

Ticket Studio User Manual

Installation, licensing and usage

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1 Overview

Ticket Studio is a local desktop app for organizers. Design tickets, generate QR codes, manage guest lists, send tickets by email, and optionally use the WordPress plugin for online sales.

Included

- Windows desktop app
- WordPress plugin (with optional WooCommerce support)
- License key for one organizer

2 System requirements

- Windows 10/11 (64-bit)
- At least 4 GB RAM
- Free disk space for exports
- SMTP access for email delivery (optional)

3 Installation

1. Download the installer from the order email.
2. Run the setup and follow the wizard.
3. Create a desktop shortcut (optional).
4. Launch Ticket Studio.

4 Activate license

1. On first start, the license dialog appears.
2. Enter your email and license key exactly as in the order.
3. Confirm. The license is stored locally.

If you need help, email license@gruppe0.de.

5 Create your first event

1. Enter event name, date/time, and location.
2. Add the organizer name (club or series).
3. Save. The event becomes the base for all tickets.

6 Ticket designer

Use the designer to set layout, colors, fonts, and QR placement.

Key settings

- **Ticket width/height:** Narrow formats require smaller fonts.
- **QR size:** Keep it large enough for reliable scanning.
- **Title/text size:** Balance hierarchy and spacing.
- **Colors:** Use high contrast for readability.

Tips

- Clear hierarchy: event name first, date/location second.
- Short lines and blocks improve readability.
- Always check the preview before exporting.

7 Manage tickets

- **Add:** create tickets manually.
- **Import:** CSV/Excel import supported.
- **Status:** available, reserved, checked-in.
- **Roles:** standard, VIP, crew.
- **Search/filters:** fast editing for large lists.

8 Export & email delivery

Export

- PNG or PDF for printing and sending.
- Multi-select tickets for batch exports.

Email delivery

- Configure SMTP in settings.
- Create email templates for subject and body.
- Send single, selected, or all tickets.

9 Scan mode

- Start scan mode and choose a camera.
- Scan QR codes at the door.
- Status updates instantly.

10 WordPress plugin

The plugin collects online orders and exports data for Ticket Studio.

Installation

1. Upload the plugin ZIP to WordPress and activate it.
2. Optional: enable WooCommerce for checkout and payments.
3. Define event fields in the plugin settings.

Export

- Export orders as CSV/JSON.
- Import into Ticket Studio via the Import feature.

11 Backups

The database file `tickets.db` is stored in the app folder. Back it up regularly, especially before updates.

12 Troubleshooting

Issue	Fix
App does not start	Check Windows updates, run as admin.
License invalid	Check email/key exactly, watch casing.
Email delivery fails	Verify SMTP host, port and password.
QR not scanning	Increase QR size, improve contrast.

13 Support

Questions? Email license@gruppe0.de.