

## Basic Trouble Shooting

1. Server
2. Windows Mobile Handhelds (start button top left)
3. Windows CE Handhelds (start button bottom left)
4. No Network connection (Windows Mobile)
5. No Network connection (Windows CE)
6. Kiosk stations

## Server

After activating your draw the handhelds and stations get error message “No Data Received from Server” Check the bottom left corner of the 5050 server screen and ensure it is on (green).

50/50 Server

File Events Reports Inquiry Setup Tools Broadcast Help

Event **4 - FLAMES VS BRUINS**

Draw	Prizes	Winner(s)	Win Stations
50/50 Draw	1	<input type="button" value="Click here to validate a winner.."/>	<input type="text"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/>
Jersey	1	<input type="button" value="Click here to draw a winner.."/>	<input type="text"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/>
Puck	Unlimited	<input type="button" value="Click here to draw a winner.."/>	<input type="text"/> <input type="button" value="Cancel"/>
Tickets	Unlimited	<input type="button" value="Click here to draw a winner.."/>	<input type="text"/> <input type="button" value="Cancel"/>

**POT**  
**\$2,000**

C:\Program Files\5050 Server\DATA Build 5559

If it is red click on it, it will ask you if you want to start server click “yes” and it will turn green (online). If you still receive the “No Data Received from Server” error [click here](#)

50/50 Server

File Events Reports Inquiry Setup Tools Broadcast Help

Event **4 - FLAMES VS BRUINS**

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Tickets	Unlimited	<input type="button" value="Click here to draw a winner.."/>	<input type="text"/> <input type="button" value="Cancel"/>

Confirm: Start server now?

**POT**  
**\$2,000**

C:\Program Files\5050 Server\DATA Build 5561

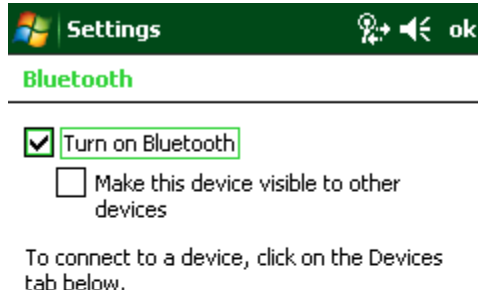
## Blue Tooth Printers, Handheld & Station Errors

Printer Errors: First determine which version of Windows you are Running [Windows CE](#) (start button on bottom left) or [Windows Mobile](#) (start button of top left)

1. If at any time you receive a Printer Error on the Handheld Screen, First check that you have the correct numbered printer and it is turned on. Second Check to see if Bluetooth in turned on, on the handheld unit.

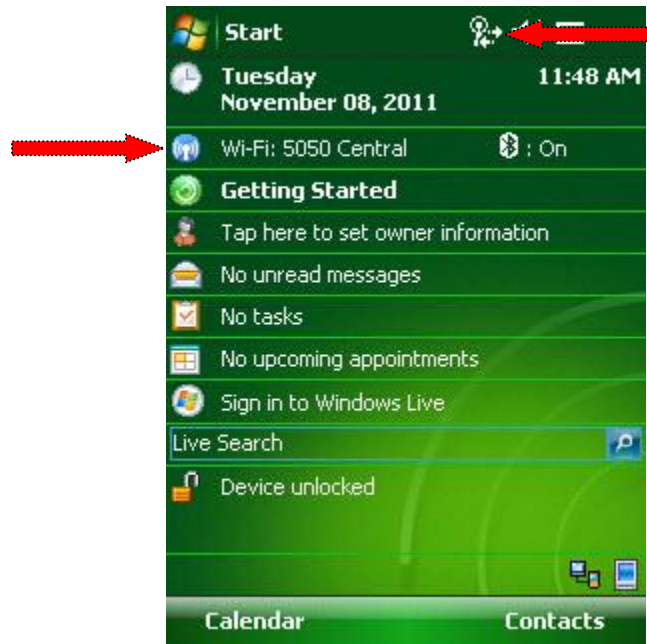
### Windows Mobile

2. For handhelds with the start button on the top left corner (Janam and some Unitech) do the following: Click on the Start, go to Settings, then Connections. Click on Bluetooth, then click the Mode tab at the bottom of the page. Make sure the “Turn on Bluetooth” box is checked.

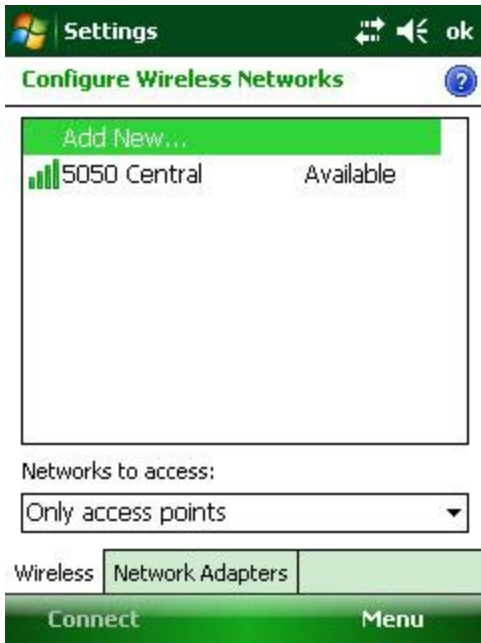


## No Data Received from Server Error (Mobile)

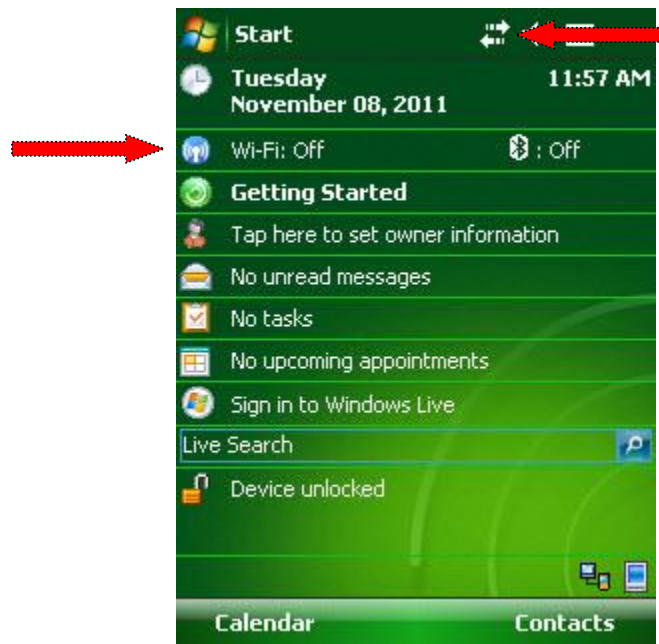
1. For handhelds with the start button on the top left corner (Janam and some Unitech). If you receive a “No Data Received from Server” message on the handheld, please ensure you are connected to the wireless network. There is a small antenna at the top of the screen, which should show 2 solid arrows, one pointing right, one pointing left when connected to a wireless network.



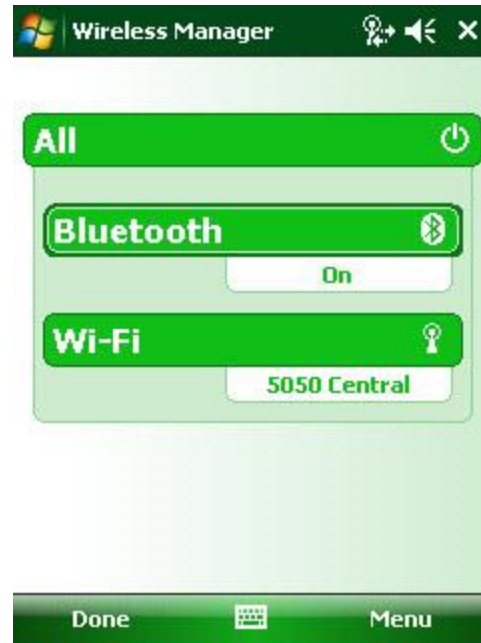
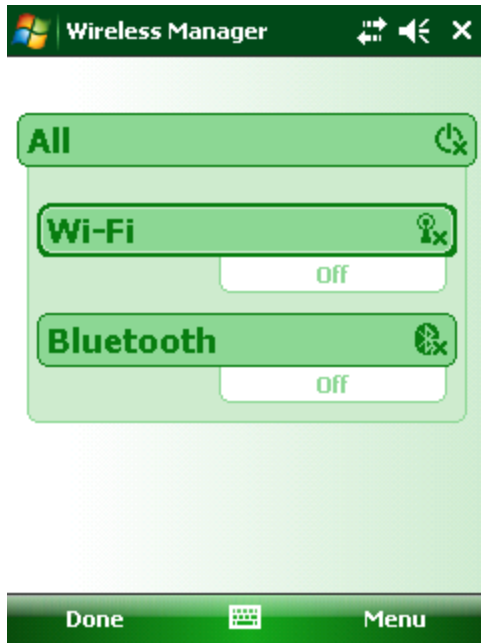
If these arrows are moving it is still trying to connect to wireless network. Allow 30 seconds for the unit to connect, if after that it does not connect do the following: To check if unit sees the proper network click on the Antenna, then wireless manager, in the bottom right click on menu then Wi-Fi settings. There you should see a list of wireless Networks select yours and click next ensure you have any security information pertaining to your network and if required enter this information, then click next then finish. Allow 30 seconds to connect.



If all you see is 2 arrows then your wireless could be turned off on the handheld. If this is the case do the following: Close the 5050 software if running. On the desktop below the date you should see Wi-Fi and Bluetooth. If either of these is off click on the one that is off.

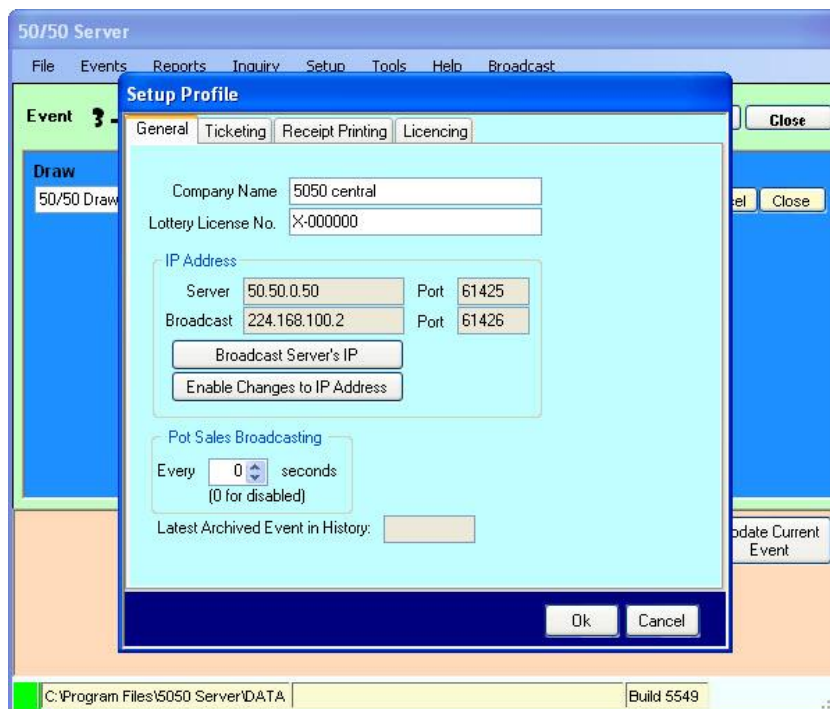


You should then see a window similar to this click on whichever is listed as off.

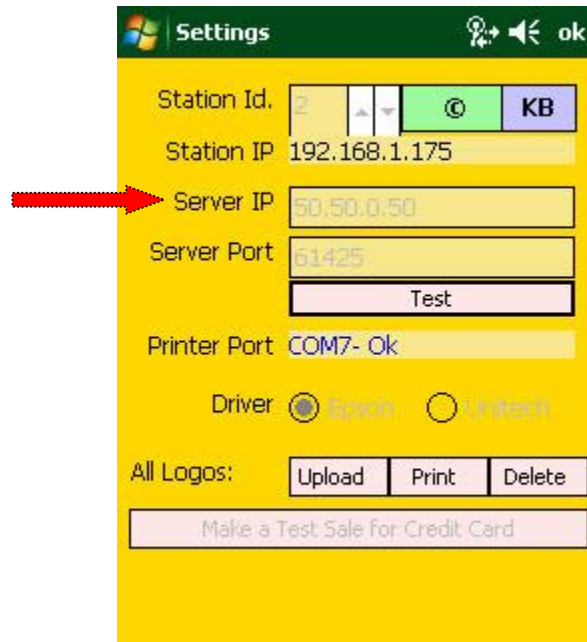


Once connected to proper network Try software again.

2. Ensure that the 50/50 Server software is open on the computer, and that the computer is connected to the proper network. In the 50/50 Server software, Click on Setup, Setup Profile, and write down the Server IP Address.



On the handheld, go into Setup, Edit Device Settings, and make sure the Server IP Address in here is the same as what you wrote down.



If these are not the same Click on the keyboard button (KB) then the Copy right symbol and type in f50XXXX Where XXXX is the date i.e.. Dec 1<sup>st</sup> would be f501201 Jan 1<sup>st</sup> would be f5101. Then correct the server ip listed on the handheld.

3. The Station IP Address listed on the handheld, under Setup, Edit Device Settings, should look similar to the Server IP Address; usually the last set of numbers will be slightly different. If it seems like these are way off, ie. Server IP is 50.50.0.50 and station ip is 192.168.1.175 1 please call for further support.

## Windows CE

If your start button is in the bottom left corner (some Unitechs) then click on start then program then Bluetooth in that list you should see BT Power On click on it and then in the popup window ensure that Bluetooth on is checked.



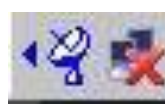
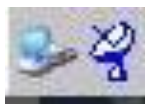


1. If this is not the issue, try turning off the printer and turning it back on. Also make sure the printer is near the handheld unit, the farther they are apart from each other, the weaker the Bluetooth signal is. Both handheld and printer should have the same number.

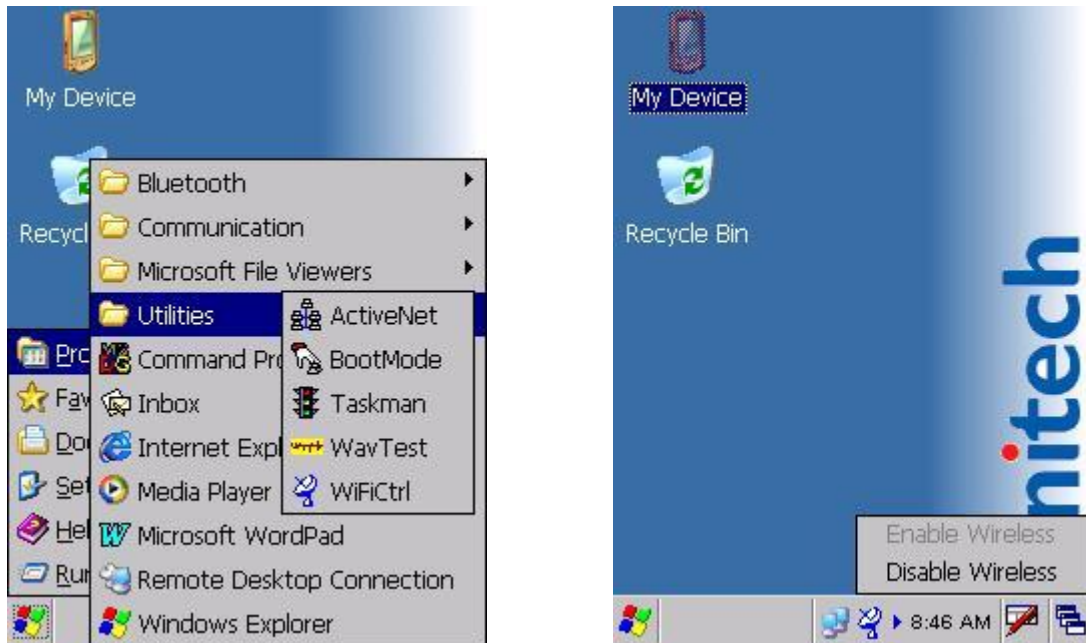
If Neither of these fix the issue try going to the help menu then manuals\ Reconnecting handhelds & Printers and go through the proper steps for reconnecting printer to handheld. If the steps in this document do not fix issue Call 50/50 Central for further instructions.

## No Data Received from Server Error (CE)

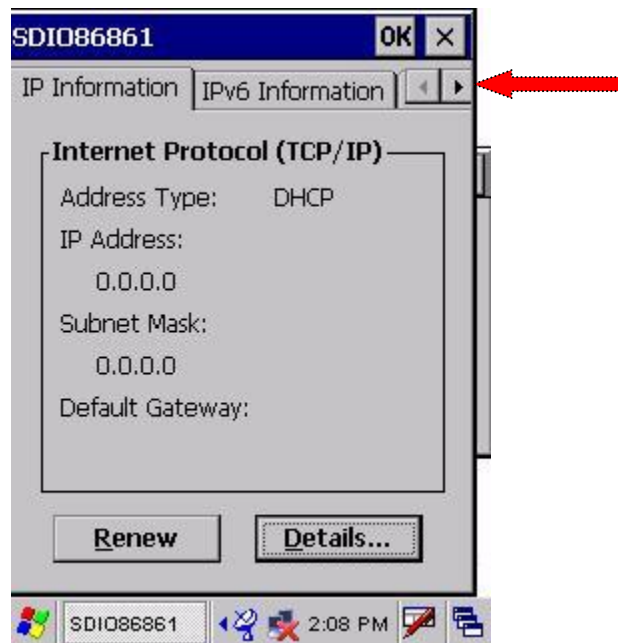
1. For handhelds with the start button on the bottom left corner (some Unitech's). If you receive a "No Data Received from Server" message on the handheld, please ensure you are connected to the wireless network. On your taskbar you should 2monitor icon. If connected these will be blue if not there will be a red X on them.



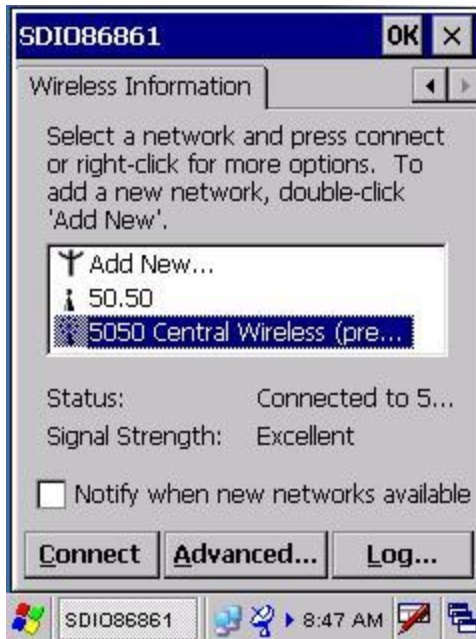
If you do not see the 2 monitors at all there should be a Satellite icon on your taskbar if not click on start\programs\utilities\Wifictrl. When you see the satellite icon click on it and enable Wireless.



Then Click on the Monitors icon will open the window below.



Using the Arrows at the top right of this window, scroll over to wireless information. Click on Wireless information. Allow 30 seconds or so for it to pickup all wireless networks.

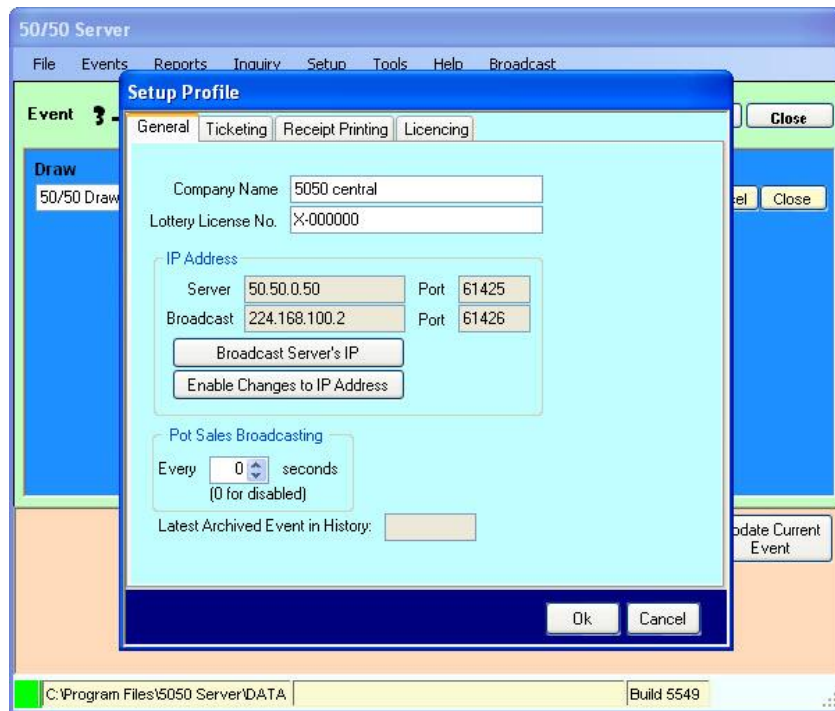


There you should see a list of wireless Networks select yours and ensure you have any security information pertaining to your network and if required enter this information, then click next then finish. Allow 30 seconds to connect.

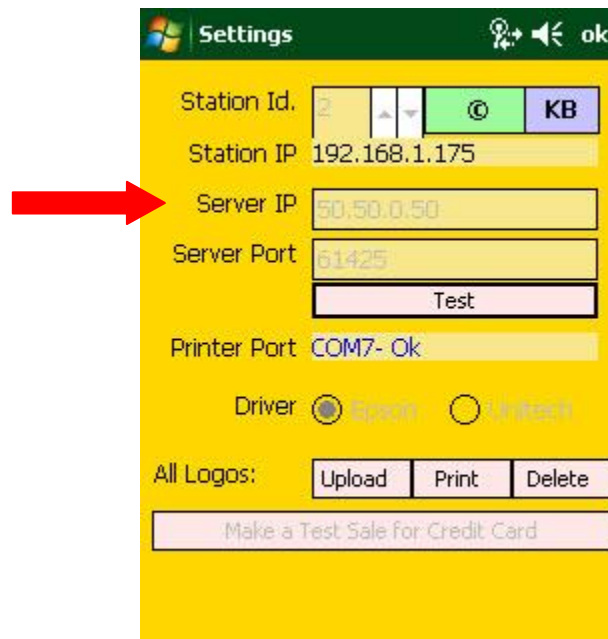


When connected to correct network and you still receive the error go to next step.

2. Ensure that the 50/50 Server software is open on the computer, and that the computer is connected to the network. In the 50/50 Server software, Click on Setup, Setup Profile, and write down the Server IP Address.



On the handheld, go into Setup, Edit Device Settings, and make sure the Server IP Address in here is the same as what you wrote down.



If these are not the same Click on the keyboard button (KB) then the Copy right symbol and type in f50XXXX Where XXXX is the date i.e.. Dec 1<sup>st</sup> would be f501201 Jan 1<sup>st</sup> would be f5101. Then correct the server ip listed on the handheld.

The Station IP Address listed on the handheld, under Setup, Edit Device Settings, should look similar to the Server IP Address; usually the last set of numbers will be slightly different. If it seems like these are way off, ie. Server IP is 50.50.0.50 and station ip is 192.168.1.175 1 please call for further support.

## Station Errors:

1. Most errors seen on the Stations are very similar to the Handhelds. If you receive a “No Data Received from Server” message, ensure that the network cable is plugged into the Station, and the port on the wall. If running wireless, make sure you have a connection to the Correct Wireless network, which can usually be seen in the bottom right of the taskbar.
2. Ensure the 50/50 Server software is open on the computer.
3. In the 50/50 Server software, click on Setup, Setup Profile, and write down the Server IP Address. On the Station, go into Setup, Edit Device Settings, and make sure the Server IP Address in here is the same as what you wrote down. If these are not the same Click on the keyboard button (KB) then the Copy right symbol and type in f50XXXX Where XXXX is the date i.e.. Dec 1<sup>st</sup> would be f501201 Jan 1<sup>st</sup> would be f50101.

4. The Station IP Address listed on the Station, under Setup, Edit Device Settings, should look similar to the Server IP Address; usually the last set of numbers will be different. If it seems like these are way off, please call for further support.
5. If the Secondary monitor is black and does not have any display this means that the secondary display is not enabled. Close the 5050 software, click and hold on any part of the desktop, right click menu will appear choose Properties. Then Settings, you should see 2 displays click on the #2 and check extend desktop to this monitor, then apply and Ok this window. Now check to see if you get the same background that is on the station screen.
6. If you are not seeing the proper display on the external monitor, click on Setup, Get Presentation Script. If this does not work, try sending the script again on the Server in the 50/50 Player software. Then proceed to Get Presentation Script on the Station again.
7. If nothing works, it never hurts to try rebooting the Station, using the Start, Shut Down option.