



# Everyone needs a wingperson Technical Guide





support@tkm9group.com

SERVICE AND SUPPORT TROUBLESHOOTING

# Sometimes things go wrong. Don't panic. Here are some FAQs

## The touch isn't working on the touchscreen...

Your touchscreen is a sophisticated piece of hardware. The solution may be dependent on whether you have a capacitive or infrared touchscreen. Look at the touch guide page to learn more (and hopefully resolve your issue!).

If you've read the touch guide and it's still not working, it might be time to get maintenance.

## My game has frozen or is running strangely...

Our games are good, but just like apps on your phone, they're not immune to the occasional problem. It may be as simple as a quick reboot, so reach out and we'll reset content remotely. If that doesn't resolve the issue, we look at culprits like dust build up internally, or hardware moving out of alignment - things that can stop our Kidszones™ from running at peak performance.

## I've scheduled a new game, but it's not working on my Kidszone™...

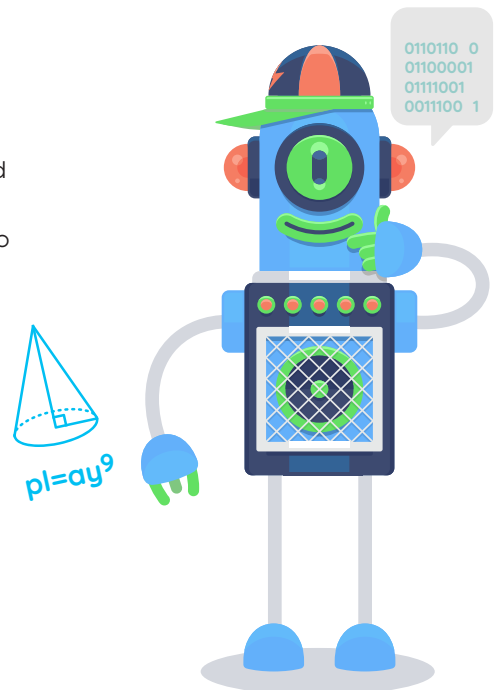
This usually happens if your Kidszone™ is having a connection issue due to network interference. If you have an older unit, you may need to upgrade your router to supercharge your set-up. But if you're keen to try a quick fix; try to schedule content you've had before.

## I've got a black screen...

Let us walk you through it. You may be asked to turn the product off and on again at the mains for 30 seconds, before restarting. It's usually a simple fix, but to protect internal hardware, reach out to our team first to go through solutions. You can email them at support@tkm9group.com. Our team will usually respond within 24-48 hours.

## Who organises maintenance?

No need to bookmark your diary. The Service & Support Team will schedule your play product servicing each quarter as part of your SLA (Service Agreement). If you need a call out now, get in touch with the team and they'll organise boots on the ground.





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SERVICE AND SUPPORT TOUCHSCREENS

## Putting the touch in touchscreen

# Touchscreen guide

### What type of touchscreen do I have?

Touchscreens aren't all the same. Depending on the age and size of your Kidszone™, you may have either a capacitive or infrared (IR) touchscreen. The difference is how the touch works, and it is crucially important for maintaining functionality.

IR uses a grid-like array of lights and sensors to detect touch commands, whereas capacitive uses a uniform electrostatic current to detect touch commands. That sounds complicated, so let's simplify. If you have edge to edge glass you have a capacitive touchscreen. If you have a recessed bezel around your screen, you have an infrared touchscreen.

### Maintaining Infrared Touchscreens

The recessed bezel in an optical infrared touchscreen houses an IR bar around the bottom and sides of the screen to register the touch. In the left and right top corners, two IR cameras register where the hands are positioned on the screen. The bezel and cameras need to be clear of dirt, grime and debris build up.

If your touch isn't working, **it won't matter how clean the glass is if either the infrared bezel bars or cameras are blocked**. Look for wrappers, debris, gum and even mars bars blocking cameras, and anything covering the infrared bar (including dust).

Grab an antibacterial wipe and give it a good clean. Follow with a dry microfibre cloth. A simple can of compressed air will likely dislodge anything really wedged in. Never use chemicals on screens. It will not help and could damage your equipment.

### Maintaining Capacitive Touchscreens

If your touchscreen looks like a giant edge to edge mobile phone, and your touch stops working, it's a simple fix. Get a trusty wet wipe and give it a good clean. Follow with a dry microfibre cloth. Again, do not use chemicals on screens. For added hygiene, we recommend antibacterial wipes.

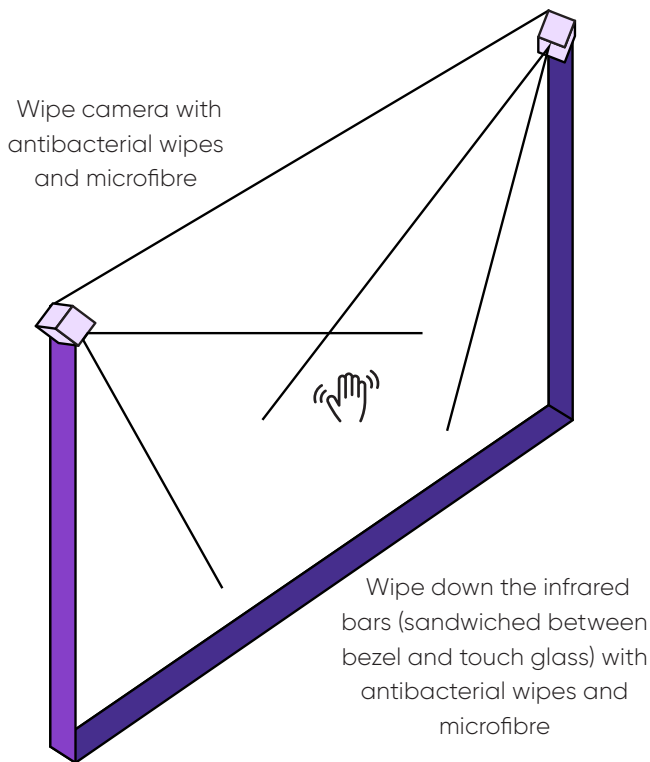


## Putting the touch in touchscreen

# Touchscreen guide

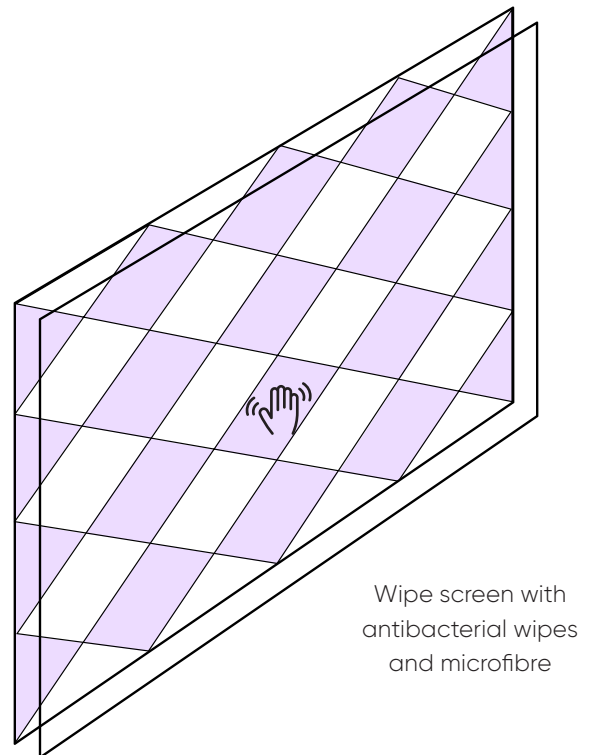
### Optical Imaging Touch

For touch to work, cameras and infrared bars must remain clear of debris and grime.



### Projected Capacitive Touch

For touch to work, the screen needs to be clean.





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SERVICE AND SUPPORT POWER

# Live and interactive Power



## Setting operating times

When you have access to IM Platform™ you're in the drivers seat 24/7. If you feel like have games on your Kidszones for your security team in the twilight hours, we won't stop you. But if you'd like to set operating times that are a little more traditional, log on to your IM Platform™ account.

- Click on your selected device
- Click on operation times
- Update times to your preferred operating times
- Click save

*NEVER try to turn things off individually, unless instructed by our Service and Support team.*

*Restarting Play9 interactive items takes between 30-60 secs. The screen will remain black for 30 seconds - don't worry it's part of the process.*

If you require additional help, contact us via email and we'll organise a walkthrough for you or your team.

If you don't have a subscription to the IM Platform™ (you're missing out!), we can set your operating times for you, just get in touch via the support email.

## Turning off products

Let's start with the basics. Technical errors can happen. If you're experiencing a fault, the natural reaction is to want to turn the unit off at the wall or worse, pull the plug. Here's the thing though, our products are connected to our IM Platform™ so we can analyse technical issues remotely. If you turn off a Kidszone™ incorrectly, you could potentially damage internal hardware, but we also can't organise reboots or assess connection.

Here's what you do. Get in touch: [support@tkm9group.com](mailto:support@tkm9group.com)

You may be asked to switch the products off at the mains, but start with us first. It might be a simple fix or a different issue altogether.



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SERVICE AND SUPPORT MAINTENANCE

# Keeping up with Maintenance

## Servicing your play space

Like a car, your play product needs regular professional maintenance. Our standard maintenance is done quarterly as part of an SA (Service Agreement). Our team will co-ordinate the timing of this with you.

If you'd like us to come more frequently, just let us know.

## Ensuring your warranties

Remember – your quarterly maintenance guarantees your warranties and certifications, most importantly, enables a safe play space. Products that are not maintained will run poorly, and will wear quicker over time.

For any maintenance enquiries, the after-market team can be contacted at [support@tkm9group.com](mailto:support@tkm9group.com)



support@tkm9group.com

SERVICE AND SUPPORT [HELPDESK](#)

*Need help?*

# Talk to Service and Support

Sometimes things go wrong. Don't panic. We're here to help.

Our play products are interactive by design. It's what makes them so fun to play with. But tech, even smart tech, can still have problems. Let's fix it.

First things first: we need some details.

If you're like us and want to resolve issues quickly, the fastest way is to provide us a shorthand run down of what's occurring.

1. What's your location
2. What product has the fault
3. What's the issue (read our FAQs first, it might help!)
4. Send through photos (Selfies are fine! but anything to help our remote team would be better)
5. Email this to [support@tkm9group.com](mailto:support@tkm9group.com)

What happens next:

We've heard you loud and clear. A support ticket is raised with a unique ID. You're in the system, but unlike the matrix, we have real people on hand who will sort it out.

If it's an **easy fix**, we'll solve it remotely - problem solved.

If it's a **hard fix**, we'll send our the tech heads to sort it out. Sometimes you need a specialised touch.



**PLAY9**<sup>TM</sup>  
STUDIOS

[support@tkm9group.com](mailto:support@tkm9group.com)