

Cheat Sheet

Metropolis – Pathway Troubleshooting Guide

The document outlines steps to fix issues experienced in the field with Pathway.

Note:

- All Pathway units will display the message 'Insert Card' with a **Green** LED around the card reader.
- The drinks and service buttons will be activated. These can be deactivated in the database upon a request from the venue.

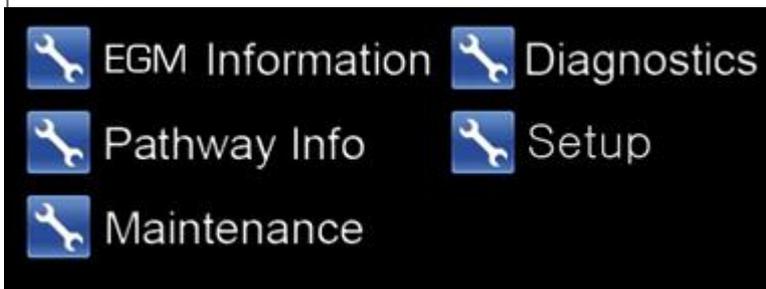
Incorrect Position Number on Pathway

If the EGM floor position number does not match what is showing in the Metropolis **Floor** application, then this is because the IP address and Floor position number in the **Pathway** is incorrect.

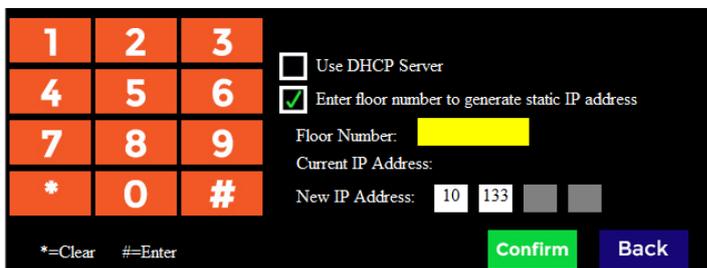
Each machine involved in changes needs to have its pathway uninstalled prior to processing the change.

Uninstalling Pathways

1. **Insert a Tech card** into the pathway device



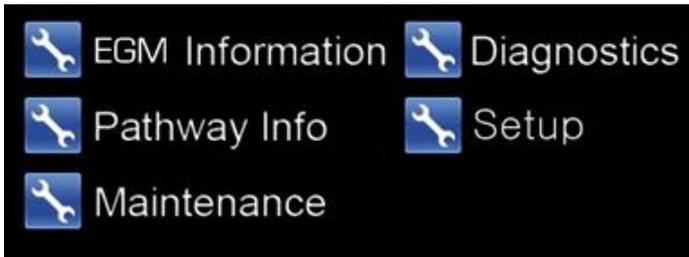
2. Select **Setup** > Select **Uninstall**
3. Select **Pathway Info** > Select the **Edit** button next to the IP address

A screenshot of a configuration screen. On the left is a numeric keypad with buttons for digits 1-9, 0, *, and #. To the right of the keypad are two checkboxes: 'Use DHCP Server' (unchecked) and 'Enter floor number to generate static IP address' (checked). Below these are three input fields: 'Floor Number:' with a yellow highlight, 'Current IP Address:', and 'New IP Address:' with the values '10', '133', and two empty boxes. At the bottom are two buttons: 'Confirm' (green) and 'Back' (blue). A legend at the bottom left indicates '*=Clear' and '#=Enter'.

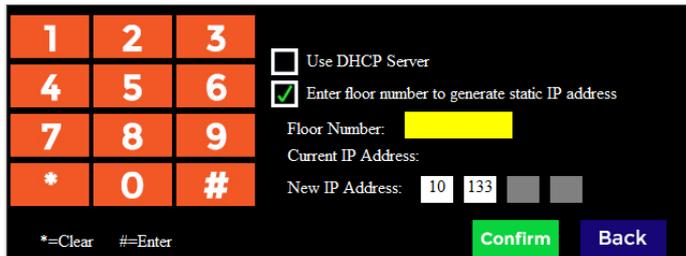
4. Change the Floor number to a number outside your machine range (e.g. machine number +100)
5. Select **Confirm** and remove the Tech card from the pathway device
6. Repeat for each pathway that has been involved in machine changes.

Reinstalling Pathways

1. Insert a Tech card into the pathway device



2. Select **Pathway Info** > Select the **Edit** button next to the IP address



3. Change the Floor number to the new machine number
4. Select **Confirm** and remove the Tech card from the pathway device
5. Insert a Tech card into the pathway device
6. Select **Setup** > Enter the new machine number



7. Select **Install** and remove the Tech card from the pathway device
8. Repeat for each pathway that has been involved in machine changes.

Player Interface Comms Offline Error on Pathway

If the Pathway is displaying the “**Player Interface Comms Offline**” message, this means the Pathway cannot successfully retrieve a valid IP address or the eBET system is offline. The eBET system is referred to offline if all Pathway devices on the gaming floor have this message.

If the eBET system is online, do the following:

1. Insert a **Tech Card** into the Pathway card reader to bring up the **Technicians Menu**



2. Press **Diagnostics** button
3. Press the **Reboot Pathway** button
4. **Remove card** when prompted
5. The Pathway will now reboot and attempt to retrieve an IP address.

If the MAX system is offline, please contact MAX Support for further troubleshooting.

System Comms Offline Error on Pathway

With the message on the Pathway stating, “**System Comms Offline**”, this means that the Pathway is not installed in the eBET system.

To bring a Pathway device online, you will require a **Tech Card** to conduct this process. If you do not have a Tech Card or your technician does not have one, eBET Support can assist with this by using the Floor application.

Please note: The Pathway device you are about to bring online, should display a message on the screen “System Comms Offline” and a red LED.

To bring an EGM online, at the Pathway:

1. **Insert Tech Card** into the card reader to bring up the **Technicians Menu**
2. Select **Setup**
3. Enter the **Machine Number** using the pin pad on the screen. *Please take care in entering the correct details in this screen.*



4. Press **Install**
5. **Remove the Tech Card**
6. After 10-15 seconds, the LED Drinks and Service button will appear

If the machine continues to be offline, contact MAX Support for further troubleshooting.

Machine Offline Error on Pathway

With the message on the Pathway stating, “Machine Offline”, this means that the connection to Intralot has been disrupted.

To bring the Pathway back on line, do the following:

1. **Insert a Tech Card** into the Pathway card reader
2. Press **Diagnostics** button
3. Press the **Reboot Pathway** button
4. **Remove card** when prompted
5. The Pathway will now reboot.

If this does not fix the “Machine Offline” error reboot the Intralot SMIB:

1. Locate the **SMIB** inside the machine (silver box)
2. **Unplug the power cable** to the SMIB and then **re-plug** the power cable
3. **Note:** During the time that the SMIB is rebooting the machine will be unavailable for play.
4. **Note:** If you are not comfortable with Steps 1 & 2, then contact MAX support to arrange a technician to attend the site to fix.

Floor EGM Status RED – Machine Offline

The Red Status on the floor operation Pathway will indicate that there is no communication between the MAX server and the MAX Pathway Hardware

To bring the Pathway back on line, do the following:

1. **Insert a Tech Card** into the Pathway card reader
2. Press **Diagnostics** button
3. Press the **Reboot Pathway** button
4. **Remove card** when prompted
5. The Pathway will now reboot.

If this does not fix the “Machine Offline” error reboot the Intralot SMIB:

1. Locate the **SMIB** inside the machine (silver box)
2. **Unplug the power cable** to the SMIB and then **re-plug** the power cable
3. **Note:** During the time that the SMIB is rebooting the machine will be unavailable for play.
4. **Note:** If you are not comfortable with Steps 1 & 2, then contact MAX support to arrange a technician to attend the site to fix.

Floor EGM Status Amber – No Comms

The Amber Status on the floor operation Pathway will indicate that there is no communication between the Intralot SMIB and the MAX Pathway Hardware

To bring the Pathway back on line, do the following:

1. Locate the white **Dongle** inside the machine (connected to the SMIB)
2. Confirm the **Red** light is on
3. **Unplug** the **Ethernet** cable from the Dongle to the SMIB and then **re-plug**

Note: Check that the Purple Ethernet cable end of the dongle is firmly connected to the “**ETHERNET 2**” port on the EBET Pathway > Reconnect if required

If this does not fix the “Machine Offline” error reboot the Intralot SMIB:

1. Locate the **SMIB** inside the machine (silver box)
2. **Unplug** the **power cable** to the SMIB and then **re-plug** the power cable

Note: During the time that the SMIB is rebooting the machine will be unavailable for play.

Note: If you are not comfortable with Steps 1 & 2, then contact MAX support to arrange a technician to attend the site to fix.

Pathway Frozen

Note: The way to identify if the Pathway unit is frozen is by:

- The time displayed on the Pathway will not change
- The advertising will not change

If the Pathway device has frozen, the Pathway device needs to be powered on and off again to get it back online. To do this either:

1. **Power** the **Bank PSU** on and off. The bank PSU is located in the base of one of the EGMs on the bank (generally in the middle of the bank). To turn this off, **pull the power cord out of the unit** and **plug back in**. This will reboot all the Pathway devices on the bank.
2. If you are not comfortable with Step 1, then contact MAX Support to arrange a technician to attend the site to fix.

Card Reader

If the card reader is not operational, please contact MAX Support to arrange a technician to attend the site to fix.

MAX Support

For further assistance contact: Phone: 1300 060 026 Email: ebetsupport@tabcorp.com.au