



# MEGATOUCH<sup>®</sup> REMOTE DIAGNOSTICS

## Get Connected. Be Informed.

### What is Remote Diagnostics?

Remote diagnostics is a terrific tool for Tournamaxx<sup>®</sup> and MegaNet<sup>®</sup> Core connected operators. It assists operators by making them aware when there is an issue with any of their connected Megatouch machines.

### How are operators notified of machine issues?

Operators can choose to be contacted automatically via text message or e-mail. Which method they wish to use can be easily set up on the Megatouch operator site. Log in at [www.accessmerit.com](http://www.accessmerit.com) and the Remote Diagnostics section can be found under *Remote Control*.

### What issues does Remote Diagnostics cover?

- **Time** - Notifies the operator if the machine time is before the recorded time of the last connection. This typically indicates an issue with the motherboard battery.
- **Temperatures** - Notifies the operator if the machine temperature settings are out of the specified range. This typically indicates the fan may be faulty or broken, or the machine may be overheating.
- **Fans** - Notifies the operator when the fan speed is below the specified range. Fans that fluctuate in speed may need to be replaced.
- **Coin drop frequency** - Sends the operator an alert to the operator if the machine has not recorded a coin drop in a set number of days. This helps diagnose faulty coin or bill acceptors.
- **Coin jam frequency** - Notifies the operator when there is a coin jam.
- **Coin collector** - Notifies the operator when \$300 in credits is recorded (Yellow alert) and when \$500 in credits is recorded (Red alert). This can mean that a collection is needed. Please Note: This notification only works properly if the books are cleared/reset on every collection.

### How are the issue notifications categorized?

Notifications come in two types: Yellow and Red

- **Yellow** - Yellow notifications are a warning for operators to look at this issue on their next visit to the location. Yellow notifications are for preventative maintenance.
- **Red** - Red notifications are severe and indicate the machine is in need of service.

Please Note: An operator can pull up a list of machines that currently display Yellow or Red notifications and view the issues for each machine.

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## What other issues can an operator see if they choose a specific machine to review?

Operators can choose to manually contact a specific machine and receive an up-to-date status of the machine in all notification areas. Other information, such as the games being played, the last time the machine powered up, the current software version, motherboard information, last coin drop, total money in the machine, coin jam alert, temperature, fan speed, last recorded time the machine connected, and CPU information can be accessed as well.

## What issues can the operator handle remotely?

There are 2 commands that can be performed remotely by the operator:

- REBOOT MACHINE
- UPDATE FROM SERVER

These commands can be sent from the Remote Diagnostics site to force the machine to perform a specific action.

## Does Remote Diagnostics show historical data?

Yes, an operator can view up to 14 days of historical data for any machine. All the machine data that has been reported for each notification area is viewable through Remote Diagnostics. This is useful for spotting if a machine has been having a specific problem over a period of time.

## Enhanced Remote Control (new with 2010 software)

Enhanced Remote Control gives the AMI tech support team the ability to connect to your machine remotely, and actually view the screen where an issue is occurring. They can use this to help troubleshoot and diagnose service issues.

Technical support can see and diagnose exactly what the operator sees on their machine in real time. They can also enter operator set up remotely. This new feature is another example of how AMI is dedicated to helping operators through our award-winning, 24/7 technical support team.

