User Manual

TANJARINE

A TouchTunes company

Table of Contents

About Tanjarine..... **-3-**
Internet Server and Connection..... **-4-**
Placement..... -4-
Connectivity..... -4-
Tablet Charging and Charging Station..... **-5-**
Charging Station Placement..... -5-
Tablet Charging and Screen Saver..... -5-
Screen Saver..... -5-
Tablet Charging..... -5-
Tablet and Charging Station Cleaning..... **-7-**
Charging Station Cleaning..... -7-
Tablet Cleaning..... -7-
Resetting a Tablet..... **-8-**
Second Screen..... **-8-**
Second Screen Cleaning..... -8-
Second Screen Failure..... -8-
Delivering and Removal of Tablet to Table..... **-9-**
Host/Hostess..... -9-
Introducing the Tablet to a Patron..... -9-
Server..... -9-
Viewing Digitals Menus..... **-10-**
Games and Payment..... **-13-**
Accessing a Game..... -13-
Cost And Payment..... -14-
Product Damage and Replacement..... **-15-**
Inventory..... **-15-**
Theft..... **-15-**
Content Changes..... **-15-**
Reporting Customer Feedback..... **-15-**

About Tanjarine

Founded in 1998, TouchTunes provides music and entertainment in bars and restaurants in North America. TouchTunes has been providing tableside gaming and entertainment in casual dining restaurants since 2009. TouchTunes offices are located in New York, Montreal, Chicago and San Francisco.

- Over 61,000 locations in North America
- 2nd in the world to iTunes for paid music downloads
- Top 10 revenue generating mobile app (entertainment, non-subscription)
- 30M+ monthly users
- Operator network of servicing technicians in every market

Touchtunes now presents its 2nd generation commercial Tablet platform, Tanjarine.

The Tablet features a completely customizable menu created by one of the leading design firms in the world, a fully integrated entertainment experience for your Patrons, and POS integrated pay at the table.

Tanjarine provides the following at no cost to the restaurant:

- Thirty 10" Android commercial Tablets designed for casual dining restaurants
- Fully customizable menu
- POS integration with pay at the table
- Server handhelds
- Best in class adult and family gaming
- 2nd screen interactive gaming with leader boards
- Digital Jukebox (Optional)
- Social media integration and loyalty programs

Internet Server and Connection

Placement

The Tanjarine switch will be located and connected to the restaurant's ISP and modem. Ideally, the Tanjarine switch will be mounted in an area that will reduce the risk of any spills or movement of connection cables.

Connectivity

If Wi-Fi is not working, verify that the modem and Tanjarine switch are receiving power. If the modem and Tanjarine switch have power but Wi-Fi is still down, please contact Tanjarine at 1-650-564-3800. Tanjarine will dispatch a Technician to your location for service.

It is important that the restaurant modem, the Tanjarine Switch, Wi-Fi, and the Charging Station stay plugged in and are turned on overnight. All updates will be completed during this time so that restaurant operations are not impacted. This will also ensure that the Tablets are properly charged for the next business day.

Tablet Charging and Charging Station

Charging Station Placement

While the Charging Stations will have stacking capability, do not place two of them together unless they are on two separate circuits. Charging Stations should be placed away from liquids to protect the equipment from possible spills. Placing the Charging Station at the Hostess or Server stand is ideal.

Tablet Charging and Screen Saver

Screen Saver

The Screen Saver will start on the Tablet after a period of idle time. The Screen Saver will display a number of chosen advertisements and promotional messages. Idle time will not end the session for the Patron.

Tablet Charging

To determine remaining battery life, the battery icon can be located in the bottom right hand corner of the screen (Figure 1).

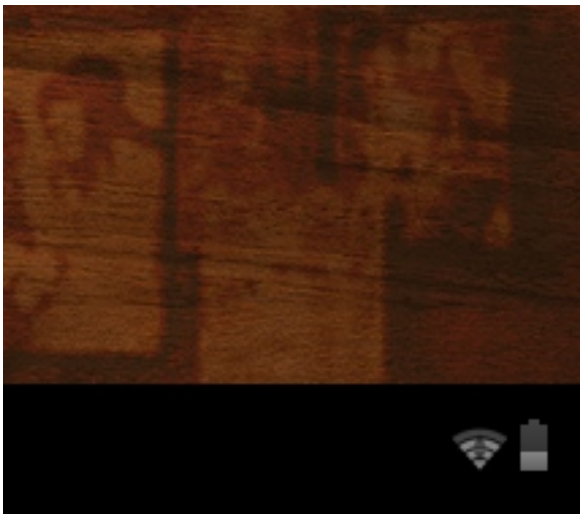

Figure 1

Tablets can be inserted in to the Charging Station slots one way only. When power is running to the Charging Station, the red lights above all slots will be on. If the lights are not on, first check if the power cord for the station is plugged in. If the power cord is plugged in, the next step would to check the circuit breaker to make sure the switch was not overloaded and flipped.

If neither of these options resolves the issue, please contact us at 1-650-564-3800 for assistance.

If you find that a Tablet is not charging even if power is running to the Charging Station, make sure the Tablet is inserted in to the slot completely. If this does not work, you can try wiping of the copper contacts on the Tablet and trying again. If neither of these options resolves the issue, please contact us at 1-650-564-3800 for assistance.

Tablet and Charging Station Cleaning

Charging Station Cleaning

The casing of the Tablet Charging Station can be wiped down with a damp cloth and should be done daily at restaurant closing.

Use warm water to dampen the cloth. Do not use any harsh chemicals. This can impact the integrity of the material.

Tablet Cleaning

The Tablets should be wiped down after each use.

The screen of the Tablet can be cleaned with a dry soft cloth. For larger messes, a non-ammonia based solution can be sprayed on the soft cloth and the screen wiped clean.

Resetting a Tablet

A Tablet can only be reset to factory defaults by using the pinhole on the side of the Tablet. A reset should not be necessary unless the Tablet it not functioning properly. This can be done by inserting a paper clip in to the pinhole.

If a reset of the Tablet does not fix the issue, please contact us at 1-650-564-3800.

Second Screen

Second Screen Cleaning

The outside of the TV can be wiped down with a dry duster or dry soft cloth.

The screen of the TV can be cleaned with a dry soft cloth. For larger messes, a non-ammonia based solution can be sprayed on the soft cloth and the screen wiped clean.

Second Screen Failure

If the Second Screen is not working, make sure that power is running to the TV. If the TV has power, but is still not working, make sure that the VIM is still plugged in to the TV.

If you are still experiencing issues, please call us at 1-650-564-3800.

Delivering and Removal of Tablet to Table

Host/Hostess

The Host/Hostess or Server will deliver the Tablet (s) to the table upon a Patron's arrival and seating. One Tablet per seated Patron should be distributed.

Provide the Patron an explanation and demonstration of the Tablet features, navigation, and use. This will include the Games Menu, Food and Drink Menu, Payment, and getting back to the home screen.

Introducing the Tablet to a Patron

When introducing the Tablet to a Patron, you can use the below suggested verbiage. Personalize it and make it your own! This is only a guide to help!

"We have a new digital menu, in addition to our regular paper menus. They're really cool if you'd like to check one out. Scroll through it and check out some of our popular menu items, drink specials, and various games you can play while waiting for your meal.

"Down the road you'll be able to order directly from here but for now you can play around to see how it works. One of my favorite things is that you can play unlimited games, either by yourself or with each other.

"In the future, you'll also be able to pay your bill from here and play your favorite music, just like a jukebox. I'd love to get feedback on what you think while I grab your drinks. "

Server

The server will remove the Tablet(s) from the table after the Patron's order has been placed. Orders should be placed using the current method the restaurant has in place. One Tablet should remain at the table at all times Patrons are present.

Prior to removing the Tablets, the Server should confirm if any additional Tablets are desired for access to games, trivia, and other entertainment. Each Tablet would require the payment of $1.99 for access to these features. This is subject to change.

Clean any unused Tablets and return it to the Charging Station once it is cleared from the table. Returning the Tablet to the Charging Station will end the session for the current Patron so it is ready for the next one. You may also end the session by simultaneously holding down the top right corner and the bottom right corner on the touch screen until it goes back to the "Get Started" page.

Viewing Digitals Menus

The digital menu was developed in partnership with the Ownership and Management to best represent the food and drink menu in a modern, touch-screen format.

To begin, press “Get Started” on the welcome screen (Figure 2).

Figure 2

A dashboard of options to begin the connected restaurant experience is presented (Figure 3).

Figure 3

Emphasis is given to the most important navigations, specifically the Drink Menu, Food Menu, and Games Menu, but additional navigations are available by pressing the drop-down navigation button or scrolling left and right through the tiles presented.

Once in the Drinks Menu, Food Menu, and Games Menu, categories are presented in the top navigation bar and can be scrolled left or right to view additional category options to explore (Figures 4, 5, 6).

Figure 4

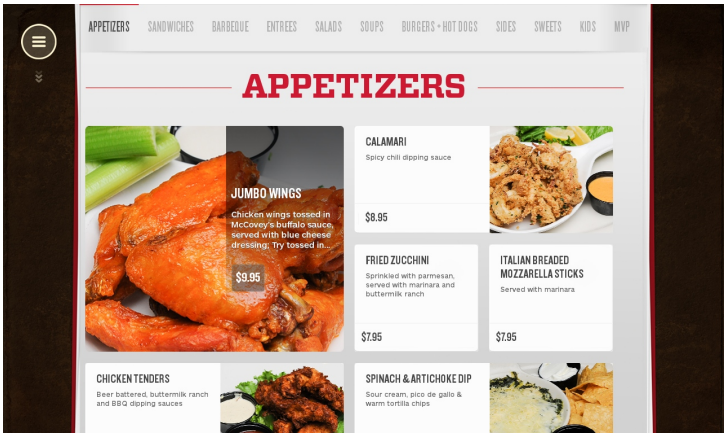

Figure 5

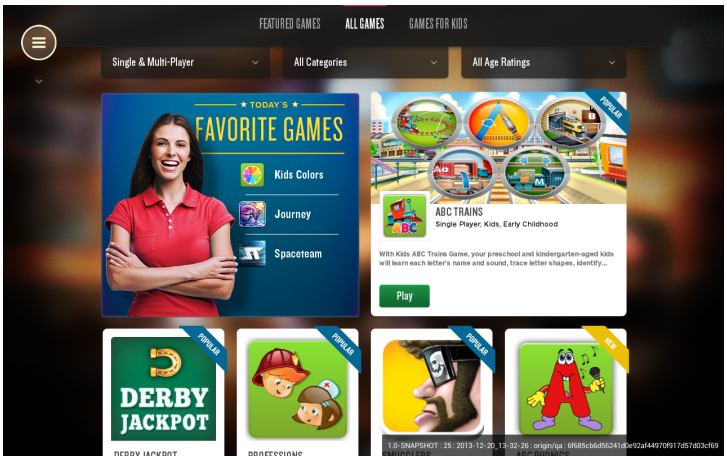

Figure 6

Touching a category on the top navigation bar will immediately present the choices within that category on screen. Vertical navigation also allows Patrons to see more options from that category or to continue into the next category.

Touching an item will present all information in a full screen view. Pressing the item again will minimize the view and return to viewing all items within the category.

To return to the home dashboard screen, or navigate into another area of the menu, press the drop-down navigation button at the top left of the screen (Figure 7).

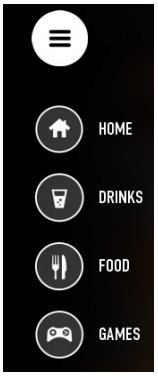

Figure 7

Paper food menus can be provided to Patrons upon request.

Games and Payment

Patrons are allowed to browse the game menu at any time and review game choices and descriptions. Playing games requires Patrons to agree to the pricing terms and swipe their credit card.

Accessing a Game

Once a Patron has started a gaming session by selecting a game they wish to play, the Tablet will prompt a "Pay to Play" message to the customer (Figure 8).

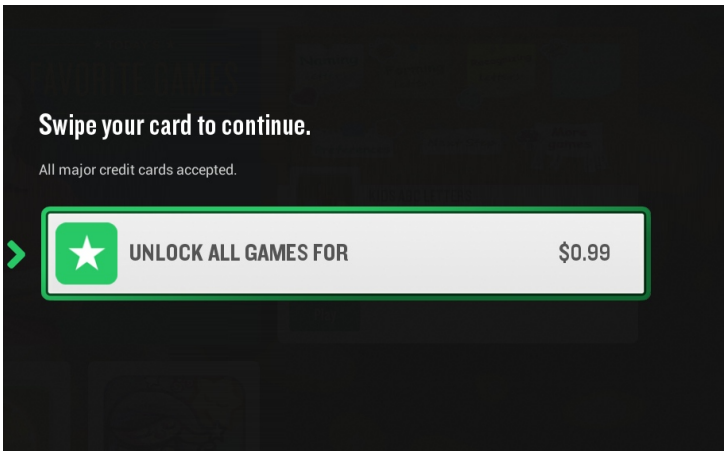

Figure 8

The credit card reader is located on the side of the Tablet. The Patron will swipe their card through the card reader for access. The screen will display an action image to the Patron on how to do this (Figure 9).

Figure 9

If payment is successful, a confirmation page will be provided. The Patron will be given an option to enter their e-mail address to have a receipt sent to them.

If payment is denied, a declined message will be provided to the customer and another card should be attempted.

Cost And Payment

Patrons can play unlimited games at $1.99 per Tablet. This is subject to change. Patrons can play all of the games during their visit for this price. Each Tablet in use at the table will be required to pay this amount for access to games. At this time, we do not have the capability to use a single transaction to apply to multiple Tablets. Each Tablet will require a credit/debit card to be swiped.

A Patron's credit card statements will show the $1.99 charge(s) posted as Tanjarine <Restaurant Name>.

If the Tablet crashes during a Patron's session, it is necessary for the Patron to re-swipe the card to access games again if it goes back to the "Get Started" screen. In these cases, the Patron should be directed to Tanjarine Customer Support at 1-650-564-3800 to request a refund of the charge for the failed gaming session. It will take 3-5 business days for the refund to post back to the account once requested.

If the Tablet does not go back to the "Get Started" screen, the customer will be able to continue gaming under the current session.

Product Damage and Replacement

To report a damaged product and request an Advanced Exchange/Return Authorization, please contact the 24/7-support line at 1-650-564-3800. A replacement product will be requested and processed immediately. You will be provided a pre-paid shipping label to return the damaged product.

Inventory

A daily inventory check should be done for all Tablets. If you notice any missing Tablets during this check, please contact the 24/7-support line at 1-650-564-3800. Tanjarine will disable the Tablet. A replacement product will be requested and processed immediately.

Theft

Tablet devices will not function outside of the restaurant's Wi-Fi network and do not permit consumer Tablet functionality, like browsing or accessing email, that might encourage theft.

To report a stolen product and request an Advanced Exchange/Return Authorization, please contact the 24/7-support line at 1-650-564-3800. A replacement product will be requested and processed immediately.

Content Changes

If you require any content changes on your Tablets, please contact your Account Manager.

Reporting Customer Feedback

If a Patron has any complaints or feedback regarding the Tanjarine Tablet, please direct them to call 1-650-564-3800.

Warning

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- o Reorient or relocate the receiving antenna.
- o Increase the separation between the equipment and receiver.
- o Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- o Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.