

# FloorQ: Quick User Guide

## Opening Floor

1. Double Click on Floor Application (image right)
2. Enter username and password



## Machines Page

This page displays individual information about EGM'S in the system. The information on this page is view only, any changes to machines are made through Support and the meters are updated automatically every 15 minutes from the Sentinel Site Controller.

The **Specification number** is the ID/Serial number that can be quoted to Support for logging jobs of a machine.

The **Current Meters TAB** shows the meters for each EGM including machine, note and transfer card meters.

- Opening Meters – End of day meters from previous trading day
- Current Meters – updated every 15 minutes
- Increment – the difference between Opening meters and Current meters.

The meters can be updated manually by highlighting a machine and pressing the **F5 Read Meters** button at the top of the page.

The screenshot shows the FloorQ software interface. The main window is titled "Machine Details" and contains a table of machine information. The table has columns for Floor, Serial, Install Date, Denom, Manufacturer, Spec, Var, Game, and Purcha. The "Current Meters" tab is active, showing details for a machine with Game "GENGHIS KHAN - DRAGON LIN", Floor 38, Denom \$0.01, Serial 688389, Manufacturer Aristocrat, and Specification 2688389. The Specification field is circled in red.

Floor	Serial	Install Date	Denom	Manufacturer	Spec	Var	Game	Purcha
1	933121	11/09/2019	\$0.05	AGT	29331...		SAPPHIRE EYES-	
2	929478	11/09/2019	\$0.05	AGT	110259		LIONHEART-	
3	933376	11/09/2019	\$0.05	AGT	119870		DOUBLE DRAGONS-V	
4	771207	11/09/2019	\$0.01	IGT	27712...		WHEEL SHOT WILD GO...	
5	771208	11/09/2019	\$0.01	IGT	27712...		MULTISTAR HOT DIAMO...	
6	770818	11/09/2019	\$0.01	IGT	27708...		HYPER HITS RHINO RIC...	
7	590350	22/09/2020	\$0.01	Pacific	25903...		AFRICAN BLAZE-V	
8	590349	17/09/2019	\$0.01	Pacific	25903...		CANNONBALL DOLPHIN-V	
9	300191	20/01/2020	\$0.01	Pacific	23001...		WILD TALES MAGICAL N...	
10	730417	20/01/2020	\$0.01	Stargame	27304...		GOLDEN INDIA - HOT H...	
11	730418	20/01/2020	\$0.01	Stargame	27304...		MONOPOLY HOTEL TYC...	
12	694550	11/09/2019	\$0.01	Aristocrat	26945...		BEST BET (LIGHTNING L...	
13	694551	11/09/2019	\$0.01	Aristocrat	26945...		MAGIC PEARL (LIGHTNI...	
14	694552	11/09/2019	\$0.01	Aristocrat	26945...		SAHARA GOLD (LIGHTNI...	
15	688389	20/01/2020	\$0.01	Aristocrat	112272		WILD GUNCO (LIGHTNI...	

## Audit Monitor

This page shows events reported by QMGCE (Queensland Metropolis Gaming Collection Engine). All system events are reported by the QMGCE as they happen, the last 500 entries will be shown. The data can be refreshed by clicking on the F3 Refresh button or tick the Auto Refresh box.

Audit ID	Event Time	Device	Locn	Card Number	Type	Badge	Member	Event Definition
4273256	06/02 16:06:13	SYD-TRAIN-NB01			210			Logout MemberAssist User= WorkStation=SYD-TRAIN-NB01
4273257	19/02 11:47:52	SYD-TRAIN-NB01			210			Login MemberAssist User= WorkStation=SYD-TRAIN-NB01
4273258	19/02 16:27:02	SYD-TRAIN-NB01			210			Logout MemberAssist User= WorkStation=SYD-TRAIN-NB01
4273259	20/02 10:29:57	SYD-TRAIN-NB01			210			Login FloorAssist User=EPS System User WorkStation=SYD-TRAIN-NB01
4273260	20/02 12:05:57	SYD-TRAIN-NB01			210			Logout FloorAssist User=EPS System User WorkStation=SYD-TRAIN-NB01
4273261	20/02 12:17:50	SYD-TRAIN-NB01			210			Login MemberAssist User= WorkStation=SYD-TRAIN-NB01
4273262	20/02 13:54:43	SYD-TRAIN-NB01			210			Logout MemberAssist User= WorkStation=SYD-TRAIN-NB01
4273263	24/02 10:59:28	SYD-TRAIN-NB01			210			Login MemberAssist User= WorkStation=SYD-TRAIN-NB01
4273264	25/02 08:53:22	SYD-TRAIN-NB01			210			Logout MemberAssist User= WorkStation=SYD-TRAIN-NB01

## Operations Page

This page shows the **status of EGM's** and the **Card Readers** on the gaming floor.

**Online** – EGM is online.

**Offline** – EGM is offline.

**Green** – Card Reader is online.

**Red** – Card Reader is offline.

**?** – Offline. No communication between the QMGCE and QPIMS/Pathway Units (If you right click the mouse on the machine with the ? you will get a menu. Click on Tools and Unlock Other).

16	VEGAS FEVER-	Online
17	VEGAS FANTASY-	Online
18	VEGAS FORTUNE-	Online
19	JACK O LANTERN CASH HURRI	Online
20	EYE OF THE AMAZON CASH HU	Online
21	DUO CHARMS CASH HURRICANE	Online
22	CASINO CRUISE JACKPOTS-V	Online
23	WIZARD'S REWARD JACKPOTS-	Online
24	FORTUNE GATE LUCKY LOOT-V	Online
25	WEALTHY MONKEY THUNDER AR	Online
26	FIRE QUEEN THUNDER ARROW	Online

## Members Details

This page is used to display a selection of the audit monitor for a particular member's activity for the current trading day. This data cannot be printed.

You can also use this area to perform the following tasks regarding maintenance of a member's card:

- Set PIN to default
- Reset PIN fails back to 0 after 3 attempts
- Reset in Use Flag - Shows the device number that the card is in or that the card details are locked in

### Member Details

**F3 Refresh**   **F4 Reset PIN Fails**   **F5 Set PIN To Default**   **F7 Reset In Use Flag**

Badge No.  F2 Enter Badge No.   Member Name

Account and Card Details

Account In Use    Default PIN    Card Validated    Failed PIN Attempts    Card Number

Card Last Used    Device Name

View Audit From  To

Audit ID	Event Time	Device	Locn	Card Number	Type	Badge	Member

## Floor Status



This page shows a **summary of gaming machine activity** in real time as well as detailed performance information for a selected machine.

The detail available on this page is listed below:

- View the status of the gaming floor
- View a machines turnover in a graphical format
- View details of a selected gaming machine
- View audit events for a selected gaming machine
- View meter readings for a selected gaming machine

Along the bottom of the floor status page, you will see a legend to let you know when:

- Main Door Open
- Hopper Jammed/Refill
- Drinks Required
- Service Required
- CCR (cancel Credit) Required
- Suspect Payout
- Breakaway in Use
- Breakaway Expired
- Card IT Pending

## Floor Status Cont.

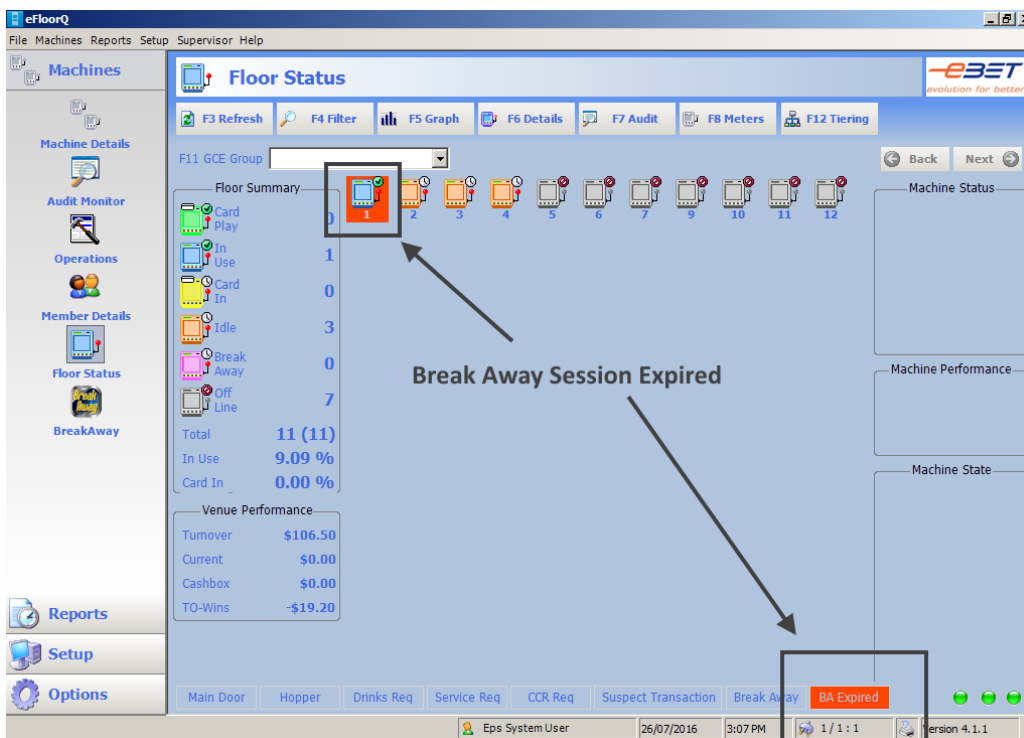
This page also gives the cashier a view of when a machine is in use with a **member's card inserted** and **member tiering coloured borders** (if applicable)

Also shown on this page is the status of the QMGCE. This appears as **small dots in the bottom right corner** of the screen. The **first dots** in the line should always be **Green** as these are your site controllers (SC), depending on how many SC your venue has, is how many dots there will be. If they are **Orange** or **Red**, please call Odyssey Support immediately as this means your machines are not being monitored.

*If your venue is a WAN venue, the **second last dot** will be your business service, this should always be **Green**.*

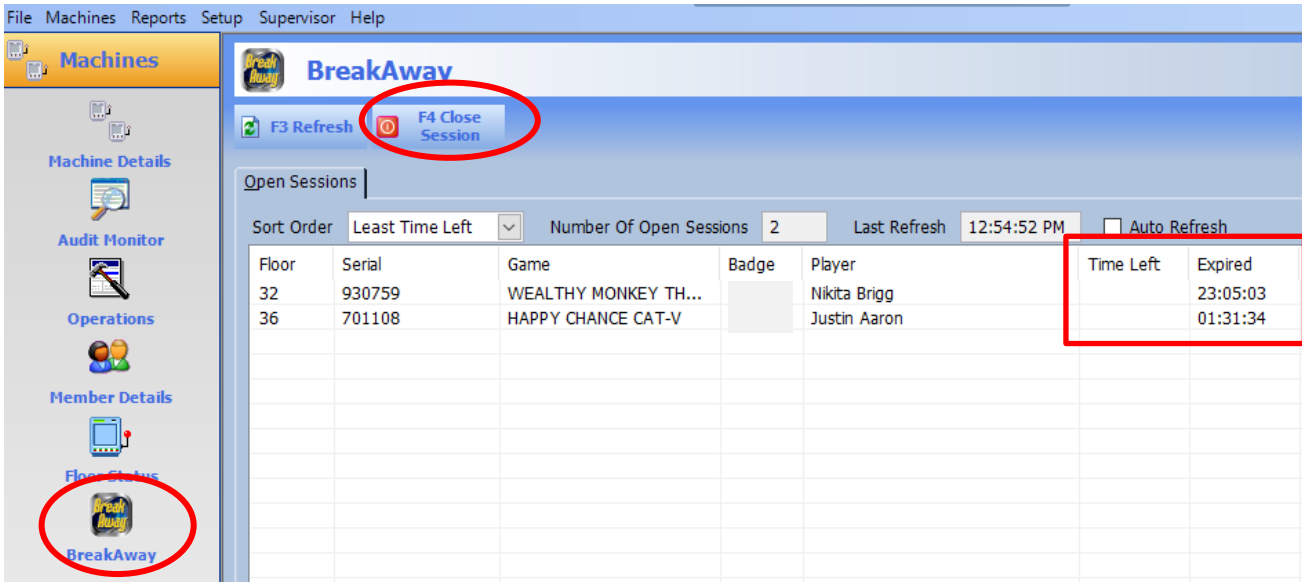
## Breakaway Session Expired

In Floor status a **Breakaway session** that has **expired will flag**. The machine will **NOT** unlock automatically. The breakaway **session will continue**



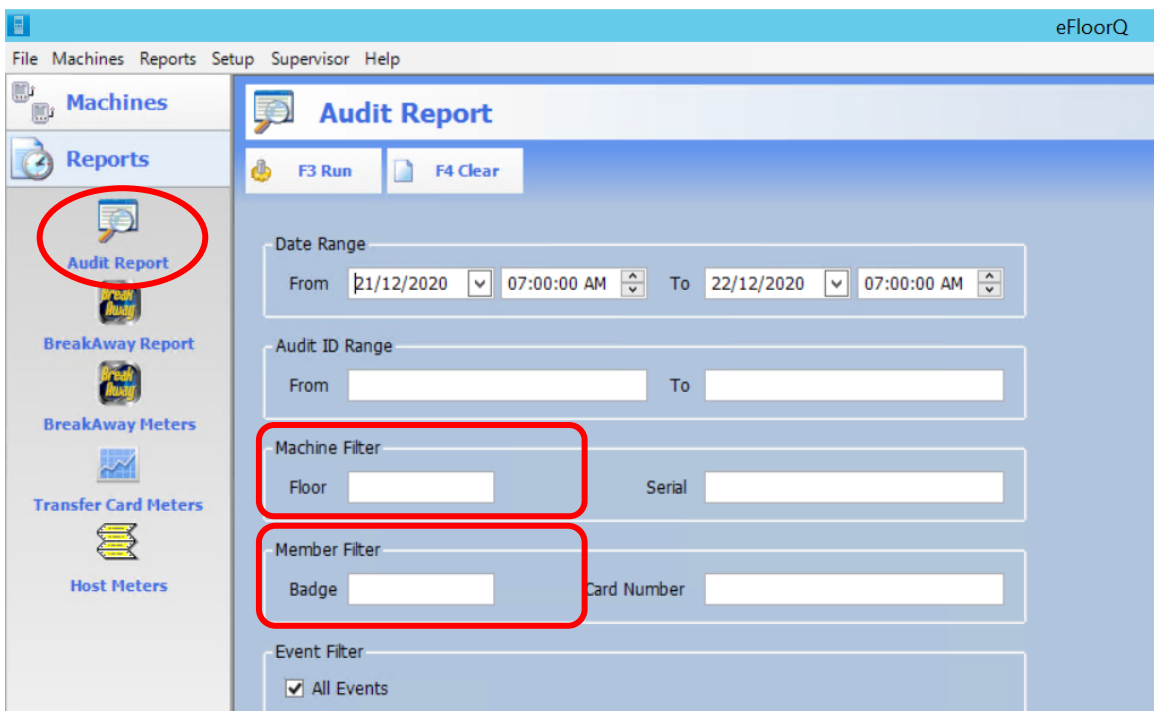
## Close a Breakaway Session

On the **Breakaway** page you will be able to see **who is using Breakaway**, if a **session has expired**, how much **time is left** before a session ends and to **manually close** a breakaway session. If the player is **Card IT enabled** the **funds will transfer back to the Card IT account**. Otherwise a **cancel credit** will be generated. The machine will then be re-enabled ready for play



## Audit Report

This report will show all **transactions** for the selected date range for either **machine number** or **badge number** or a combination of both machine and badge number



## Audit Report Page

File Machines Reports Setup Supervisor Help

**Machines** | **Audit Report** |

F3 Run | F4 New | F5 Print | F6 Export | F7 Preview

From 1/12/2020 7:00:00 AM To 2/12/2020 7:00:00 AM Audit ID Range <All>

Floor 2 Serial <All> Badge <All> Card Number <All> Events <All>

Locn	Opera...	Card Number	Type	Badge	Member	Event Definition
2			260			SC-EGM Meter snapshot
2		145600024741691	11		Mary Burley	Card in: Tovr= 32307980 Wins=29294801 Credit=0 Bpts=3007.40
2		145600024741691	215		Mary Burley	Transfer Card In GCE Retrieved Card: Card Barcode=E145600024741691, Card Value=89.88
2		145600024741691	261		Mary Burley	SC-EGM ECT to EGM - Player Account Amt=\$89.85
2		145600024741691	215		Mary Burley	Transfer Card In Card accepted: Card Barcode=E145600024741691, Amount Transferred=89.85
2		145600024741691	215		Mary Burley	Transfer Card In Residual amount on card: Amt=\$0.03, Card Barcode=E145600024741691
2		145600024741691	257		Mary Burley	ECT from EGM Lockup EGM ECT From EGM \$78.35
2		145600024741691	215		Mary Burley	Transfer Card Out Card payout: Amt=\$78.35, Card Barcode=E145600024741691
2		145600024741691	350		Mary Burley	Card Out: Tovr= 1500 Wins=350
2		145601052459596	11		Susan Barnes	Card in: Tovr= 32309480 Wins=29295151 Credit=0 Bpts=709.62
2		145601052459596	215		Susan Barnes	Transfer Card In GCE Retrieved Card: Card Barcode=E145601052459596, Card Value=254.24
2		145601052459596	261		Susan Barnes	SC-EGM ECT to EGM - Player Account Amt=\$199.95
2		145601052459596	215		Susan Barnes	Transfer Card In Card accepted: Card Barcode=E145601052459596, Amount Transferred=199.95
2		145601052459596	215		Susan Barnes	Transfer Card In Residual amount on card: Amt=\$54.29, Card Barcode=E145601052459596
2		145601052459596	350		Susan Barnes	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 10500 Wins=2875
2		145601052459596	350		Susan Barnes	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 7500 Wins=5000
2		145601052459596	350		Susan Barnes	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 2500 Wins=1000
2		145601052459596	350		Susan Barnes	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 2000 Wins=27250
2		145601052459596	257		Susan Barnes	ECT from EGM Lockup EGM ECT From EGM \$301.20
2		145601052459596	215		Susan Barnes	Transfer Card Out Card payout: Amt=\$301.20, Card Barcode=E145601052459596
2		145601052459596	350		Susan Barnes	Card Out: Tovr= 5625 Wins=2125
2			13			Card in Bad Card Read
2		145601052326645	11		Craig Allen	Card in: Tovr= 32337605 Wins=29333401 Credit=0 Bpts=974.76
2		145601052326645	215		Craig Allen	Transfer Card In GCE Retrieved Card: Card Barcode=E145601052326645, Card Value=0.80
2		145601052326645	261		Craig Allen	SC-EGM ECT to EGM - Player Account Amt=\$0.80
2		145601052326645	215		Craig Allen	Transfer Card In Card accepted: Card Barcode=E145601052326645, Amount Transferred=0.80
2		145601052326645	350		Craig Allen	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 6300 Wins=1250
2		145601052326645	350		Craig Allen	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 3300 Wins=3875
2		145601052326645	257		Craig Allen	ECT from EGM Lockup EGM ECT From EGM \$2.30
2		145601052326645	215		Craig Allen	Transfer Card Out Card payout: Amt=\$2.30, Card Barcode=E145601052326645
2		145601052326645	350		Craig Allen	Card Out: Tovr= 500 Wins=125
2		145600168609791	11		Jennifer Murray	Card in: Tovr= 32575680 Wins=29496626 Credit=0 Bpts=1311.80
2		145600168609791	215		Jennifer Murray	Transfer Card In GCE Retrieved Card: Card Barcode=E145600168609791, Card Value=40.00
2		145600168609791	261		Jennifer Murray	SC-EGM ECT to EGM - Player Account Amt=\$40.00
2		145600168609791	215		Jennifer Murray	Transfer Card In Card accepted: Card Barcode=E145600168609791, Amount Transferred=40.00
2		145600168609791	350		Jennifer Murray	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 200 Wins=0
2		145600168609791	350		Jennifer Murray	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 580 Wins=1200
2		145600168609791	350		Jennifer Murray	Pre Commitment Virtual Card Out - No Promotion Update: Tovr= 415 Wins=100

Setup

## Transfer Card Meters Report

If you are a Card IT venue, you can run the TC meters report after you have read the meters for one machine on the machine detail page to check **column A - B** to see if money is owed to a member or money needs to be withdrawn from a members card

File Machines Reports Setup Supervisor Help

**Machines** | **Transfer Card Meters** |

F3 Run | F4 New | F5 Print | F6 Export | F7 Preview

Report Type Current Meters From 21/12/2020 To 21/12/2020

Machines All Machines Exceptions None

Game	Money In	Money Out	Diff (A)	TC To EGM	EGM To TC	TC Res	Total (B)	A - B	Manual TC	CCCE Link (E)	Lir
SAPPHIRE EYES-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
LIONHEART-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DOUBLE DRAGONS-V	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WHEEL SHOT WILD GO...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
MULTISTAR HOT DIAMO...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
HYPER HITS RHINO RIC...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
AFRICAN BLAZE-V	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CANNONBALL DOLPHIN-V	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WILD TALES MAGICAL N...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
GOLDEN INDIA - HOT H...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
MONOPOLY HOTEL TYC...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
BEST BET (LIGHTNING L...	\$30.00	\$0.00	\$30.00	\$30.00	\$0.00	\$0.00	\$30.00	\$0.00	\$0.00	\$0.00	\$0.00
MAGIC PEARL (LIGHTNI...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
SAHARA GOLD (LIGHTNI...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00