playsafe systems

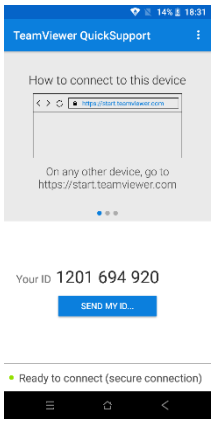
Android Handheld

USER GUIDE

1. SUPPORT

To provide remote support for the Handheld TeamViewer is our preferred choice. If the TeamViewer App is not installed on your Handheld, please go to the App store and search TeamViewer QuickSupport. Download and install the App.
(Click the Play icon below)

GET IT ON Google Play



Once launched the TeamViewer QuickSupport App will show an ID number on screen. Provide this number to the support person and then touch allow to the follow up message. The remote support person will then be able to see your Handheld screen.

2. TO LOAD PLAYSAFE QUANTUM ON THE HANDHELD

1. Touch the Playsafe Handheld App Icon
2. The App will load, and the home screen will be displayed as per the image.

3. SYNC HANDHELD WITH QUANTUM DATABASE

Note 1:
The data transfer is via the internet. Therefore, the Handheld needs to be connected to a Wi-Fi network with internet access.

Note 2:
The handheld Setup must have been previously performed on the Quantum PC. This will enable the Handheld to receive the up-to-date details of the machines on site. After a new machine is moved in or a machine is moved out or, a machine edit is performed or a meter setup edit is performed, a fresh handheld setup will also need to be performed.

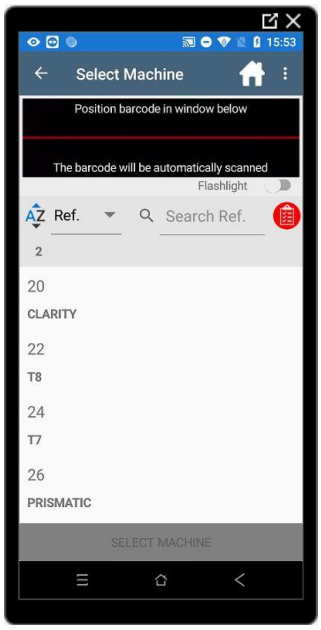
Note 3:
After a successful sync the data will have been transferred to the Quantum database. There will be no machines listed in the Review Data section. If the sync is not successful the data will not have been transferred and there will be a list of machines seen in the Review Data section, as the data will have been retained in the handheld memory.

On the Handheld home screen select the Quantum Sync button.

The sync window opens – This will perform an upload of any data held on the handheld followed by a download from the Quantum database.

- If successful, the sync window closes.
- If an error occurs an error message will be displayed.
- Resolve the error where appropriate, e.g. connect Handheld to Wi-Fi.
- Wait a couple of minutes and try again.
- If the error persists then contact support.

4. MANUAL INPUT – METER READINGS



Note 1:
The Handheld obtains the meter setup during the sync procedure with the Quantum database. Therefore, a sync must have previously been performed. The handheld Setup must have been previously performed on the Quantum PC. This will enable the Handheld to receive the up-to-date details of the machines on site. After a new machine is moved in or a machine is moved out or a machine edit is performed or, a meter setup edit is performed a fresh handheld setup will also need to be performed.

Note 2:
There is a button on the meter readings screen to activate the Flashlight function of the Handheld. Useful for providing additional light where needed.

Note 3:
The app uses the Handheld camera function to enable barcode reading. Therefore, a barcode of the machine reference can be used to find the machines in the list. Please print appropriate barcodes and position in a convenient position.

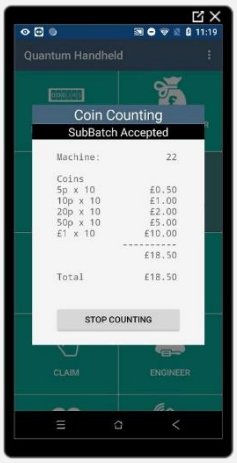
From the home screen select Meter Readings.

- Scan a barcode by pointing the Handheld camera at the barcode. If an appropriate barcode is available.

- Or select a machine from the available list. Touch to highlight machine and select at bottom of the screen.
    - Touch the line of the available meter.
    - Type the meter reading using the on-screen keyboard that appears.
    - Select return or touch the line of the next meter.
    - If meter reading is zero enter 0
    - Once all meters have been added select Save Meters at the bottom of the screen.
    - The app will then return to the Meters List.
    - Select the next machine and repeat.
    - Machines are no longer on the list once meter readings have been added. It is therefore possible to see the machines that are still to be input.

- When all machine meters have been added return to the Home screen. The Home button is at the top of the screen.
- At this point you can choose to Sync with the Quantum database or go on to connecting to a Coin Counter or other manually entries. The data is now stored in the Handheld memory.

5. CONNECTING THE HANDHELD TO A COIN COUNTER

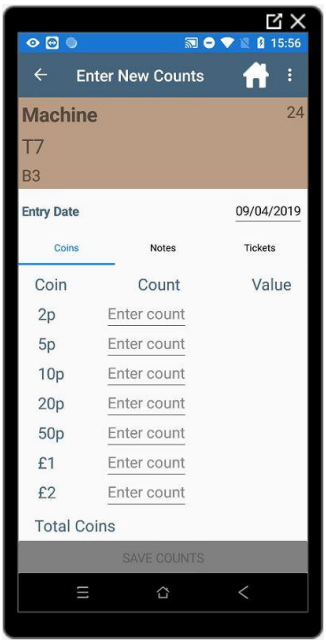


Note 1:
If using a Jetsort coin counter please refer to the document Quantum: Setting Up the Jetsort in the Knowledge Base of the Playsafe Systems website. https://playsafe.systems/knowledge-base/

Note 2:
The machine ID can be either a reference number or location number. This preference is set in the settings menu in the Quantum Handheld App.

- Connect the leads between the Handheld and the Coin Counter.
- Load the Playsafe Handheld App on the Handheld.
- Select count cash.
    - A window opens – message on screen “Waiting for count”.
- Start coin count.
    - On coin counter keyboard enter reference number (or location number) press enter.
    - If note counter also connected proceed to run notes through.
    - Run coins through.
    - Press sub batch.
        - The details of the count will be displayed on the Handheld screen.
    - Repeat for the next machine.
    - When all counting is finished press batch end.
- Select Stop Counting on handheld screen.
- At this point you can choose to Sync with the Quantum database or go on to manually inputting machine meter readings. The data is now stored in the Handheld memory.

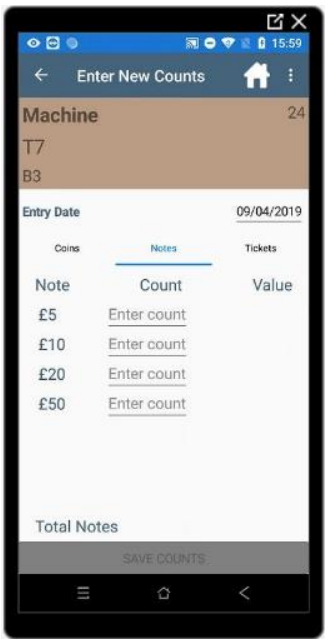
6. MANUAL INPUT – COIN, NOTE AND TICKET VALUES



Note 1:
Use these Screens to manually input income that has not been counted using the coin counter or note counter.

Note 2:
When inputting coins and notes enter the number of each denomination. The app will convert this to a value. The total value counted should be entered for tickets.

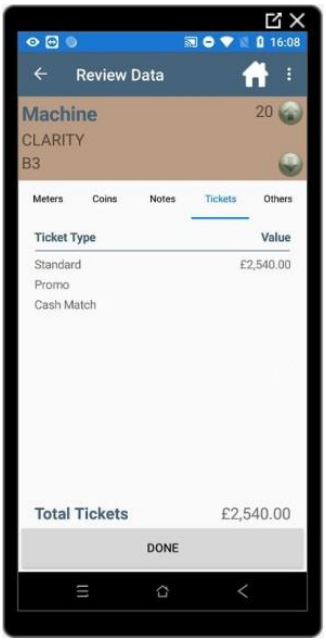
- From the Home screen select the Counted Cash or Tickets button.
- Scan a barcode by pointing the Handheld camera at the barcode. If an appropriate barcode is available.
- Or select a machine from the available list. Touch to highlight machine and select at bottom of the screen.



Note 3:
The screen that opens is for manual coin inputting. To select note inputting touch on the word Note. To select ticket inputting touch on the word Tickets. To return to coin inputting touch on the word Coins.

- For manual coin inputting touch on the word Coins.
- Touch the line for the appropriate coin denomination.
- Input the number of coins (the app will convert this to a value that will be displayed).
- Touch there (the app will convert this to a value that will be displayed).
- Touch the next denomination or press return and then touch the next denomination.
- Repeat until all denominations are recorded.

Note 4:
A total of coin value is displayed at the bottom of the screen.



For manual note inputting touch on the word Notes.

- Touch the line for the appropriate note denomination.
- Input the number of notes (the app will convert this to a value that will be displayed).
- Touch the next denomination or press return and then touch the next denomination.
- Repeat until all denominations are recorded.

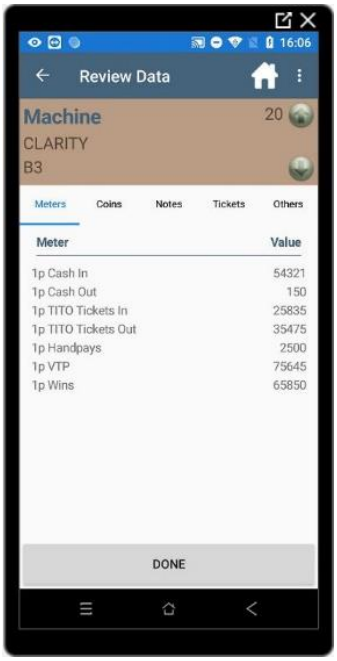
For manual ticket inputting touch on the word Tickets.

- Touch the line for the appropriate coin denomination.
- Input the counted value of standard tickets that were taken from the note box.
- Touch the next item or press return and then touch the next item.
- Repeat for promo tickets and cash match tickets.

When all items have been input select save counts at the bottom of the screen.

- Repeat for all machines.
- When all machines have been input return to the home screen.
- At this point you can choose to Sync with the Quantum database or go on to manually inputting machine meter readings or connecting to the coin counter. The data is now stored in the Handheld memory.

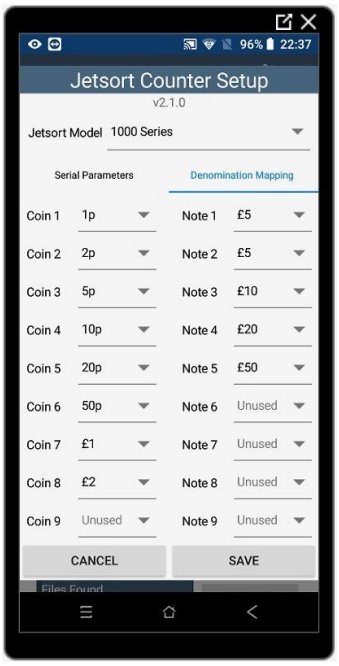
7. REVIEW STORED DATA



- From the Home Screen select Review Data.
- A list of the machines that have data entries is displayed.
- Scan a barcode by pointing the Handheld camera at the barcode. If an appropriate barcode is available.
- Or select a machine from the list. It is possible to search the machine list either by machine reference number, machine name or location number based on the data held in the Quantum database. Or the list can be scrolled by dragging up or down. Then touch select machine at the bottom of the screen.
    - Initially the recorded meter readings will be displayed. To select another category touch on the words: Coins, Notes, Tickets, Others. To return to meter readings touch the word Meters.
        - To edit the entries displayed double tap on the screen.
        - Then touch in the field to be edited.
        - Edit using the on-screen keyboard that appears.
        - Touch return to finish edit.
        - Then touch save at the bottom of the screen
        - Repeat for other categories as required.
        - When review is complete touch done at the bottom of the screen.
    - Repeat for all machines that are to be reviewed.
- When finished reviewing touch the Home button at the top of the screen.

At this point you can choose to Sync with the Quantum database or go on to manually inputting machine meter readings or connecting to the coin counter or manually inputting for coins, notes and tickets. The data is now stored in the Handheld memory.

8. SETTINGS



To close the App touch the three lines at the bottom of the screen and swipe left to close. (This may vary dependent on the handheld configuration).

- The handheld ID needs to be the same as the ID used in the Quantum Handheld
- To access the coin mapping:
- load the app on the handheld,
- touch the 3 dots top right of the home screen,
- touch settings in the drop down menu,
- touch counter settings,
- touch configure counter options,
- touch denomination mapping.
- Each coin path can be set to a denomination by selecting in the drop down list.
- Then touch save at the bottom of the screen.

Please contact support@playsafe.systems if you have any questions that about the App