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.

CONTENTS

Access any section below by tapping on it:

Section 1: WiFi Network Connection Setup

1. Turn the power ON to the game.

2. Once the game boots to the Attract screen, access System Setup Menus using the red setup button located under the control panel on the right side in a Showpiece Pro cabinet. You will need to answer **Yes** to the question before access to the menu is granted.

3. Use the trackball to navigate to **ITNET & Network Settings>Communication Settings.**

4. Select **Configure WiFi Settings**.

5. Select **Scan for Access Points**.

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

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

6. Enter Password. **Be sure to enter your password so it is exactly correct.** Select **Done**. (It will take anywhere from 30 seconds to four minutes for the game to connect to the WiFi Network.) If no connection is made, the attempt will time out. If the connection fails, attempt the setup again from Step 3 above. See Troubleshooting Shortcuts for additional information.

7. A successful connection will have a quick indicator on the screen that the game connected successfully. Proceed to **Section 3:** Connection Verification.

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. If An Ethernet connection is detected it will override the WiFi method if configured

1. Access the System Menu using the red setup button inside the coin door or above cup holders.

2. Navigate to **Network & System>ITNet Settings>Communication Settings** and verify that your connection is Ethernet. Your last IP address should display if the game is connected.

3. Choose **Configure Ethernet** and then **Test Ethernet**. If the settings are correct a connection attempt will be successful.
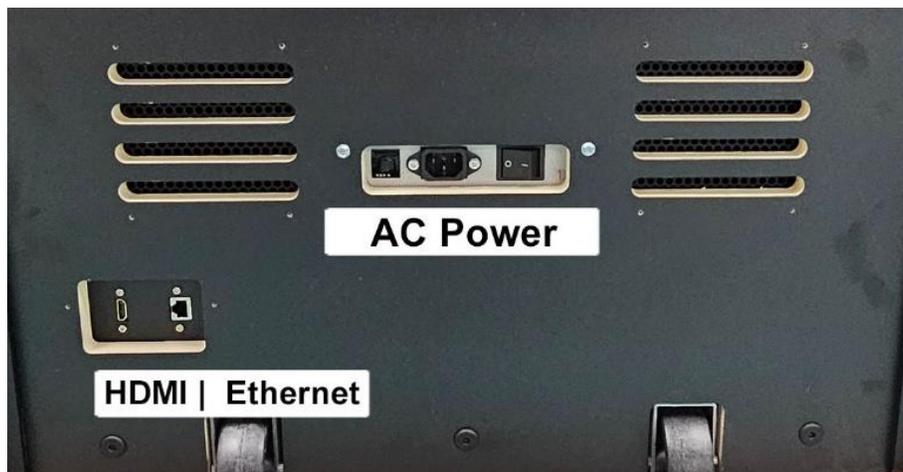
Ethernet Port Location

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 System Setup Menu
2. Navigate to **Network & System>ITNET Settings>Communication Settings**
   This screen will verify the WiFi Network and IP Address the game is connected to. If Ethernet is used the DHCP will read YES.

   With both methods the Last IP number will display. 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 **Network & System>ITNET & Network Settings> Force Call**

   - If your game is registered to your Operator Account, a successful connection will result in several messages indicating a successful call: *Internet Connection Status, ITNET Connection Status, ITNET Control Status, ITNET Adjustables and Bundles*.

COMMUNICATION SETTINGS

RETURN TO THE PREVIOUS MENU.

CURRENT NETWORK STATUS

ETHERNET   **WiFi**

DHCP: YES
IP Address: 10.118.101.54
Subnet: 255.255.128.0
Gateway: 10.118.0.1
DNS: 10.118.121.40
DNS: 10.116.121.30

ITGUEST

Strength: GOOD
DHCP: YES
IP Address: 172.31.98.196
Subnet: 255.255.254.0
Gateway: 172.31.98.1
DNS: 8.8.8.8

TEST CONNECTIVITY

CONFIGURE WIFI SETTINGS

CONFIGURE ETHERNET SETTINGS

BACK

⬆⬇ TO MOVE   ⬅➡ TO CHANGE   🟠 BACK   🔴 SELECT

(USA) SILVER STRIKE BOWLING V4 1.7.12D GAME 25-22002ID   12/15/2025 04:52 PM CST

4. Once connected to ITNET the game is online and ready to register to a location if it is not already. Go to **Section 4:** [Register Cabinet](#)

Section 4: Register Cabinet

To 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
Location Full Address

Registration Steps

1. From System Menu select **Network & System>ITNET & Network Settings>Register Game**

    a. The main screen asks for the **Operator Customer Code** (account number), **Operator Security Code**

2. Enter the requested codes:

    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. The ZIP CODE is the first item requested for the Location information. If there is more than one Jurisdiction represented by the Zip Code, Select the City name from the list in the foreground of the main screen.

4. Enter all address info, followed by the phone number. Choose the Save option to finalize. 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 **Section 5: Registration Verification**

Section 5: Registration Verification

Once connected to ITNET and registered, the game is ready for online play features. Online indicators are displayed next to the SSB logo of the Main screen while the game is idle and running in Attract Mode. These may include Prizes, 300 Bounty or Leagues.

- Green = Available Game Modes

- Red = Unavailable Game Modes

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 **Network & System>ITNET & Network Settings>Location Information.**

  Note: If a game is not registered, the location Information selections appear as *Unknown*.

- **To Change Location Information**, Select **Network & System>ITNET & Network Settings>Location Change.** The process is the same as **Section 4:** Register Cabinet.
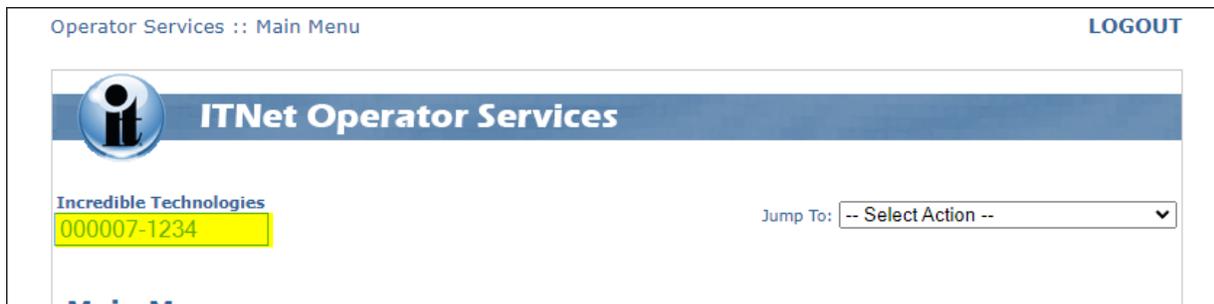
Section 6: Obtaining Operator Account Information

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 Tech Support Contact Form on the IT website.

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

Section 7: Operator Services

Operator ITNET Information can be found at:
https://amusement.itsgames.com/operators

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 x380**.

Game Registration Request. Select this link to Request Incredible Technologies to register your game if you choose not to Register yourself:
https://amusement.itsgames.com/downloads/itnet-operators/game-registration.pdf

For Registration Questions, call Amusement Customer Service 800-262-0323 Extension 386.

Section 8: Troubleshooting Online Connections

- The game will not connect to the network over WiFi I select.
    - o 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 you cell phone or a tablet can connect the game should as well. You may need to contact the network administrator.
    - o Game WiFi function test – Set your phone up as a hotspot
        - ▪ Temporarily connect the game to your Cell phone hotspot. If the game can connect to your phone hotspot indicates the games WiFi is functioning. Force a call to further test the connection to the ITNet Servers over your phones hotspot.
- When I scan for a Network, my network is not displayed. There are several other networks displayed,
    - o Possible Cause
        - ▪ **Too Many Networks** – The list is limited to a certain number of networks listed in alphabetical order. Your network name may be too far down the list.
    - o 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.
    - o 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.
    - o Possible Cause
        - ▪ 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.
        - ▪ Bad Ethernet port on the Motherboard or corrupted hard drive. These situations are rare but possible.

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 – Tech Support

https://amusement.itsgames.com/service