TicketCo Implementation: Hardware Requirements

Scanning tickets

Tickets and other items can be checked in or scanned through our **admin app**. Our app is available for download from the App Store or Google Play - simply search "TicketCo" and you should find it.

You can scan tickets on any Android device with a camera which supports Android 9 or greater. You can also scan tickets on iOS devices, ideally those produced after 2017. If you are looking for a sturdy, affordable and readily available device for scanning, we suggest the **Samsung Galaxy XCover** series.

Note that you will need to be connected to a network for optimal scanning, so you should ensure you have a **dedicated WiFi** network available with a stable signal. You may potentially use a 5G router instead or as a back-up, particularly if you are operating on a larger site.

Selling tickets

The same requirements for scanning tickets apply to selling tickets - this is also done via our admin app on Android or iOS devices. We would suggest, however, that you consider mobile devices with a **larger screen** such as an iPad or Samsung Galaxy tablet for selling.

In order to accept card payments via our app, you will need to have a **Zettle by Paypal card reader**. You can get hold of Zettle 1 or Zettle 2 terminals from a variety of vendors, or you can rent them directly from [One World Rental](#) in the UK / [Kontroll Elektro](#) in Norway. Alternatively, you can get in touch with us directly and we can try to assist you. Note that territories outside the UK e.g. Isle of Man, Republic of Ireland, Jersey, cannot use Zettle readers. For further information, get in touch with TicketCo directly.

Printing tickets

We directly support two different ticket printers: **Star MCP31LB Bluetooth module printers**, and **Boca Lemur / Boca Lemur C.**

	Star MCP31LB series (with Bluetooth module)	Boca Lemur / Boca Lemur C
General	Economic option	Premium option
Printing from	TicketCo admin app only	1) TicketCo admin app* 2) Admin sales page (ideally on Firefox web browser)
Connects to TicketCo via	Bluetooth connected to mobile device	1) WiFi network* 2) USB cable to computer

Ordering	Can be rented from Kontroll Elektro for those based in Norway, or are widely available online	Directly through Boca (contact TicketCo if you would like us to put you in touch with them), or you can source paper and a device through other vendors (ensure that you purchase the correct paper for your printer model as they are not always cross-compatible)
Paper type	80mm receipt paper rolls	Premium ticket paper, ordered directly from Boca in accordance with our template attached below

*For printing on Boca from our admin app, you will need to have a **static IP address**. We strongly recommend asking your IT team to set this up on your behalf. If you do not require printing from the app, we suggest connecting the printer to your computer via a USB and printing from Admin sales instead. For printing from a computer, you may need to download a Boca driver.*
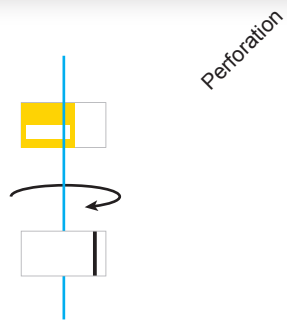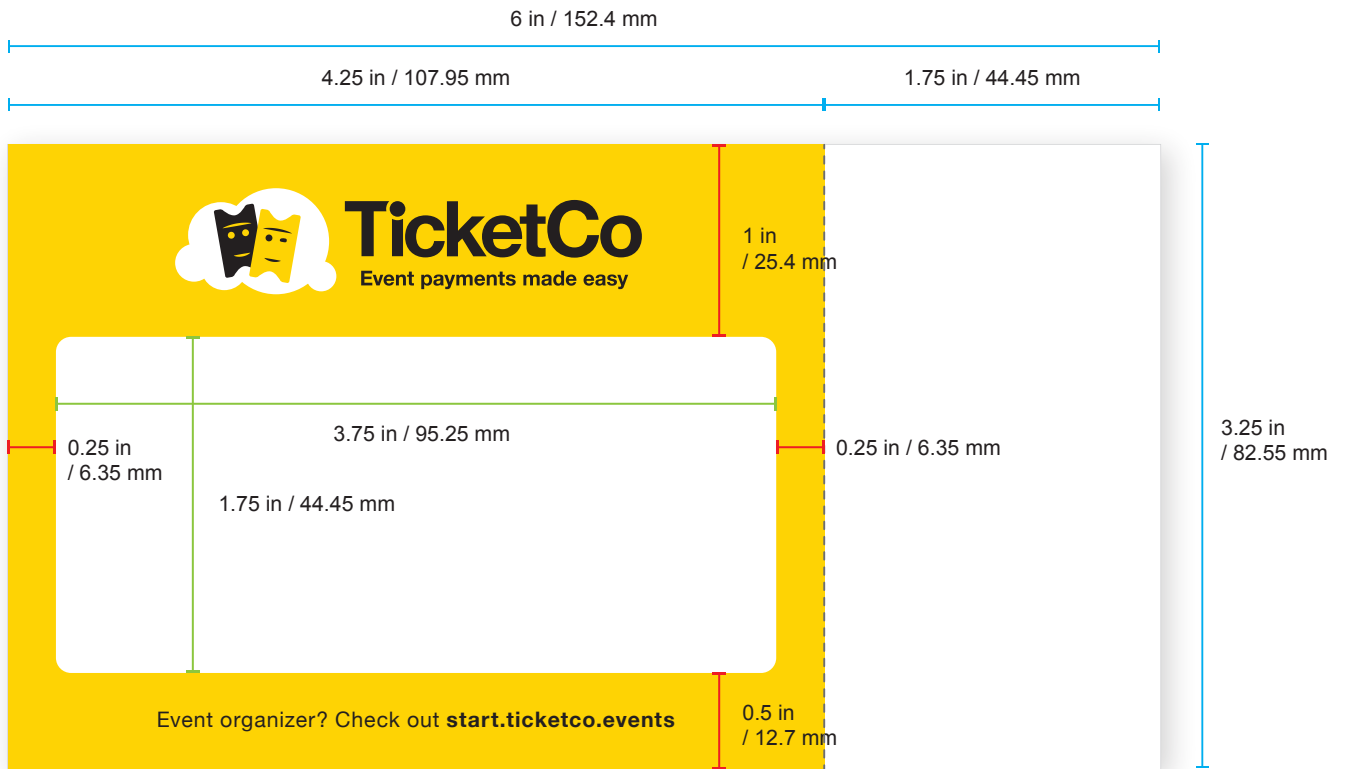
If you are ordering custom Boca ticket paper e.g. with your branding on, ensure that the paper dimensions are in accordance with our template attached below. Once you have your ticket paper and have done some tests, you can get in contact with us if you need some tweaks to the ticket template on our platform. When getting in touch with us, please let us know if you will be using the Boca for printing from our admin app or from the admin pages (from a computer).

Printing plastic cards

Please note that plastic card printing is **not directly supported** by TicketCo, although our platform does provide you with the data needed to print plastic cards on e.g. an Evolis printer.

In general we recommend using the program **Card Exchange**, which allows you to extract data from a source file and generate QR codes. Note you will need to purchase a licence for Card Exchange or any other similar software. Other card printing software can be used provided it 1) has the ability to pull data from an uploaded report 2) can distinguish between columns in a report and 3) can generate a QR code from the "TicketID" field. Alternatively, you may choose to outsource plastic card printing to a third party.

Any other questions? If you have any further questions regarding implementation, equipment and hardware, please contact our support team on support@ticketco.net.

6 in / 152.4 mm

4.25 in / 107.95 mm

1.75 in / 44.45 mm

TicketCo
Event payments made easy

1 in
/ 25.4 mm

0.25 in
/ 6.35 mm

0.25 in / 6.35 mm

3.75 in / 95.25 mm

1.75 in / 44.45 mm

3.25 in
/ 82.55 mm

Event organizer? Check out **start.ticketco.events**

0.5 in
/ 12.7 mm

Perforation

no black ink within this area

0.5 in / 12.7 mm

3.25 in
/ 82.55 mm

no black ink within this area

0.5 in / 12.7 mm

Perforation

printing facility will place the
black mark in this area to
accomodate the printer used