was a minute or so ago, the guest has likely already entered, or the camera has just read the same code twice. If it has been longer, let them know the ticket has already been used and contact your manager if there is no clear explanation.



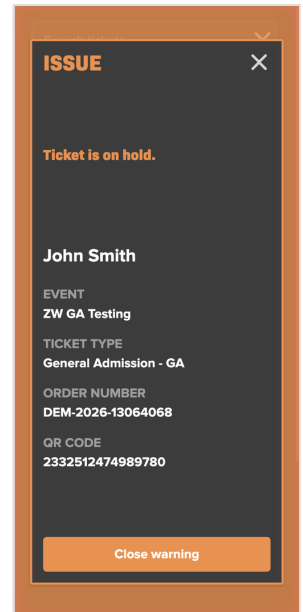
■ ORANGE: “TICKET IS ON HOLD”

The ticket is real, but the order behind it has not been paid for. This happens when the box office created a hold or invoice order, where tickets are issued straight away and payment follows, or when a customer is on a payment plan they have not finished. Nothing is recorded as scanned in.

- You may also see the longer wording “Ticket is on hold. Order needs to be completed before scanning in”. It is the same error. The short version comes from the server, the longer one from the scanner’s own offline check.
- The guest is not doing anything wrong. They were sent a genuine QR code.

WHAT TO DO

Send them to the box office. Open the order in admin, take payment, then press **Complete order** on the order page. The moment the order completes, the same QR code scans VALID. Nothing needs to be reissued.



■ ORANGE: “TICKET IS NOT ACTIVE”

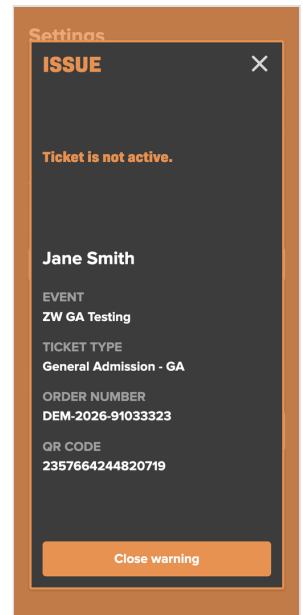
The ticket was killed after it was issued: released back into allocation, cancelled, refunded, or replaced through an exchange or reissue, which issues a new ticket and kills the old QR. The guest is holding a stale PDF or wallet pass. Transferred and resale-listed tickets show their own separate messages, so “not active” means cancelled, released, refunded or replaced.

USEFUL TELL

Cancelled tickets do not appear in the scanner’s name search at all, because the search only returns live tickets. So “the camera says not active, but I cannot find them by name” is not a glitch, it is confirmation the ticket was cancelled. You can still pull it up with Settings → Manual barcode entry and the 16-digit QR number.

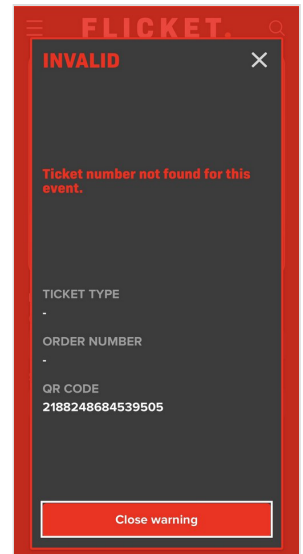
WHAT TO DO

Box office looks up the order. Refunded or cancelled means no entry, and that is working as intended. Exchanged or reissued means the customer has a new live ticket in their Flicket account, so resend their tickets and scan the new QR.



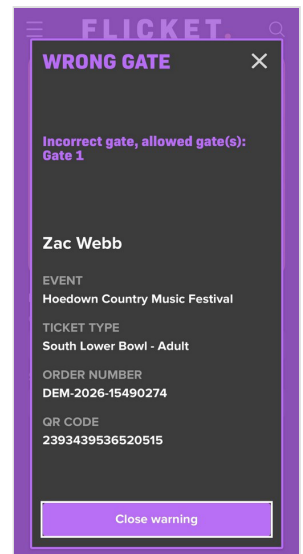
■ RED: INVALID

The ticket number is not recognised for this event. Double check they are at the right event, then contact your manager if it still does not scan.



■ PURPLE: WRONG GATE

The ticket is only valid at a different gate. The allowed gates are shown on screen, so direct the guest there. Do not override it.

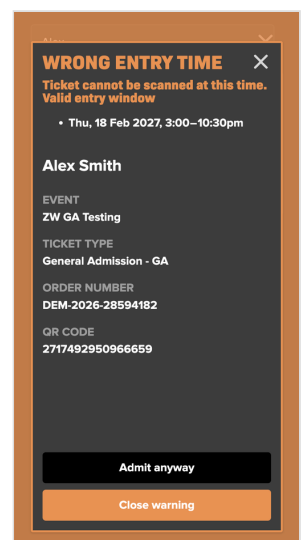


■ ORANGE: WRONG ENTRY TIME

Some ticket types are sold with a timed entry window, either a session time or staggered entry to spread the queue. This guest has arrived outside that window. The window the ticket is valid for is shown at the top of the screen, and nothing has been recorded as scanned in.

WHAT TO DO

By default, ask them to come back at the time shown and tap **Close warning**. If your event brief or your manager says early entry is allowed, tap **Admit anyway**. That is a deliberate override which lets them in and records the ticket as scanned. Only use it when you have been told you can.



OFFLINE MODE.

The scanner automatically switches between online and offline. While offline it uses the tickets loaded at the last connection, so scanning keeps working, but the device is reading a snapshot rather than live data.

WHAT AN OFFLINE DEVICE CANNOT SEE

- A ticket purchased after the scanner went offline will not be recognised until the device reconnects.
- An order paid at the box office while a device is offline is the same story. That device may still show “Ticket is on hold” until it reconnects. Scan them through on a device that has signal.

KEEPING DEVICES ONLINE

- Keep scanners on wifi where possible once the event has started.
- If one gate has poor signal, keep at least one connected device nearby to handle box office and late-purchase cases.
- Reconnecting syncs the device automatically. There is no manual refresh to press.

SCAN MODE

- Use **Scan In** by default.
- Only switch to **Scan Out** if guests are allowed to leave and re-enter.
- Check the mode at the start of every shift change. A scanner left on Scan Out will check people out of the event instead of in.

THE RULE AT THE GATE

Never wave someone through on a red, purple or orange screen without your manager’s say-so.

REINSTALLING THE SCANNER APP.

If the app on an Android device is missing, stuck or will not load an event, reinstall it. This is a Chrome install, not an app store download.

1. OPEN THE SCANNER SITE IN CHROME

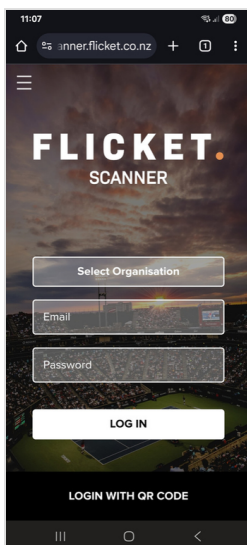
Go to the scanner URL for your region and tap the three dots in the top-right corner.

2. CHOOSE ADD TO HOME SCREEN

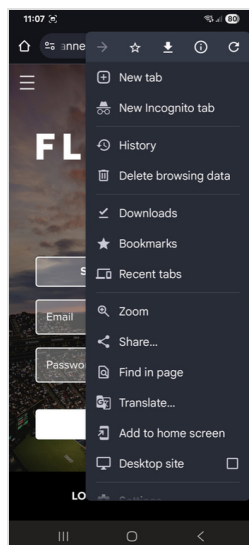
Scroll the menu and select **Add to home screen**.

3. SELECT INSTALL, NOT CREATE SHORTCUT

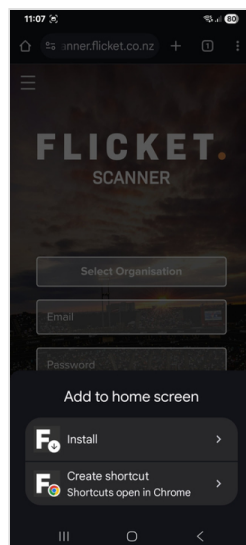
Tap **Install**, confirm on the Install app prompt, then tap **Add**. Do not choose Create shortcut: shortcuts open inside Chrome and behave differently offline.



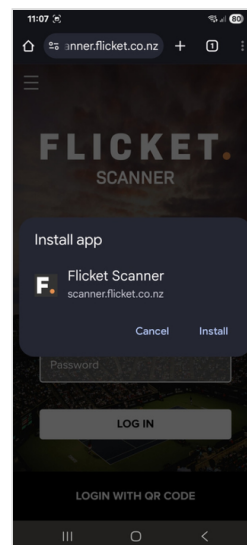
1. Open the site, tap the three dots



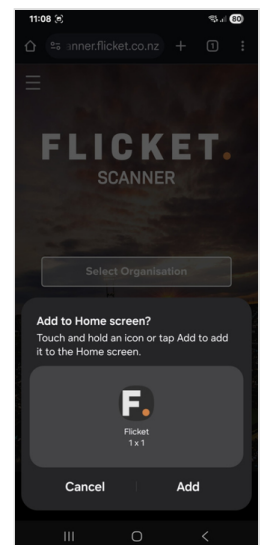
2. Add to home screen



3. Install, not Create shortcut



4. Confirm Install



5. Tap Add

03 ACER & DELL: BASIC TROUBLESHOOTING

These steps apply to both the Acer and the Dell laptops Flicket supplies.

1. **FORCE RESTART: NOT STARTING OR NOT RESPONDING**

Hold the power button for 10–15 seconds until the laptop powers off completely. Wait 5 seconds, then press the power button again to restart.

If it still does not start, plug it into the charger and leave it for at least 10 minutes before trying again.

- If none of that works, unplug the laptop from power and hold the power button for 20 seconds. This drains any residual power.
- Plug the power cable back in and try the power button again.

2. **SLOW OR UNRESPONSIVE**

Restart the laptop, and close any programs or browser tabs you are not using.

3. **NOT CHARGING**

Check the charger is firmly connected at both ends, the laptop and the wall socket. Test with another charger if one is available.

4. **WI-FI NOT CONNECTING**

Click the Wi-Fi icon in the bottom-right corner, disconnect and reconnect to the correct network, then restart the laptop if it still will not connect.

5. **PRINTER PROBLEMS START WITH THE LAPTOP**

Before troubleshooting the printer itself, make sure the laptop is fully updated: Start → Settings → Update & Security → Windows Update → Check for updates. Install anything available, then restart.

If printing still fails, update the printer driver next. See section 04.

BEFORE YOU CALL

A force restart and a Windows update clear most laptop faults seen on site. If the laptop still will not start after both, install AnyDesk on any other machine you have and contact Flicket rather than waiting at the gate.

PRINTERS.

04 EPSON TM-T82III: SETUP

1. CONNECT THE PRINTER

Plug the printer into power and connect the USB cable to the laptop. If it does not respond, or a test print fails, work through the steps below.

2. REMOVE THE OLD DRIVERS FIRST

Uninstall any existing Epson drivers using Device Manager before installing new ones.

3. DOWNLOAD THE LATEST DRIVERS

Go to Epson's official support site and download the two drivers below. Install the **USB driver first**, then the printer driver, and restart the laptop.

support.epson.net/setupnavi/?PINF=swlist&OSC=WS&LG2=EN&MKN=TM-T82III

TMUSB Device Driver (for Windows 10 or later OS)	Overview 	Download 
EPSON Advanced Printer Driver 6 for TM-T82III (Windows)	Overview 	Download 

4. SET AS DEFAULT PRINTER

Control Panel → Devices and Printers → find **EPSON TM-T82III** → right-click → Set as Default Printer.

5. TEST PRINT

Right-click the printer → Printer Properties → Print Test Page, and confirm it prints.

ORDER MATTERS

The USB driver must be installed before the Advanced Printer Driver. Installing them the other way round is the most common reason a TM-T82III will not print after a fresh setup.

LOADING PAPER

- Open the lid using the toggle on the right-hand side.
- Place the roll in so the paper feeds from the bottom, toward you.
- Pull the paper out over the cutter edge at the front of the printer.
- Close the lid until it clicks.

If the printer feeds blank paper, the roll is in upside down. Thermal paper only prints on one side.



EPSON TM-T82III: USB PORT SETTINGS

If the printer is installed but nothing prints, check the port it is pointed at:

- Windows → Printers → **EPSON TM-T82III** → Printer Properties → Ports.
- Make sure the printer's own port is ticked, and remove any ports that are not in use.

UNIVERSAL PRINTER TROUBLESHOOTING

These four checks apply to every printer in this section:

- Reinstall the correct drivers for that exact model.
- Check the USB ports and cables, and try a different port.
- Restart the printer, then the computer.
- Confirm the correct printer is selected in the software before you print.

HONEYWELL**INSTALL**

Plug in via USB. The drivers install automatically.

LOAD LABELS

- Open the lid.
- Insert a 70mm x 139.8mm label roll, face up.
- Adjust the guides snugly against the roll.
- Close the lid until it clicks.

TROUBLESHOOTING

- Printing misaligned → run a calibration.
- Not printing at all → check the USB connection and that the printer shows as online.



INTERMEC PD SERIES

INSTALL

Plug in via USB and allow the drivers to install.

LOAD MEDIA

- Open the lid by lifting the top of the printer using the handle on the right-hand side.
- Feed the media under the printhead.
- Adjust the guides snugly against the ticket edges.
- Close the lid and press the Feed button, on the right of the printer face, marked with a receipt paper roll.



PRINTER SETTINGS: CHECK EVERY VALUE

Press the home button on the printer to reach the settings menu. A single wrong value here is the usual cause of tickets printing short, blank or off-register.

SETTING	VALUE
Media Width	560
Media Length	1096
Clip Default	On
Print Mode	Tear Off
Label Top Adjust	-40
Label Rest Adjust (dots)	0
Media Calibration Mode	Fast
Length (Slow Mode)	0
Power Up Action	No Action
Head Down Action	No Action
Hold Feed Button Action	Length Calibration

MATCH THE MEDIA TO THE SETTING

Use **thermal** tickets with the thermal setting on the printer, or the **ribbon** setting if you are printing onto card-based tickets with ink. Mismatching the two prints blank tickets even though everything else is correct. Blank prints and frequent jams are otherwise a media-compatibility problem or dirty rollers.

QZ TRAY.

WHAT IT DOES

QZ Tray allows direct printing from the Flicket platform to the printer connected to the laptop. Without it running, tickets will not print from Flicket even when the printer works from Windows.



The QZ Tray icon in the system tray

- Preferred version: **2.2.5**.
- Download and install it from the official QZ Tray site.
- Confirm QZ Tray is set to launch at startup.
- On the laptop Flicket supplies, the icon appears in the system tray at the bottom right of the screen. It looks like a small black printer.

IF FLICKET WILL NOT PRINT

- Check QZ Tray is actually running. Look for the icon in the system tray, not just on the desktop.
- Restart QZ Tray, then reload the Flicket page.
- Confirm the correct printer is set as the Windows default.
- Run a Windows test print. If that fails too, the problem is the printer or its driver, not QZ Tray.

PAYMENTS.

05 EFTPOS, FLICKET POS & STRIPE S700

Two payment paths are used on site. The Eftpos terminal takes card payments on its own, independently of Flicket, and is the fallback whenever the ticketing system is not involved. The Stripe S700 pairs to a Flicket POS sales terminal so card payments push straight from the ticket sale, and it can also run standalone as a full POS without a laptop.

05.1 THE EFTPOS TERMINAL AT A GLANCE



THREE WAYS TO READ A CARD

- **Tap** on the contactless reader across the top face.
- **Swipe** through the magstripe slot down the right-hand side.
- **Insert** the chip into the EMV reader at the base.

THE KEYS YOU WILL USE

- **Menu** opens the Transaction Menu. Almost everything starts here.
- **Cancel** backs out, **Clear** deletes, **Enter** confirms.
- **Func** is used with Clear to restart the terminal.

IN THE BOX

- Payment terminal and base station.
- Power supply cable and Ethernet cable.
- Thermal receipt paper roll.
- Manufacturer quick start and user guides.

WHICH TERMINAL YOU HAVE

These steps are written for the **Windcave Move5000**, the terminal usually supplied with Flicket kit. The overall sequence, Menu then choose a transaction, is the same across Windcave terminals, but key positions, menu names and the setup PIN can differ on other models. Anything model-specific is marked **Move5000** in the steps that follow. If your terminal does not match the photo, check the manufacturer guide in the box before changing settings.

05.2 EFTPOS: GET CONNECTED

CONNECTING TO POWER

1. REMOVE THE REAR PANEL

On the back of the base station a small black panel conceals the power connection. Take it off carefully.

2. FEED THE CABLE THROUGH

Pass the power cable through the gap at the top right of the base station and plug it into the power port.

3. REPLACE THE PANEL AND PLUG IN

Clip the black panel back on, then connect the other end of the cable to a wall socket.

4. DOCK THE TERMINAL

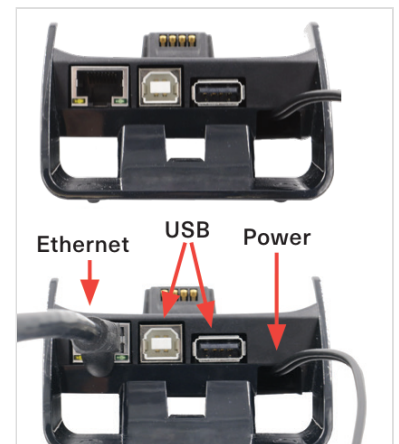
Turn the base station the right way up and sit the terminal on top. **A beep confirms it is charging.** No beep means it is not seated properly.



CONNECTING BY ETHERNET

Ethernet is the most reliable option on site. Use it wherever the box office has a wired connection.

- Find the Ethernet port on the rear of the base station.
- Run a patch cable from that port to your modem or router.
- Keep the cable clear of walkways and out of the weather.



05.2 EFTPOS: GET CONNECTED CONTINUED

CONNECTING TO WI-FI MOVE5000

1. REBOOT ON THE BASE

With the terminal sitting on its base station, hold **Clear + Func** together.

2. PRESS CLEAR AT THE LOGO

As soon as the Windcave logo appears, press **Clear**. It only shows for a moment, so be ready.

3. ENTER MENU NAME 5210

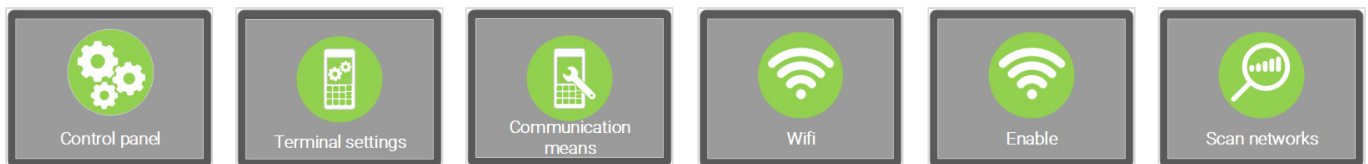
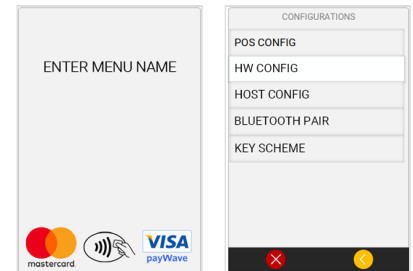
When prompted for a menu name, type **5210**. Select **HW CONFIG**, then press Menu.

4. WORK DOWN TO WI-FI

Control panel → Terminal settings → Communication means → Wifi.
Choose **Enable** if it is not already on.

5. SCAN AND JOIN

Scan networks, pick your network, enter the password and press Enter.
Reboot again with Clear + Func, then run a logon to test it.



The six screens above are the path through the terminal menus: Control panel, Terminal settings, Communication means, Wifi, Enable, Scan networks.

PREFER A CABLE

Wi-Fi is fine as a fallback, but Ethernet is steadier on a busy site. If the box office has a wired connection, use it and keep Wi-Fi as the backup.

05.3 EFTPOS: LOGON & PURCHASE

LOGON: DO THIS FIRST, EVERY EVENT DAY

A logon checks the terminal can reach the Windcave host and proves it is ready to trade. Run it before doors open, not when the first customer is standing there.

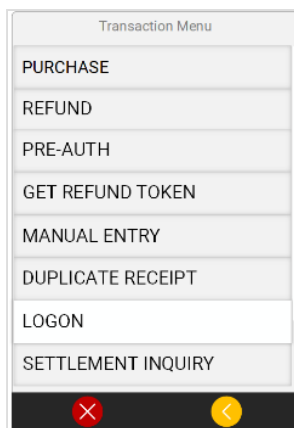
1. PRESS MENU TO OPEN THE TRANSACTION MENU

2. CHOOSE LOGON

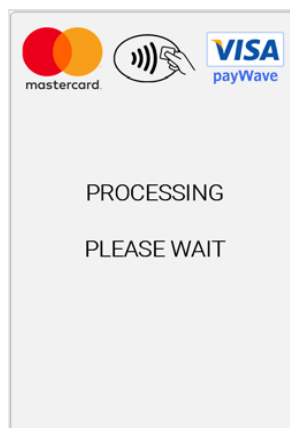
"Processing Please Wait" shows while the terminal talks to the Windcave host.

3. CHECK THE RESULT AND THE RECEIPT

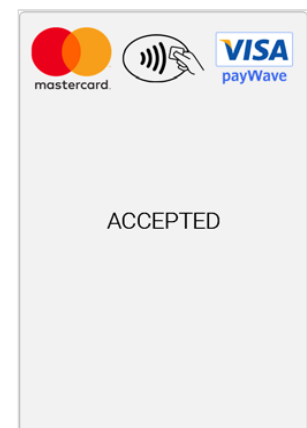
The result appears on screen and a small receipt prints.



Menu → LOGON



Talking to the host



Accepted, ready to trade

CHECK THE RECEIPT HEADER

Make sure the correct trading name and address print at the top of the logon receipt. If they are wrong, stop and contact Windcave support before taking any payments.

TAKING A PURCHASE

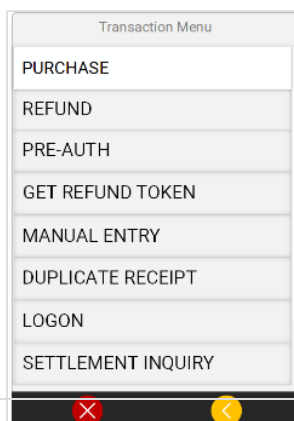
1. PRESS MENU, THEN CHOOSE PURCHASE

2. ENTER THE AMOUNT

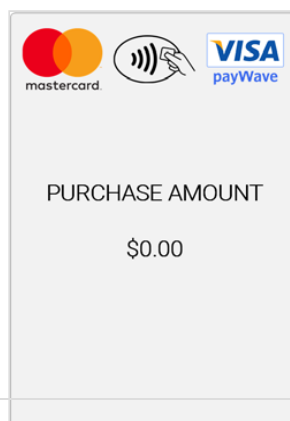
Key in the purchase amount and confirm it before handing the terminal over.

3. LET THE CUSTOMER PAY

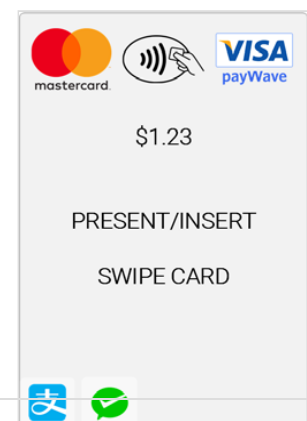
Follow the on-screen prompts. The customer taps, inserts or swipes, and the terminal prints the result.



Menu → PURCHASE



Enter the amount



Tap, insert or swipe

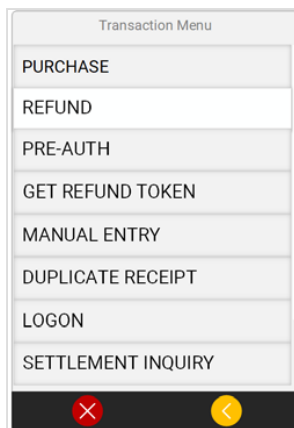
05.4 EFTPOS: REFUNDS & SETTLEMENT

PROCESSING A REFUND

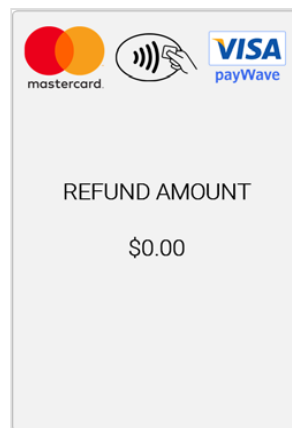
A refund needs the Merchant Refund card and the merchant PIN, so it is a supervisor job rather than something gate staff do.

- 1. PRESS MENU, THEN CHOOSE REFUND**
- 2. ENTER THE REFUND AMOUNT**
- 3. SWIPE THE MERCHANT REFUND CARD**

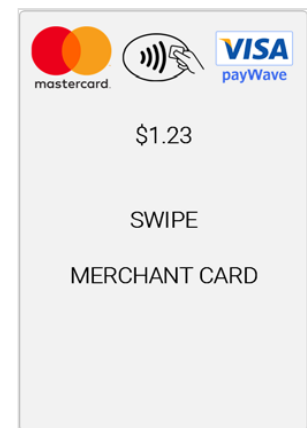
Enter the merchant PIN when prompted, then follow the on-screen steps to finish the refund.



Menu → REFUND



Enter the amount



Swipe the merchant card

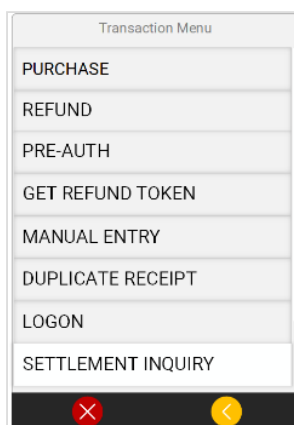
SETTLEMENT INQUIRY

Run this at the end of the event to print a summary of the day's takings for reconciliation.

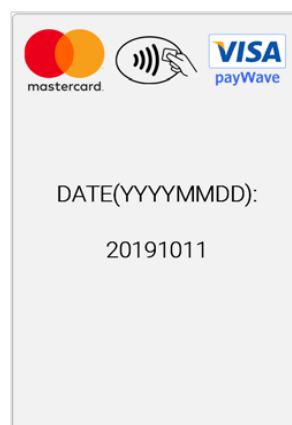
- 1. PRESS MENU, THEN CHOOSE SETTLEMENT INQUIRY**
- 2. CONFIRM THE DATE**
- 3. KEEP THE PRINTOUT**

It defaults to the current date in YYYYMMDD format. Change it only if you are pulling an earlier day.

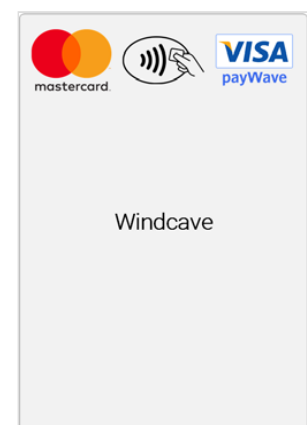
The summary prints and the terminal returns to its idle screen. Hand the receipt to whoever is reconciling.



Menu → SETTLEMENT INQUIRY



Confirm the date



Back to idle when done

05.5 EFTPOS: PAPER, CARE & TROUBLESHOOTING

REPLACING THE RECEIPT PAPER

1. OPEN THE TRAY

Gently lift the tab. The tray pops open.

2. FIND THE END OF THE ROLL

It is stuck down to stop the roll unravelling in transit.

3. DROP THE ROLL IN AND FEED THE PAPER

Hold the unit with the keypad towards you. The paper should feed out of the top of the tray, away from the terminal.

4. CLOSE THE LID AND TEST

Run a logon. A small receipt with the current date and time means you are ready to trade.



NOTHING PRINTED ON THE RECEIPT?

The roll is in the wrong way round. Thermal paper only prints on one side. Open the tray, flip the roll over, and run another logon.

RESTARTING THE TERMINAL MOVE5000

Hold **Clear + Func** together and release once the screen shows "Reboot in Progress" or "Shutting Down".

TIMEOUT ERRORS

A timeout means the terminal cannot reach the Windcave host.

- Check signal strength, shown at the top left of the screen for mobile and Wi-Fi connections.
- On the same Wi-Fi, try loading windcave.com on a phone or laptop to prove the network works.
- On Ethernet, check the cable is firmly seated at both the base station and the switch or router.
- Run a logon to re-test. If it fails again, call Windcave support.

CHARGING

The terminal beeps when charging starts and gives a different beep when it stops. When you dock it, listen for the charging beep rather than assuming it is on.

CLEANING AND CARE

- Wipe the front plate regularly with a damp cloth or mild soap so dirt and solvents do not build up on the reader.
- Never use solvents. They damage the surface.
- Never open or modify the unit. It marks the terminal **TAMPERED** and it stops working permanently. A tampered unit has to go back to Windcave.

WINDCAVE SUPPORT

support@windcave.com
 Australia 1-800-006-254 • New Zealand 0800-729-6368
 United States 1-213-378-1190 • United Kingdom 0800-088-6040

05.6 OPEN A FLICKET POS TERMINAL

1. LOG IN TO THE FLICKET ADMIN PANEL
2. CLICK POINT OF SALE ON THE LEFT-HAND SIDE
3. SELECT YOUR EVENT
4. REVIEW PRICING, THEN CLICK OPEN A SALES TERMINAL

Check or update the door prices first. Enter a terminal name and a cash float if required.

Point of Sale: tap **Open a sales terminal**, top right

5. CONFIGURE AUTO PRINTING

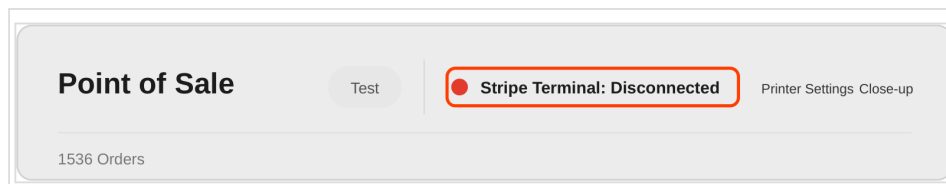
- Turn off **Automatically print tickets** if receipts or tickets are not needed by default.
- It can still be triggered manually per transaction.

Set a terminal reference and cash float, then toggle **Automatically print tickets**

05.7 CONNECT THE STRIPE S700

1. IN FLICKET, CLICK “STRIPE TERMINAL: DISCONNECTED”

This appears once your sales terminal is open.

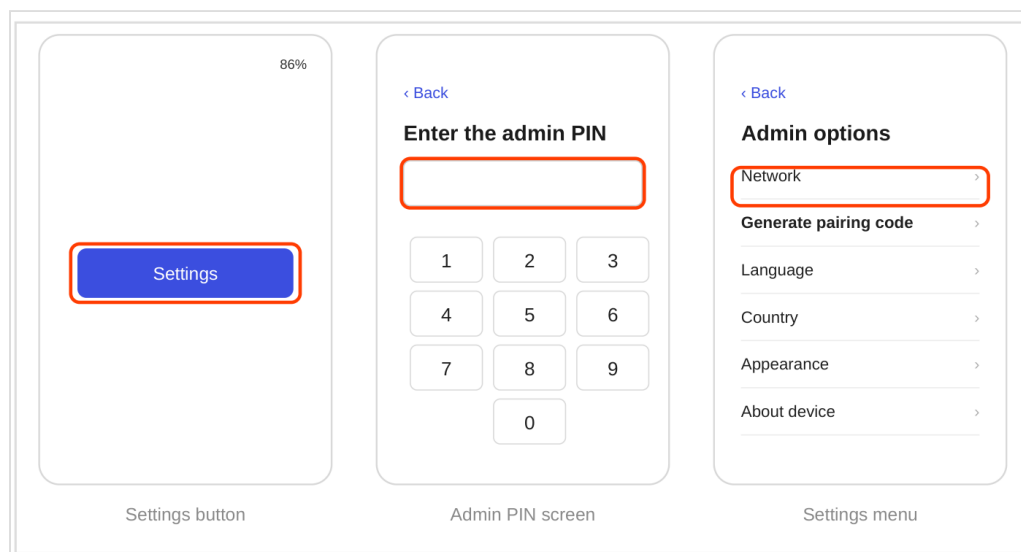


Tap the red **Stripe Terminal: Disconnected** status

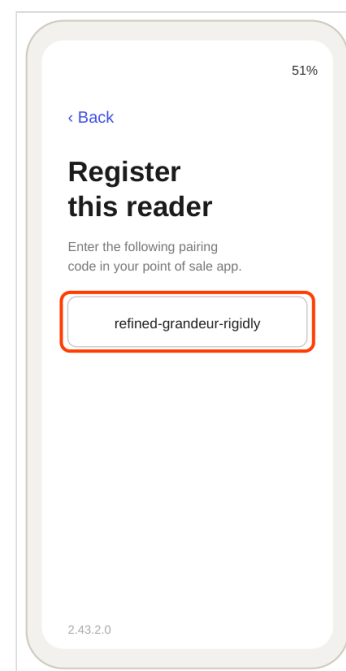
2. MAKE SURE THE STRIPE S700 IS POWERED ON

3. ON THE S700, GO TO SETTINGS AND ENTER PIN 07139

- If it has already been synced, it should reconnect to Flicket automatically.
- If not, connect the S700 to Wi-Fi first, then open **Generate pairing code**.



S700: tap Settings, enter the admin PIN, then open Generate pairing code

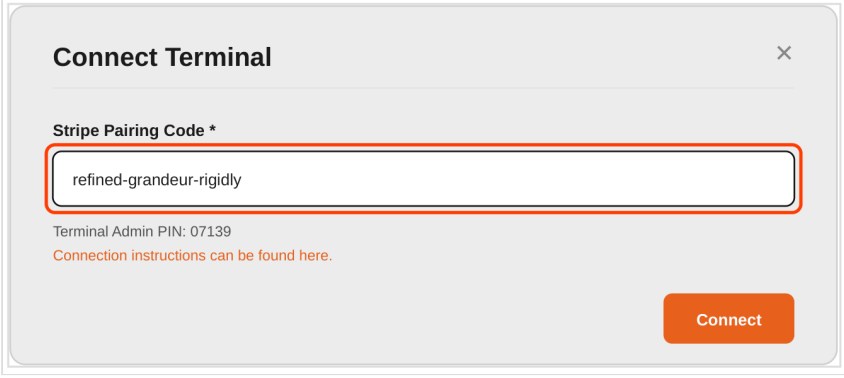


The S700 shows a pairing code

05.7 CONNECT THE STRIPE S700 CONTINUED

4. ENTER THE STRIPE PAIRING CODE

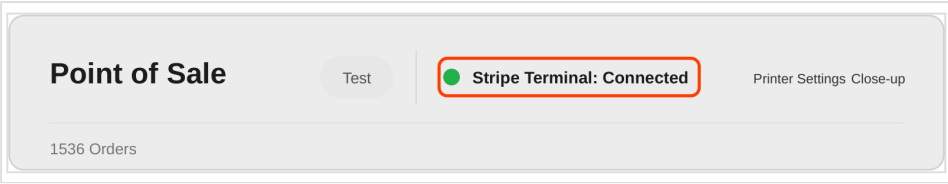
This is usually three lowercase words separated by hyphens, for example word-word-word. It is generated fresh each time you start a connection.



Type the code from the S700 into Flicket, then tap **Connect**

5. CONFIRM THE CONNECTION

- Flicket will show “Stripe Terminal: Connected”.
- Card payments now push to the S700 automatically when you process a transaction.



Status turns green: **Stripe Terminal: Connected**

ONE TERMINAL PER DEVICE

You can run multiple S700s against the same event. Open a separate Sales Terminal instance in Flicket for each device before pairing it.

05.8 USING THE S700 AS A STANDALONE DEVICE

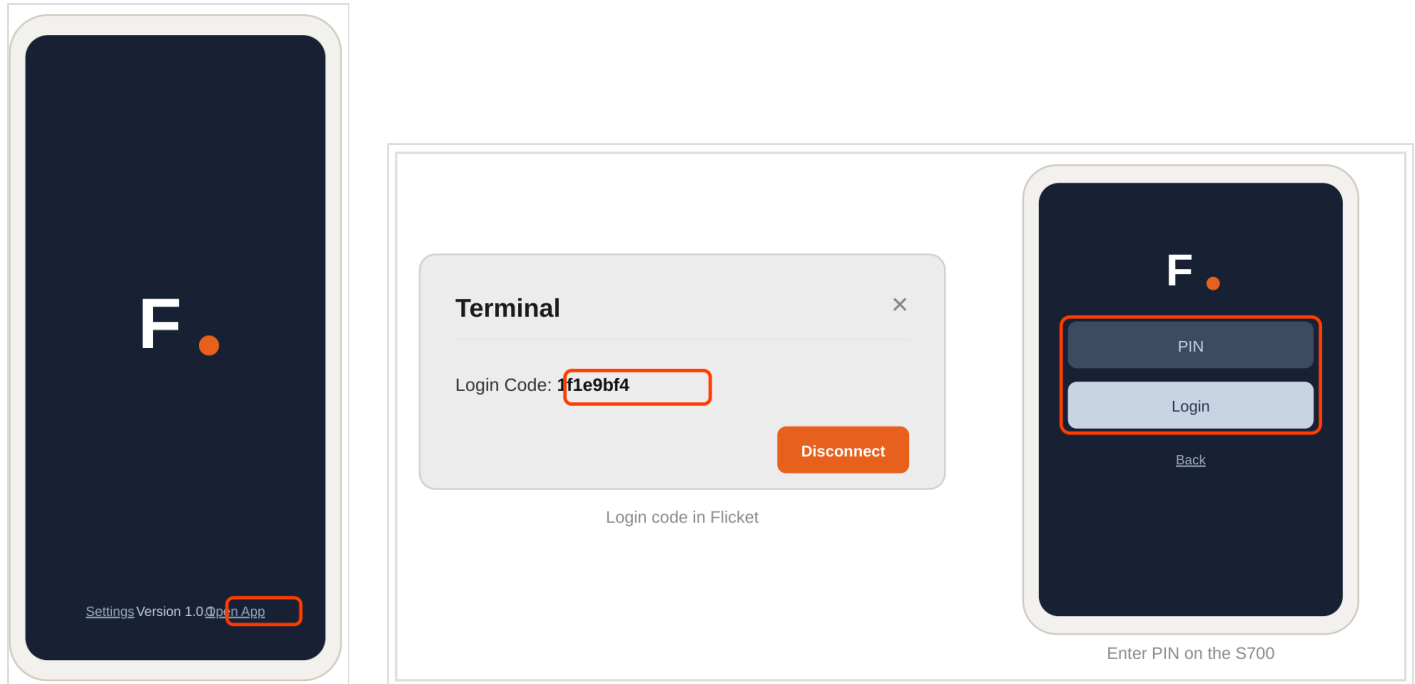
If you want to use the S700 without a laptop connected to Flicket, follow these steps.

1. ON THE S700, TAP OPEN APP

It is on the S700 splash screen.

2. ENTER THE PIN SHOWN IN FLICKET

Find this by clicking “Stripe Terminal: Connected” in the Flicket admin panel, then enter it on the S700 and tap Login.



Tap **Open App**

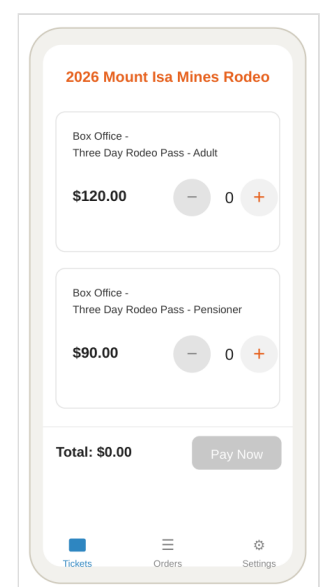
Copy the Login Code from Flicket, enter it on the S700, then tap Login

3. THE DEVICE RUNS AS A STANDALONE POS TERMINAL

Tickets, orders and settings are all on the device.

4. TIDY UP IN FLICKET ADMIN

- Close out the sales terminal in Flicket Admin.
- Set up additional S700 terminals if needed.



The S700 runs as a full POS terminal

CABLES & PACKING.

06 MISCELLANEOUS EQUIPMENT

COMMON CABLES USED

CABLE	USED FOR
Power (IEC “kettle lead”)	Printers, laptops and modems.
USB A to B	The square-ended printer cable: Epson, Honeywell and Intermec.
USB A to C	Charging and data for the Samsung scanners.
Ethernet (LAN)	Wired internet from Starlink or a 4G modem.
Charging bricks & cables	Samsung scanners, phones and the Stripe S700.
Extension leads & multiboards	Events running several devices from one power source.

PACKING GUIDELINES

- Wrap cables loosely in large loops. Tight bends are what break them.
- Use Velcro or cable ties to keep each one together.
- Separate by type: printer cables, power cords and charging cables stored apart.
- Return everything in the same box, and the same order, it arrived in.

CABLE TROUBLESHOOTING

- Loose connection → reseal the cable firmly at both ends.
- Frayed cable → replace it immediately. It is a safety hazard, not a maybe.
- Device not detected → try a different USB port, then swap the cable.
- Printer not found → confirm it is a data cable, not a charging-only cable.

REMOTE ACCESS SUPPORT.

07 ANYDESK

WHAT IT DOES

AnyDesk lets the Flicket support team connect to your laptop and fix an issue directly instead of talking you through it. You stay in control: nothing happens until you accept the incoming request, and you can end the session at any time.

1. INSTALL ANYDESK (IF IT IS NOT ALREADY THERE)

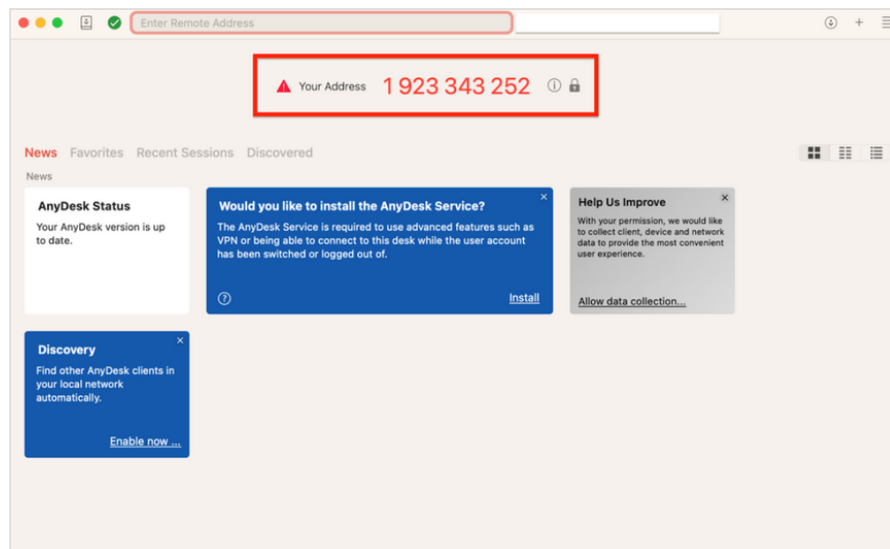
Windows. Search “AnyDesk download” in your browser, download and install from the official site, then approve the security prompts.

Mac (macOS). Search “AnyDesk download”, download and open the .dmg file, then drag AnyDesk into Applications. Grant permissions in System Settings → Privacy & Security:

- Enable **Screen Recording**.
- Enable **Accessibility**.

2. SHARE YOUR ANYDESK ID

Open AnyDesk. Your 9–10 digit address sits at the top of the window. Send it to Flicket support by phone, email or chat.



Your Address is the number support needs

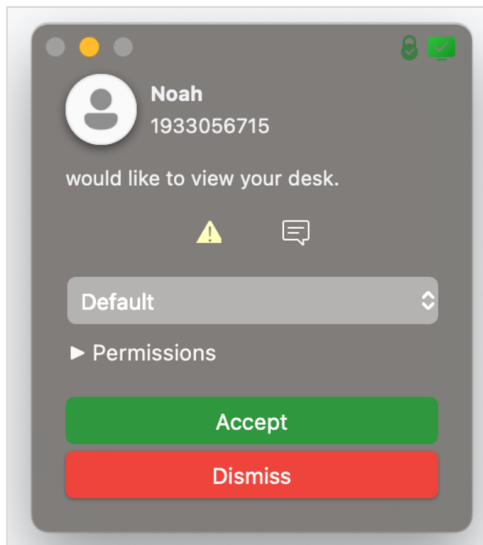
3. ACCEPT THE CONNECTION

Click **Accept** on the incoming request, then approve the keyboard, mouse and screen recording permissions if you are prompted.

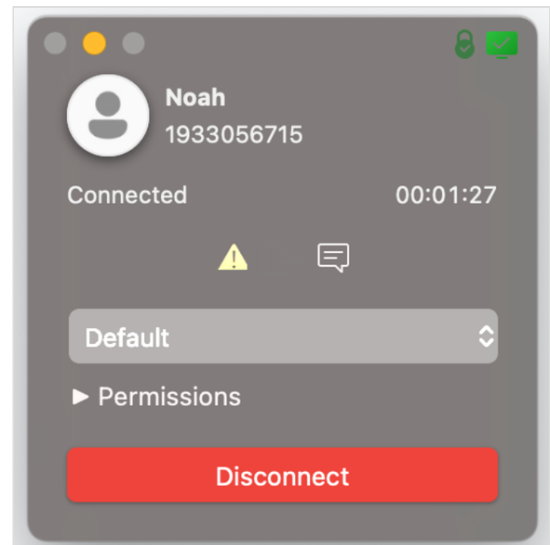
- A small connection panel appears. You can chat with support through it.
- Click Yes or Allow for driver installs and admin tasks.
- Do not touch the mouse or trackpad while support is working, as it can drop the session.

4. END THE SESSION

Click **Disconnect** on the connection panel, or simply close AnyDesk.



Step 3: accept the request



Step 4: disconnect when done

QUICK TROUBLESHOOTING

- Check the laptop has an internet connection.
- Make sure you have accepted the incoming request. Support cannot connect until you do.
- Restart AnyDesk, then the laptop.
- Update AnyDesk: Help → Check for Updates.
- On Mac, confirm Screen Recording and Accessibility are still enabled.

QUICK REFERENCE.

REMOTE SUPPORT

Open AnyDesk, read the 9–10 digit address at the top, send it to Flicket, then click Accept. Do not touch the mouse while support is connected.

LAPTOP WILL NOT START

Hold power 10–15 seconds, wait 5, press again. Then charger for 10 minutes. Then unplug and hold power 20 seconds to drain residual power.

EPSON DRIVER ORDER

USB driver first, then the Advanced Printer Driver, then restart. The wrong order is why it will not print.

PRINTER PRINTS BLANK

Epson: the paper roll is upside down. Intermec: thermal tickets need the thermal setting, card tickets need the ribbon setting.

FLICKET WILL NOT PRINT

Check QZ Tray is running in the system tray (version 2.2.5), then check the printer is the Windows default.

SCANNER URLS

NZ: scanner.flicket.co.nz • UK: scanner-uk.flicket.io • AU/US: scanner.flicket.io

SEARCH A CUSTOMER MANUALLY

Tap the magnifying glass top right, type their name, then tap CHECK IN on their ticket.

MANUAL BARCODE ENTRY

Settings → Manual barcode entry → type the 16-digit QR number. Use it when the camera will not read a code, or a ticket does not appear in the name search.

“TICKET IS ON HOLD”

The order has not been paid for. Box office takes payment and presses Complete order, then the same QR works.

“TICKET IS NOT ACTIVE”

Cancelled, released, refunded or replaced. Not appearing in the name search confirms it. Box office checks whether a replacement was issued.

“WRONG ENTRY TIME”

Send them back until the time shown. Only tap Admit anyway if you have been told early entry is allowed.

OFFLINE CAVEAT

Tickets bought, or orders completed, after a device drops offline will not register until it reconnects.

REINSTALL THE SCANNER APP

Chrome → three dots → Add to home screen → **Install**. Never Create shortcut.

S700 SETTINGS PIN

On the S700, go to Settings and enter **07139** to reach the Stripe pairing screen.

PAIRING CODE FORMAT

Three lowercase words separated by hyphens. Generated fresh each time you start a connection.

STANDALONE MODE PIN

Found in Flicket by clicking “Stripe Terminal: Connected” after a successful pairing.

MULTIPLE TERMINALS

Open a new Sales Terminal instance in Flicket for each S700 device before pairing it.

EFTPOS: START OF DAY

Menu → LOGON before doors open. Check the trading name on the printed receipt before taking any payment.

EFTPOS: END OF DAY

Menu → SETTLEMENT INQUIRY, confirm the date, keep the printout for reconciliation.

EFTPOS: RECEIPT PRINTS BLANK

The paper roll is in upside down. Thermal paper prints on one side only.

EFTPOS: TIMEOUT

Check signal or the Ethernet cable, then run a logon to re-test. Windcave AU 1-800-006-254.

STARLINK

Open sky, no tent. Power on 30–45 minutes before gates.

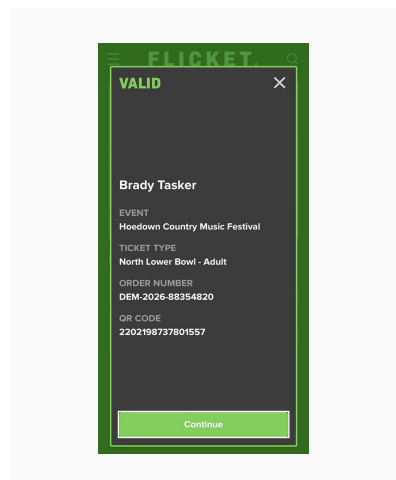
NEED HELP?

If you run into an issue this guide does not cover, contact your Flicket account manager or email events@flicket.io. Please call only if it is urgent. For anything else, a message with a photo of the issue helps us assist faster.

SCAN RESULTS — GATE CARD.

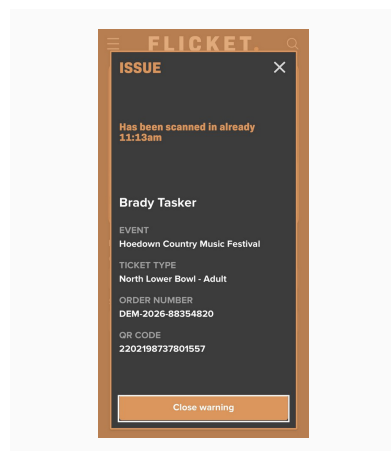
What the screen means. Print this page and keep it at the scan point.

GREEN — VALID



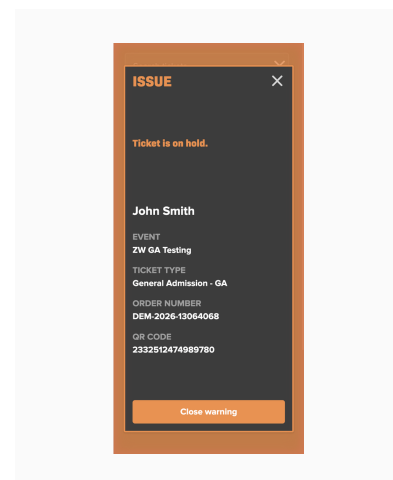
Let them in. Move the camera off the code before tapping **Continue**.

“HAS BEEN SCANNED IN ALREADY”



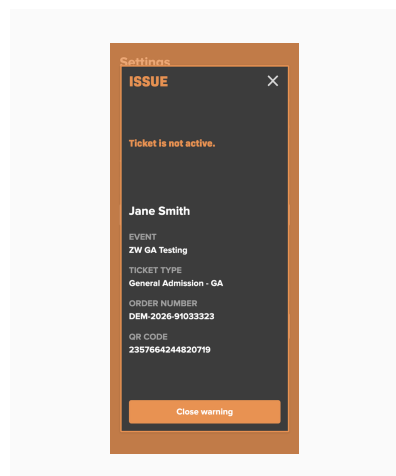
Seconds ago means a double scan, let them in. Much earlier means call your manager.

“TICKET IS ON HOLD”



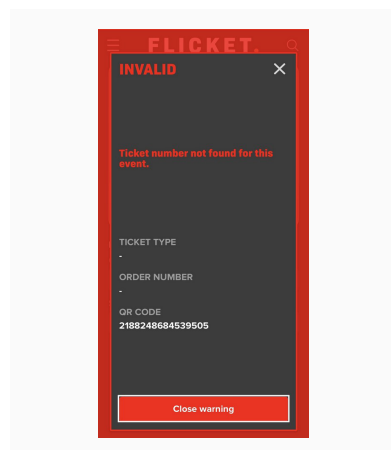
Order not paid. Box office takes payment, then the same QR works.

“TICKET IS NOT ACTIVE”



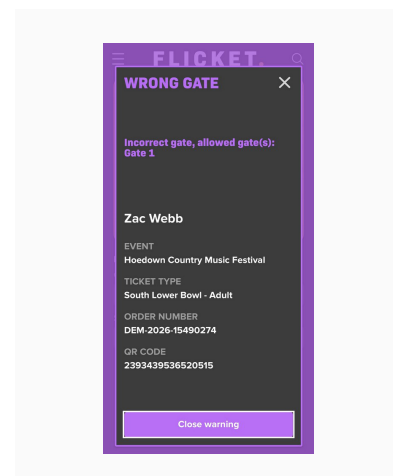
Cancelled, refunded or replaced. Box office checks for a new ticket.

RED — INVALID



Code not recognised. Check they are at the right event, then call your manager.

PURPLE — WRONG GATE



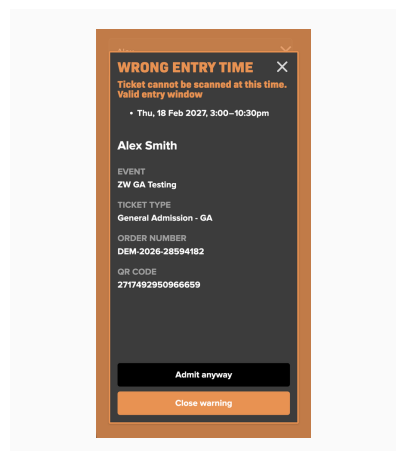
Send them to the gate listed on screen. Do not override.

Never wave someone through on a red, purple or orange screen without your manager's say-so.

USING THE SCANNER — GATE CARD.

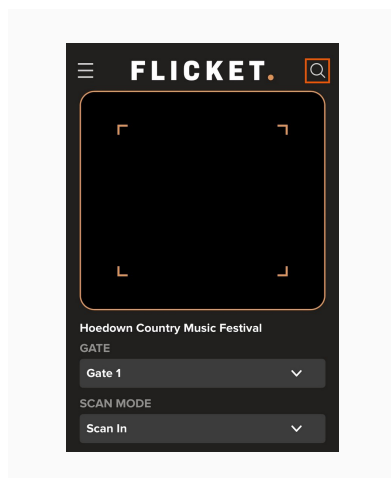
Timed entry and everyday functions. Print this page and keep it at the scan point.

“WRONG ENTRY TIME”



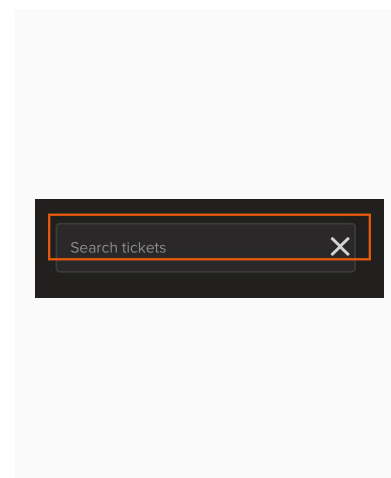
Too early for their entry window.
Admit anyway only with manager approval.

OPEN THE SEARCH



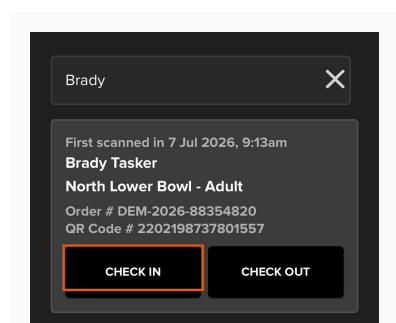
No QR code? Tap the magnifying glass, top right of the scan screen.

SEARCH A GUEST



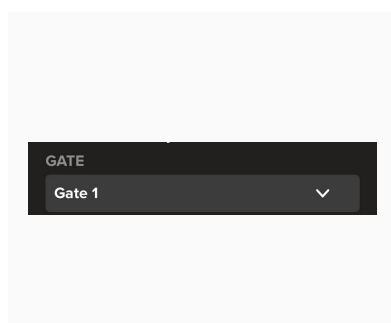
Type their name or order number.
Cancelled tickets will not appear.

CHECK IN / CHECK OUT



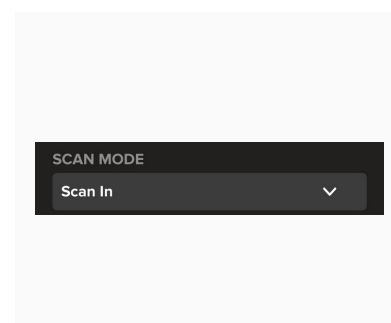
Tap **CHECK IN** to admit, **CHECK OUT** if they are leaving.

CHANGE GATE



Set **GATE** to the gate you are on before you scan anyone.

SCAN IN / SCAN OUT



Scan In by default. Only use **Scan Out** for re-entry events.

Camera will not read the code? **Settings → Manual barcode entry**, then type the 16-digit number under the QR code.