



Traveler Verification Services

Field Support User Guide

Version 1.0

When troubleshooting, follow the steps below:

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Device Setup

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Process Boarding

Step 1

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

Step 1

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

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Light?

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Passenger
Processed

Device Shut Down

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