



VERBAND SCHWEIZER MUSIKCLUBS UND FESTIVALS
FÉDÉRATION SUISSE DES CLUBS ET DES FESTIVALS DE MUSIQUES ACTUELLES
FEDERAZIONE SVIZZERA DEI CLUB E FESTIVAL DI MUSICA
SWISS FEDERATION OF MUSIC VENUES AND FESTIVALS

PELISCAN USER'S MANUAL

PREAMBLE

PeliScan is the PETZI reader system enabling to check the validity of tickets. It is an Android app installed on a robust phone (water and dust resistant).

Latest updates are mainly made on the PeliScan server. To ensure a perfect synchronization of the PeliScan server and the PeliScan reader, make sure the last PeliScan version is installed on your device. Please check if it is v.2.0.0 (shown at the bottom left of the PeliScan app menu).

It is important for us to constantly improve this service, so do not hesitate to send feedback (remarks, problems, suggestions, ...) to support@petzi.ch.

BEFORE STARTING

You will find in the box:

- 1x PeliScan (Samsung phone Xcover 5/7)
- 1x charger
- USB-C (Xcover 5/7) cable

Don't forget to fully charge the phone before use.

CONNECT THE PELISCAN TO A WI-FI NETWORK

You first need to connect the PeliScan to Internet. Go to "Esper Settings" app and tap on the "wi-fi" on the top of the menu, you'll be able to choose on which available network you want to connect to.

PELISCAN SERVER

URL: peliscan.petzi.ch

This web interface allows you to:

- Set up your PeliScan (using the autoconfig.QR)
- Check your current PeliScan stats
- Upload ticket lists from others ticketing services (SeeTicket)

Once you have signed in, you'll be asked which event(s) you want to work with. Select the desired event(s) and click OK. The chosen event(s) will be set up in the autoconfig.QR and displayed on the stats page.

ADDING SEETICKET TICKETS TO YOUR EVENT

To upload the SeeTicket CSV file, go to the PeliScan Server (peliscan.petzi.ch) and sign up. Then select the event(s) you want to work with, click on Auxiliary tickets and upload your file

First, get your SeeTickets export file (XLSX) via your SeeTickets backend -> "Access control" -> "Manage external Barcodes" -> "Export Barcode Data".

Do not export via SeeTickets backend -> "Access control" -> "Import/export barcode" > "Export Barcode Data"

If you have problems obtaining the correct data file, please contact SeeTickets support.

Make sure columns in the xlsx file are the following: "Show Code", "Show Name", "Event date", "Order Ref", "Cust. Name", "Cust. Postcode", "Barcode Type", "Source", "Barcode", "Ticket Type", "FaceValue", "Max Scans" & "Scanned On".

Notes: The "Max Scans" field in the export file can't be handled by PeliScan system. PeliScan will validate each ticket only once.

AUTOCONFIG.QR

The PeliScan has to be configured before doors open. This is performed by generating an autoconfig.QR and scanning it with the PeliScan.

1. From a computer, connect to the PeliScan Server (peliscan.petzi.ch) and log in
2. Click on "Set up PeliScan" in the menu on top to get the autoconfig.QR
3. On the PeliScan device, run the "PeliScan" app – if you haven't done so yet – and click on "Auto-Configuration"
4. Scan the autoconfig.QR

You can now scan tickets – even if you restart the app or the phone – as long as you do not click on "Close the day".

START SCANNING

Click on "Scan tickets".

If you get problems reading tickets microQR, you might need to switch on the phone light: click on the "light" button (torch icon).

EDIT TICKET NUMBER MANUALLY

If you cannot scan a ticket microQR – whatever the reason – click on the "search" button (magnifying glass icon) to enter the ticket number manually.

SCANNING SWISSPASSES

PETZI customers can upload their tickets to the SwissPass through the customer center. The tickets can be validated by reading the NFC chip (when the scanning camera is active, select the RFID reading icon) or by scanning the QR code on the back of the card. The SwissPass QR code is also visible in the customer's CFF mobile app (Please note that there are two QR codes in the app. The one containing the ticket is on the Tickets and Passes page, where you need to swipe right on the insert containing the customer's photo).



The PETZI ticket itself won't be visible in the CFF mobile app. Customers can verify their tickets by logging into their account at www.swisspass.ch (Sign-in -> SwissPass Plus -> Services).

CLOSING THE DAY/NIGHT

To clear all the data the PeliScan needed to manage the tickets (credentials for server communication, tickets' list, events' information and time&date of tickets' validation) in the reader, don't forget to click on "Close the day". Data will be synchronized with the main server before they are cleared in the reader device.

(To synchronize with the server, the PeliScan readers use a credential valid only up until noon on the day after the event.)

TO CLOSE THE DAY

In the main menu, click on "Close the day" once you finish checking the tickets. A confirmation message will appear. Click "YES" if you really want to close the day.

FORCE CLOSING

After you confirm that you want to close the day, you might see a message asking you if you want to "force closing". This means that some data had not been sent to the server. Those data are date&time of tickets' validation.

"Force closing" will make those data get lost. If you don't care about those data, click "Force closing".

Otherwise – if you do care about those data – consider the following information: if you close the day before noon on the day after the event and your internet connection is on, you should not have this message. Check first if the PeliScan is connected to your WI-FI. If the message still happens, contact PETZI Ticketing Service support.

PELISCAN TEST EVENT

As a small test before your event, you can configure your PeliScan and test it using the test tickets in the APPENDIX (page with different barcodes).

ENABLE SOUND INFO WHEN SCANNING

If you need to use the sound information (different sounds for wrong tickets and valid tickets), you can enable this option in the "Settings" -> "Enable sound".

CHANGE LANGUAGE

The PeliScan application is available in three different languages: English, French and German. Unfortunately, there is currently no direct option in the PeliScan menu to choose your language. You have to change the system language in the phone settings.

UPDATE PELISCAN VERSION

To get the latest version uploaded on your PeliScan, you need to be connected to Internet. If an update is available, it will be installed when you launch your PeliScan application. If you get the message "Install blocked", you have to enable the option "Unknown sources" ("Settings" -> "Security" -> "Unknown sources"). When you get the message "Replace application", click "OK" and then confirm with "Install". Once the new application is installed, click "Open".

CONTACT

For any remark or question, please contact the support by sending an email to: support@petzi.ch

APPENDIX “TEST EVENT”

Before starting the setup, be sure your PeliScan is connected to a WI-FI Internet connection.

1. From your PeliScan, select “Auto-Configuration”
2. Scan the “AutoConfig.QR” here on the right
3. Then scan the test tickets here below



Test Tickets:

