

TICKETSOURCE

V E N U E

USER MANUAL

Introduction

TicketSource Venue is a companion product to the TicketSource service.

The easy-to-use software provides functionality for printing thermal tickets booked using the TicketSource web site directly to a thermal ticket printer connected to your computer...

TicketSource Venue is designed to operate on systems running Microsoft Windows XP, Windows Vista or Windows 7 and requires an available Internet connection when in use.

For further information, visit www.ticketsource.co.uk/venue

Before you start

Before installing TicketSource Venue, you will need to install and configure your thermal ticket printer and its printer driver to be used with TicketSource Venue, as per the manufacturer's instructions.

Please note that due to the nature and wide of variety of thermal ticket printers available, we are unable to provide technical support on individual thermal printer installations. You can test your thermal ticket printer's successful installation by using the "Print Test Page" option in the Printer dialog of the Windows Control Panel.

Installing TicketSource Venue

- download the TicketSource Venue installer from the TicketSource website by visiting www.ticketsource.co.uk/venue and clicking the "Download TicketSource Venue" link.
- after downloading the TicketSource Venue installer (setup_venue.exe), locate the file on your computer and double-click it to start the installation (see figure 1),
- follow the on-screen prompts to install TicketSource Venue on your computer,
- following installation, TicketSource Venue will run in the background on your computer and display as a clickable icon in your system tray (see figure 2)



Figure 1: TicketSource Venue installer



Figure 2: TicketSource Venue in the system tray

Configuring TicketSource Venue

Before you can start printing tickets you will need to provide your TicketSource login details to link TicketSource Venue with your TicketSource account. You'll also need to choose your ticket printer and ticket template from the available options...

To configure TicketSource Venue, double-click the icon in the system tray. The configuration window will appear on screen (see figure 3)

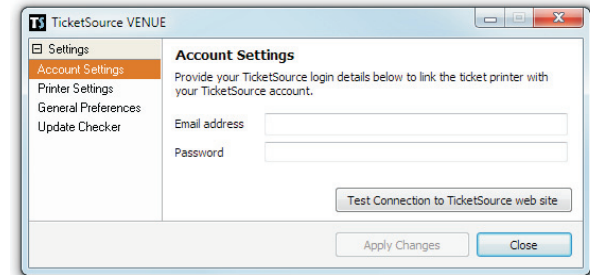


Figure 3: Account Settings

Enter your Email address and Password log in details and click "Apply Changes".

Tip: You can validate your log in details and test the communications link with the TicketSource website by clicking the "Test Connection to TicketSource web site" button.

Click the "Printer Settings" option to specify your printing preferences (see figure 4)

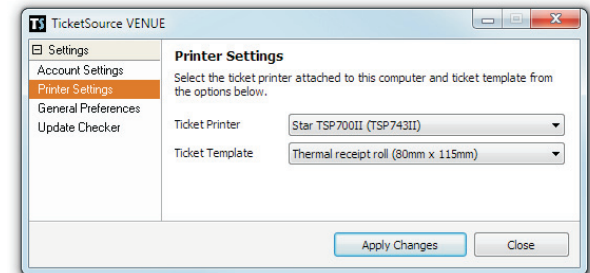


Figure 4: Printer Settings

Choose your thermal ticket printer from the list of printers installed on your computer., and select a ticket template from the list of available templates provided with TicketSource Venue. Click "Apply Changes" to store your preferences.

Please note that further configuration settings are available under the "General Preferences" and "Update Checker" options.

Click "Close" to close the configuration window. TicketSource Venue will continue to run in the background on your computer with the icon displayed in your system tray.

Configuring TicketSource

To enable the thermal ticket printing feature in your TicketSource account, log in to your account on the TicketSource website, select the 'Event Settings | General Event Settings' menu option, tick the 'Enable thermal ticket printing via TicketSource Venue' option and click 'save changes' (see figure 5)

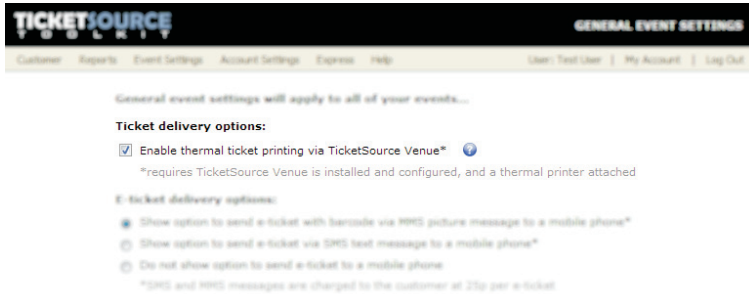


Figure 5: General Event Settings

Printing Thermal Tickets

You are now ready to start printing tickets from the TicketSource web site. The "print tickets" option is available on the booking confirmation page following each completed booking made by you in your TicketSource account (see figure 6), or by retrieving a customer's record and viewing an existing booking.



Figure 6: Print tickets

Frequently asked questions

Q. Do I need an internet connection when using TicketSource Venue to print thermal tickets?

A. Yes. TicketSource Venue communicates directly with the TicketSource web site to retrieve ticket details.

Q. Is TicketSource Venue available for other platforms, including Apple Macs?

A. No. There are no plans to release TicketSource Venue on other platforms at present.