ALVARADO

dormakaba Group

PocketGate SVT Administrator Guide

PUD4068R4-0 Version 3.2

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Preface

Document Overview

This guide is meant to instruct administrator personnel in the configuration and use of Alvarado's PocketGate SVT devices. Administrators have access to all PocketGate and device functionality, while regular users may be restricted in what they can and cannot access.

Alvarado's SVT devices are compatible with GateLink version 10.0.7.8 and above.

Support

For questions or comments regarding this guide or using the SVT, contact Alvarado Entertainment Support. Support hours are Monday–Friday 8:00 AM to 4:00 PM Pacific time.

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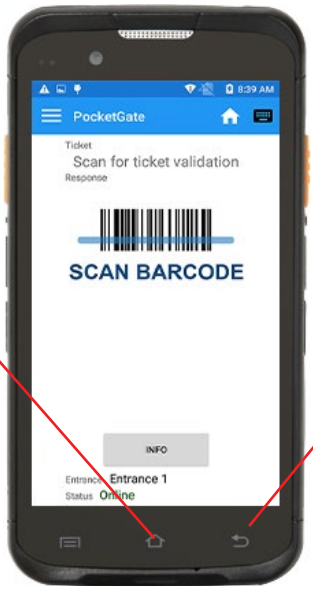
Using the SVT

This section goes over how to use the SVT device in conjunction with the PocketGate application.

Physical Button Layout and Functions



Home button – No function in PocketGate; press and hold while out of PocketGate to bring up task manager

Back button – Closes on-screen keyboard; returns to previous screen

Left scan button – Press to activate imager

Right scan button – Press to activate imager

Power button – Device power options; locks screen; wakes device

Installing / Replacing the Main Battery

1. To install or replace the rechargeable battery, first make sure the device is powered off (see page 8).
2. Remove the battery cover located on the back of the device. The battery cover is secured with locking latches on top, and by tabs located underneath the cover that are inserted into slots in the bottom of the cover. Follow these steps to remove the cover.
    a. Rotate both locking latches inward to the horizontal, unlocked position.


Locked Latch


Unlocked Latch

    b. Once the latches are unlocked, carefully pry the middle of the top edge of the cover away from the device, using caution not to damage the bottom tabs.
    c. After clearing the latches, remove the cover by continuing to pull out from the top until both sides of the cover are released, then pull the cover up and away from the bottom tabs.
3. If you are replacing an existing battery that is already installed in the device, remove it by pushing slightly upwards before pulling the battery out of the device.

4. For battery installation, make sure it is oriented so that the battery contacts are aligned with the device's battery contact pins. Then insert the battery top-edge first, pushing it gently towards the spring-loaded contact pins. Once the pins are compressed, the bottom edge of the battery can be fully inserted into the device.
5. After battery installation, replace the battery cover by carefully aligning/inserting slots on the bottom of the cover onto pins on the device. Close the cover by first ensuring that both locking latches are still in horizontal, unlocked position, then by pressing firmly on each side of the cover to snap it into place.

6. Secure the battery cover by rotating locking latches downward to the vertical, locked position.

Charging the Device

The available charging dock (P/N 10-8081) allows charging of a single terminal and a spare battery simultaneously. The dock includes a power adapter as well as a micro USB port to allow a docked device to be connected to a PC for programming purposes.

The batteries used in Alvarado's SVT devices are Lithium-Ion polymer batteries. This battery type uses flexible materials to save space and improve battery life. Lithium-Ion polymer batteries have a 300 to 500 charge-discharge cycle life expectancy. This means that the batteries can be fully charged, completely depleted, and fully charged again at least 300 times before noticeable drops in performance and storage capacity can be observed. The batteries used in the SVTs have a two to three-year life expectancy before performance begins to drop.

Battery Best Practices

If these best practices are not observed, useful battery life will decrease more rapidly than designed and can cause battery failure.

- If the devices are used at least once a week for scanning, they can be left on powered chargers between events.
- If the devices are used less than once a week, but more than once per month, there are a couple of methods you can use to charge the devices before the next event:
    - Place the devices on their chargers after a scanning event. Once they reach 100% charge, disconnect the chargers from power.
    - Place the device on chargers that are not connected to power. The day before the next event, power the chargers and charge the devices.
- Once units reach 100% charge, either remove them from the cradle or disconnect the charger from power.
- Recharge batteries before they drop below 25% capacity.
- For longer term storage of periods lasting longer than a month, charge the battery to between 50% to 70% before removing the devices from their chargers (or removing the chargers from power) and powering them off or removing the batteries. Check the devices every three months and recharge them to between 50% to 70% as needed.

Power Options

Turning the Device On

While the device is powered off, press and hold the **Power** button on the right side of the device for about two seconds. The device will start booting up and will display the Lock screen when it's finished.

Powering Off or Restarting the Device

1. Press and hold the **Power** button on the right side of the device for about one second until the Power Options menu appears.
2. Press **Reboot** to restart the device or press **Power off** to turn it off.
3. Press **OK** to confirm.

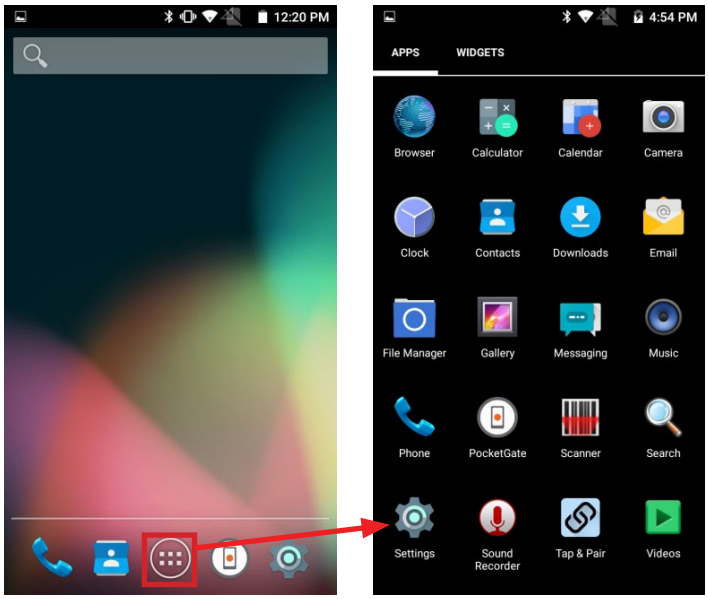
Turning the Display On or Off

While the display is on, press (but do not hold) the power button on the right side of the device to turn it off. The application will continue to run and, if it was already online, the device will also remain connected to the server while the display is turned off.

While the display is off, press the power button to turn it back on. It will display the last screen you were looking at before you turned the display off.

Changing the Volume

1. Follow the steps in the **Exit the PocketGate Application** section on page 42 to close the application.
2. Go to the Applications screen and press the **Settings** button.



3. Press **Sound & notification** under the Device section.
4. Change **Media volume** to the desired level.

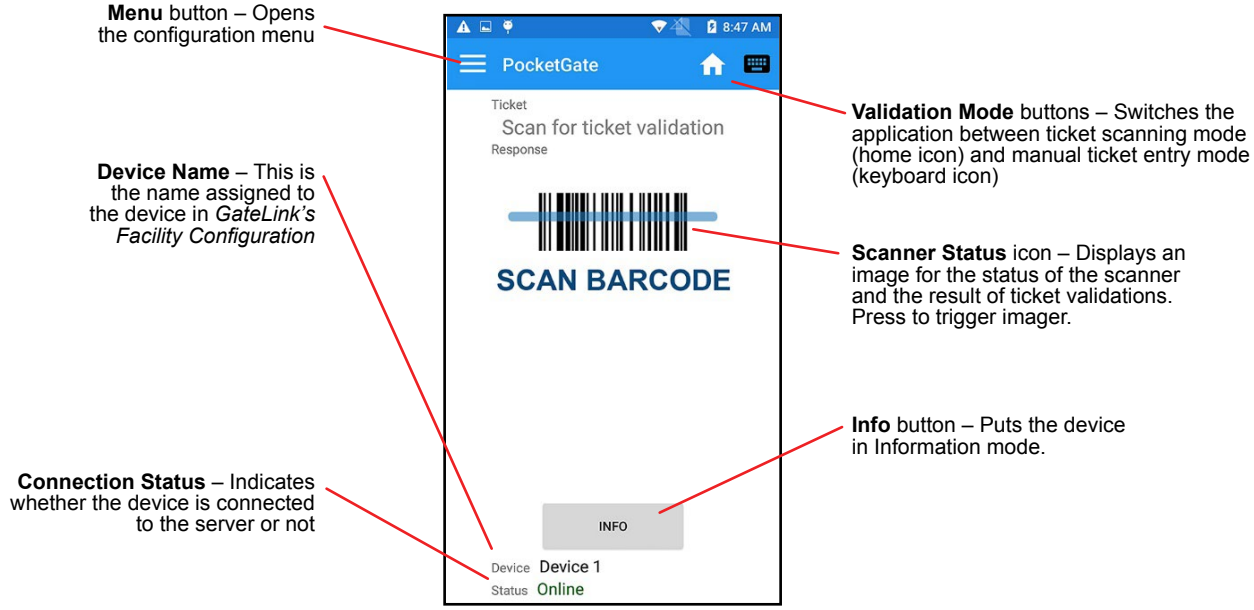
(Shown with the printer box open from the right-hand side.)

Basic PocketGate Operations

This section covers basic PocketGate operations that typical users will encounter when using the devices.

The PocketGate *Home* Screen

The *Home* screen is the default PocketGate screen. It displays when the application starts and is where most ticket validation activity occurs.



Validating Tickets

To validate tickets, you can scan barcodes using the SVT's imager, enter ticket information manually, or scan RFID media.

Scanning Barcodes

The SVT can scan 1D and 2D barcodes with its imager.

1. Press the **Home** validation mode button if the application isn't on the Home screen.
2. Aim the imager window towards the barcode. The imager window should be about six inches away from the barcode.
3. Press and hold either of the yellow scan buttons on the sides of the SVT to activate the imager.
4. Place the red square over the barcode. If the imager does not decode the barcode right away, move the imager towards and away from the barcode. Do not sweep it from side to side.
5. When the imager decodes the barcode, the SVT will chime and the *Home* screen will display the result of the scan.

Enter Ticket Numbers Manually

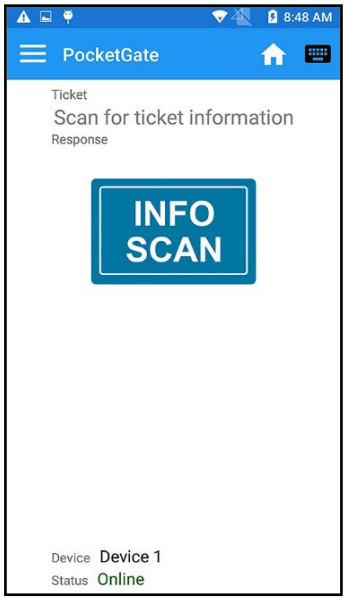
6. Press the **Keyboard** validation mode button, or swipe to the left, to go to the *Manual Ticket Entry* screen.
7. Use the on-screen keyboard to enter a ticket number.
8. Press the **Validate** button. The device will validate the ticket number you entered and return you to the *Home* screen where the result of the validation will display.

RFID/NFC Scanning

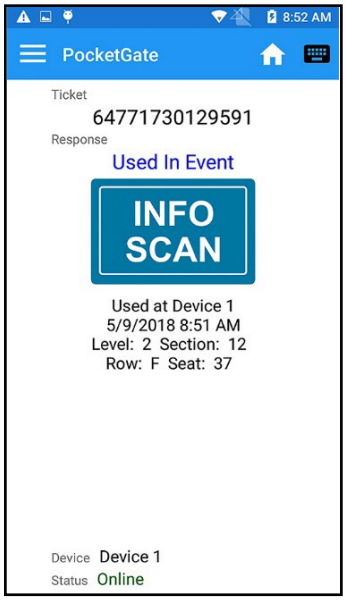
The SVT supports 13.56 MHz, ISO1443A/B, and ISO15693 standards for RFID chips. It also supports NFC. The RFID/NFC scanner is on the back of the scanner behind the battery cover.

Ticket Information Mode

Ticket information mode allows a device operator to look up ticket information without validating the ticket. When the device scans a ticket while in information mode, it sends an information request to the server instead of a validation request.



Default Information Mode screen



Ticket details

Information Mode displays the following information about tickets.

- The ticket number
- Whether the ticket is valid or invalid
- The reason the ticket is valid or invalid
- When and where the ticket was last valid (if it was already scanned)
- Ticket level, section, row, and seat information (if applicable)

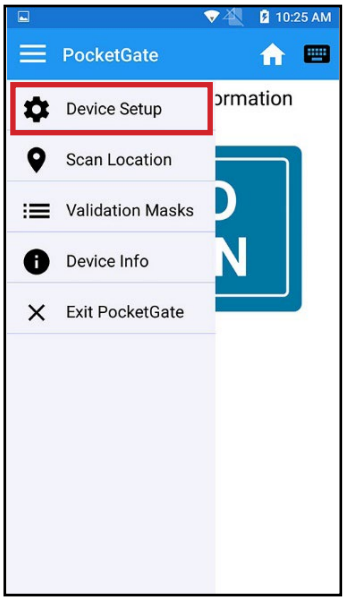
There are two ways to enter Information mode:

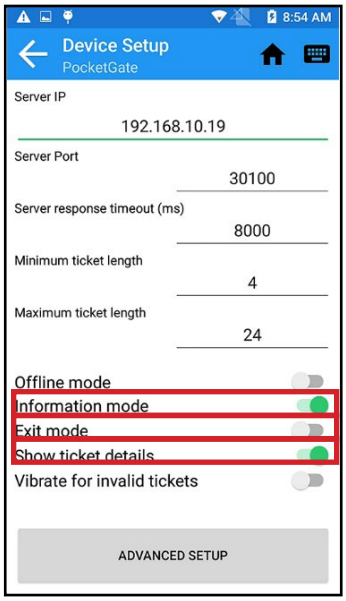
1. Press the **Information Mode** button on the Home screen.
2. Enable **Information Mode** on the Device Setup screen.

To exit Information Mode, disable **Information Mode** on the Device Setup screen.

To enable information mode:

1. Press the **Menu** button and select Device Setup.
2. Tap **Information mode** so the indicator slides right and turns green.
3. If your tickets have additional information assigned to them (like level, section, row, and seat information), ensure the **Show ticket details** setting is also enabled.





Offline Validation

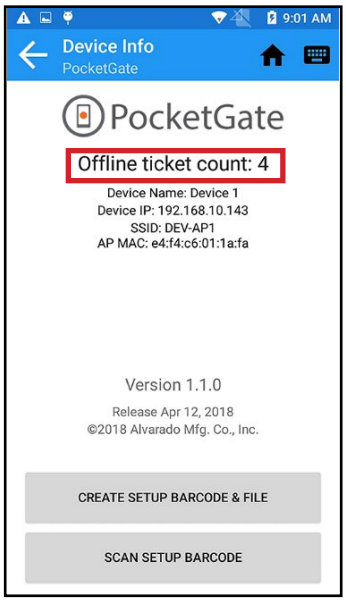
SVT devices can perform limited ticket validation even if they are not connected to the server. The device enters Offline Mode whenever it loses connection to the server or if the device operator manually enables it. Offline Mode can be manually enabled on the Device Setup screen. See the **Device Setup Screen** section on page 24. The device status displays “Offline” when the device is in Offline Mode.

While in Offline Mode, the device can only use the ticket’s barcode length and offline validation masks to determine whether it is valid or not.

The **minimum and maximum ticket length** fields on the Device Setup screen define the number of digits the barcode must have for device to accept it for validation. If the device is online, it will not validate any ticket that has barcode number that falls outside this range. When in Offline Mode, the device assumes that any ticket that falls within this range is valid. Unless a validation mask is also set up for the event, the barcode range is the only method the device uses to validate tickets while offline.

An **offline validation mask** is a pattern that ticket barcodes must match to be considered valid. PocketGate automatically downloads validation masks that are valid for the day when the device first comes online. Each device can have up to eight validation masks active at one time. In cases where there are more than eight events with validation masks that are valid for the day, the device will download masks by event name in alphanumeric order.

The devices store ticket scans collected in Offline Mode locally. The number of offline ticket records stored on the device is shown on both the Home screen and the *Device Info* screen.



If a device scans a ticket in offline mode, that same ticket cannot be validated again by that device while the scan data is stored locally. After the device reestablishes its connection with the server, it uploads all offline scan data. The server determines whether the scans would have been valid or invalid if they were validated by an online device and stores those results in the database

Exit Mode

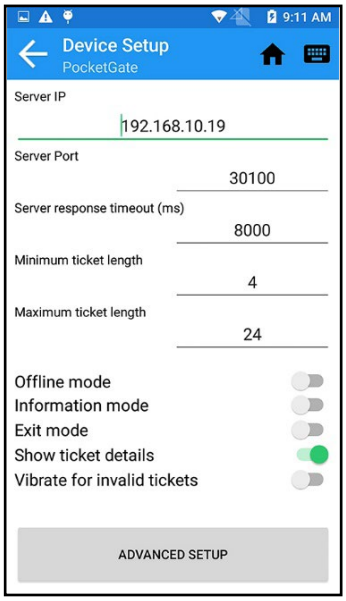
If an event will use entry/exit validation, the SVTs can quickly be configured as either entry or exit devices as needed. Entry/exit validation events allow patrons to enter and exit a facility multiple times using a single ticket. After a ticket is scanned in by an entry device, it can be scanned out by an exit device. After the ticket is scanned out, it can be scanned in again by an entry device.

Enable or disable Exit Mode or the Entry/Exit Mode button on the Device Setup screen. See the **Device Setup Screen** section on page 24.

Set Server IP/URI (Static Mode)

Devices in static mode need to be directed to the GateLink server's URI (Uniform Resource Identifier) or IP address.

1. Press the Menu button and select Device Setup.
2. Modify the Server URI field as required. The field should contain both the server IP address or URI and the port the device will use to communicate with the GateLink validation service, which is 30100 by default. In the example below, the server IP address is 192.168.0.19 and it is using the default port 30100



Dynamic Mode

Dynamic Mode allows users to specify where they are performing ticket validation from the device. In Static Mode, the device is configured for use at a specific scanning location. The device must perform scanning at that location or ticket validation may be affected. Dynamic Mode allows any scanner to be set up to scan at any entrance.

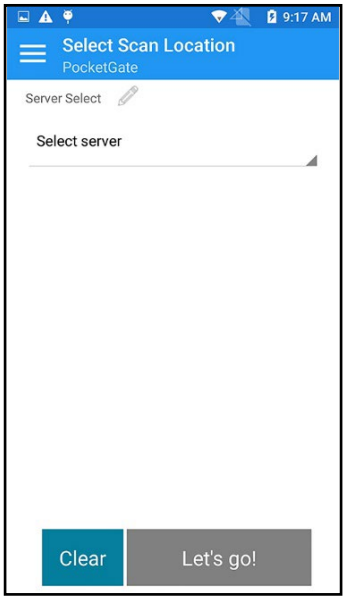
Enable or disable Dynamic Mode on the Device Setup screen. See the **Advanced Device Setup Options** section on page 26.

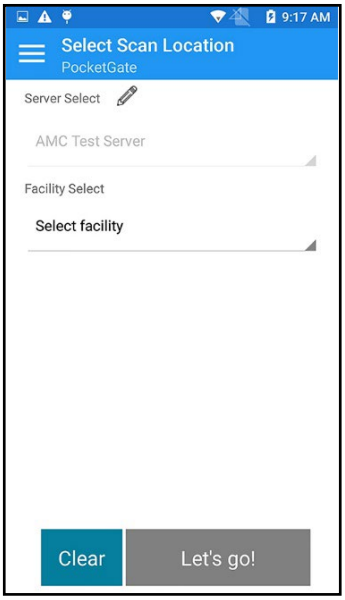
Select a Scan Location

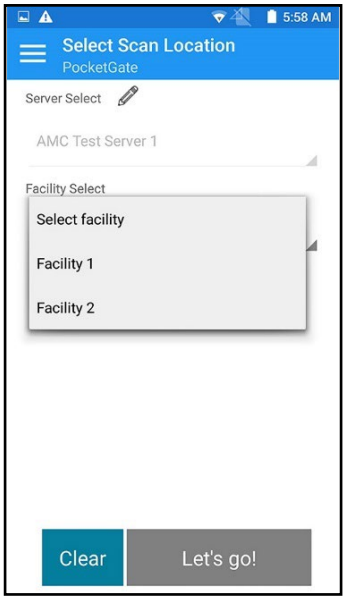
When PocketGate starts in Dynamic Mode, the device operator is prompted to select the location where they will use the device.

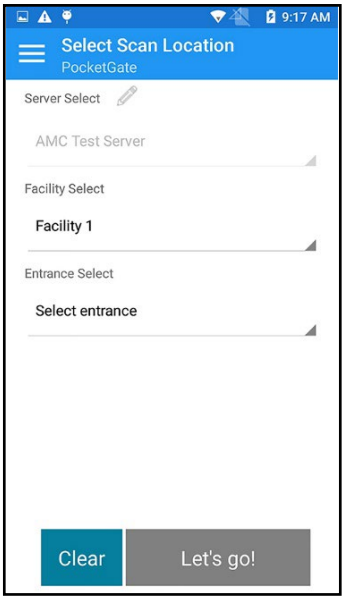
1. Press **Select server** and select a server from the list. If only one server is configured, it will be selected automatically. If Operator Mode is enabled, the operator will be prompted to login after the server has been selected.

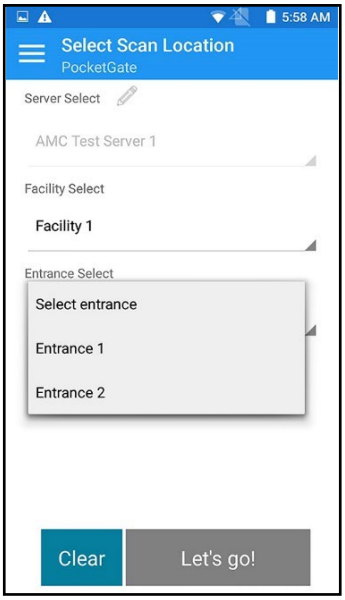
2. Press **Select facility** and select a facility from the list.
3. Press **Select entrance** and select an entrance from the list.









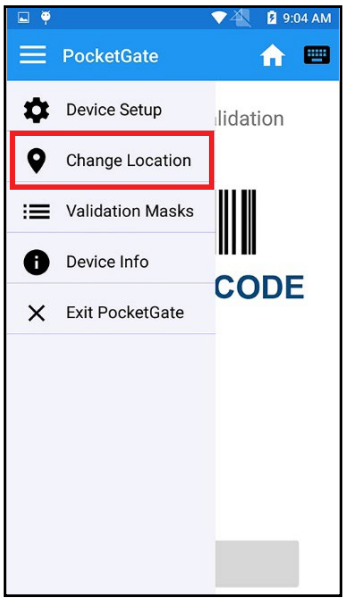


4. Press the **Let's go!** button to launch the PocketGate application.

    a. If *Connect by device* number is enabled (see the **Advanced Device Setup Options** section on page 26), press **Select device** and select a device from the list. Then press **Let's go!**.

Change Scan Location

1. Press the **Menu** button and select **Change Location**.

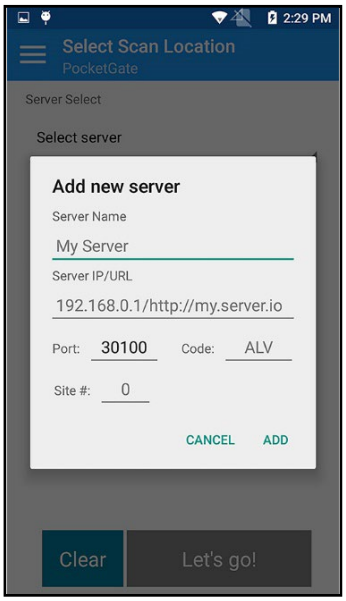


2. Follow the steps in the previous section to select a different scan location.

Define a New Server

1. Press Select server and select Add New.
2. Configure the server as required and press Add. You must fill in all fields.

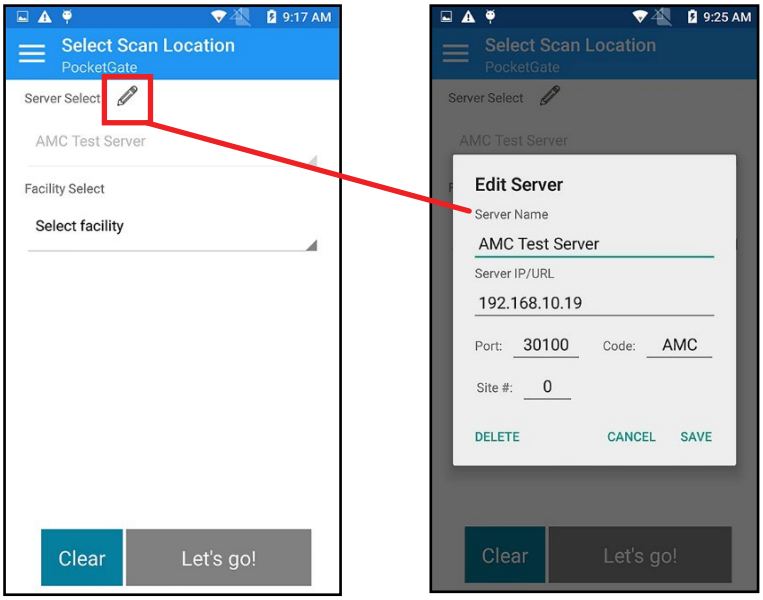
NOTE The text in gray is example text, not default text, and must still be manually filled in.



- **Server Name** – This name appears in the list of available servers under the Select Servers menu. You can create any name you want for the server name. It doesn't have to match the name of the GateLink server.
- **Server IP/URL** – IP address or URL of the server.
- **Port** – Port used to communicate with the server. GateLink defaults to 30100.
- **Code** – Three-character identifier for the server.
- **Site #** – The site code for the server. Set this to 0 unless otherwise directed by Alvarado or your ticketing provider.

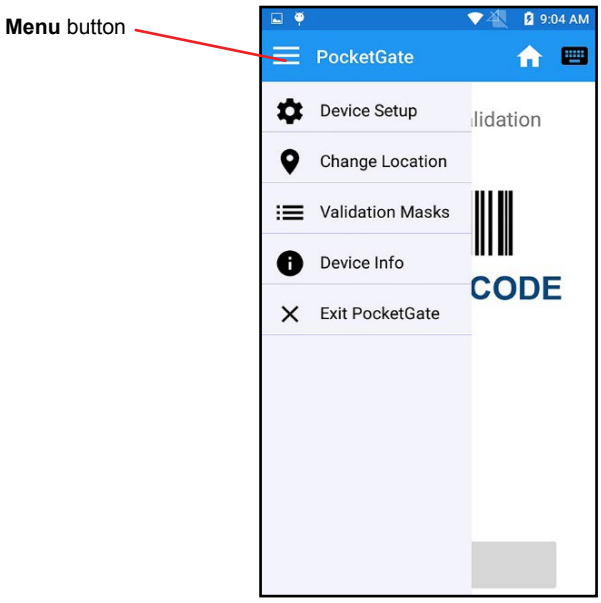
Edit an Existing Server

If a server is selected on the Select Scan Location screen, press the **Edit** button to change server parameters. Refer to the previous section for information about filling out fields.



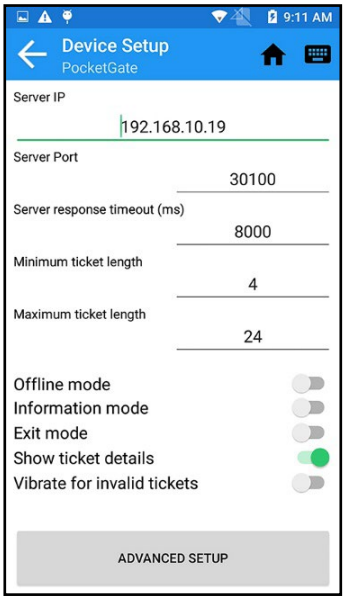
Advanced PocketGate Operations

Advanced functionality can be enabled and configured using the menu. Click the **Menu** button in the top-left corner of the PocketGate screen to display it.

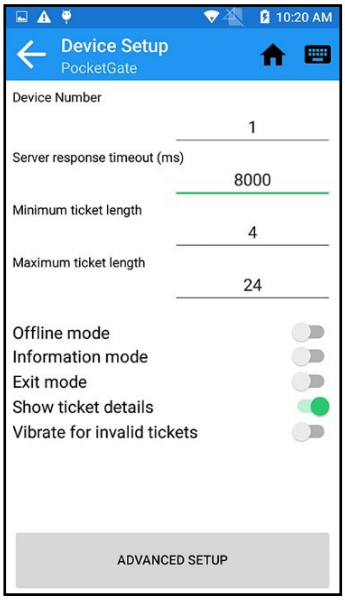


Device Setup Screen

To go to the Device Setup screen, press the **Menu** button and select **Device Setup**. The Device Setup screen can be password protected to prevent unauthorized access. See the **Advanced Device Setup Options** section on page 26.

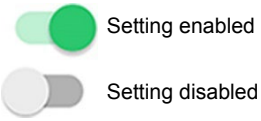


Device Setup screen in Static mode



Device Setup screen in Dynamic mode

The *Device Setup* screen contains configuration settings that affect various aspects of PocketGate's functionality. To modify text fields, tap the field to bring up the keyboard or number pad. To turn a setting on or off, tap the slider button. The slider will move to the right and turn green when the setting is enabled.



Standard Device Setup Options

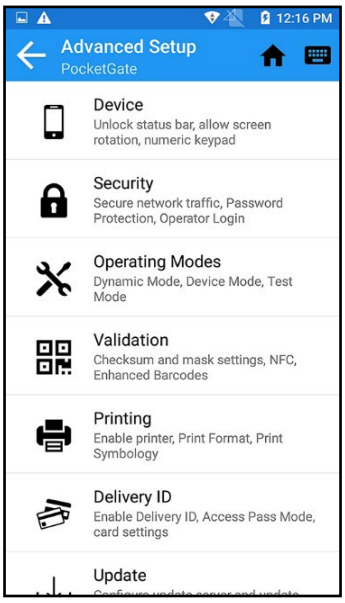
Setting Name	Default Value	Description
Server IP	192.168.0.1	(Static mode only) Enter the IP address or URI (Uniform Resource Identifier) of the GateLink server.
Server Port	30100	(Static mode only) Enter the port the device will use to communicate with the GateLink validation service. The port number is 30100 by default.
Device Number	1	(Dynamic mode only) The server identifies devices operating in Dynamic Mode by tracking their device numbers.
Server response timeout (in milliseconds)	6000	The time in seconds the device waits for a Delivery ID validation response from an external validation service. Set this to 0 to disable the server timeout.
Minimum ticket length	8	If the device scans a barcode with fewer digits than this number, the ticket will be considered invalid.

Standard Device Setup Options (continued)

Setting Name	Default Value	Description
Maximum ticket length	16	If the device scans a barcode with more digits than this number, the ticket will be considered invalid.
Offline mode	Disabled	**Enabled:** The device does not send any ticket information to the server for validation. See the **Offline Validation** section on page 14. **Disabled:** The device sends validation requests to the server when it scans tickets.
Information mode	Disabled	**Enabled:** The device sends information requests instead of validation requests to the server when it scans tickets. See the **Ticket Information Mode** section on page 12. **Disabled:** The device sends validation requests to the server when it scans tickets.
Exit mode	Disabled	**Enabled:** The device treats ticket scans as exit scans. See the **Exit Mode** section on page 16. **Disabled:** The device treats ticket scans as entry scans.
Show ticket details	Disabled	**Enabled:** When the device scans a ticket, additional information about the ticket displays on the screen. By default, the device displays reserved seating information for the ticket, like the assigned level, section, row, and seat. Also displays the patron name assigned to the ticket, if available, on validation scans. **Disabled:** When the device scans a ticket, it shows the result and reason code for the scan.
Vibrate for invalid tickets	Disabled	**Enabled:** The device will vibrate when it scans invalid tickets. **Disabled:** The device does not vibrate when it scans invalid tickets.

Advanced Device Setup Options

Press the **Advanced Setup** button on the Device Setup screen to see additional configuraiton options. The device settings are divided into different submenus. Click a submenu to configure those settings.



Device

Setting Name	Default Value	Description
Unlock status bar	Disabled	**Enabled:** Operators can pull down the status bar from the top of the phone, which gives them access to Wi-Fi settings and other Android options. **Disabled:** The status bar remains locked while PocketGate is running.
Allow screen rotation	Disabled	**Enabled:** When the device rotates, the screen will change orientation appropriately. Only portrait-mode orientations are supported. **Disabled:** The screen will always be oriented the same direction.
Manual entry screen defaults to numeric keypad	Disabled	**Enabled:** When operators press the *Manual Ticket Entry* button, the keyboard defaults to a 10-key numeric keypad. **Disabled:** When operators press the *Manual Ticket Entry* button, the keyboard defaults to a standard QWERTY keyboard.
Report analytics and crash data	Enabled	**Enabled:** Allows the device to send detailed crash and error data to Alvarado for analysis. The device must be connected to a network that has Internet access to be able to send data. **Disabled:** The device does not send any data to Alvarado.

Security

Setting Name	Default Value	Description
Secure network mode	Disabled	**Enabled:** Communication between the device and GateLink is encrypted using AES. **Disabled:** Communication between the device and GateLink is not encrypted.
Require operators to log in	Disabled	**Enabled:** Operators must log into the device to use PocketGate. **Disabled:** Operators do not need to log in to use PocketGate.
Require password to access Setup screen	Disabled	**Enabled:** A password protects the Device Setup screen from unauthorized access. The password to access the Device Setup screen is the same as the one used to exit PocketGate. See the **Exit the PocketGate Application** section on page 41. **Disabled:** Any operator can access the Device Setup screen.

Operating Modes

Setting Name	Default Value	Description
Dynamic Mode	Disabled	**Enabled:** The device uses *Dynamic Mode* to connect to the server. The device operator selects their scanning location from the device's touchscreen in *Dynamic Mode*. If *Connect* by device number is enabled, the operator can select a specific device from GateLink to use for scanning. If it is disabled, the operator only needs to select the entrance where they're scanning. **Disabled:** The device uses *Static Mode* to connect to the server. The device is assigned a location in GateLink based on its IP address in *Static Mode*.
Connect by device number	Disabled	**Enabled:** If *Dynamic Mode* is enabled, then the device connects to the GateLink server using *Dynamic Device Mode*. In this mode, operators specify the GateLink device they will use during scanning. If *Dynamic Mode* is disabled, the device will use the GateLink device with the same device number specified on the Scan Location screen, accessible from the PocketGate menu. **Disabled:** The device uses standard *Static Mode* or *Dynamic Entrance Mode*.
Profile mode	Disabled	**Enabled:** The device connects to the validation server in Profile mode. Do not enable this setting unless instructed by Alvarado or your ticketing provider. **Disabled:** The device connects to the validation server normally.
Test mode	Disabled	**Enabled:** The scanner will enter test mode when it scans a barcode that ends with a number. During test mode, the scanner validates a ticket, waits two seconds, increments the last digit of the ticket number it scanned, and then validates that ticket number. Test mode will continue to run until it is interrupted. **Disabled:** The device validates tickets normally.

Validation

Setting Name	Default Value	Description
NFC tickets	Disabled	**Enabled:** The device will attempt to decode NFC chips when presented. See the Validating Tickets section on page 10. **Disabled:** The device will not attempt to decode NFC chips.
Entry/Exit button	Disabled	**Enabled:** An Entry/Exit button is added to the Home screen. Device operators can use this button to switch the scanner between entry and exit modes. **Disabled:** Device operators must use the Device Setup screen to switch between entry and exit modes.
Response specific sounds	Disabled	**Enabled:** The device will play custom sounds when specific responses are returned from the server after a ticket validation. **Disabled:** The device will play the default valid and invalid sounds regardless of the specific response received from the server.
Parse barcode		Defines a Regular Expression to pull certain data from a barcode scan (1D or 2D). Contact Alvarado for additional information/documentation. **NOTE:** The field contains an example regular expression by default, but it is non-functional.
Checksum Validation Code	0	**0:** Disables checksum validation. **1:** Enables generic *Modulo 10 checksum*. **2:** Enables proprietary checksum. Do not use this setting unless specifically directed by your ticketing provider
Checksum OR validation mask	Disabled	**Enabled:** If the device is in *Offline Mode*, it will consider a ticket valid if it passes either a checksum or a validation mask. **Disabled:** If the device is in *Offline Mode*, it will only consider a ticket valid if it passes both a checksum and a validation mask.
Edit validation masks	Disabled	**Enabled:** If the device is in *Offline Mode*, device operators can edit validation masks. See the Validation Masks section on page 33. **Disabled:** Device operators are not able to edit validation masks. All validation masks must be downloaded from the server while the device is online.
Time-sensitive masks	Disabled	**Enabled:** When the device downloads validation masks from the server, it also downloads the period when tickets are valid. **Disabled:** The device downloads validation masks without valid time periods.
Use Enhanced Barcodes	Disabled	**Enabled:** When the device scans a 2D barcode, it parses the barcode to extract a ticket number. The device only sends the parsed number to GateLink for validation. **Disabled:** When the device scans a 2D barcode, it sends the entire barcode to GateLink for validation.
Enhanced barcode identifier		This is the Company Code of the venue where the device is scanning tickets. GateLink10 uploads the value in the Company Code field configured on the Company Setup page. The device's About screen displays the value configured in this field.
Validate identifier	Disabled	**Enabled:** If Use *Enhanced Barcodes* is enabled, the device verifies the value in the *Company Code* field of the GateLink setup is present in the parsed number. If it is not present, the ticket is invalid. **Disabled:** The device does not look for the *Company Code* value in a parsed number.

Printing

Setting Name	Default Value	Description
Enable Printing	Disabled	**Enabled:** Enables Bluetooth printer support. The device will attempt to connect to a Bluetooth printer when this setting is enabled. **Disabled:** The device will not attempt to connect to a Bluetooth printer.
Legacy Printer	Disabled	**Enabled:** Enable this setting if you are connecting the device to a legacy Zebra RW420 Bluetooth printer. **Disabled:** Disable this setting if you are connecting the device to a Zebra ZQ520 Bluetooth printer.
Check status before printing	Disabled	**Enabled:** The device will verify that the connected Bluetooth printer is not in an error state before it attempts to print. The printer might enter an error state if the latch is open or if it is out of paper, for example. **Disabled:** The device will always attempt to print tickets, regardless of whether the printer is in an error state or not. This will reduce the time it takes to print tickets. However, if the device attempts to print a ticket and the printer cannot because it's in an error state, the ticket might be lost.
Validate printed tickets	Disabled	**Enabled:** When a validation returns with at least one item to print, the device validates the tickets as it prints them.. **Disabled:** When a device scans a Delivery ID and prints the associated tickets, the patron must scan the tickets to validate them.
Print Symbology		Defines a comma-delimited list of barcode symbologies that will trigger a print when scanned. Accepted values are the hex values listed for Honeywell imagers. Contact Alvarado for details/documentation. **NOTE:** The gray text in the field is for use as an example and is not functional.
Scan Media Type		Defines a comma-delimited list of media types that will trigger a print when scanned. Scan Media Type will override anything entered into the *Print Symbology* field. **NOTE:** The gray text in the field is for use as an example and is not functional.
Default Logo		Define a default logo to be used in a print format if no logo is provided in the validation response. **NOTE:** The gray text in the field is for use as an example and is not functional.
Print Format Name		Specify a print format that exists in GateLink. If the print format does not exist, PocketGate will use a default print format. **NOTE:** The gray text in the field is for use as an example and is not functional.
Print Format		This field displays the print format that the device will use to print tickets. This isn't directly editable on the device.
Sync Print Format button		Updates the print format most recently defined in the *Print Format Name* field.
Print Test Ticket button		This button causes the printer to print a default ticket using the print format displayed in the *Print Format* field. It will use default data to populate any fields.

Delivery ID

Setting Name	Default Value	Description
Enable Delivery ID	Disabled	**Enabled:** Enables Delivery ID mode. In Delivery ID mode, Delivery ID media can be scanned to deliver tickets for validation. These tickets are assigned to the Delivery ID media in GateLink. **Disabled:** All media scans are treated as ticket scans.
Access Pass Mode	Disabled	**Enabled:** Enables Access Pass mode. An Access Pass is a subset of Delivery ID that automatically generates a valid ticket when the media scanned instead of requiring the ticket be preassigned to the media in the server. Access Pass media must be magnetic stripe cards. **Disabled:** Disables Access Pass functionality.
Delivery ID server timeout	8	The time in seconds the device waits for a Delivery ID validation response from an external validation service. Set this to 0 to disable the server timeout
Minimum Delivery ID length	8	Minimum length a Delivery ID's number must be for the device to attempt to validate it with GateLink10. If a Delivery ID's barcode number is shorter than this value, the device will mark it invalid without sending it to GateLink10.
Maximum Delivery ID length	20	Minimum length a Delivery ID's number must be for the device to attempt to validate it with GateLink10. If a Delivery ID's barcode number is shorter than this value, the device will mark it invalid without sending it to GateLink10.
Card Track Number	2	Specifies the track to read data from. If data does not exist on the specified track, PocketGate will default to track 2.
Parse Track Data		Defines a Regular Expression to pull certain data from a track. Contact Alvarado for additional information/documentation. **NOTE:** The gray text in the field is for use as an example and is not functional.
Keep card reader activated	Disabled	**Enabled:** This setting only applies when Access Pass Mode is enabled. The card reader attachment remains on and ready to scan magnetic swipe media at all times. **Disabled:** Device operators must press the **Read Card** button on the device's Home screen to activate the card reader attachment to save battery power. The **Read Card** button appears automatically when *Enable Delivery ID* is enabled.
Deliver all tickets	Disabled	**Enabled:** The device retrieves all available tickets or seat locator slips at once. **Disabled:** The device prints one available ticket or seat locator slip for each scan.
Print Delivery ID Tickets	Disabled	**Enabled:** When the device scans a Delivery ID with print data, it sends the print data to a paired printer. **Disabled:** When the device scans a Delivery ID with print data, it does not send the print data to a paired printer. Validate printed tickets must be enabled if you are validating tickets assigned to Delivery IDs without a printer.
Hash Delivery ID	Disabled	**Enabled:** The device hashes track data before sending it to GateLink for validation. **Disabled:** The device sends raw track data to GateLink for validation. (Recommended)

Delivery ID (continued)

Setting Name	Default Value	Description
Delivery ID Barcode Length	16	Defines the length a barcode must be to be treated as a Delivery ID. This value cannot fall within the range specified by the minimum and maximum ticket length fields. Do not enter a value for this field unless directed to do so by Alvarado or your ticketing provider.
Delivery ID Encryption	False	**Enabled:** The device encrypts DID scan data before sending it to GateLink for validation. **Disabled:** The device sends raw Delivery ID scan data to GateLink for validation.

Update

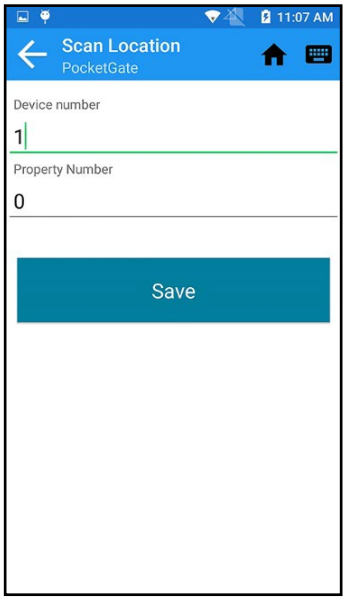
SVT devices can check for and download updates from the GateUtility server. Refer to the GateUtility documentation for details on hosting updates for PocketGate

Setting Name	Default Value	Description
Check for update on startup	Disabled	**Enabled:** The device checks for updates when the PocketGate application starts up. **Disabled:** The device does not check for updates.
Prompt for update	Enabled	**Enabled:** The device will prompt the user before downloading any updates. **Disabled:** The device automatically downloads any available updates without first prompting the user.
Automatically download updates	Disabled	**Enabled:** The device will automatically download any updates at the specified time. A *Download Time* field will appear if this setting is enabled. The time entered into the field must be in 24-hour format. **Disabled:** Users must manually download any updates.
Update Server URL	http://192.168.0.1/GateUtility	Defines the location of the GateUtility server where the device receives updates.
Check for Update button		Press this button to manually check for updates

Change Scan Location

In 'Connect by Device Number' Mode

To go to the Scan Location screen, press the **Menu** button and select **Scan Location**. This screen displays if *Connect by device numbe*r is enabled. See the **Advanced Device Setup Options** section on page 26.



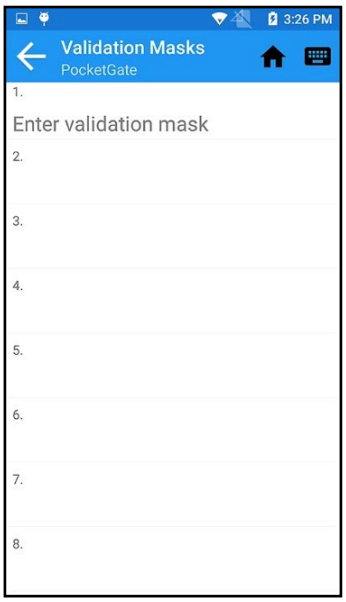
The *Scan Location* screen allows operators to change the device number. When Connect by device number is enabled on the *Device Setup* screen, the device uses the device number and property (site) number on this screen to connect to the server. See the **Advanced Device Setup Options** section on page 26

In Dynamic Mode

To go to the *Scan Location* screen, press the **Menu** button and select **Change Location**. This screen displays if Dynamic Mode is enabled. See the **Advanced Device Setup Options** section on page 26 and the **Dynamic Mode** section on page 17.

Validation Masks

To go to the *Validation Masks* screen, press the **Menu** button and select **Validation Masks**. See the A**dvanced Device Setup Options** section on page 26.



The *Validation Masks* screen allows operators to add, edit, or delete validation masks, if the device is not currently connected to the server. A validation mask is a pattern that ticket barcodes must match to be considered valid.

PocketGate automatically downloads validation masks that are valid for the day when the device first comes online. Each device can have up to eight validation masks active at one time. In cases where there are more than eight events with validation masks that are valid for the day, the device will download masks by event name in alphanumeric order.

See the **Offline Validation** section on page 14.

Device Information

To go to the *Device* Info screen, press the **Menu** button and select **Device Info**. See the **Advanced Device Setup Options** section on page 26.

The *Device Info* screen displays the following information:

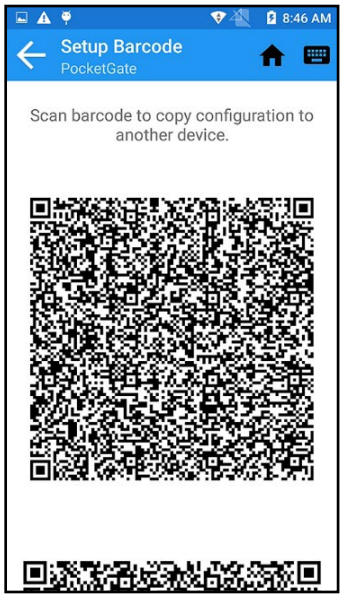
- Number of **offline tickets** the device has stored in its local memory.
- The **device name**, which it obtains from the server.
- The **IP address** the device is currently assigned.
- The name **(SSID)** of the network the device is currently connected to.
- The **MAC address** of the access point the device is connected to.
- The **version** of PocketGate the device is currently running.
- The of the current software.

Create and Export Device Setup Barcodes

You can create setup barcodes that automatically configure PocketGate SVT devices when scanned.

Clone Device Settings

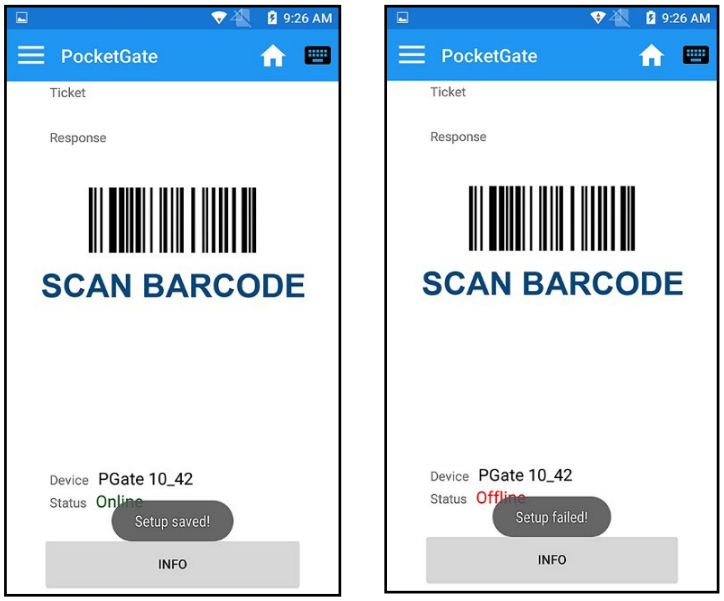
1. Configure the Device Setup as desired.
2. Press the **Menu** button and select **Device Info**.
3. Press **Create Setup Barcode and File**. The device displays two QR codes and exports an INI file to the device's local memory. Both the QR codes and the INI file are copies of the settings currently configured on the device.



Clone Device Settings

NOTE This method does not clone wireless profile settings (SSID, Encryption Type, and Password). If you need to clone wireless profile settings, follow the steps in the Scan the Device Setup Barcode from the INI File section on page 37.

1. Follow the steps in the Clone Device Settings section on page 35. Leave the original device on the screen with the QR codes.
2. On any device that will receive settings, press the **Menu** button and select **Device Info**.
3. Press the **Scan Setup Barcode** button. If the device does not scan a barcode within ten seconds, it times out and returns to the Home screen.
4. While the imager is initialized, scan the **top** barcode from the screen of the original device. The device will report whether the scan succeeded or failed.



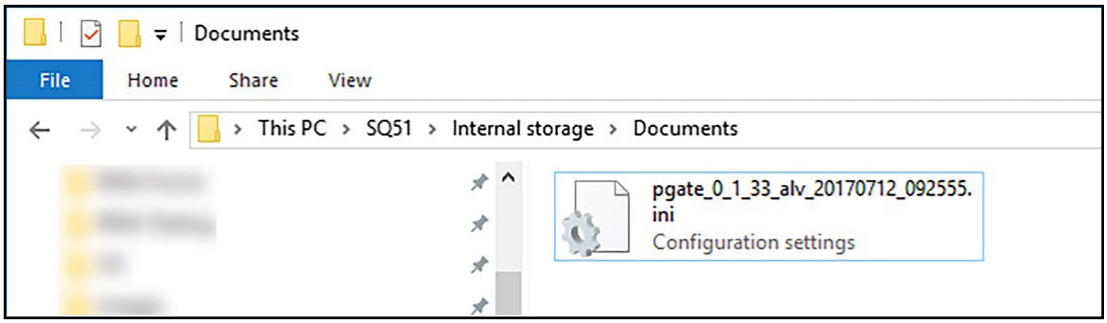
5. Press the **Scan Setup Barcode** button again and scan the bottom barcode.

NOTE If the setup barcode scan fails, verify the barcode and INI file are both properly formatted. If the problem persists, contact Alvarado for support and provide the INI file.

Scan the Device Setup Barcode from the INI File

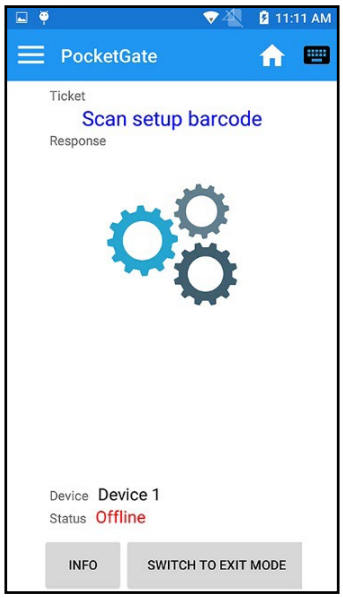
NOTE You will need a micro USB cable to complete the steps in this section

1. Follow the steps in the **Clone Device Settings** section on page 36.
2. Use a micro USB cable to connect the device to a computer.
3. Navigate to the device's Documents folder and find the INI file you exported. The file name includes the date and time it was created so you can find the correct file if there are multiple INI files in the folder.



4. Cut or copy the INI file to your computer.
5. Double-click the INI file to open it. It will open in Notepad by default.
6. Edit the file if necessary.
    a. See the **Device Setup Screen** section on page 24 for information on what the different settings do.
    b. See the **Profile and Server Fields in the INI File** section on page 39 if you are editing Dynamic servers or wireless profile information.
7. Copy the text in the INI file up to and including the line that says EDIT VALIDATION MASKS=.
8. Paste the text into a QR code generator and generate a QR code.
9. Copy the remaining text into a QR code generator and generate a second QR code.
10. Print the QR codes or leave them displayed on your computer's monitor.
11. On any device that will receive settings, press the **Menu** button and select **Device Info**.

12. Press the Scan Setup Barcode button. If the device does not scan a barcode within ten seconds, it times out and returns to the Home screen.



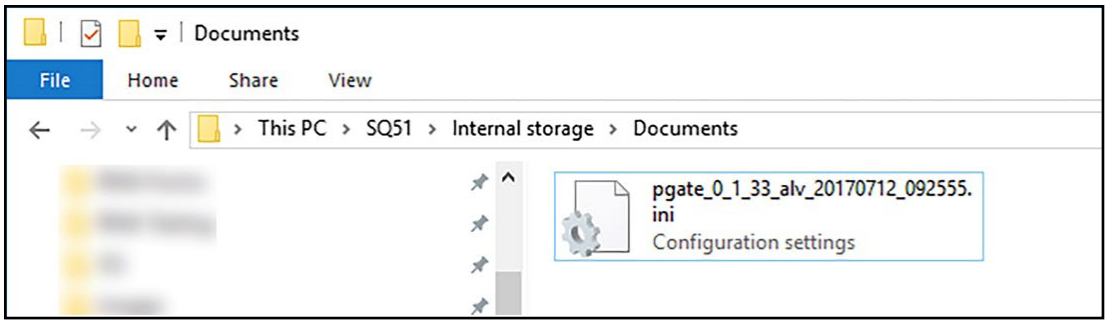
13. While the imager is initialized, scan the first QR code. The device will report whether the scan succeeded or failed.

14. Press the Scan Setup Barcode button again and scan the second barcode

Load the INI File on PGate Startup

The device can automatically load settings from an INI file if the file has the correct filename and is stored in the correct location on the device.

1. Follow the steps in the **Clone Device Settings** section on page 36.
2. Use a micro USB cable to connect the device to a computer.
3. Navigate to the device's *Documents* folder and find the INI file you exported. The file name includes the date and time it was created so you can find the correct file if there are multiple INI files in the folder.



4. Cut or copy the INI file to your computer.
5. Rename the INI file to **pgatesetup.ini**.
6. Disconnect the micro USB cable from the device and connect a different device that you want to configure.
7. **Copy** the pgatesetup.ini file and place it in the new device's *Downloads* folder.
8. Restart the device. When PGate launches, it will automatically apply the configuration settings from the INI file. The pgatesetup.ini file will be automatically deleted from the *Downloads* folder after the device applies the settings.

Profile and Server Fields in the INI File

Use the guidelines below to configure servers for use with Dynamic Mode and to set up a wireless network profile using the INI file.

Server Field

At least one server must be defined on the device when using Dynamic Mode.

1. Double-click the INI file to open it. It will open in Notepad by default.
2. Find the line that begins with **Servers=**.
3. Enter server information. Each server configuration must be enclosed in square brackets [ ]. Each server parameter is separated by a comma. Include the following parameters:

Three-digit server code	Server IP address or URI	Port (30100 by default)	Server name

An example of a valid server configuration would be:

```
Servers=[AMC,192.168.10.19,30100,AMC Test Server,0]
```

4. To configure multiple servers, put each set of server parameters in brackets and separate the servers with commas. For example:

```
Servers=[AM1,192.168.10.19,30100,AMC Test Server 1,0],[AM2,
https://my.server.com,30100,AMC Test Server 2,0]
```

Network Profile Fields

You can specify parameters that will allow the device to connect to a Wi-Fi network when it's powered on. You still need to configure static IP addresses manually. See the **Configure the Wireless Network Connection** section on page 42.

1. Double-click the INI file to open it. It will open in Notepad by default.
2. Find the line that begins with **Encryption=**. Specify the network's encryption type. Possible values are **WPA** or **WEP**.
3. Find the line that begins with **SSID=**. Specify the network's broadcast name.
4. Find the line that begins with **Key=**. Enter the network's password or key.

Exit the PocketGate Application

1. Press the **Menu** button and select **Exit PocketGate**.

2. Use the keypad to enter the password and press **Confirm**. The password will either be:
    a. The value in the **Company Code** field on *GateLink's Administration* > *Company Setup* screen
    b. **alvarado** (all lowercase)

Exit the PocketGate Application

SVT devices use .wav files to play sounds. The device will play specific .wav files depending on what response code is returned by the GateLink server after a ticket validation. The name of a sound file determines when it will be played. To replace or add sound files, follow these guidelines:

- **Enable** the *Response specific sounds* option. (See page 28.)
- Follow file naming guidelines for new or updated files:
    - Replacement .wav files must be named **identically** to the file they are replacing.
    - New sound files must be named either *go#.wav* or *stop#.wav*. The '#' in the file name corresponds to the valid or invalid response code number from GateLink.
- Sound files must be stored in the device's *Ringtones* folder.
- The SVT will play the appropriate sound file once when that response code is returned, so best practice would be to limit the sound to about a second or two.

Default Sounds

The SVT devices come loaded with the following sound files by default. Response code descriptions can be edited in GateLink, so the descriptions shown are from a default installation

File Name	Description	Response Code
Go.wav	Default sound for a valid ticket. If no other specific sounds are available, the device defaults to this sound.	All Valid
Go1.wav	The sound used for a valid ticket scan with Control Number 1.	Valid Code 1
Go2.wav	The sound used for a valid ticket scan with Control Number 2.	Valid Code 2
Go3.wav	The sound used for a valid ticket scan with Control Number 3.	Valid Code 3
Go4.wav	The sound used for a valid ticket scan with Control Number 4.	Valid Code 4
Stop.wav	Default sound for an invalid ticket. If no other specific sounds are available, the device defaults to this sound.	All Invalid
stop31.wav	The sound used for a cancelled ticket.	Cancelled 31
stop32.wav	The sound used for a lost ticket.	Lost 32
stop33.wav	The sound used for a stolen ticket.	Stolen 33
stop34.wav	The sound used for a reprinted ticket.	Reprint 34

Optional Sounds

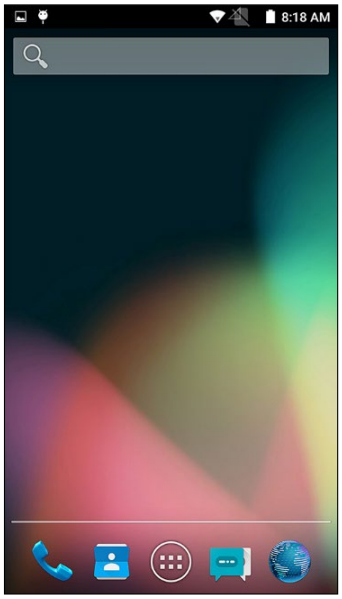
You can add additional sounds to the Ringtones folder for any response code in GateLink. The following optional sound file names are acceptable. Log into your GateLink web portal and go to the *Administration* > *Response Code Setup* page to see descriptions of all response codes.

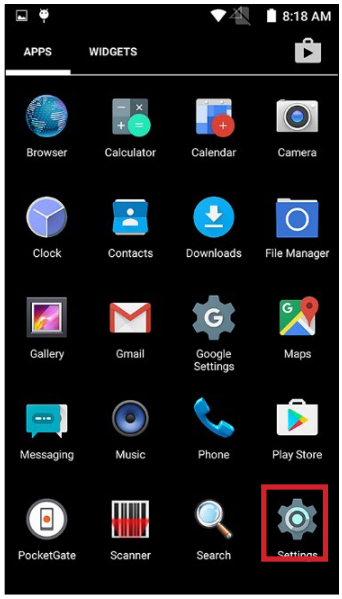
- Go5.wav–Go10.wav, Go99.wav
- Stop11.wav–Stop30.wav, Stop35.wav–Stop98.wav

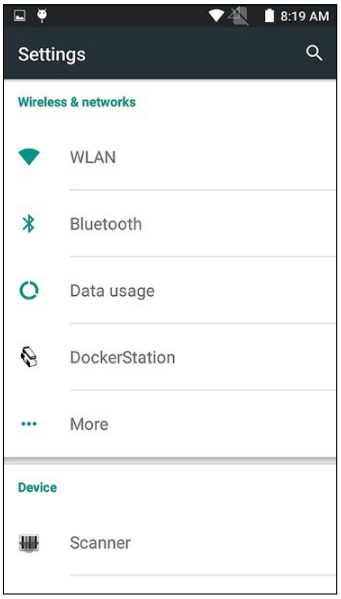
Configure the Wireless Network Connection

Create a New Profile

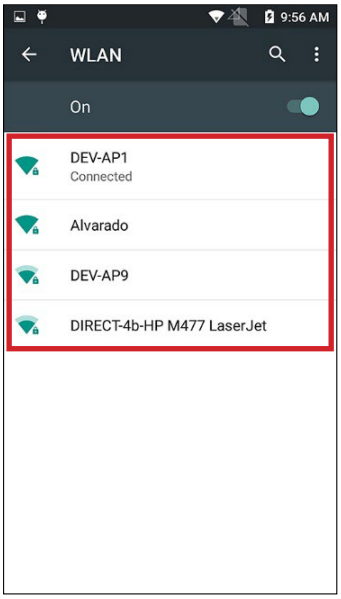
1. Exit the PocketGate Application. See page 41.
2. Press the **Applications** button.
3. Press the **Settings** button.
4. Press **WLAN**.

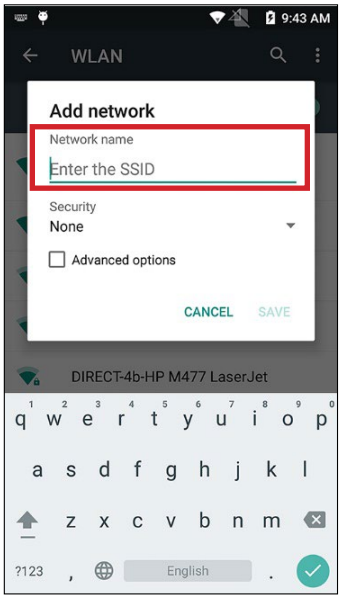




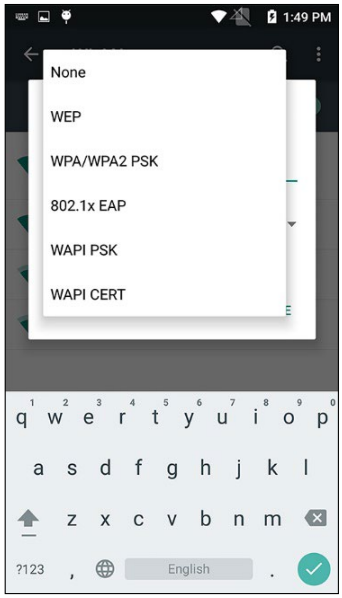


5. If the network you want to configure is visible in the list, press it to configure the network. Otherwise, press the **Menu** button in the top-right of the screen, select **Add network**, and enter the SSID of the network you want to add into the *Network* name field.

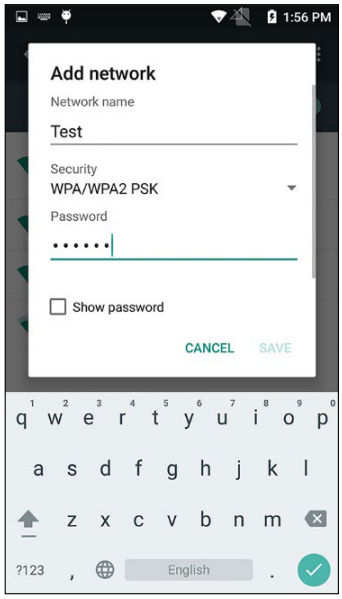




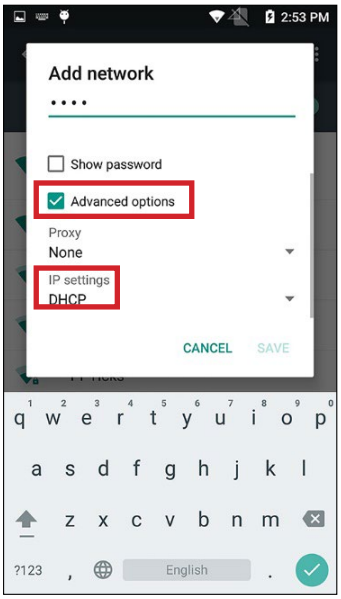
6. Click the arrow for *Security* to expand the list. Select the network's security type from the menu. This step does not apply if you selected a network from the list in the previous step.

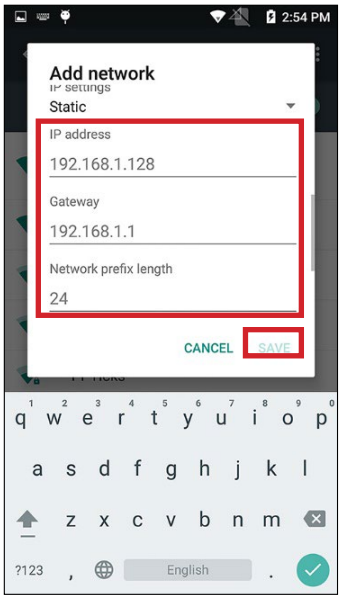


7. Enter the network's **password** into the field.



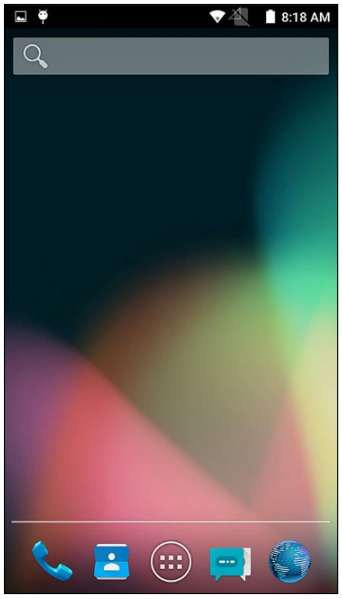
8. If the network is DHCP, press **Save**. Otherwise, scroll down and check the **Advanced options** box, then scroll down until you find the *IP settings* option. Press the arrow to expand the list and select **Static**.
9. Scroll down and fill in the *IP address*, Gateway, and Network prefix length fields as required. Press **Save** when finished.

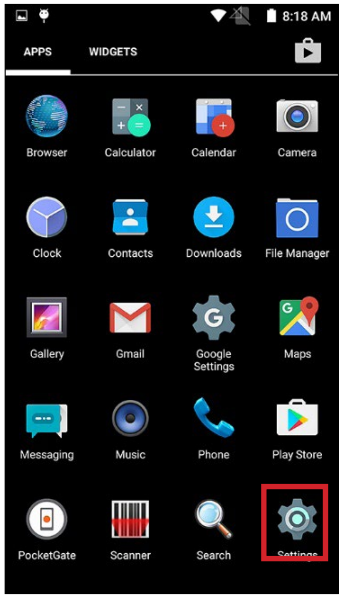


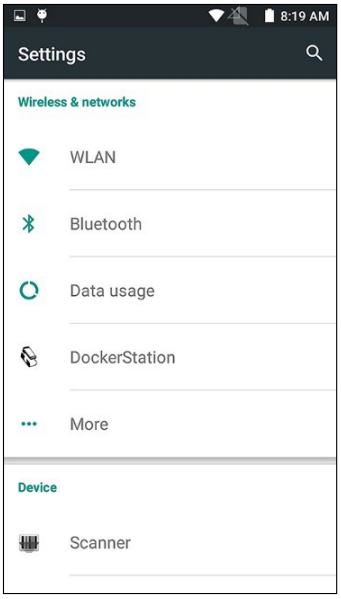


Modify an Existing Profile

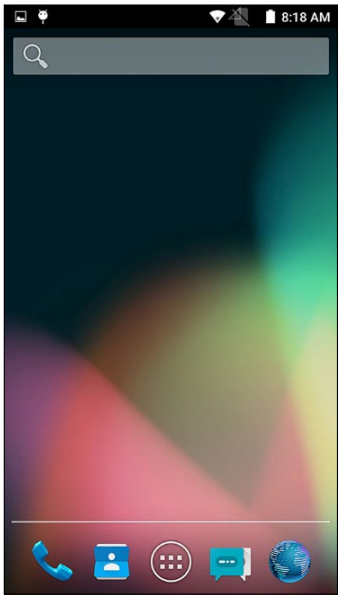
1. Exit the PocketGate Application. See page 41.
2. Press the **Applications** button.
3. Press the **Settings** button.
4. Press **WLAN**.







5. Press and hold the network profile you want to edit to bring up a context menu and press **Modify network**.



6. Modify network settings as required and press **Save**.

Bluetooth Devices

ZQ520 Bluetooth Printer

NOTE Refer to the Printing section on page 29 for configuration settings related to printing. **Enable Printing** must be enabled at a minimum to use this functionality.

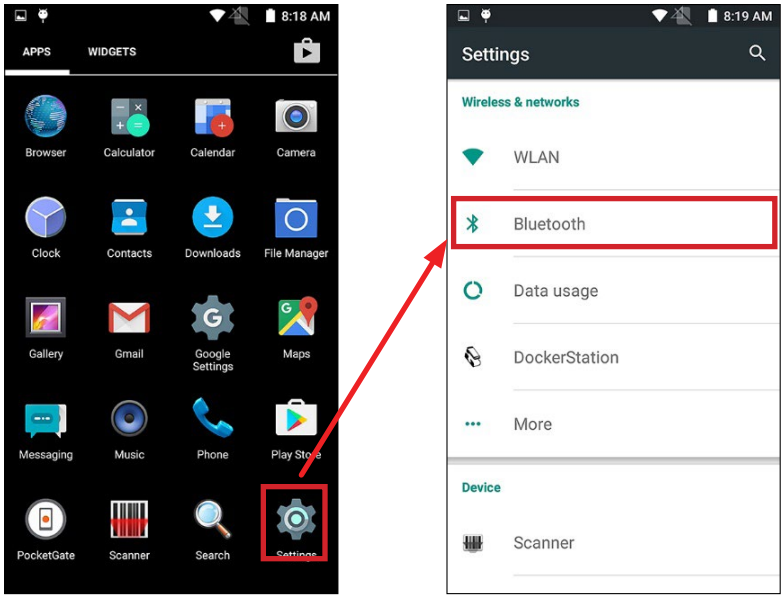
Pairing to the Printer

Follow the steps in this section if you need to pair the SVT with a Zebra ZQ520 Bluetooth printer. The printer must have a paper roll inserted.

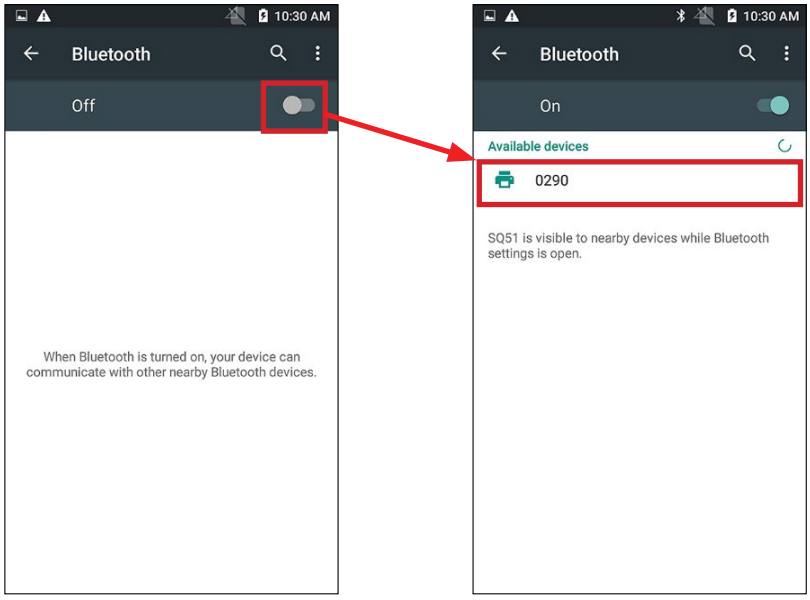
NOTE If you are paring the device with a legacy Zebra RW420 printer, follow the same steps below. Make sure that you enable the **Legacy Printer** configuration setting in the PGate *Device Setup*. (See the Printing section on page 29.)

The ZQ520 printer must be set up before beginning this section. Refer to the *ZQ520 Setup Guide* for instructions.

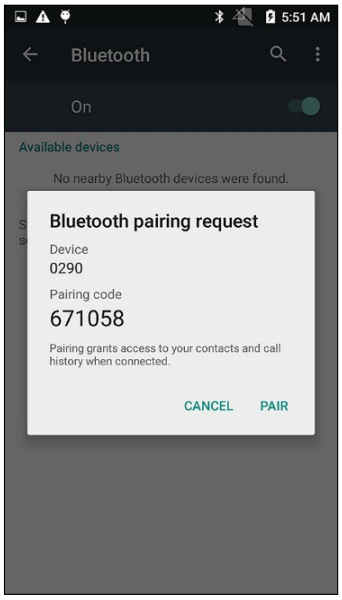
1. If PGate is running, exit the application. See page 41.
2. Press the **power button** on the ZQ520 to turn it on.
3. From the *Home screen*, press the **Applications** button and press the **Settings** icon.
4. Press **Bluetooth** in the *Wireless & networks* section.



5. Slide the button to **On**. The list should display the last four digits of the ZQ520's serial number. In the example below, the ZQ520's serial number ends with 0290.
6. Press the ZQ520's serial number in the *Available* devices list.

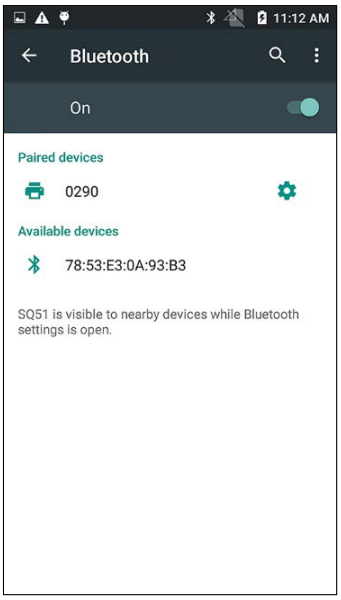


7. When the *Bluetooth pairing* request box appears, press **Pair**. The *Pairing code* displayed will also display on the ZQ520's LCD screen.



8. On the ZQ520, press the **Checkmark** button to confirm the pairing.

9. Verify the device's name moves to the *Paired* devices section of the *Bluetooth* screen.

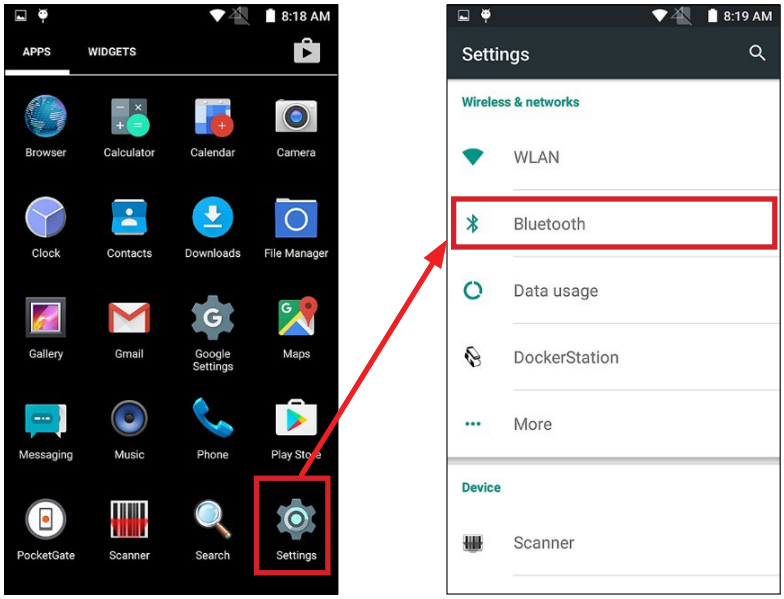


Bluetooth Magnetic Stripe Reader Pairing

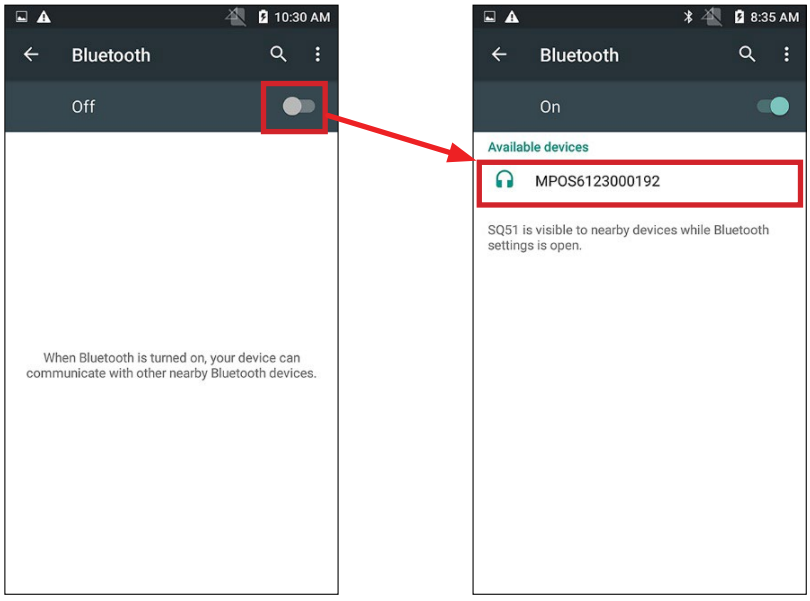
NOTE

Refer to the **Delivery ID** section on page 30 for configuration settings related to using the magnetic stripe reader (MSR). Enable Delivery ID and **Access Pass Mode** must be enabled at a minimum to use this functionality.

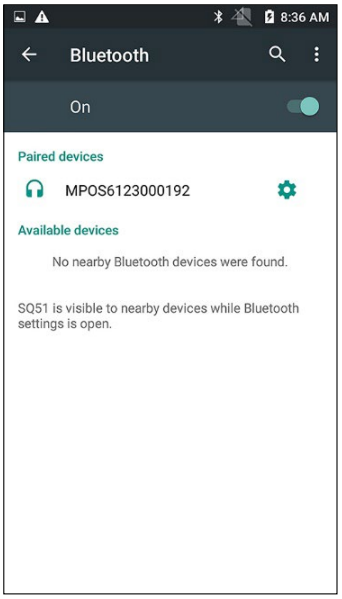
1. If PGate is running, **exit the application**. See page 41.
2. Press the **power button** on the MSR for a second to turn it on.
3. From the *Home screen*, press the **Applications** button and press the **Settings** icon.
4. Press **Bluetooth** in the *Wireless & networks* section.



5. Slide the button to On. The list should display the MSR's serial number. In the example below, the MSR's serial number is MPOS6123000192.
6. Press the ZQ520's serial number in the *Available devices* list.

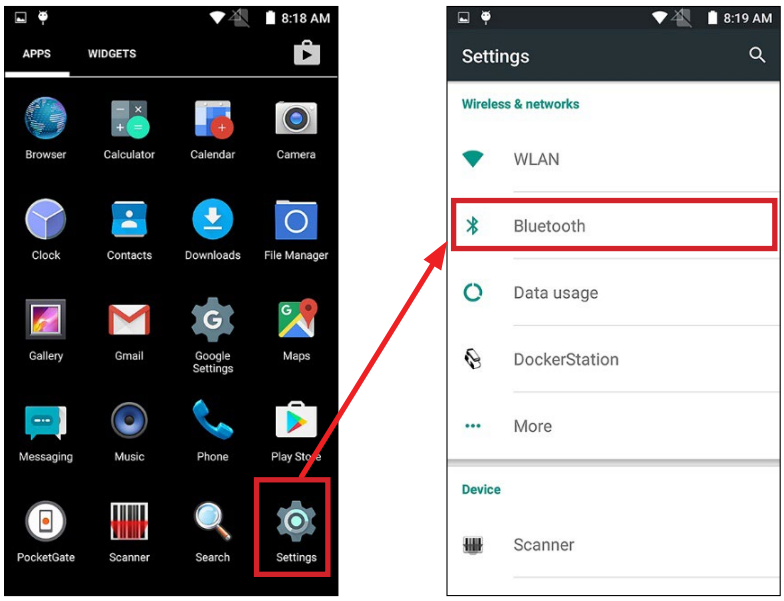


7. Verify the device's name moves to the *Paired devices* section of the *Bluetooth* screen.

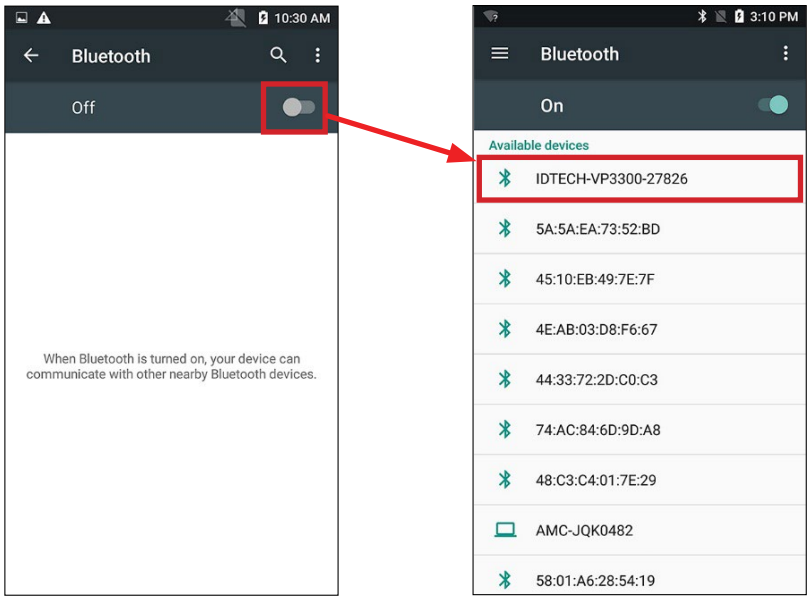


Bluetooth RFID/NFC Reader

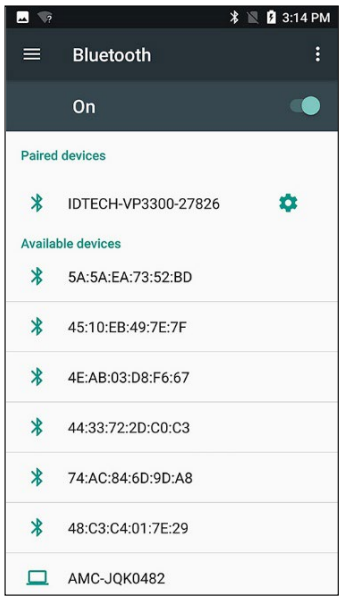
1. If PGate is running, exit the application. See page 41.
2. Press the **power button** on the MSR for a second to turn it on.
3. From the *Home screen*, press the **Applications** button and press the **Settings** icon.
4. Press **Bluetooth** in the *Wireless & networks* section.



5. Slide the button to **On**. The list should display any Bluetooth connections in range. Find the RFID/NFC reader's serial number in the list. In the example below, the MSR's serial number is IDTECH-VP3300-27826.
6. Press the ZQ520's serial number in the *Available devices* list.

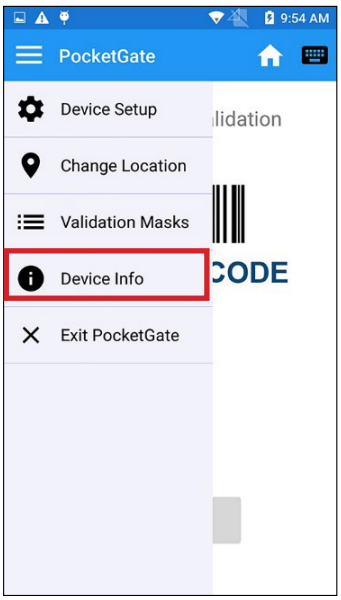


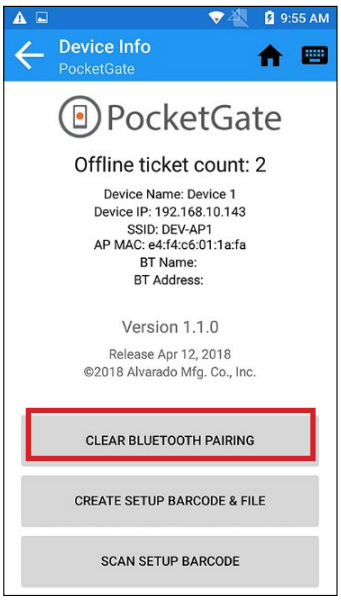
7. Verify the device's name moves to the *Paired* devices section of the *Bluetooth* screen.



Unpairing Bluetooth Devices

1. Click the **Menu** button and select **Device Info**.
2. Click **Clear Bluetooth Pairing**.



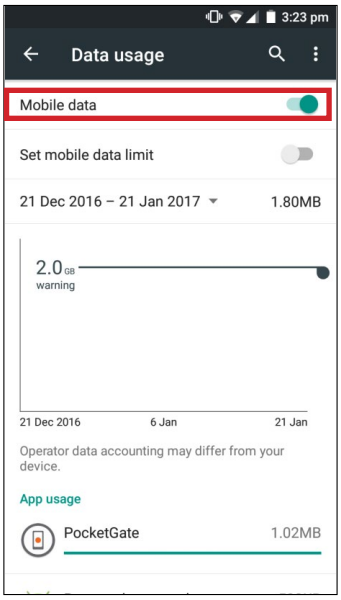


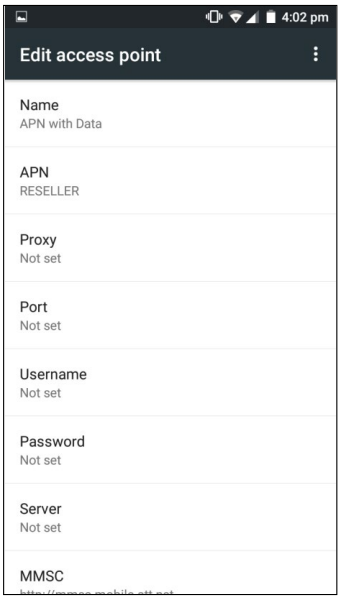
Enable Cellular Data

A cellular data network may be used to communicate with the server, which requires a mobile data plan and SIM card from a compatible cellular provider.

Complete setup/provisioning of the mobile data plan is beyond the scope of this document. However, here are some basic steps used to configure mobile data on a cellular network.

1. Power off the device then remove the battery cover and battery.
2. Locate the SIM card slot within the battery compartment and install the card into the slot, orienting the SIM card as labeled on the device.
3. Replace the battery and secure the battery cover then power on the device.
4. **Exit the PocketGate application**. (See page 41.)
5. rom the Home screen, press the Applications button, then **Settings**, then **Data Usage** to enable the **Mobile Data** option. Tap the Mobile data setting to toggle it on.
6. To setup the connection to your cellular provider's access point, return to **Settings** and press **More**, then **Mobile Networks**, then **Edit Access Point** to configure applicable APN parameters provided by your carrier.



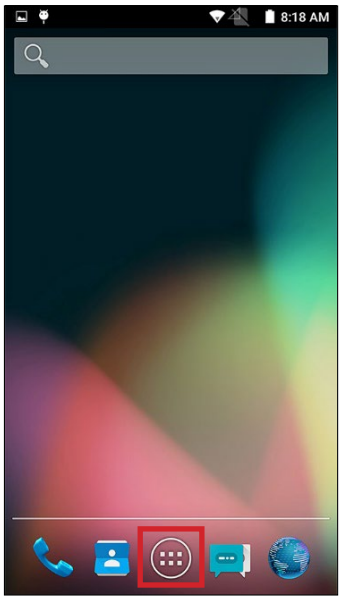


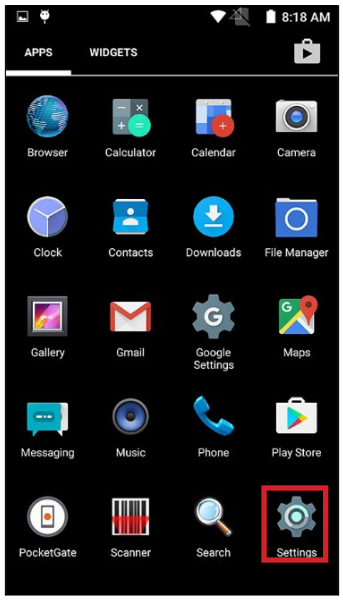
Miscellaneous Functions

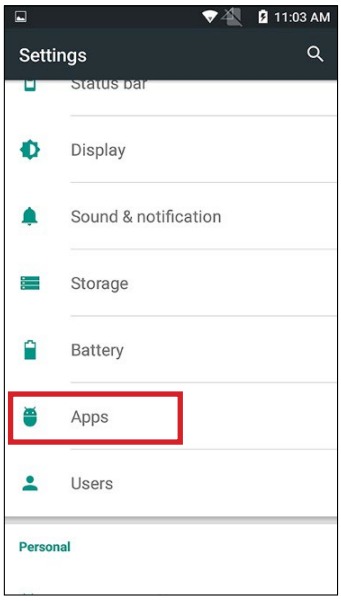
Clear PocketGate Data

Clearing PocketGate data resets the application to default settings, including Dynamic Mode servers. It also clears all locally stored offline scan information.

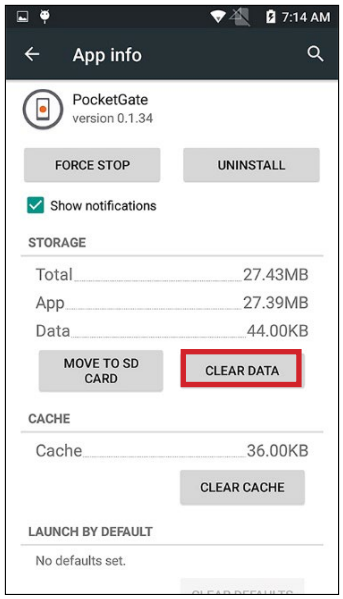
1. Exit the PocketGate Application. See page 41.
2. Press the **Applications** button.
3. Press the **Settings** button.
4. Press **Apps**.







5. Press the **PocketGate** icon.
6. Press the **Clear Data** button.

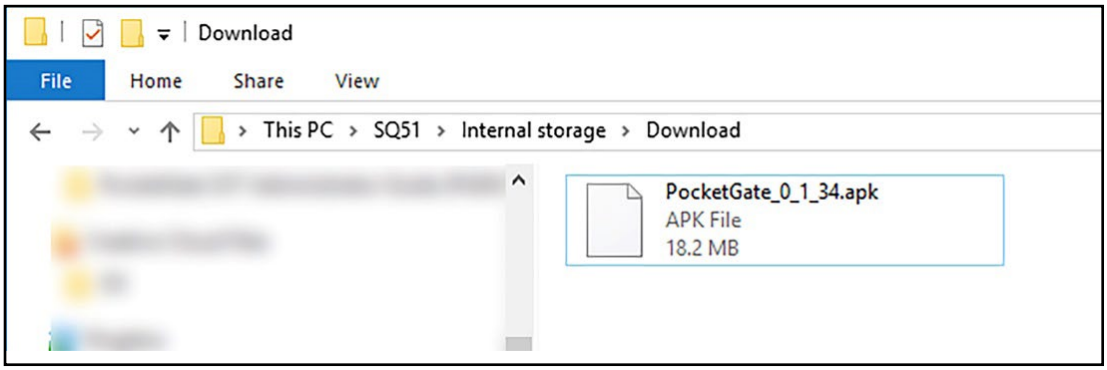


Install/Update the Application

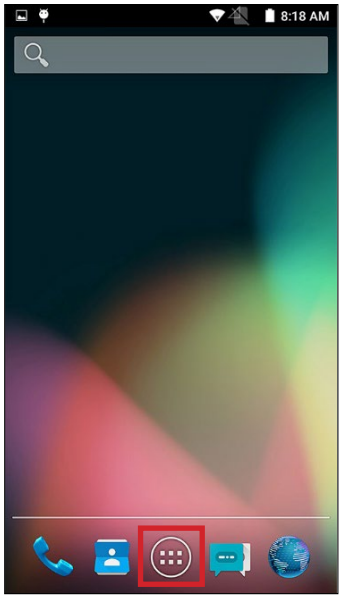
NOTE

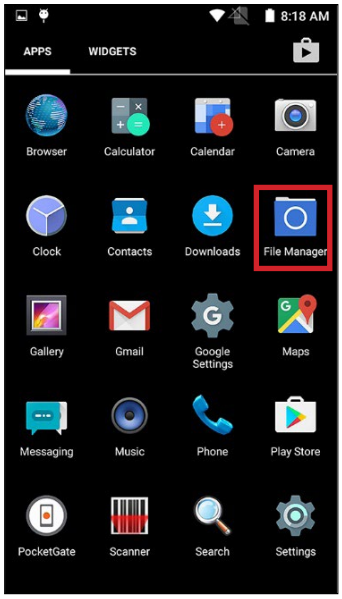
- You will need a micro USB cable to complete the steps in this section.
- You will need an APK file from Alvarado containing the new version of PocketGate

1. Use the micro USB cable to connect the SVT to your computer.
2. From your computer, use Windows File Explorer to navigate to the device's Download folder
3. Copy the APK file from your computer to the device's Download folder.



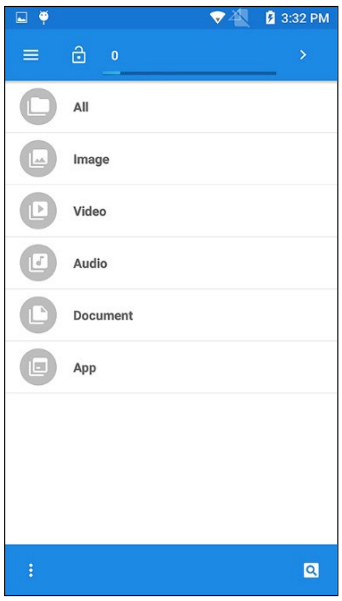
4. On your device, exit the PocketGate Application. See page 41.
5. Press the **Applications** button.
6. Press the **File Manager** button.

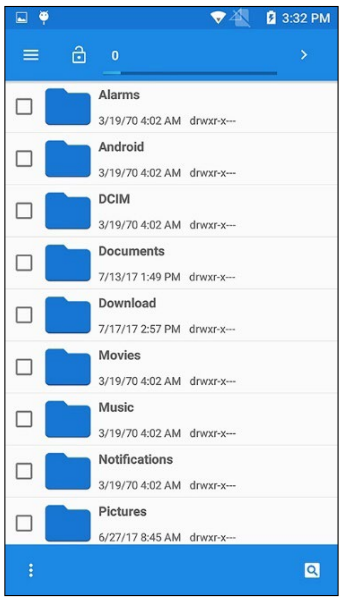




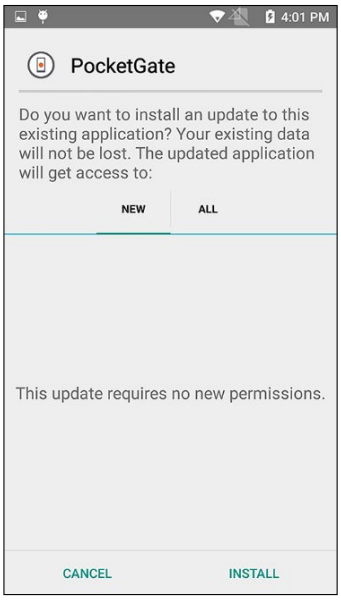
7. Press **All**.
8. Press **Download** to open the folder.

9. Press the APK file you loaded earlier to run it.





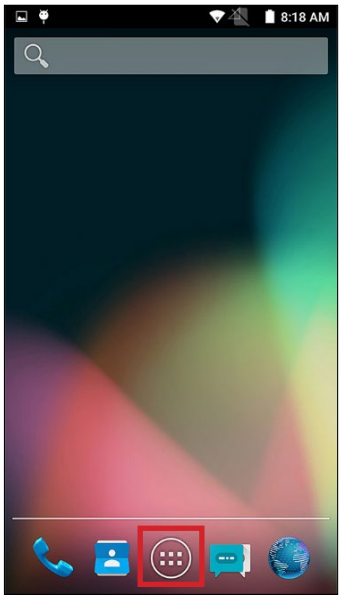
10. Select **New** if you want to install only the parts of the software that have been updated. Press **All** if you want to totally overwrite the application with the new version.
11. Press **Install**. When the app is finished installing, you can press **Open** to launch PocketGate or **Close** to exit the installer.

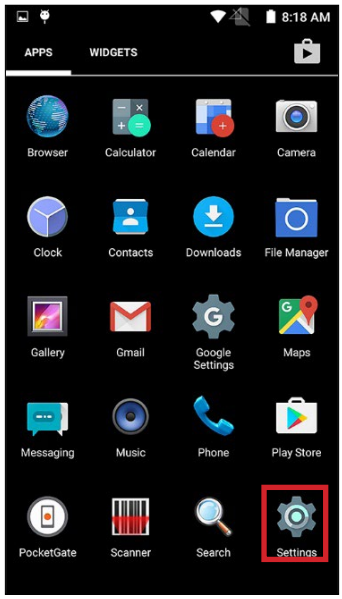


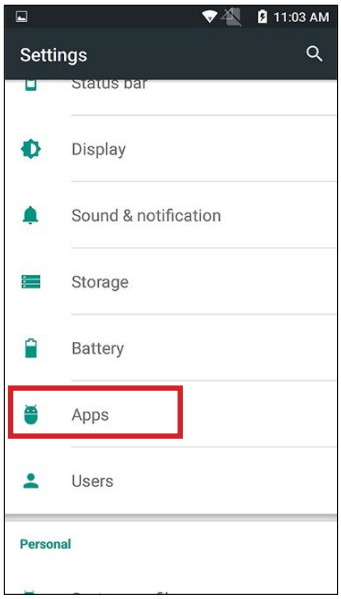
Uninstall PocketGate

In some instances, a new version of PocketGate may require the old version to be completely uninstalled first. Alvarado will advise if that is the case.

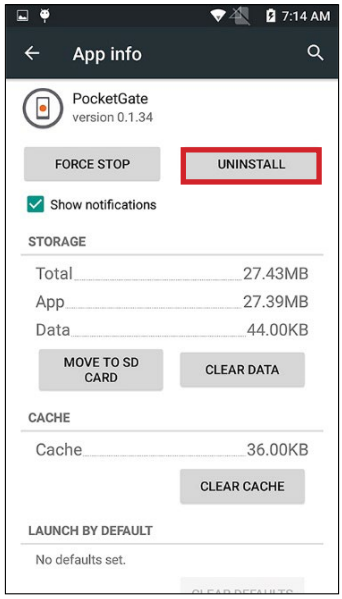
1. Exit the PocketGate Application. See page 41.
2. Press the **Applications** button.
3. Press the **Settings** button.
4. Press **Apps**.





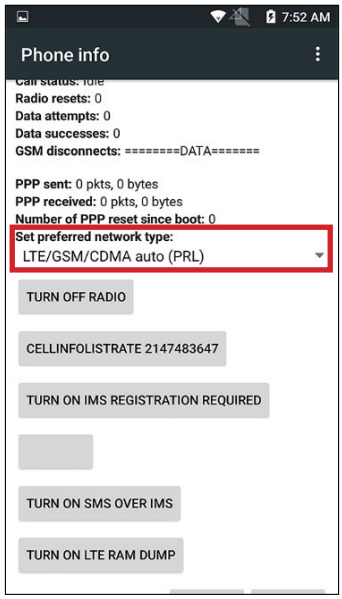


5. Press the **PocketGate** icon.
6. Press the **Uninstall** button.



Appendix – Change Network Type (CDMA–GSM)

1. Exit the **PocketGate Application**. See page 41.
2. Press the **Phone** button and press the **keypad** button.
3. Dial ***#*#4636#*#***. A Testing menu will automatically appear when you finish entering the numbers.
4. Press **Phone Information**.
5. Scroll down and find the *Set preferred network type* dropdown menu. Select the appropriate option from the list.



Revision History

Revision	Date	Author	Revision History/Description
1.0	7/18/2017	D Bohannon	Original Document
2.0	11/21/2017	D Bohannon	Updated for changes in PocketGate version.
3.0	6/12/2018	D Bohannon	Updated for changes in PocketGate version (1.1.0)
3.1	9/17/2018	D Bohannon	Minor edits.
3.2	1/8/2020	D Bohannon	Added battery best practices.

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