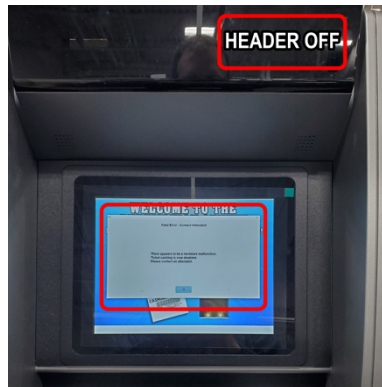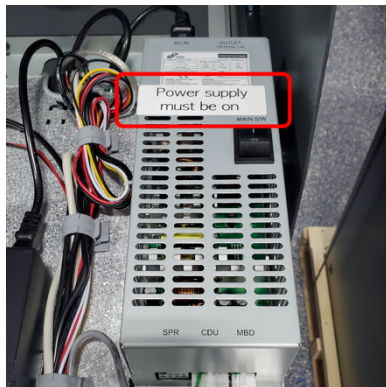# TRT Tips for the M 5200 TRT

Fatal Error on Initial Startup

Pictured with the Power Supply off.

Pictured with the Power Supply off.

1. The M 5200 TRT is equipped with a UPS and a power supply. The power supply must be turned on to provide power to the CDU, printer, and front LED header.

2. The computer will load once the UPS on. However, if the power supply is off there will be no power to the CDU and a fatal error will occur. If POM-Cash loads before the power supply, you'll need to reboot the computer after turning on the power supply.

3. A way to tell if the power supply is on upon startup is if your LED "Ticket Redemption" header is lit up.

Scanning QR Codes

Incorrect Example.

Correct Example
Aiming the green line at the QR Code

- When scanning a QR code on a phone, the brightness **MUST** be increased.
- To scan a QR code you must hold the redemption ticket a minimum of 6 inches away from the scanner.
- The scanner has a green line to aim for at the center of the QR code. The scanner is always active and beeps when a code is scanned.
- To start scanning, tap the computer screen and the bottom of the screen will read: "Scanning for Kiosk ID" upon initial setup; "Scanning for Ticket"; or "Scanning for Drivers License". Only then, can you successfully scan the QR Code.
- If the program has timed out and reads "Nothing Scanned" you must tap the screen again.