Quick Setup Guide

*For Customer IT & Site Installation Teams (Tablet, Printer & App Install)*

Purpose of This Guide  
This document provides instructions for setting up the VISITAR tablet, badge printer and application. It is intended for IT teams or other personnel responsible for physical site deployment of the visitor system.

# 1. What’s Included in the Setup Kit

**Tech Pundits Tester Please Perform Detailed Review**

**Before Sending to Customer**

Each VISITAR Site will receive a hardware package containing:

* 1x Samsung Galaxy Tab A9+ (or comparable Android tablet)
* 1x Brother QL-820NWB badge printer
* 1x Tablet Floor or Table Stand (model may vary)
* 1x Power adapter for tablet (may be included in Floor Stand)
* 1x Label roll (DK-2205 continuous white paper, 2.4 in width)

# 2. Powering On & Initial Configuration

**Tablet Setup**

* Unbox and fully charge the tablet
* Power on and connect to the Site’s secure Wi-Fi network
* Install any pending system updates
* Launch the pre-installed VISITAR app
* The application runs in landscape orientation on the tablet

**Printer Setup**

* Connect the printer to power
* Power on the printer
* Connect via Wi-Fi or Bluetooth:
  + **Wi-Fi**: Use the control panel on the printer to connect to the Site network
  + **Bluetooth**: Enable pairing mode on the printer and confirm the tablet finds it

# 3. Connecting Tablet to Printer

**Wi-Fi Connection**

* Ensure the tablet and printer are on the same network
* In the VISITAR app settings, select the printer model (QL-820NWB)
* Choose the detected printer from the available devices

**Bluetooth Connection (Optional)**

* Open tablet Bluetooth settings
* Pair with the printer (usually named “Brother QL-820NWB”)
* Confirm the connection in the VISITAR app

# 4. Running a Test Print

* From the VISITAR app, Sign up and Login to the app
* Select “Settings”
* Choose “Badge Template Customization”
* Select “Print Sample” in upper right of screen
* Confirm the label prints cleanly and is cut properly

# 5. App Behavior & Testing

Once connected:

* Launch the VISITAR app
* Walk through the check-in flow using test visitor data
* Verify each of the following works:
  + Language toggle screen appears
  + Visitor input and photo capture function properly
  + Host directory loads correctly
  + Badge prints after submission
  + Notification is sent to host via Email and/or Teams (if enabled)

# 6. Device Placement Recommendations

* Mount or place tablet in a visible, accessible location at visitor entry
* Ensure power cable routing is secure and concealed where possible
* Use adhesive or screws to secure the stand if required

# 7. Support & Troubleshooting

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| --- | --- |
| **Issue** | **Solution** |
| Tablet not connecting to printer | Ensure printer & tablet are on same Wi-Fi network or re-pair Bluetooth |
| Camera not capturing photo | Check camera permissions in Android settings |
| Badge not printing | Confirm label roll is loaded and printer is powered on |
| Wi-Fi issues during check-in | Reboot both devices and re-test connections |

For unresolved setup issues, contact your Entity Admin or escalate to VISITAR Customer Support.