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.

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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.

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).

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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

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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

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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**
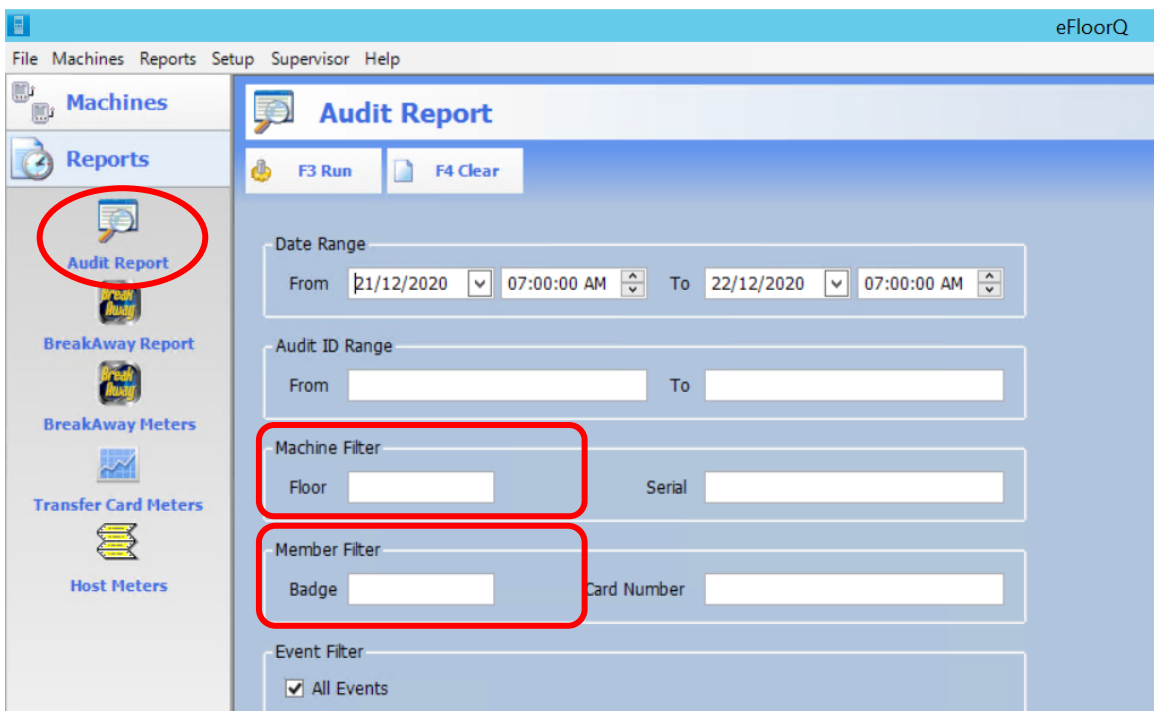
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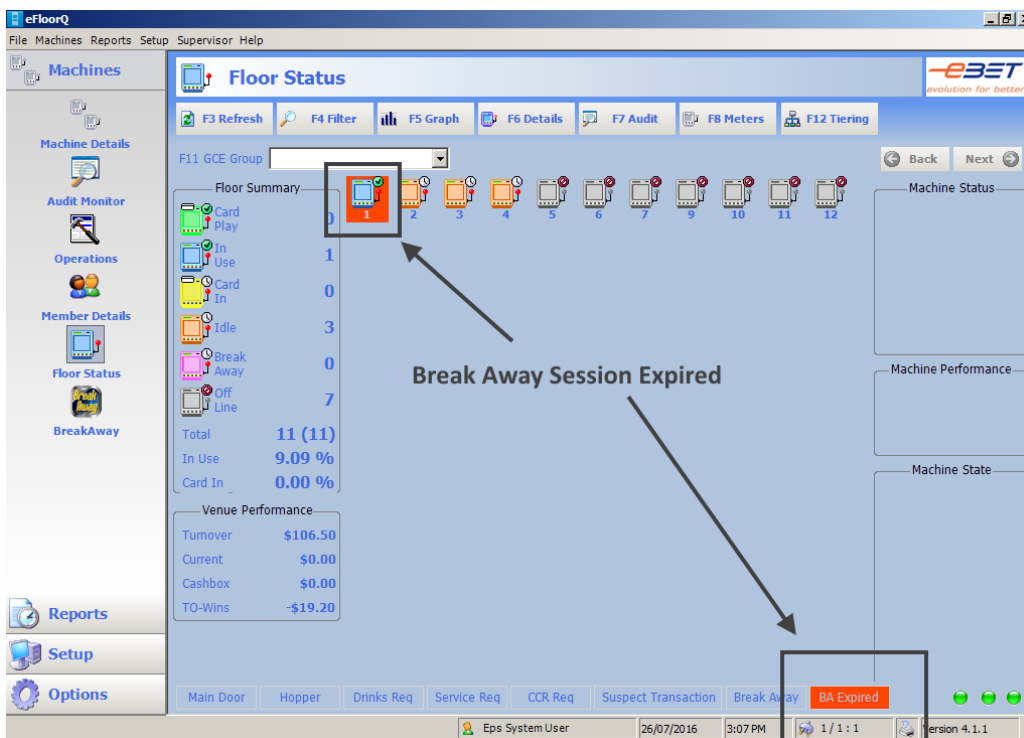
Close a Breakaway Session

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
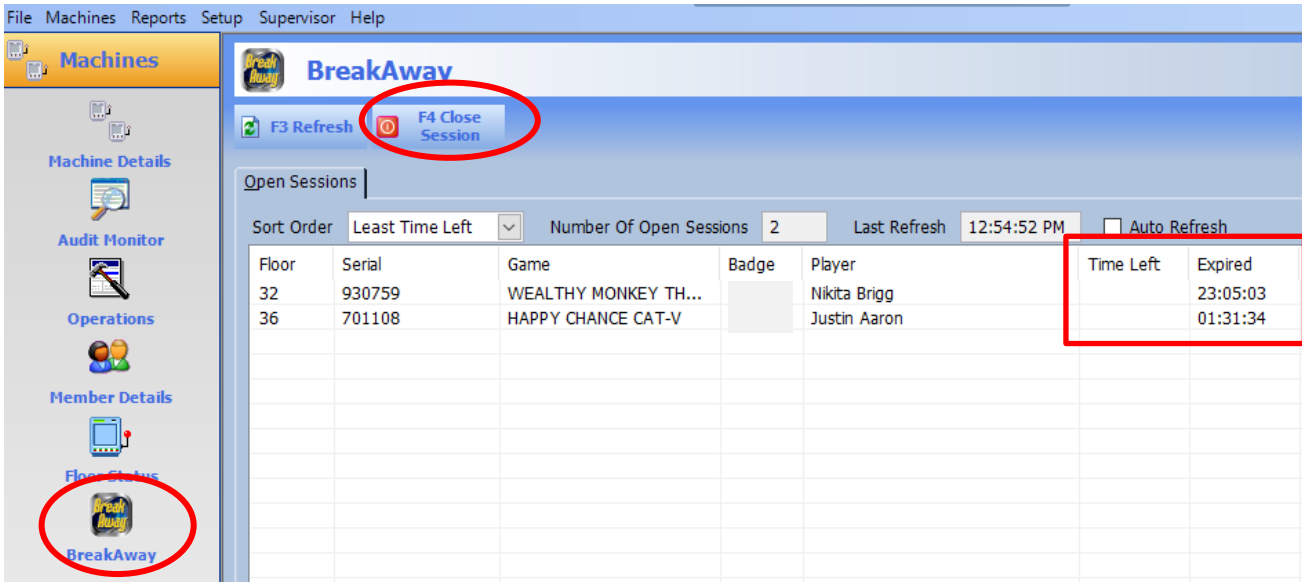
Audit Report

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

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Audit Report Page

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

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	
LIONHEART-	$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	
WHEEL SHOT WILD GO...	$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	
HYPER HITS RHINO RIC...	$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	
CANNONBALL DOLPHIN-V	$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	
GOLDEN INDIA - HOT H...	$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	
BEST BET (LIGHTNING L...	$30.00	$0.00	$30.00	$30.00	$0.00	$0.00	$30.00	$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	
SAHARA GOLD (LIGHTNI...	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	