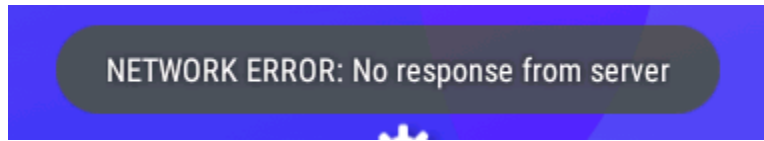


Kiosk troubleshooting guide

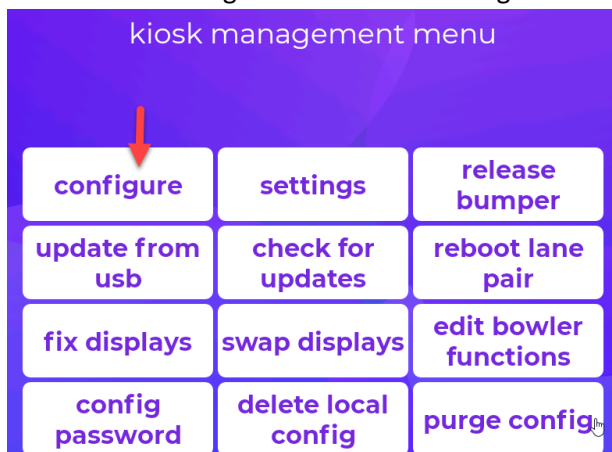


Network Errors: No response from server or cannot talk to server.

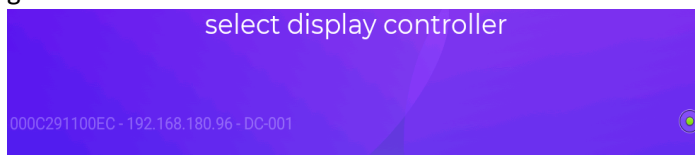
1. Enter the config screen of the tablet.



2. Select Kiosk Management and then Configure.



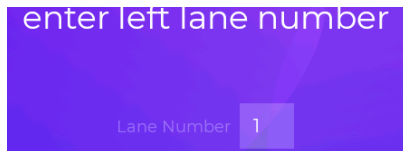
3. At this point the tablet will locate any display controllers on the network. (Note: Each lane pair has a display controller associated with it. I.E. Lanes 1&2 use DC-001.) Select the corresponding display controller by touching the bubble to the right activating a green dot inside of the bubble. Then select "Next" at the bottom right of the screen.



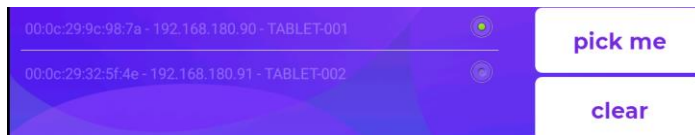
4. A. Enter the **YOUR** Site Identifier, if it is already populated select "Next" at the bottom right of the screen.
If it is blank continue to step 4B.

B. Select the empty box and use the on-screen keyboard to enter your Site Identifier, if you do not have this contact **Brunswick Technical Support**. (Note: All letters in the Site Identifier **MUST BE CAPITALIZED!**) Select “OK” at the bottom left and then “Next” at the bottom right of the screen.

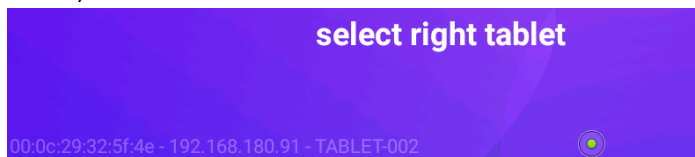
5. Enter the left lane number, so the odd numbered lane I.E. 1, 3, or 5 depending on how many lanes you have and which pair you are working on. Then select “Next” at the bottom right of the screen.



6. Select Left Tablet, if you are in the config screen on the Left Tablet, select “Pick Me” , it will continue to “Select Right Tablet” if not bubble the correct tablet for the left lane. Then select “Next”.



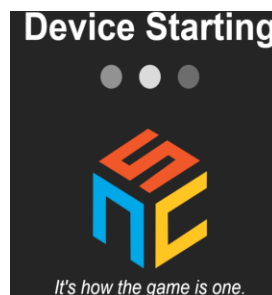
7. Select Right Tablet, not bubble the correct tablet for the right lane. If you do not have a right tablet, select “Next”



8. Select Pinsetters, Bumpers and Lighting control.
Use the Drop down selection to pick the correct pinsetter type, bumper type and whether or not to use the Brunswick lighting Environment. If you do not know the answer to all of the questions, **STOP and contact Brunswick Technical Support**. Otherwise select “Next” to continue.
9. Configuration Summary, verify all the information is correct on this page and if so, select “Complete”.

At this point both tablets (if applicable) for the lane pair and the overheads should reboot within 30 seconds or so.

Note: Please wait for the Display Controller to finish its reboot cycle and the “Device Starting” screen has completed before attempting to start a game.

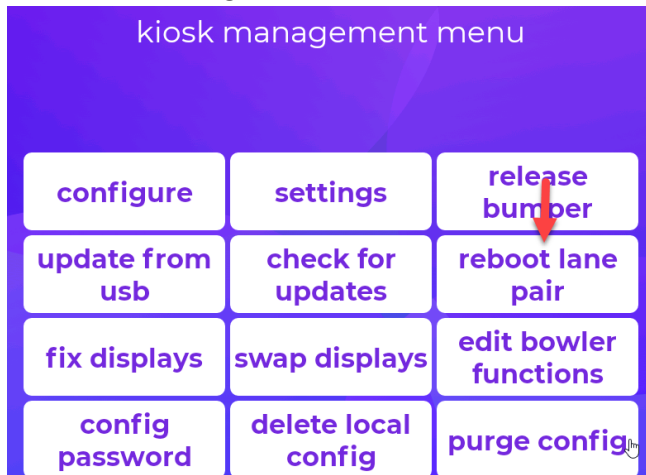


Scoresheets turn show on overheads/tablets but no pinsetter control.

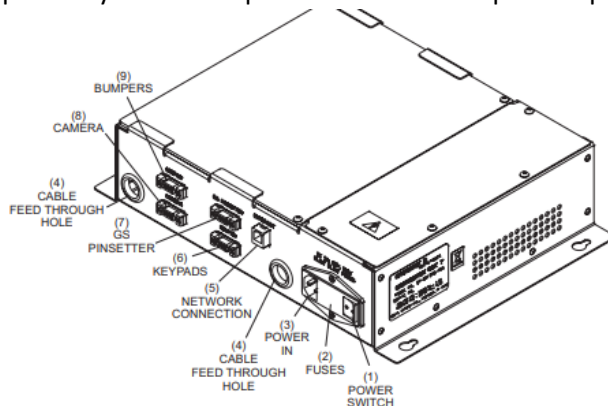
1. Enter the config screen of the tablet.



2. Select Kiosk Management and then Reboot Lane Pair.



3. Wait for the tablet(s) and overhead to load up and "Device Starting" screen has completed before attempting to start a game.
4. Start a game. If the issue persists, turn off the game, walk to the pinsetter area and physically power cycle the Peripheral Controller. Repeat steps 1-3 after power cycling the device.



5. If this does not resolve your issue, contact **Brunswick Technical Support.**