



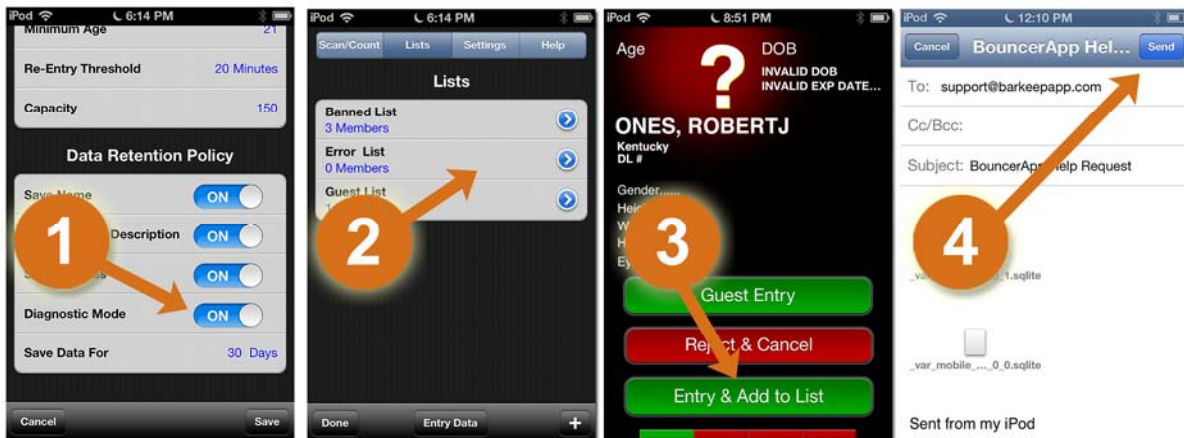
Bouncer Scanning and Swiping – Troubleshooting

Using Diagnostic Mode to Report Scanning and Swiping Problems to Bouncer

BouncerApp includes industry-leading ID parsing technology from IDScan.net. While every effort is made to keep the parsing technology current, many states are adding upgraded security features and formats to their driver licenses and state issued ID's. You may occasionally encounter a new ID that has some scanning or swiping issues with BouncerApp.

If you find that you are able to scan or swipe an ID(s) but the data will not appear correctly, we may ask you to send us some of your data so we can investigate the issue. You will need to follow four easy steps:

- 1. Turn on Diagnostic Mode**
- 2. Create an Errors List**
- 3. Add problem ID's to the List**
- 4. Email the data to Bouncer Support**

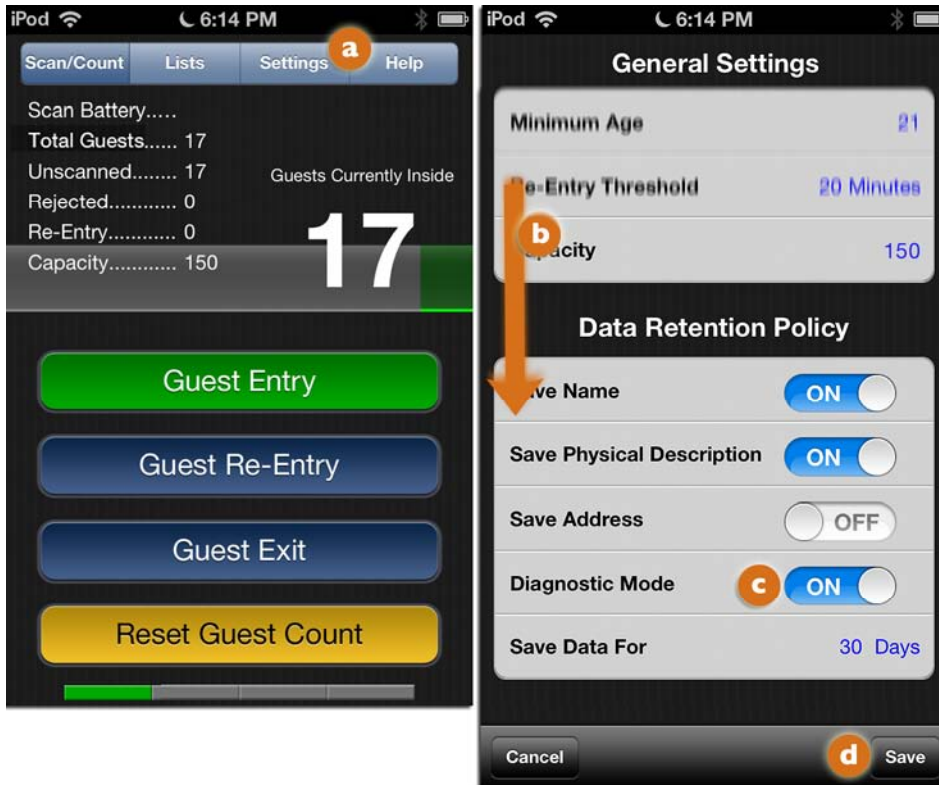


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How to Report Scanning and Swiping Problems (cont.)

To “capture” your data and send us a Report, do the following:

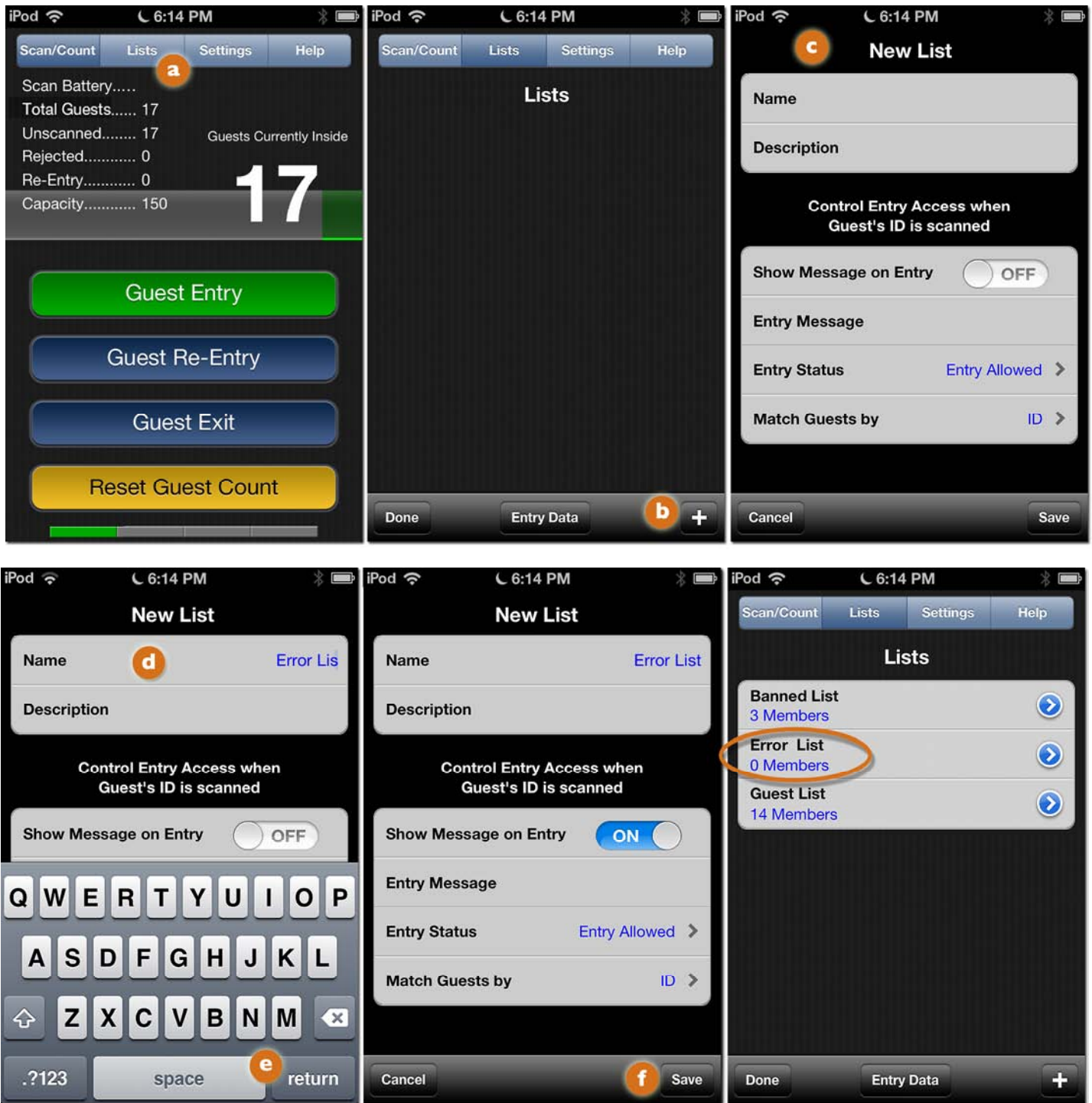
- 1) Press the "Settings" button **a** on the top of the Main Screen.
- 2) This will take you to the Settings screen.
Note: You need to scroll down on this screen to see all of the Settings. **b**
- 3) Turn on **ON** Diagnostic Mode in the "Data Retention Policy." **c**
- 4) Press “Save” **d** on the bottom toolbar to save your changes.



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How to Report Scanning and Swiping Problems (cont.)

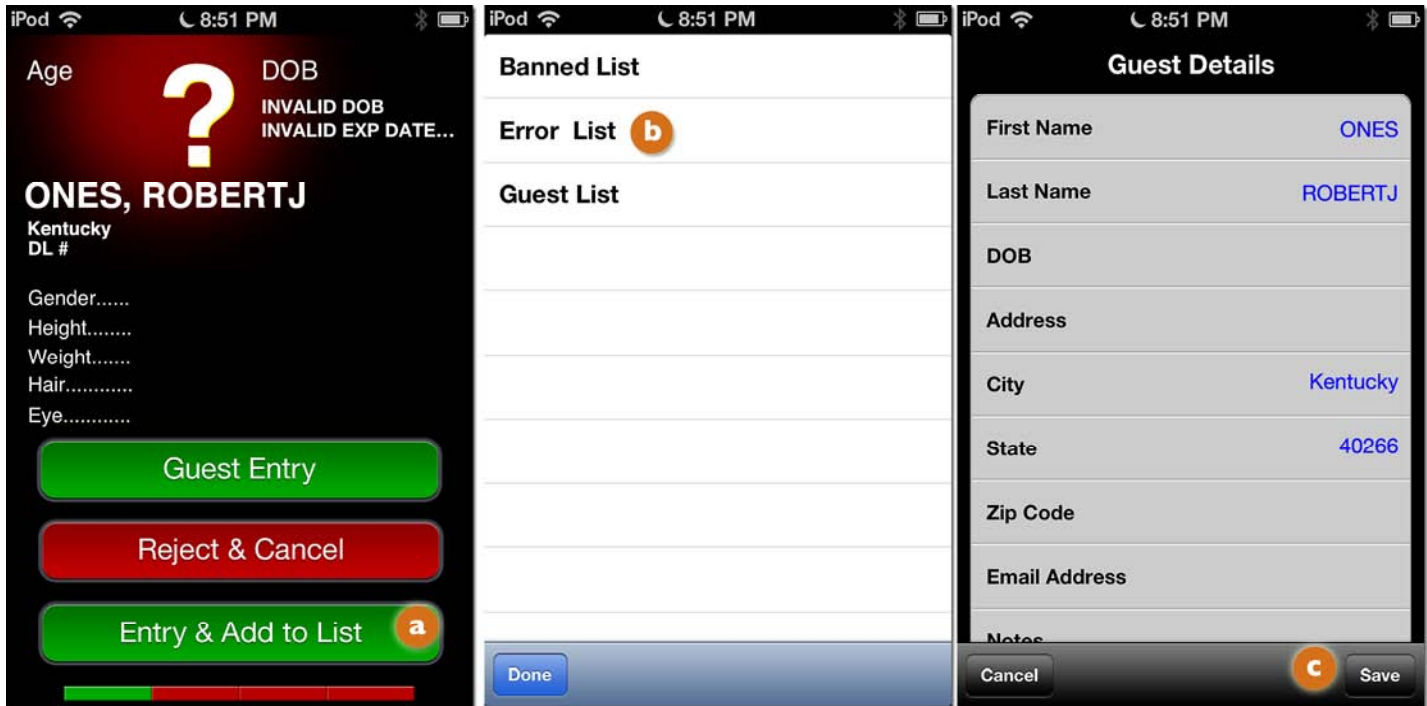
- 5) The next step is to create a List named “Errors” (or something similar). The Bouncer User Guide has a detailed section on Lists, below are the basic steps to creating a new List:
- Press “Lists” on the Main Screen to navigate to the List Screen.
 - Select the “+” icon on the bottom toolbar.
 - This will take you to the screen for the new List.
 - Press on the Name bar to activate the keyboard. Specify a name for the List (i.e. Error List).
 - Press “return” when done and then “Save.”



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How to Report Scanning and Swiping Problems (cont.)

- 6) When you encounter an ID that comes up with unusual or strange data, save it to the Errors List by adding the ID directly to the List from the ID Screen. To add the ID, do the following:
- After you have scanned or swiped a the problem ID press the button “Entry & Add to List.” **a**
 - This will take you to a screen showing all of the Lists you have created. **b** Press the List (i.e. Errors List) you would like to add the guest to.
 - You will be taken to a Guest Details screen for that guest. Press “Save” on **c** the bottom toolbar to save the guest to the Errors List or select “Cancel” if you do not wish to add the guest.
 - Please review the Bouncer User Guide for additional instructions for adding guests to Lists.



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How to Report Scanning and Swiping Problems (cont.)

- 7) Once you've added a few problem ID's to the Error's List, send us your data file by doing the following:
- Press "Help" **a** on the Main Screen to navigate to the Help Screen.
 - Select "Contact Bouncer Support." **b**
 - Choose "Include Data Files."
 - After you press the button **c** you'll go directly to an email screen, note the data files are attached.
 - Press the "Send" button. **d**
- 8) Our support team will get back to you as soon as possible.

