

## Issues F.A.Q.

### ❖ **Making Test or Special cards:**

- 1) Click on '**Manual Transactions**'.
- 2) Go To '**Special Cards**'.
- 3) Enter or scan the number of the card(s) you'd like to create.
- 4a) Enter the dollar value of the card.  
or
- 4b) Create a free play card.
  - a) Enter the duration of Freeplay as a number.
  - b) Select minutes, hours or days from dropdown.
  - c) Select freeplay start type - on first gameplay, immediate, or schedule (Enter time and date).

### ❖ **Make a Collection from the WebApp \*OPERATOR\***

- 1) Log in to the WebApp
- 2) Click on '**Reports**' then click on '**Collection Report**'
- 3) Select location from dropdown menu
- 4) Click on Collect
- 5) Confirm Collection Date and time and click confirm, page will reload
- 6) On collection report page, click on generate collection report
- 7) A collection report will be generated in a separate window, click on download Excel or PDF as desired

### ❖ **Check Sales for a Certain Time Period \*OPERATOR\***

- 1) Login in to WebApp
- 2) Click on '**Reports**' then click on '**Kiosk Reports**'
- 3) Select location from dropdown and set date range
- 4) Click Search
- 5) Click Generate Collection Report if desired

### **6) Reader Has No Connection and Says No Wifi:**

- 1) Confirm WAPs are online (solid blue light).
  - a) If WAP is blinking, check cable connections to the router, it is possible cable has come unplugged/or is bad.
  - b) If WAP is solid amber, it will need to be readopted. Call support.

### ❖ **Internet Connection Problems - Entire Room Down:**

- 1) Locate router.
  - a) Check for power.
  - b) Check that cables are correctly seated.
  - c) If a and b above are correct reboot router.
- 2) If the router has been rebooted, restart/power cycle WAPs.
- 3) Power cycle games if needed.

### ❖ **Assigning/Moving a Reader or Reader Says Out of Order: \*OPERATOR\***

- 1) Login to WebApp and click '**Location Wizard**', then click '**Edit**'.
- 2) Click on '**Game Machines**'.
- 3) Find the Game in the list and click '**Edit Game Machines**'.
- 4) Assign reader to game.
- 5) Restart reader using action tab or power cycle reader.

If any above steps fail to resolve issue, please call support:

(833)-727-2233

## Issues F.A.Q.

### **6) Manually Adding Redemption Items:** \*OPERATOR\* To add items to the redemption machine. This involves two steps:

#### **(1) Adding new Items to the Item Master**

- 1) Login to WebApp
- 2) Click on '**Location Wizard**'
- 3) Click on the '**Redemption**' tab
- 4) Click on '**Item Master**'
- 5) Click on '**Create New Item**'
- 6) Fill in Item Master for the Item - ex Airheads.
  - a) Item Name - Airheads.
  - b) Description - Airheads.
  - c) SKU (if desired) - Airheads.
  - d) Choose a Picture (if desired).
  - e) Choose itemSupplier.
  - f) Cost of Item (what supplier charges) - \$0.10.
  - g) Price (how many tickets you will charge) - 25 tickets.
  - h) Select Item Category - Candy.
  - i) Select Price Type Vend, Email, Mail (Vend is default).
  - j) Fill in Barcode (scan actual barcode is best practice).
  - k) Fill in Quantity (amount currently on-hand) and Full Quantity (full stock amount).
  - l) Click Save.

#### **(2) Add the Item to the Redemption Machine**

- 1) From the Item Master screen, click on '**Back to List**'.
- 2) Click on the blue link for your redemption machine –ex.AC Arcade Manual Redemption.
- 3) Click on '**Create New Bin**'.
- 4) Complete form to add items.
  - a) Enter the full quantity.
  - b) Enter quantity on hand.
  - c) Select the supplier of the item from the dropdown.
  - d) Select the item from the dropdown.
  - e) Click Save, Window will close, if desired use the search box to confirm the item was added

### ❖ **Game takes credits but doesn't start:** \*OPERATOR\*

- 1) Login to WebApp and navigate to '**Location Wizard**', then click edit.
- 2) Click on '**Game Machines**'.
- 3) Confirm the reader is assigned to the game.
- 4) Confirm that game is set to 1 credit/play.
  - a) If not either set game to 1 credit/play or set coin pulses in Reader Config to reflect credits/play.
  - b) Restart or power cycle game and test.
- 5) If the reader is using an external 12v power supply, confirm the second black wire from non-redemption harness is plugged into the coin switch ground.
  - a) If disconnected, plug in to ground and test the reader.
- 6) If using a Gen3 reader.
  - a) Using a multimeter, obtain voltage between red and black wire on the reader harness.
  - b) Unplug yellow coin wire, and get voltage between yellow coin wire and black wire on harness.
  - c) If the values from 6a are not the same as 6b, the reader will need to be replaced.
  - d) If voltages found in 6a and 6b are the same, proceed.
- 7) If using a Gen2 Reader.
  - a) The Confirmed reader is getting 12v power in.
  - b) Consider checking that the reader's internal connections are seated.
- 8) While checking voltages, check voltage across the game coin switch.
  - a) If voltage is 0, set reader's Coin Switch at Idle(V) in Reader Configurations to Low-NC, click update, then power cycle reader twice and test.
  - b) If voltage is any value other than 0, proceed to the next step.
- 9) Change Coin Pulse in Reader Configuration to:
  - a) If the game is more than 15 years old, try a higher pulse up to 150-250ms.
  - b) If newer (Smart Crane w/ electronic coin comparator) - try 75-100 ms.

**If any above steps fail to resolve issue, please call support:**

**(833)-727-2233**