Who's ready to play?
Go Live Guide

support@tkm9group.com

Plug and play
Installation

What to expect

Your play space is tantalisingly close to completition. On site install teams have two core functions: fix in place and test functionality. You'll have remote support too, with our Service and Support team on hand to instruct and ensure quality every step of the way.

Before install, electrical contractors will have placed GPOs at specified locations. On site crews will fix interactive play products in place, with the correct orientation, before plugging them into their assigned GPOs.

Plug and play

No need to hunt for the power button. In most circumstances, after plugging in, your interactive play product will take 30-60 seconds to boot up. The screen will remain black for 30 seconds - don't worry, it's just downloading your content.

Some onsite calibration may be required, but the Service and Support team will be with you every step of the way. If you need power access, please contact *support@tkm9group.com* Unauthorised access could damage products or void warranties, so let us walk you through it.
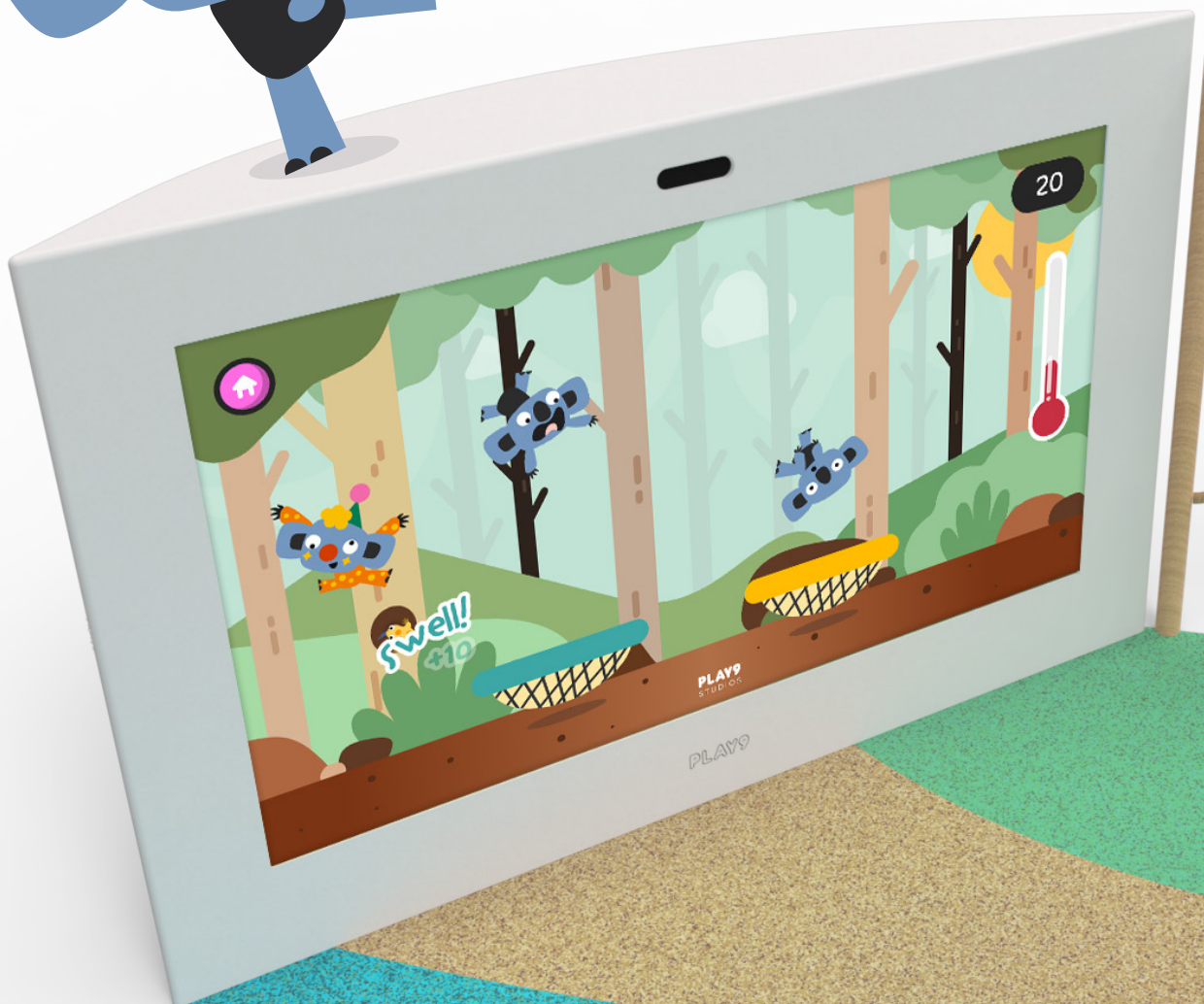
support@tkm9group.com

Woohoo! Now what?
Go Live

The first 24 hours

For the first 72 hours, we'll monitor your space like a helicopter parent, checking content is online and live. Once we know you're up and running, we'll maintain regular remote checks to make sure your equipment and our content is keeping kids happy.

Your scheduled content

We always set up your Play9 play space content so all systems are go for launch. Interactive play products will usually have a themed preset, whereas our Kidszones™ will have a preloaded game from our Play9 Library.

If you'd like to have a look at what else is on offer, check out the games section on our website, play9studios.com or get in touch at support@tkm9group.com

If you're an IM Platform™ account holder (lucky you!), you can change or schedule content as often as you like. There's plenty on offer, with content differing for each Kidszone™. We recommend you leave the preloaded content on for the first 48 hours so we can ensure everything is working as it should.

Powering up

No need to power your space up or down each night. Like studious robots, any Kidszones™ in your space will take themselves to bed. They'll remain in sleep mode, waking for operating times. If you'd like to alter these times, you can chat to the team. If you like your independence, IM Platform™ account holders can do this themselves (see IM Platform™ guide, or the 'Power' section in the Technical Guide.

Aaaaahhhhh help!

Tech can be scary for some! Don't worry, if you get stuck or need help at anytime, just get in touch with our Service and Support team at support@tkm9group.com. If you need to troubleshoot, take a look at the Technical Guide.

support@tkm9group.com

Hey, that's clever!
Gameplay Analytics

Why Kidszones™ record analytics

How do we know what kids like? We've spent years learning what makes them tick by analysing gameplay analytics. We also place this data in the hands of our clients so they can see how their games are performing in market. The best part? If you're an IM Platform™ account holder, you can view the numbers anytime on your unique IM™ dashboard.

Is my audience's privacy respected?

You bet! We use anonymous game play tracking, so we keep numbers, not people's identities.

Client ID: Getting access to your IM Platform™ account

To get access to your IM Platform™ account and dashboard, use your client ID. This this is the email address of your primary IM™ account holder. They can add additional users at anytime by selecting 'Users' (under 'Admin') in the nav. If you need helping gaining access, reach out at: support@tkm9group.com

Users can view content, get analytics, see account details, arrange Service and Support and more.

Why would I use analytics?

Our analytics can help inform your team about your play product, and wider environment. Understanding the numbers helps you understand what is important to your audience, when they're most likely to be there, and what interests them. It also helps us recommend better products that suit your audiences likes and needs.

support@tkm9group.com

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 an want to resolve issues quickly, the fastest way is to provide us a shorthand run down of what's occuring.

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*

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.

support@tkm9group.com

Get a guiding hand
Support Guides

Keeping your space in good nick

As part of our after-market service, we provide a technical support guide and a cleaning guide. Both are designed to help you keep your space looking fresh and engaging for many years to come. If you lose your copy, don't stress. They're available anytime on the 'Support' section of our website play9studios.com

Getting product specific support

Our team are always in the best position to help you with any enquiries about our play products. If you'd like to know anything specific, please reach out via email at support@tkm9group.com

PLAY9
STUDIOS