



Tournament Manager

User Guide



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1. Introduction

1.1. Overview

Tournaments are a new feature of Games Warehouse's GamePack Smart v3.0 software. With tournaments comes the new Tournament Manager.

The Tournament Manager allows the operator to set up and configure tournaments. The system is based on the Merit tournament system (so if you are familiar with that you should have no trouble) and has the following features:

- ✓ Up to 4 tournaments running simultaneously.
- ✓ Each running tournament can have up to 14 games in a sequence, waiting to start after the current game has finished.
- ✓ The option to delay-start a tournament (i.e., start a tournament game at a future date).
- ✓ A choice what percentage of the price-of-play is paid in to each tournament's prize pool.
- ✓ A choice of how each tournament's prize pool is split.
- ✓ The ability to pre-seed a prize pools.
- ✓ An audit trail is kept of all tournaments that have been played on the machine.
- ✓ Prize collection is verified by the requirement of a player's PIN and an attendant's PIN.
- ✓ Prizes and High scores saved to the Data Dongle for recovery.

1.2. Running the Tournament Manager

The Tournament Manager is accessed from the Games screen of the operator's Test Menu when Smart Settings are enabled.

1. Open the top door.
2. Press the "TEST" switch to enter the operator Test menu.
3. Press the "Enable Smart Settings" button and answer "yes" when asked if you are sure.

A rectangular button with a blue gradient background and white text that reads "Enable Smart Settings".

You will now be on the Games screen.

4. Select the "Tournaments" button in the bottom-right of the screen.

A rectangular button with a blue gradient background and white text that reads "Tournaments".

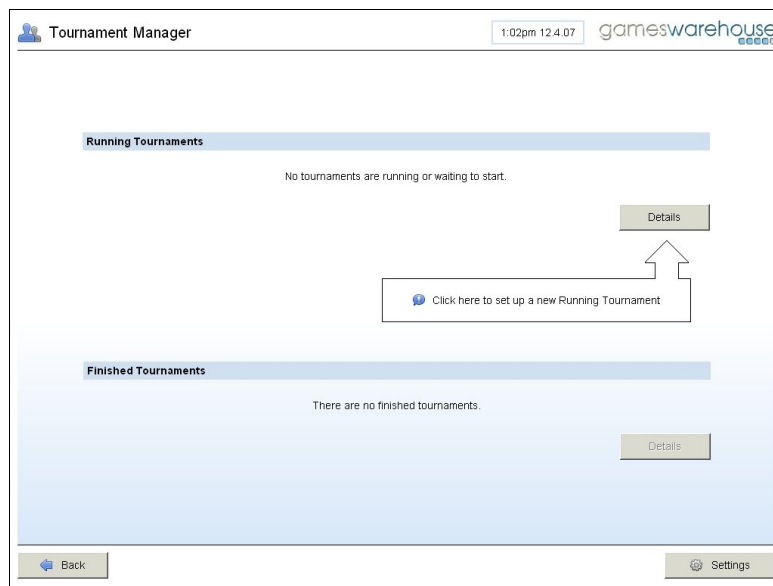
You will now have entered the Tournament Manager.

2. Guided Tour

This section goes through the Tournament Manager screen-by-screen explaining what each screen does and how to use it.

2.1. Common Features

First though, it is worth noting that there are some features that are common to every screen. Here is an example screenshot (it is what you should see the first time you run the Tournament Manager):



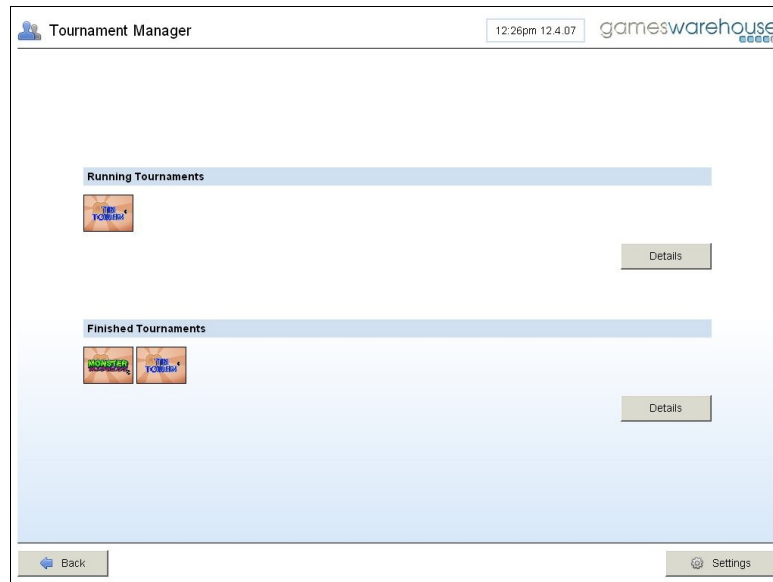
In particular, the following features are always the same on every screen:

- The title/name of the current screen (top left)
- The current time and date (top right)
- A "**Back**" or "**Cancel**" button (bottom left)

These features never change, so you can rely on, for example, the button in the bottom left getting you out of wherever you are.

2.2. Main Screen

The main screen is the first screen you see when you run the Tournament Manager. It shows you an overview of all the tournaments:

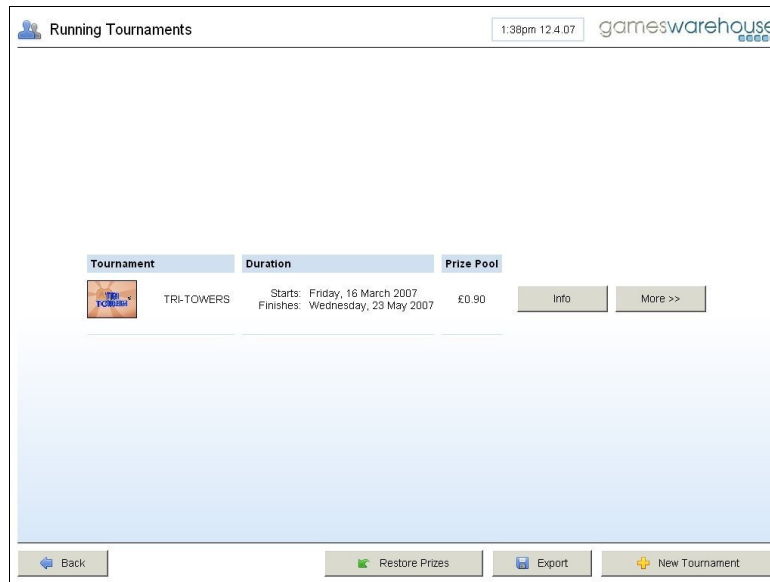


Here you can see a list of current running tournaments and a list of finished tournaments. In the above example you can see that there is one tournament running at the moment, and two that have finished. When you run the Tournament Manager for the first time though, these lists will be empty.

- ➔ Press the first **"Details"** button to examine or do anything with running tournaments. This includes ending tournaments and making new ones. This will take you to the Running Tournaments screen (see page 5).
- ➔ Press the second **"Details"** button to examine or do anything with finished tournaments. This includes marking prizes collected. This will take you to the Finished Tournaments screen (see page 7).
- ➔ Press the **"Settings"** button to go to the Settings screen (see page 12) to make any changes to how the tournament system works. This includes setting the attendant PIN.

2.3. Running Tournaments Screen

You can get to the Running Tournament screen from the Main screen (see page 4). This screen provides information about the current running tournaments and tournaments that are waiting to start, and it allows you to modify them:



On this screen you can see a more detailed list of the current running tournaments. Their start and finish dates and their current prize pool are also shown. If you have just run the Tournament Manager for the first time, this list will be empty.

- ➡ Press the **"Info"** button next to a running tournament for the complete information about that tournament. A pop-up window will appear that looks like this:



- ➡ As well as detailed information about the tournament's start and finish time, how its prize pool is split and what percentage of the price-of-play is taken for the prize pool, you can also see the current hi-scores for the tournament. Note that player's prizes are rounded to the nearest 10p so the total of the prizes may not be exactly equal to the prize pool.

- ➔ Press the **"More"** button next to a running tournament to see the games that will be started after this tournament ends. The tournament will expand to show more information and more options. It will look something like this:



Here you can see the next games in sequence waiting to be started after the current game. There is also information about when the next game will start, how long it will last (until the game after that starts), what value its prize pool will start at, and how its prize pool will be split.

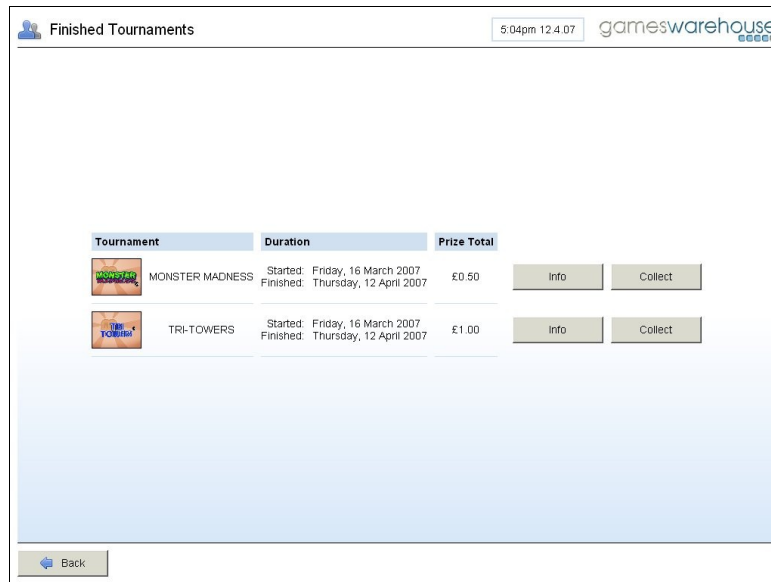
- ➔ Press **"Edit"** to change the details of the next games. This button only appears after you have pressed the "More" button next to a running tournament. It will take you to the Edit Tournament Game Sequence screen (see page 9).
- ➔ Press **"End Early"** to end the current running tournament now. This button only appears after you have pressed the "More" button and when the tournament is running. You will be asked for confirmation before the tournament is ended.
- ➔ Press **"Delete"** to delete the entire tournament (including games waiting to start). This button only appears after you have pressed the "More" button and when the tournament is not running (i.e., the next game is waiting to start). If you want to delete a tournament that is running, you must press "End Early" first.
- ➔ Press the **"New Tournament"** button to create a new sequence of tournament games. This button is disabled if there are already 4 tournaments. It takes you to the New Tournament Game Sequence screen (see page 9).
- ➔ The **"Export"** button allows you to export the current tournament set-up on to a USB pen (like the one pictured to the right) so that you can import the same tournaments on to another machine (see Exporting and Importing Tournaments on page 16 for detailed instructions).
- ➔ The **"Restore Prizes"** button does not usually appear. It only appears when the cabinet, tray or hard disk is replaced it (for example, due to some malfunction) and the Tournament Manager detects that saved prize and high score data is present on the Data Dongle.



In order to restore prize and high score data, you must first set up the current tournaments exactly as they were. Pressing this button will either ask you if you want to restore the saved prizes and high scores, or it will tell you what is different about your current tournament set up that prevents the data from being restored. See the section on Restoring Prizes and High Scores After Malfunction on page 17 for more information.

2.4. Finished Tournaments Screen

You can get to the Finished Tournaments screen from the Main screen (see page 4). The Finished Tournaments screen provides information about tournaments that have finished and allows you to do things with them:



This screen lists in more detail the tournaments that have finished, including the start and finish dates and the prize totals. It also acts as an audit trail of tournaments that have been played on the machine. If you have just run the Tournament Manager for the first time, this list will be empty.

Since prizes are rounded to the nearest 10p, the total of a tournament's prizes is not usually exactly equal to the prize pool. This is why the prize *totals* are displayed here, and not the final prize *pool*.

Tournaments are automatically removed from this list after a period of time (not shorter than 1 year). This time period can be adjusted on the Settings screen (see page 12).

➔ Press the **"Info"** button next to a finished tournament for the complete information about that tournament. A pop-up window will appear that looks like this:



As with the info pop-up for running tournaments, information about the tournament's start and finish time, how its prize pool was split and what percentage of the price-of-pay was taken for the prize pool is displayed along with

the final hi-scores and prizes for the tournament. The final prize pool is also shown here (for informational purposes only).

You will also notice that for each prize, either:

- the date that the prize was collected is shown, or
- 'NO' is shown if the prize has not been collected yet.

For a prize to be marked as collected, both the Player's and the Attendant's PINs must have been entered, so you can use this to determine which prizes have been awarded to the Player by the Attendant (if that is the arrangement you have with the Attendant).

- ➔ Press the "**Collect**" button to mark collected all the prizes in a tournament. Usually, when a tournament finishes, the player would collect his/her prize with the help of the attendant. If this has not been done, but the collector knows that all the prizes have been given to the players, they can press this button to mark all the prizes collected. You will be asked for confirmation before prizes are marked as collected. For more information about this, see the section on Collection and Reimbursing the Attendant on page 18.

2.5. New/Edit Tournament Game Sequence Screen

You can get to this screen either by pressing the "New Tournament" button, or pressing an "Edit" button on the Running Tournaments screen (see page 5). This screen allows you to set up or change details of the next games in the tournament:

The screenshot shows the 'Edit Tournament Game Sequence' interface. At the top, it displays the user's profile, the time (4:22pm 12.4.07), and the Games Warehouse logo. The main section is titled 'Game Sequence' and includes a 'Next games:' area with a trash can icon, three game cards (MONSTER, TWIN TOWER, POWER SOLITAIRE), and an 'Add Games' button. Below this is a 'Loop Sequence' checkbox. The 'Game Cycling' section shows 'Next game will start at: 9am 35 on Wednesday, 23 May 2007' and 'And will last: 1 week'. The 'Prize Pool' section shows 'New prize pools start at: £0 and take 25% of the price of play.' and 'Split prize pool: 50/30/20 between winners.' At the bottom, there are 'Cancel' and 'Save Changes' buttons.

Note that the settings on this screen are all related to the *next* games. That is, if you are editing a tournament, you can't change the details of the current running tournament here. See the section on Changing a Running Tournament's Details on page 14 for more information about this.

! Notice the two buttons at the bottom of the screen. When you have finished, you must press the "**Save Changes**" button. Alternatively, you can press the "**Cancel**" button to discard any changes you have made if you are editing a tournament, or discard the new tournament.

This settings on this screen is split in to 3 sections:

Game Sequence

This section lets you choose which games will run.

The screenshot shows the 'Game Sequence' section of the screen. It features a 'Next games:' label, a trash can icon, three game cards (MONSTER, TWIN TOWER, POWER SOLITAIRE), and an 'Add Games' button. Below these elements is a 'Loop Sequence' checkbox.

➔ Press the "**Add Games**" button to add games to the tournament. You can add up to 14 games. This button takes you to the Add Games screen (see page 11).

- ➔ You can **re-order** the games by dragging them. To drag a game, press and hold the game and then move it about. The order of the games (from left to right) is the order that they will play in.
- ➔ You can **remove** a game by dragging it to the bin.
- ➔ Turn on "**Loop Sequence**" to make the game sequence repeat forever. This feature is identical to that found on Merit machines.

When it is time for a tournament game to run, the game at the front of the sequence is removed from the sequence and becomes a running tournament. When looping is turned on, this game is also re-added to the end of the game sequence. In this way, the sequence never decreases in length. Instead, the games rotate as they are played in a loop. If there is only one game in the sequence, it will restart continually.

Game Cycling

This section lets you choose when the current running game will change.

- ➔ Choose when the **next game will start at**.

When creating a new tournament, you can set this time/date to some time in the future to "delay-start" the tournament. The first game in the game sequence will start at this time. You can't set this time/date to some time in the past, if you want to start a tournament on a past date, see the section on Adding a Tournament on page 14.

If you are editing a tournament that is already running, changing the time/date that the next game starts at will also change the time/date that the current game ends at.

- ➔ Choose the duration. This is the length of time that the next game will play once it has commenced.

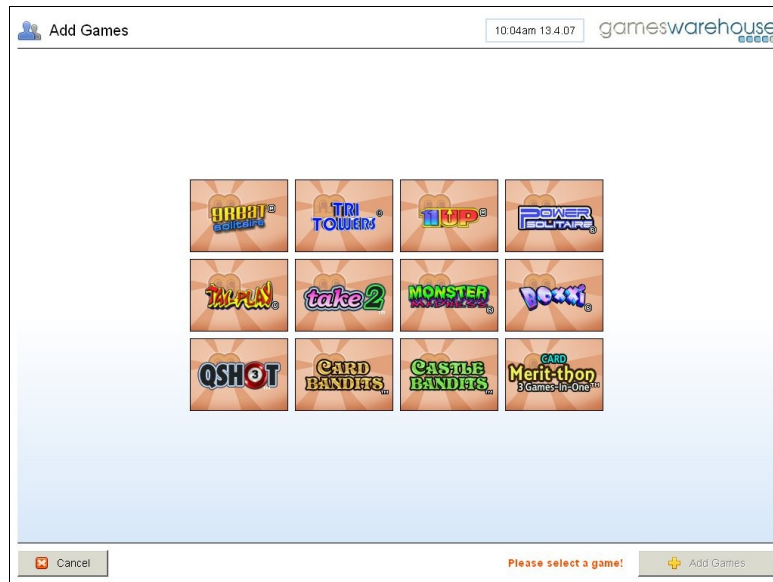
Prize Pool

This section allows you to change how the next game's prize pool will work.

- ➔ You can set cash values that the new prize pools of the next games will start at. You can't seed an individual prize pool to more than £100.
- ➔ You can set the percentage of the price-of-play that will be taken from each game and added to the game's prize pool. For example, if this is set to 25%, then 25p from every £1 will be added to that game's prize pool.
- ➔ You can set how the prize pool will be split between the tournament winners. For example, if you select 50/30/20 and the prize pool is £100, then the winners will receive £50, £30 and £20 respectively.

2.6. Add Games Screen

This screen lets you select games to be added to a tournament. It appears when you press "Add Games" on the New/Edit Tournament Game Sequence screen:

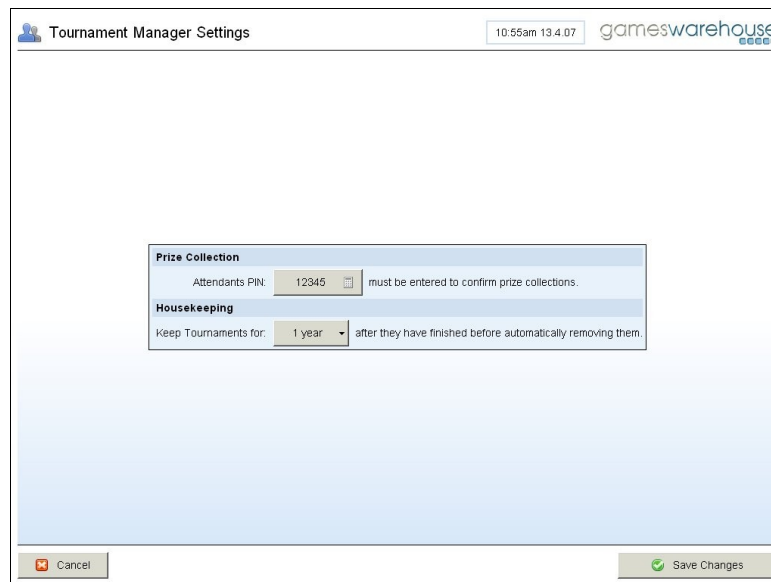


All available tournament games can be selected from this menu.

- ➡ Select one or more games that you want to add.
- ➡ Press "**Add Games**" when you are finished, or
- ➡ Press "**Cancel**" if you don't want to add any games.

2.7. Settings Screen

You can get to this screen from the Main screen (see page 4). The Settings screen lets you change settings to do with how the tournament system works:

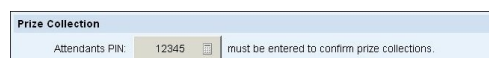


⚠ Notice the two buttons at the bottom of the screen. When you have finished, you must press the **"Save Changes"** button. Alternatively, you can press the **"Cancel"** button to discard any changes you have made.

The settings screen is divided in to two sections.

Prize Collection

This section deals with prize collection settings.



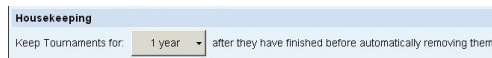
➔ You can change the **attendant's PIN** here. The attendant is the person who is responsible for awarding the tournament prizes to winning players. For example, this may be the landlord (or some other member of the establishment staff).

When a tournament finishes, the player can claim their prize with the help of the attendant. In the game menu, the player selects "Claim Prize" and the machine asks for first the attendant's PIN, and then the player's PIN. This ensures that the attendant and the player are both present for the player to claim their prize.

Don't forget to tell the attendant if you change this PIN!

Housekeeping

This section details settings dealing with deleting old tournaments.



- ➔ You can change how long you want to **keep tournaments** for after they have finished on the "Finished Tournaments" screen (see page 7). Since the Finished Tournaments screen also serves as an audit trail of finished tournaments, this setting can not be set to less than 1 year.

3. Common Tasks

This section explains how to accomplish common tasks in the Tournament Manager.

3.1. Adding a Tournament

To add a tournament

1. Enter the Tournament Manager.
2. On the Main screen, press the first "Details" button to view details about running tournaments.
3. On the Running Tournaments screen, press the "New Tournament" button. You can only have 4 tournaments, so if you already have 4 tournaments you will have to delete one if you want to create any more.
4. Set up the tournament details (see page 9 for more information) and click on "Save Changes" when you're done.

To start a tournament in the past

Sometimes, you might want to set up a tournament that should have already started. Here's how to do it:

1. Create a tournament as normal.
2. Leave the time/date set to the current date. Although this is incorrect, we will change this later.
3. Specify the duration of the tournament correctly. For example, if the tournament is supposed to be 2 weeks long, even though it has already started you should enter 2 weeks anyway.
4. Press "Save Changes". This will take you back to the Running Tournament screen and the tournament should have started running.
5. Press "Edit" next to the tournament (you might need to press "More" first).
6. In the Edit Tournament Game Sequence screen, the start time/date is now the start time/date of the *next* game, and not the game that has started running. Change this to the time/date that the next game *should* start. This will automatically change the finishing time/date of the running game.
7. Press "Save Changes".

3.2. Changing a Running Tournament's Details

You basically can't change most details of a running tournament. This is intentional. The changes you can make are:

Ending a tournament immediately

1. On the Main screen, press the first "Details" button.
2. On the Running Tournaments screen, find the tournament you want to end.
3. Press the "End Early" button next to the tournament (you might need to press the "More" button first).

If there are more games waiting to start in this tournament, they will start at their usual time and *not straight away*. This button only ends the current tournament game.

Ending a tournament at some time in the future

1. On the Main screen, press the first "Details" button.
2. On the Running Tournaments screen, find the tournament you want to end.
3. Press the "Edit" button next to the tournament (you might need to press the "More" button first).
4. On the Edit Tournament Game Sequence screen, change the start time/date of the next game to the time/date you want the tournament to finish. Changing the start time/date of the *next* game automatically changes the *finish* time/date of the current game.

Making any other changes

Making other changes to a running tournament is not possible once the tournament is running. Instead, you must delete the current tournament and create a new one.

1. On the Main screen, press the first "Details" button.
2. On the Running Tournaments screen, find the tournament you want to end.
3. Press the "More" button next to the tournament. You can now see any games waiting to start, as well as the "End Early" button.
4. Press the "End Early" button to end the current tournament game now.
5. There are now two possibilities:
 - If your tournament has *no other* games waiting to start after the game you just ended, it will be automatically deleted. You can press the "New Tournament" button to create a new tournament (with the correct details) and you can stop following these instructions now.
 - If your tournament *does* have more games waiting to start, read on:
6. Press the Edit button next to the tournament.
7. Here, again, there are two possibilities:
 - If you have looping turned *off*, press "Add Games" and add the game that you have just ended (see page 11) to the end of the game sequence.
 - If you have looping turned *on*, the game you just ended will have been automatically re-added to the end of the game sequence and you need not add it again yourself.

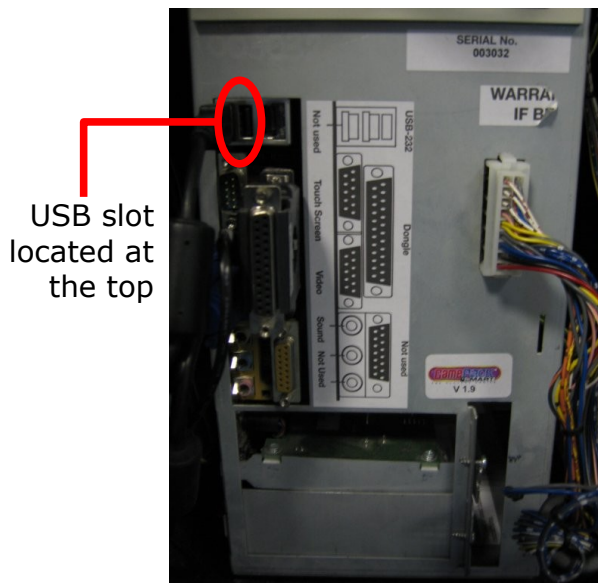
8. Drag the game you have just ended from the end of the sequence back to the start of the sequence. This will have reset the tournament to the state it was in before this game was started.
9. Make any changes to the other settings that you want (in particular, you may need to change the start time/date). Press "Save Changes" when you have finished.

3.3. Exporting and Importing Tournaments

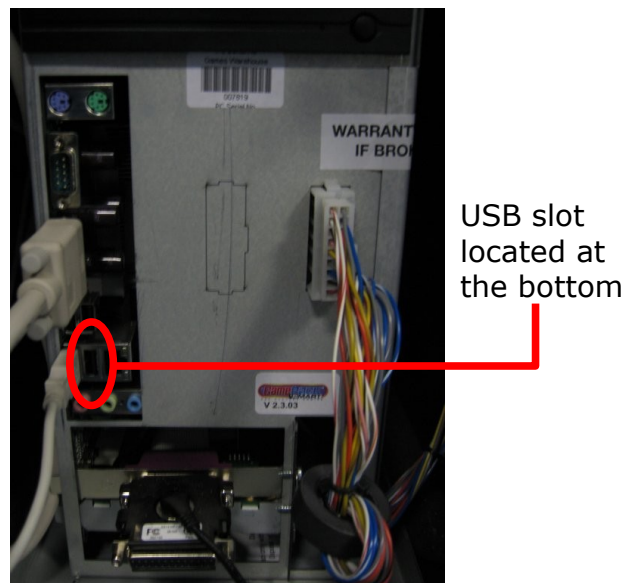
Exporting and importing tournaments copies the tournament set-up from one machine to another.

Exporting tournaments

1. Open the bottom door of the Paragon cabinet.
2. Insert your USB pen (like the one pictured to the right) in to the free USB slot. The correct place to insert your USB pen depends on how recent your machine is. There are two configurations, both are shown here:



Older configuration
(Paragon 1, 2 and 3)



Newer configuration
(Paragon 2, 3 and Pro)

! After Inserting your USB pen, you may have to wait for a about a minute while drivers to use it are installed. You may see a few windows popping-up informing you of the progress of installing the drivers – just ignore them!

3. On the Main screen, press the first "Details" button.
4. At the bottom of the Running Tournament screen, press the "Export" button and confirm that you want to continue when asked.

Importing tournaments

1. Open the bottom door of the Paragon cabinet.
2. Insert your USB pen (like the one pictured to the right) in to the free USB slot. The correct place to insert your USB pen depends on how recent your machine is. There are two configurations, see page 16 for instructions and diagrams explaining how to find the USB slot.



! After Inserting your USB pen, you may have to wait for a about a minute while drivers to use it are installed. You may see a few windows popping-up informing you of the progress of installing the drivers – just ignore them!

3. Open the top door.
4. Press the “TEST” switch to enter the operator Test menu.
5. Press the “Load Update” button (which also now imports tournaments as well as updating from CD).
6. This should start the Tournament Manager to import the tournaments.

Load Update

! Note that importing tournaments will end any current running tournaments!

7. Confirm that you are sure you want to import the tournaments.

3.4. Restoring Prizes and High Scores After Malfunction

If, due to some malfunction, Games Warehouse issue a replacement cabinet or a replacement tray or hard disk for your cabinet, the current tournaments will be lost. Fortunately, the prize and high score data is stored on the Data Dongle so that it can be recovered in this situation.

In order to recover the tournament prize and high score data however, you must first set up the tournaments exactly as they were before the cabinet, tray or hard disk was replaced.

Automatic Restoration

Restoring your tournaments can be done automatically when you have access to a USB pen with exactly the same tournaments on as were running before the malfunction. This will be available when:


- you originally imported the tournaments from a USB pen and you have access to that USB pen, or
- you have another machine running exactly the same tournaments. In this case, you should export the tournaments from that machine on to a USB pen.

In either case, when you import the tournaments to your new or replaced machine, once the import is complete you will be asked if you want to restore the prize and high score data automatically.

Manual Restoration

If you are not able to get hold of the tournaments on a USB pen, you will have to set up the tournaments again manually. You will need to know the exact details of every tournament that should still be running; including:

- The exact time/date that they were due to finish
- How the prize pool was to be split between the players
- What percentage of the price-of-play was taken from each game to be added to the game's prize pool.

 If you set up new tournaments and somebody plays them before you have successfully recovered the old prizes and high scores, the recovery data on the Data Dongle will be overwritten and they will be lost permanently! If you are unable to restore the prizes and high scores, you should not leave new tournaments running if you intend to come back and try again!

Once you have entered the tournaments, you should press the "Restore Prizes" button on the Running Tournaments screen (see page 5). If you have not recreated the tournaments exactly as they were, you will be informed that something is incorrect and you will not be able to restore the prizes and high scores.

3.5. *Collection and Reimbursing the Attendant.*

Typically, the landlord (or some other member of the establishment staff) would act as an Attendant and pay out any prizes that are won. They would then be reimbursed by the Operator or Collector, for example, during a routine cash box collection. Obviously, other arrangements are possible and this is only one example of how a tournament may be operated.

Things to note:

- The Paragon "Finished tournaments" meter shows how much money has been won in tournaments, regardless of whether the prizes have been collected or not. This can be used to reimburse an Attendant where you are not concerned with whether players have collected their prizes or not.
- The Paragon "Prize pool since..." meter shows how much money has been added to tournament prize pools since the last time it was cleared. This does not reflect how much money has been won. This can be used to pay the value of the current prize pools to the Attendant, and in so doing, keep him/her up-to-date with prizes from tournaments that are not yet finished. A "Clear" button is provided to zero this meter upon payment.
- Alternatively, if you prefer to reimburse the Attendant for prizes that have been collected, the collection status of each prize can be seen on the Finished Tournaments screen (see page 7). If you are happy to take the Attendant at their word regarding which prizes have been collected, a "Collect" button is provided on the Finished Tournaments screen (see page 8) to mark all the prizes of a tournament collected.

4. Contact and Support

You can contact Games Warehouse with one of the following methods.

4.1. Technical Support

Our Direct Technical Support number is:

+44 (0) 115 9 887 988.

Please have your GW Number and Software Version Number on hand when you call.

Alternatively, you can email us at:

support@gwhl.co.uk

4.2. Over the Internet

Visit us at:

www.gwhl.co.uk

Email us at:

sales@gwhl.co.uk

4.3. Other Contact Details

You can write to us at the following address:

Games Warehouse Limited
GWG House
Unit 4 Easter Park
Lenton Lane Industrial Estate
Nottingham
NG7 2PX

And for sales and other enquiries, please call:

+44 (0)115 9 700 722