



Commercial Online Configuration Guide

To access the online features in your new IT game, you must have a Network with Internet access.

- Silver Strike League Night has both WiFi and Ethernet capability. You will need to choose the correct configuration for your location.
- **Setup Menu Access and Navigation** - Once the game boots to the Attract screen, access Operator Menus using the red setup button located under the control panel on the right side in a Showpiece Pro cabinet. To navigate the Menu, use the Trackball or Left Right Buttons to move the cursor and the Red Player Start Button to Select. To access the Menus, you are required to answer yes to the initial question.

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Section 1: WiFi Network Connection Setup

1. In the Operator Setup Menu Navigate to **Network & System>ITNet & Settings>Communication Settings>Configure WiFi Settings**
2. Select **Scan for Access Points** in the WiFi Configuration box.

The game scans available Networks to find yours. **Select the network you want the game to connect to.**

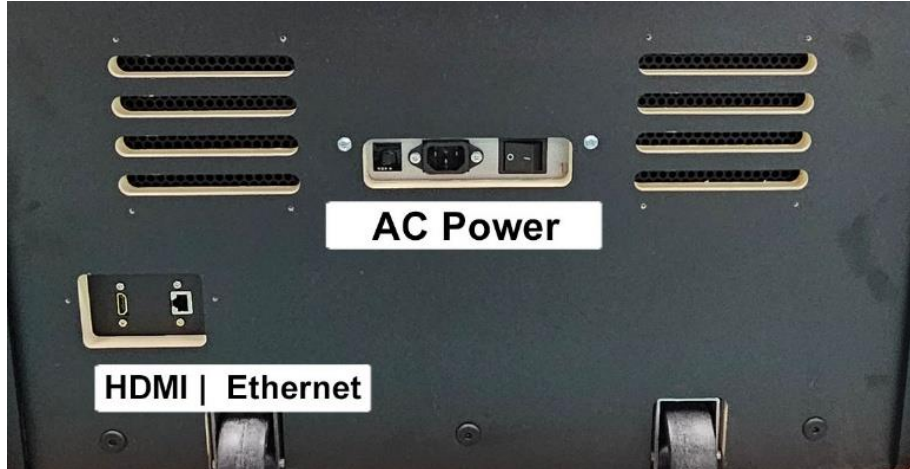
Note: If your Network is not found, it is possible to manually enter the name of your Network by selecting **Enter SSID Manually**.

3. Enter Password. **Be sure to enter your password so it is correct.** Select **Done**. (It will take 10 to 15 seconds to connect to the network or to indicate a failure to connect.) If the connection fails, attempt the setup again from Step 2. See Troubleshooting Shortcuts for additional information.
4. A successful connection will be shown in the Current Network Status Box flaged by a bright green online indicator. Proceed to Connection Verification on page 3.



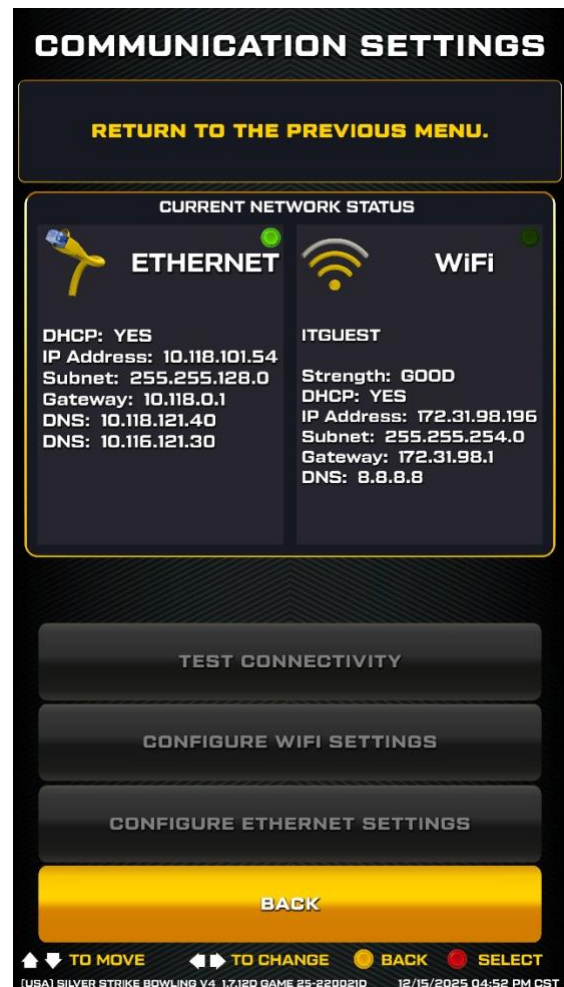
Section 2: Ethernet Network Connection Setup

Connect an Ethernet cable (not included) from the router to the Ethernet port on the back of the cabinet. When An Ethernet connection is detected it will override the WIFI method if configured.



Ethernet Port Location

1. Navigate to **Network & System>ITnet & Settings>Communication Settings..** The game will send out a request to the locations network for it to be assigned an IP Address, Gateway, DNS Primay and Secondary. typically takes 10 to 30 seconds.
2. The current Network Status Box will be indicated as Ethernet by the Bright Green indicator.
3. Select Test Connectivity for a quick conecivity test. Proceed to **Section 3: [Connection Verification](#)** for additional tests.



Section 3: Connection Verification

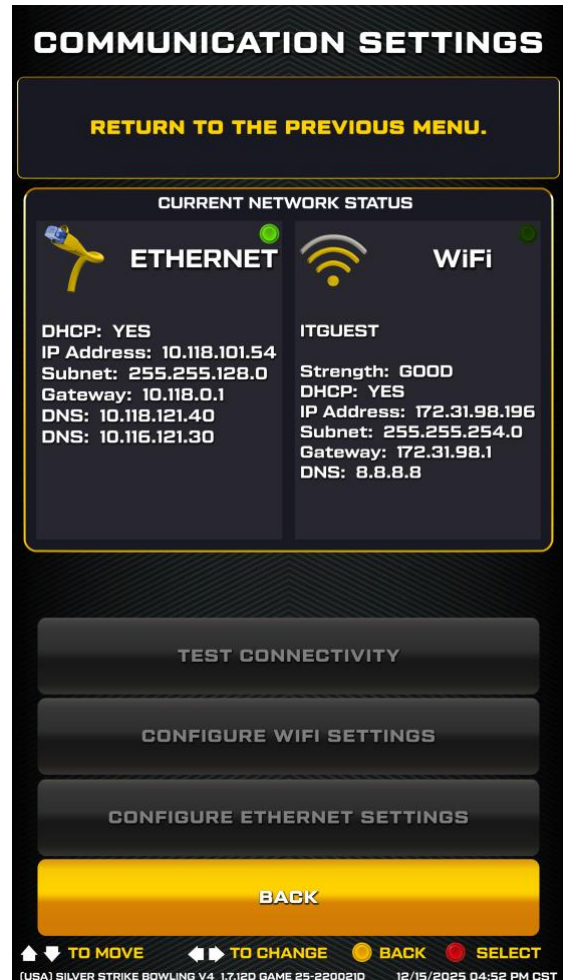
Once the game is connected to the location Network, test to assure the game can connect to the ITNet Servers at Incredible Technologies.

1. Navigate to **Network & System> ITnet & Settings> Communicating Settings**

This screen will indicate the connection method and the network the game is connected to indicated by the Green Icon.

The IP number is displayed in the Current Network Status Box. If the IP is all Zeros this is an indication that the game cannot make an internet connection to be able to reach the I.T. Servers.

2. To Test the connection: Select Test Connectivity. This is a quick connection test. Additional tests are the Force Call and Check Latency. These tests are located on the **ITnet & Network Setting** page. All tests should be successful.
3. Once connected to ITNET the game is online and ready to register to a location if it is not already. Go to **Section 4: [Self-Registration](#)**
 - If your game is registered for online play The **ITnet & Settings** menu will list Change Location and Location Information. The Green online Icon indicator will be displayed at the bottom of the screen while the game is displaying attract screens. Online play will be offered in the player start menu.
 - If your game is not registered the **ITnet & Settings** menu will list Register Game at the top of the list of selections. The online indicator displayed in the attract screen will be red.



Section 4: Self-Registration

To Self-Register your game for online features, your game must already be connected to a Network via WiFi or Ethernet and have the verified results shown in **Section 3: [Connection Verification](#)**.

Requirements:

7 digit Operator Account Number
4 digit security code
Locations full Address

Country Codes: USA: 000 Canda: 003

Self-Registration Steps

1. Navigate to **Network & System> ITnet & Settings> Register Game**
 - a. The main screen asks for the **Country Code**, **Operator Customer Code** (account number), **Operator Security Code**
2. Use the keypad on the control panel to enter the requested codes:
3. The location ZIP code will be requested 1st.
4. The Location Name, Address and phone number will be requested after the ZIP Code is found.
5. After the final address information is entered, the game will make a connection to the ITNET Server, and the Main screen will indicate a successful registration.
See **Registration Verification**

Section 5: Registration Verification

Once connected to ITNET and registered, the game is ready for online play features. Online indicators are displayed at the bottom middle part of the Main screen while the game is idle and running in Attract Mode.

- Green = Active feature
- Red = Inactive feature

To further verify that online play is available, start a game using the player start button. The game menu will offer **Online Play** as a game play selection. **Casual** is an offline type of game mode.

To Verify the Location Information: In the Setup Menu, select **Network & System> ITnet & Settings> Location Information**.

Note: If a game is not registered, the location Information selection is not available on the menu. Instead, it will list Register game as the first selection.

To Change Location Information, Select Change Location in the **ITnet & Settings Menu**. The process is the same as **Section 4: [Self-Registration](#)**.

Section 6: Obtaining Operator Account Information

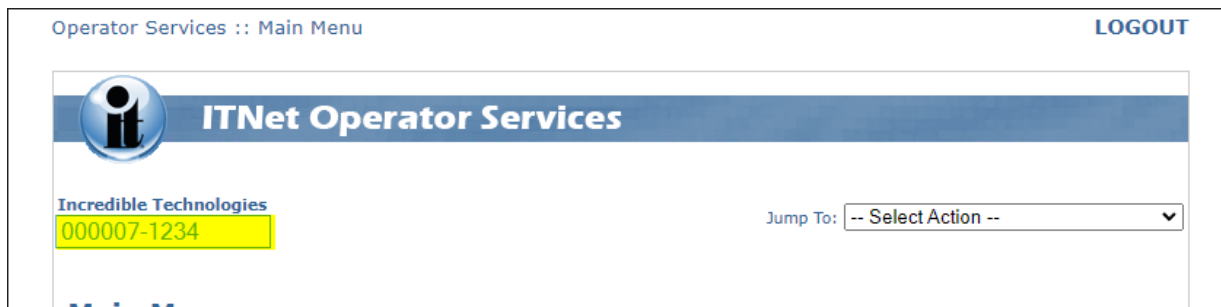
You must know your Operator Account number and 4-digit PIN Number. This information is on your operator card. See example on the right.

Operator Account information can be found on your operator card or the [Operator Services Main Login](#).



Operator Identification Card

Your Operator Account main page displays as shown below:



ITNET Operator Services Main Page Example

For further assistance with your Operator Account information, use this [Contact Form](#) on the IT website and select **Connecting Online**.

Or call Operator Services at 800-262-0323 Extension 380.

Section 7: Operator Services

Operator IT Net Information can be found at:

<https://amusement.itsgames.com/operators>

To become an ITNET Operator? Go To

<https://amusement.itsgames.com/operators/become-online-operator> for instruction to become an ITNET Operator.

Operator Services Login

<https://www2.itsgames.com/operators/services/index.jsp>

Setting Up an IT Operator Account

If you do not have an Operator Account, please visit IT's website: [Be an ITNET Operator](#)

This page has several PDF forms to fill out and submit. Once the forms are verified, you will have an Operator Account. If you have any trouble during the setup of your Operator Account, please call **IT Customer Service at 847-870-7027 x382**.

Game Registration Request. Select this link to Request Incredible Technologies to register your game if you choose not to Self-Register:

<https://amusement.itsgames.com/downloads/itnet-operators/game-registration.pdf>

For Registration Questions, call Amusement customer Service 800-262-0323 Extension 380.

Section 8: Troubleshooting Online Connections

- The game will not connect to the network over WiFi I select.
 - Possible Causes
 - **The password is not correct** – be sure the password is being entered correctly. Be very aware of upper and lower case
 - **There may be restrictions on the WiFi Network** – if a cell phone or a tablet can connect the game should as well. You may need to contact the network administrator.
 - Game WiFi function test – Set up a cell phone as a hotspot
 - Temporarily connect the game to your Cell phone hotspot. If the game can connect to your phone hotspot and enables online play this indicates the games WiFi is functioning. Force a call to further test the connection to the ITnet Servers over your phone's hotspot.
- When I scan for a Network, my network is not displayed.
 - Possible Causes and Solutions
 - The WiFi signal is not available where the game is physically located.
 - Be sure that the game is close enough to the network
 - There is a Security Setting on the Network that does not broadcast the network.
 - The Network Administrator will need to allow your game to connect to the network.
 - Solution – Manually add your network. Be aware of upper and lower case. It has to be exact.
- The game indicated it is connected to the locations network, but a force call is not successful.
 - Possible Cause
 - **There still may be restrictions on the network.** You will need to consult the network administrator. If your smart phone or Tablet can connect to the same network and you can download documents on the network or even surf the internet that game should be able to connect.
 - Corrupted hard drive. This is very rare.
 - Attempt to connect the game over Ethernet. If a game can connect over Ethernet, it should be able to connect on WiFi.
 - Replace hard drive – This is a rare occurrence but possible.
- The game does not find the network when connected to Ethernet.
 - Possible Cause
 - Bad Ethernet cable – Try another Ethernet Cable
 - Not actually connected to a network
 - Can another Device Such as a laptop connect to the internet Using the same cable the game is attempting to use.
 - Try a rebooting the game making sure the game is using a good Ethernet cable.
 - The game will send a request to the network during the boot processes to obtain an IP address to be able to connect to I.T. Servers.
 - Bad Ethernet port on the Motherboard or corrupted hard drive. These situations are rare but possible.
 - A defective Port on the computer would be indicated at the Current Network Status Box located at the **Communication Settings** page.

CONTACT US

If you need further help, please contact IT using these QR Codes, or the hyperlinks/toll free number below:

CALL

(800) 262-0323

EMAIL

support@itsgames.com

WEB

<https://amusement.itsgames.com/service>

CONTACT US

VIEW OUR COMPANY'S CONTACT INFORMATION FOR ASSISTANCE WITH THIS GAME AND EQUIPMENT.

Incredible Technologies, Inc.
200 Corporate Woods Parkway
Vernon Hills, IL 60061

Toll Free: (800) 262-0323 Phone: (847) 870-7027
WEB: <https://amusement.itsgames.com/service>
EMAIL: support@itsgames.com

CALL



EMAIL



WEB



Unlock your device and open the camera app. Point the camera at the QR code and ensure it is clearly visible in the viewfinder. Tap the notification that pops up to complete the action.

TECHNICAL SERVICE	CUSTOMER SERVICE	AMUSEMENT PARTS
Specialized assistance with your game equipment	Shipping, billing, order status and other account-related inquiries	Price quotes, purchases and hardware component info
Phone: (847) 383-1090 Fax: (847) 454-9008 M - F 7AM - 6PM	Phone: (847) 383-1092 Fax: (847) 454-9156 M - F 8AM - 5PM	Phone: (847) 383-1092 Fax: (847) 454-9156 M - F 8AM - 5PM

BACK

▲ ▼ TO MOVE
◀ ▶ TO CHANGE
● BACK
● SELECT

(USA) SILVER STRIKE BOWLING V4 1.7.23T GAME 25-204353D 12/12/2025 10:39 AM CST