



## **Arcade Collection LIVE Commercial Online Configuration Guide**

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

- Arcade Collection LIVE has both Ethernet and WiFi capability. The Ethernet connection method is preferred but WiFi is available with an Ethernet Bridge.

**Sections (Access any of the sections below by tapping on them)**

**Section 1:** [Ethernet Network Connection Setup](#)

**Section 2:** [WiFi Network Connection Setup](#)

**Section 3:** [Connection Verification](#)

**Section 4:** [Self-Registration](#)

**Section 5:** [Registration Verification](#)

**Section 6:** [Obtaining Operator Account Information](#)

**Section 7:** [Operator Services](#)

**Section 8:** [Contact Information](#)

**Section 9:** [Troubleshooting Online Connections](#)

### Section 1: Ethernet Network Connection Setup

If your computer Internet connection point (router and modem) is close to your game cabinet, you can connect an Ethernet cable (not included) from the router to the rear of the system box.

1. When facing the rear of the Pedestal cabinet, unlock the rear panel to reveal the system box. (Figure 1)
2. Make sure that the system box is OFF before starting.
3. Plug in the Ethernet cable to the Ethernet port (Figure 2) on the back of the system box.
4. Plug in the opposite end of the cable to the Ethernet port on the router.
5. Turn ON the system box and let game boot to Game Attract Mode screen.
6. Access the Operator Setup Menu using the red setup button inside the coin door.
7. Navigate to **ITNet Settings>Communication Settings** and verify that your connection is Ethernet. Your last IP address should display if the game is connected.
8. Choose **Configure Ethernet** and then **Test Ethernet**. If the settings are correct a connection attempt will be successful. See Section 3: Connection Verification.

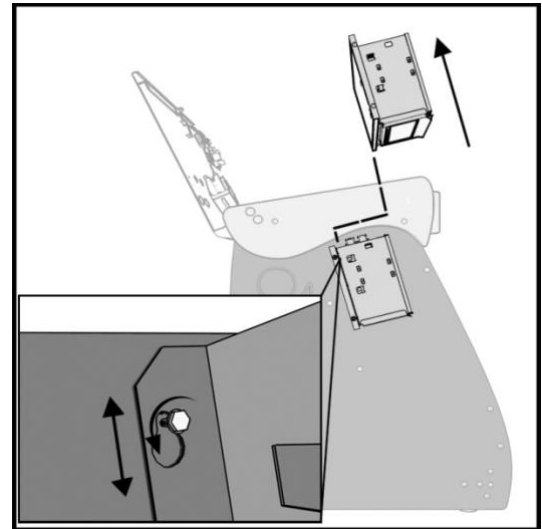


Figure 1: System Box Location



Figure 2: Ethernet System Box Port

## Section 2: Optional WiFi Network Connection Setup

1. If you would like to connect your game to the Network using WiFi rather than using Ethernet, an Ethernet Bridge is required. The Ethernet Bridge connects to the game's System Box Ethernet Port.

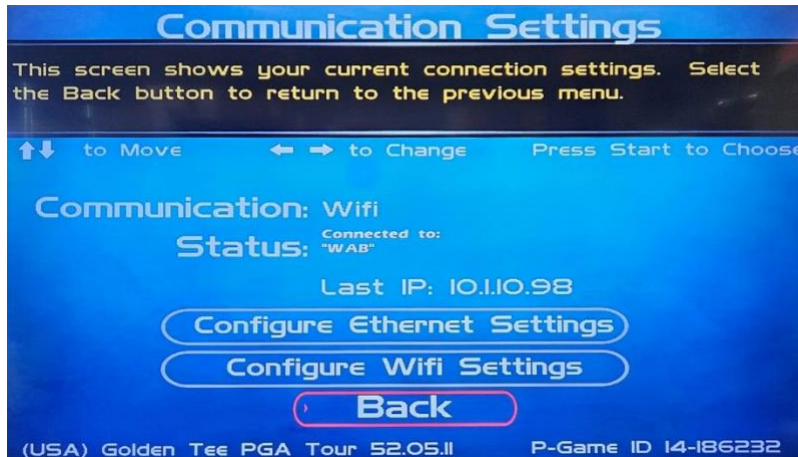
**Note:** A USB WiFi Adapter will not work.

2. The Ethernet Bridge must be configured to connect to the desired Network by accessing the Bridge itself, which should be connected to a computer, tablet or smart phone.
3. Any Ethernet Bridge will work. This is an example for a Vonets Model VAP11G-300: [Vonets Ethernet Bridge](#). Please remember that it can be made by any manufacturer.
4. Proceed to Connection Verification on the following page.

### 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. Enter the Operator Setup Menu
2. Navigate to **ITNET Settings>Communication Settings**  
This screen will verify the WiFi Network name the game is connected to.



If Ethernet is used the indicators will be  
**Communication: Ethernet**  
**Status: Ethernet Cable Plugged in**

With both methods the Last IP number should be displayed. If the IP is all Zeros this is an indication that the game is not able to make an internet connection.

3. To Test the connection: Force a Call to the IT network. Navigate to **ITNET Setting>Connection Test>Force Call**
  - If your game is registered to your Operator Account, a successful connection will result in a message of **Call was Successful, Adjustables Synced**
  - If your game is not registered to an Operator Account a successful connection will result in a message of **Call Was successful, Adjustables could not be synced** This is the expected result when a game is not registered to an Operator Account.
4. Once connected to ITNET the game is online and ready to register to a location if it is not already.

## 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:

- Card Reader installed on the game
- Operator Identification Card.
- Location's Full Address

### Self-Registration Steps

1. Enter the Operator Setup mode and select **ITNET Settings>Register Cabinet**
  - a. The main screen asks you to swipe your Operator Card to identify your account.
2. Use the main screen to enter the location information that the game requests. Use the trackball and red player start button to enter the required information.
3. Follow the instructions on the screen.
4. 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
- Left side indicator will alternate between Online status and the Prize Play Status.
- The Right Icon is the other game features, such as Hole N Win.

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

**To Verify the Location Information:** In the Setup Menu, select **ITNET Settings>Location Information**.

**Note:** If a game is not registered, the location Information selection is not available in **ITNET Settings**.

**To Change Location Information,** Select **ITNET Setting>Location Change** The process is the same as **Section 4: [Self-Registration](#)**.

**Section 6: Obtaining Operator Account Information**

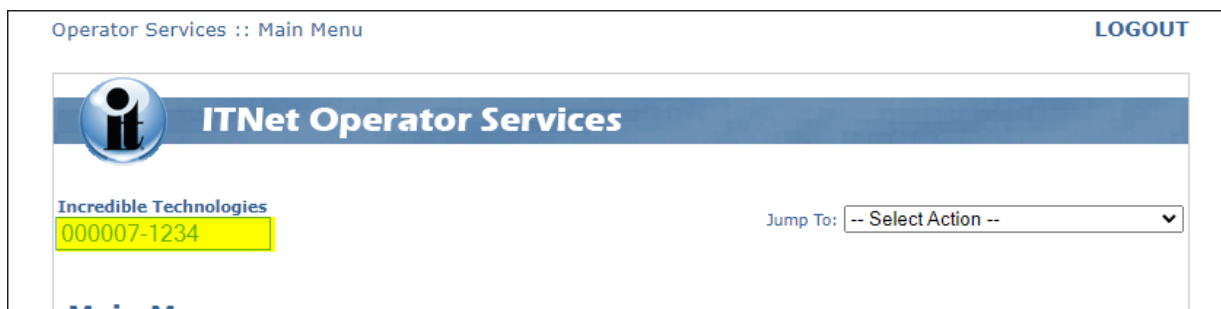
You must know your Operator Account number and 4-digit PIN Number. This information is on your operator card. See example at right.

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 382.

## 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**.

## Section 8: Contact Information

**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 Operator Services 800-262-0323 Extension 382.

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

Or call **Amusement Customer Service** at 800-262-0323 Extension 386.

### Player Account Questions and Games play questions

800-262-0323 Extension 389 Player Account Help.

General Contact Numbers – [Contact Us](#)



## Section 9: Troubleshooting

**The game does not find the network when connected to Ethernet.**

Possible Causes:

- Bad 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?
- The Ethernet cable was connected to the game but never rebooted.
  - The game will need to power up with an Ethernet cable connected.
  - The game will not connect if the cable was connected after the game fully booted up
- Bad Ethernet port on the Motherboard or corrupted hard drive. These situations are rare but possible

**The game indicated it is connected to the locations network but a force call is not successful.**

Possible Causes:

- **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.

### Further Assistance

Tap the hyperlink to access some of the other guides for this product line.

### Troubleshooting & FAQ

If you have additional technical questions, see the [Arcade Collection Troubleshooting and FAQ \(PDF 405 KB\)](#).

[https://amusement.itsgames.com/ac\\_commercial\\_troubleshooting\\_faq](https://amusement.itsgames.com/ac_commercial_troubleshooting_faq)

### Operator Menus and Operation Guide

If you have any questions about the menus, collections or game operation, see the [Arcade Collection LIVE Operator Menus and Game Operation Guide \(PDF 3.6 MB\)](#).

[https://amusement.itsgames.com/ac\\_commercial\\_op\\_menu\\_guide](https://amusement.itsgames.com/ac_commercial_op_menu_guide)

### Technical Problems, Errors or Other Unresolved Issues

If you have lingering technical problems, such as setting up the Ethernet or the WiFi Connection, please visit the Service Department website:

[Amusement Technical Services](#)

For more extensive Troubleshooting please call **IT Technical Support at 1-800-262-0323 Ext 380, 7 a.m. – 6 p.m. Monday – Friday.**