When troubleshooting, follow the steps below:

(b) (7)(E)
Process Boarding

Step 1
Position the passenger 12-18 inches from the camera device and have the passenger look at the screen.

(b)(7)(E)

Step 1
Hold the boarding pass bar code against the scanner, bar code side down.

(b)(7)(E)

Device Shut Down

(b)(7)(E)

(b)(7)(E)