Terminals

Luke Bryant - 2025-07-29 - Hardware (Open)

Below we have listed some of the basic Features and Functionality of the Terminals that are currently in use.

The standard components of an on site terminal include:

- **Outdoor Touch Screen PC – with Windows 7 Embedded.**

This is the customer facing part of the machine and allows the customer to select the relevant options for access and payment etc. The display has Windows 7 Embedded which allows staff to access settings on that device.

The user may also be asked to enter a telephone or reference number on this screen to allow access and the process to begin or continue.

- **Barcode/Voucher Scanner.**

The barcode scanner is used for reading the customer voucher/barcode upon checking in, making payment and checking out of the parking areas.

- **Dual SIM 4G Internet Router.**

The internet router is a communication tool allowing the terminal to contact the Quick Parking system (and vice versa) when processes have taken place.

- **CCV Chip and PIN Payment Module – Unattended. (Only at PAY Terminals).**

The CCV device is connected to both the terminal/QP system and the payment provider system and allows the customer to process payments with

the use of a Chip & PIN Card.

- ## Central Power Supply.

This unit provides constant power to the terminal and all of its connected components.

- ## Barrier/Ramp. (Only at IN and OUT Terminals).

The barrier is connected via the terminal device and is designed to operate following the use of a valid barcoded voucher.

- ## Traffic Light (optional).

The traffic light is not in use at all locations, but when connected is simply designed to control access to the parking along side the barrier and following the use of a valid barcoded voucher.

- ## License Plate Scanner / Camera.

The license plate scanner/camera is not in use at all locations, but when active it is designed to allow access by reading the vehicle license plate and then lifting the barrier - assuming the customer has entered their plate during the booking process. If not, they will need to use voucher/barcode.

Note: Images relating to both the correct process screens and error screens can be located within the page link below:

Quick Parking - Terminals (Screens)

There are 3 types of terminal in use within QP locations, aesthetically they are all similar, but each carry out their own function within the system. Please see below:

The IN Terminal – Allowing user to scan a barcode to gain access to parking area. User may be required to enter a specific number onto terminal screen and scan barcode voucher. IN Terminals also have a connected License Plate Scanner.
The IN Terminal also has a built in Safety Loop – this prevents the barrier from closing early and onto anything passing through. If the barrier does begin to close early, the Loop should detect this and open the barrier again immediately.

The PAY Terminal – Allowing user to pay for duration of stay. User is required to scan their voucher upon return to the parking area at which point a total price will be generated (if not already paid online). The PAY Terminal has an attached CCV payment device that will allow the user to pay using a chip and PIN card. Once this is done successfully, the voucher will be available to use at the OUT Terminal for exit.

Note: If the user used the immediate payment option when booking online (paying for full duration of planned stay), but then stayed passed planned date/overstayed their booking, there will then be an additional charge payable which can be paid via the PAY Terminal on site. This would then allow the voucher to be updated and the user to exit.

The OUT Terminal – Allowing user to scan paid up barcode/voucher and exit. This device is simply configured to allow the user to exit the parking area, normally at the end of the stay – but only if payment has been confirmed either online at the time of booking or via the PAY Terminal on site.
It is vital that all of the Terminals are able to communicate, this means that they all require a solid internet connection (this is coordinated locally) and allows each terminal type to know at what stage in the process the user is at once a barcode is scanned.
Both the IN and OUT Terminals also have a built in Safety Loop – this prevents the barrier from closing early and onto anything passing through. If the barrier does begin to close early, the Loop should detect this and open the barrier again immediately.

General Use – The general use of the terminal (IN, OUT & PAY) for the customer is very straight forward. Once the device is active there is a simple touch screen display (via the Embedded Windows 7), this display welcomes the user and asks them to scan their voucher / barcode and/or enter a specific number into the touch screen pad (this is usually either the reservation number or mobile telephone number. Depending on location, the license plate scanner may also perform this action on entry – assuming the user had entered their license plate upon booking. Once this is done, the terminal should move onto the next relevant stage (depending whether IN, OUT or PAY) and allow the user to proceed.

You can find information relating to the appearance of the Terminal customer facing screens with the linked page below:

Quick Parking - Product Manual - (1A) Terminal Screens & Messages.

Basic Known Issues (attributed to user or customer error, general error or updates) can include, but are not limited to the following:

Ramp/Barrier not lifting or closing.

Ramp issues are relatively common and mostly because we do not know their exact

specification. In addition to this, not all parking locations use same ramp. Interface to our software is setup via a COM port digital relay. Issues that can be handled from our side include:

- Barrier is plugged into wrong COM Port on the back of the device.

This can usually be resolved with the assistance of the Support Team as long as we know which COM Port is currently being used.

- Barrier is connected to the wrong relay pin.

This can usually be resolved with the assistance of the Support Team as long as we know which connection pins are being used for the barrier.

- Hardware seems to work fine, but issue still happening.

This means that a deeper investigation must be carried out and there is a high possibility of an issue relating to a specific piece of hardware or an API connection.

In the above cases one of the most important troubleshooting tools would be a photograph of the internal area of the terminal in question, a locally appointment member of staff should have access to the key to access the terminal.

Barcode Scanner not working.

The barcode scanner hardware currently in use is relatively well aligned with our system software and as a result, problems are not usually as often.

Known list of problems and possible fixes/troubleshooting include:

- Nothing appears to be happening on the touch screen or PIN pad, but noise is being produced by the terminal.

The Support Team can usually assist as long as the exact time of the issue is confirmed.

- Incorrect barcode scanner configuration.

Support Team need to confirm which USB/COM Port is being used, a photo showing inside of the machine will assist this process.

- Nothing happens at all when attempting to scan voucher/barcode.

Support Team will need to assist with reconfiguring the barcode scanner.

- Unknown code error when trying to scan voucher/barcode - a physical error message is being displayed.

Support Team will need to confirm the barcode/voucher number in use when the occurred.

To troubleshoot the above effectively we would need to confirm the specific time the issue occurred, the exact location of the terminal in question and the booking or voucher code that is causing the problem. It would also be helpful to know if they are able to recreate the issue again.

No Internet Connection and/Error Screen.

Occasionally there may be an issue where the terminal is reporting that there is no internet connection. The terminal itself cannot function correctly or communicate without secure internet in place. Some causes for internet loss could include:

- Internet service is down. Meaning that the device is offline and that this issue is likely with the internet service provider.
- Incorrect token in the terminal. This would need to be corrected from TQ side. The issue will no longer apply once we have completed the move across to API keys.

Payment Aborted /Showing Specific Error Message.

Payments can fail at the terminal on occasion, the reasons behind this can include the following:

- The CCV PIN Pad (from the payment provider) failed or malfunctioned.
- An unexpected shutdown corrupted some internal data.
- An unknown issue needing deeper investigation – assuming that the first two options have been ruled out.

In each of the above issues relating to a failed payment, the Support Team will need to confirm: The specific time of the issue, the exact location of the terminal in question and specific error messages when the issue occurred.

In some cases relating to issues with the PIN Pad itself, the problem may lie with the configuration or incorrect configuration of the PIN Pad. Typeqast can assist with the

configuration process of a PIN Pad device, but this should normally be planned and/or a time slot booked in for this.

Additionally, documentation will be held locally regarding the CCV configuration process, but you will also find a link to this document below for your convenience:

Quick Parking - Useful Documentation and Files.

Unusually High Data Consumption.

The reasons for an unusually high data consumption level are few and usually related to the updating of the terminal software applications. These events need to be investigated using GlassWire and ideally should be reported as soon as possible.

Thanks and regards,

The Quick Parking Support & Assistance Team

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