# Terminal installation

# How Many Strokes - Clubhouse Edition

It will save you a lot of time to follow the steps in this guide to make sure that everything is setup correctly

*If you need help setting up the solution, please contact [support@howmanystrokes.com](mailto:support@howmanystrokes.com)*

*We recognize that some of this can get a little technical so it is also an option to arrange a call so that we can guide you through the steps*

*At the end of the guide there is a [keyword](#) list where you quickly can find specific topics*
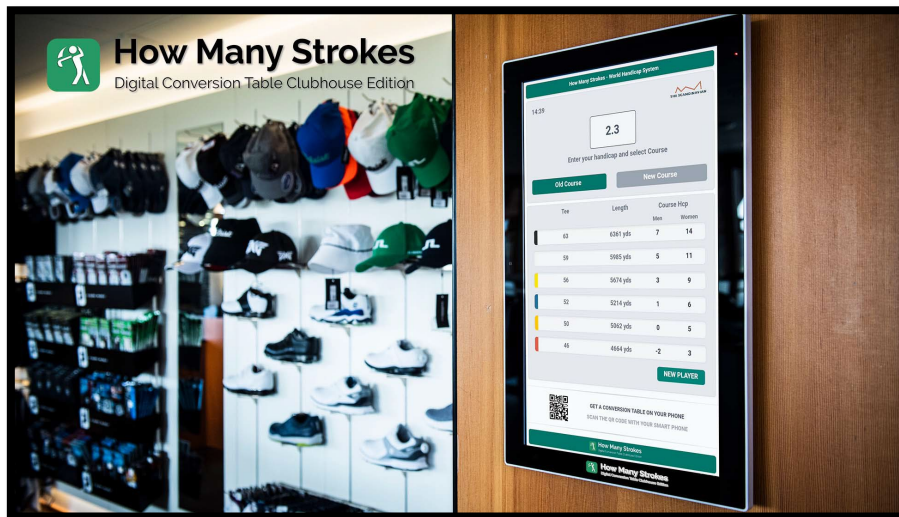
**How Many Strokes**
Digital Conversion Table

# About the guide

This guide provides step by step instructions for how to get your solution How Many Strokes up and running.

Please follow all the step to make sure that the Terminal operates as designed.

21-inch wall mount



21-inch freestanding display (Totem)

# Contents

# Installation guide for How Many Strokes Terminal.

(If you are looking for the User Guide for portal.howmanystrokes.com, it can be found here: Portal User Guide)

The installation is easy. It will take less than 10 minutes if you follow this guide.

If you would like us to guide you through the process, pls. send us an e-mail at support@howmanystrokes.com, and we will schedule a call.

**Get this installation on your phone**

If you want to view this guide on your phone, scan this QR code with your phone's camera.
All steps in the guide are done on the Terminal and it might be easier to have the guide on your phone or you could print it on paper and bring it to the Terminal for installation.

**This installation only has to be done once.**
Updates and adjustments are all happening automatically after the one-time installation.
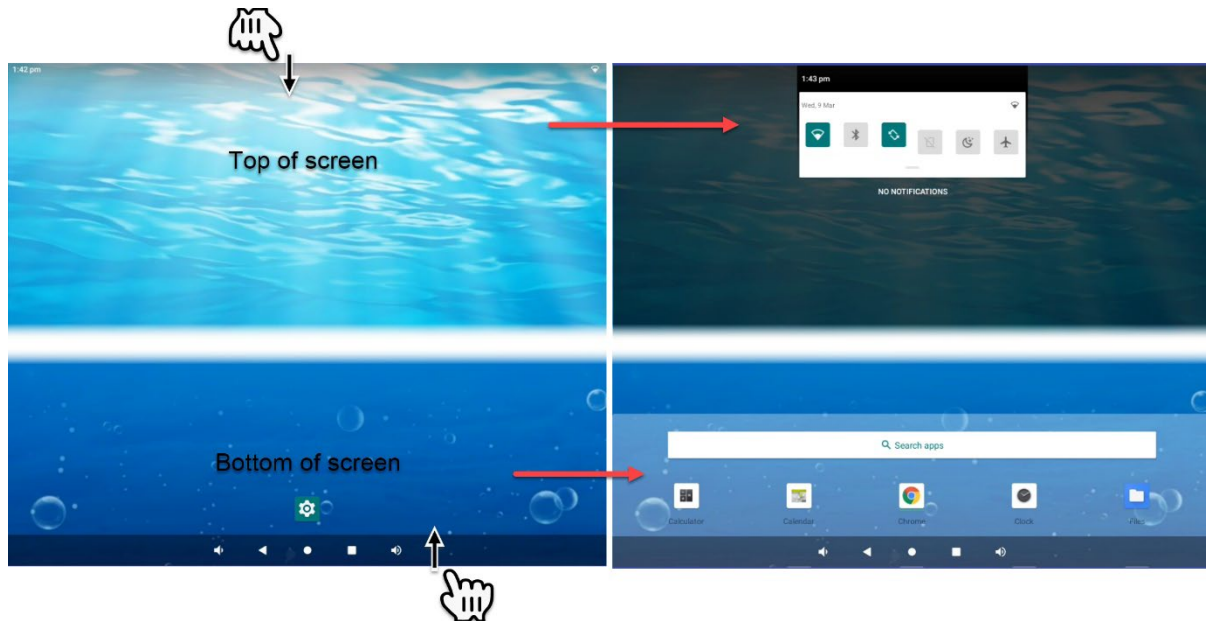
# Navigating the Terminal

The Terminal operates as a normal tablet. You should know these few tricks to make it easier to get around during the installation.

**Swipe your finger** from outside the display area and into the display. On some Terminals, you have to swipe twice to get the full menu.

On some of the Terminals the swipe-up is replace with this symbol
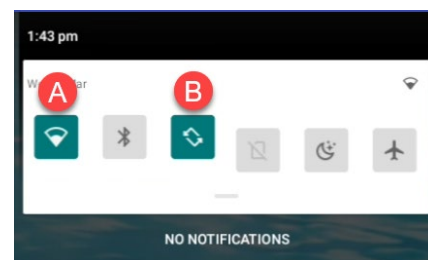
This will easy access to some of the settings



These buttons in the top menu will give you access to:
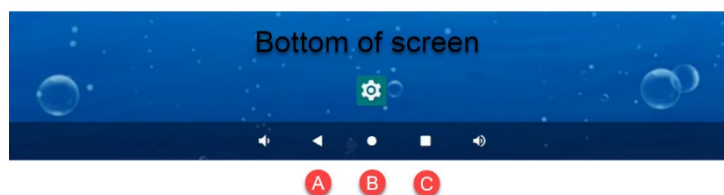
    **A.**  WIFI settings
    **B.**  Rotate screen

Tap it and it turns on and off.

Hold it and you will get into settings.



At the button of the screen, you will find the three main **navigation buttons**:

    **A.**  Back
    **B.**  Home screen
    **C.**  Show all open App's



After the installation is completed, we will turn off these "easy menus" to avoid that a user by mistake changes anything. More on that in the guide.

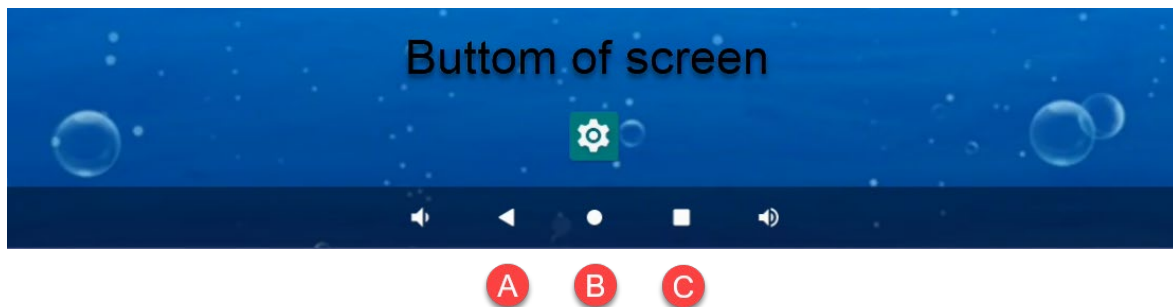## Steps to install How Many Strokes on a 10", 15", 17" and 21" touch Terminal:

**A.** First, the Terminal needs to be unpacked and mounted. If needed more details can be found here: <u>Link to Hardware guide</u>

**B.** After starting the Terminal, you need to follow these exact steps in this order (each point is described in more details on the following pages):

1. Set language on Terminal

2. Connect to WIFI or internet cable

3. Rotate the screen to portrait mode (some Terminals will auto rotate when turned)

4. Prepare the solution to run on your Terminal

5. Turn off automatic App update on the terminal

6. Turn off navigation on the Terminal to avoid users' accidental exit the application

## Set language on Terminal

1. Open "**Settings**" ⚙ (GEAR icon)

2. Search for **"spr"** and click on "**Sprachen und Eingabe**"

3. Click on "**Sprachen**" and the "**Sprache hinzufügen**"

4. Select "**English**" and your Region

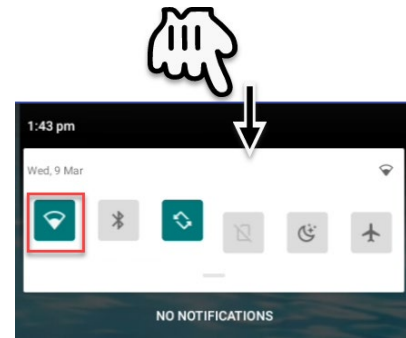   (we recommend **English** for support and references purposes)



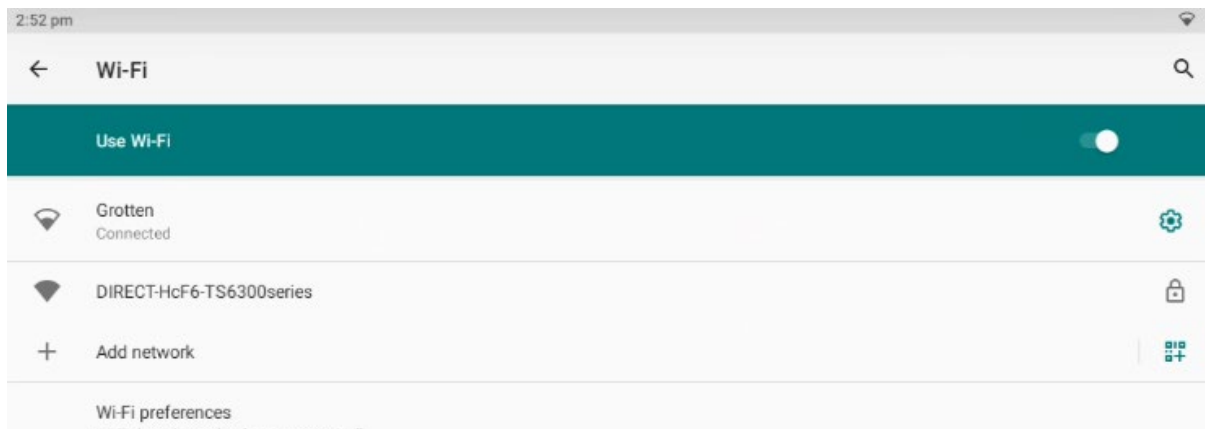You can now return to the home screen by pressing "Home" ● B

## Connect to WIFI or internet cable

Open "**Settings**" (GEAR ⚙ icon) and click on Network **OR** swipe down from the top and hold the WIFI symbol:
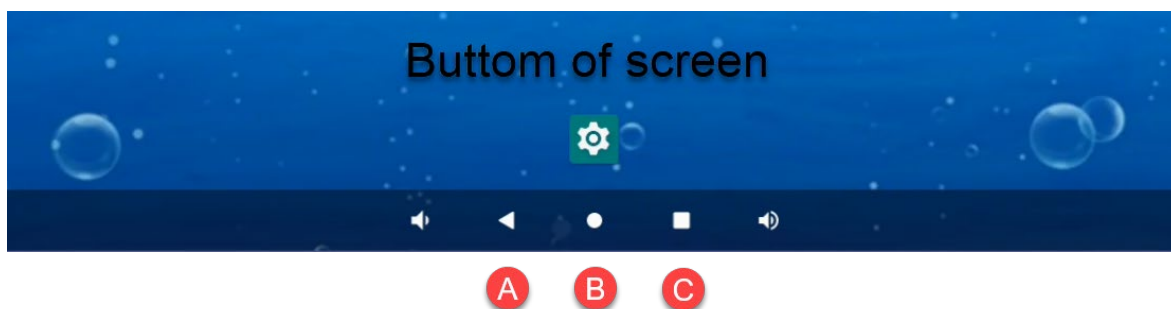


Select the network you want to connect to:



Enter you network **password** and press "**Connect**"

You can now return to the home screen by pressing "Home" ● Ⓑ



Ⓐ    Ⓑ    Ⓒ

If you want to connect to the internet with a Ethernet cable, just plug it in and it will automatically connect.

The Terminal support POE (Power over Ethernet). If your network supports POE, you don't need to connect at the Power Supply.
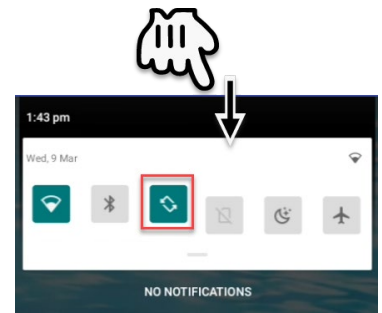
## Rotate the screen to portrait mode

(some Terminals will auto rotate when turned and the 21" Stand display/Totem is already in Portrait mode)
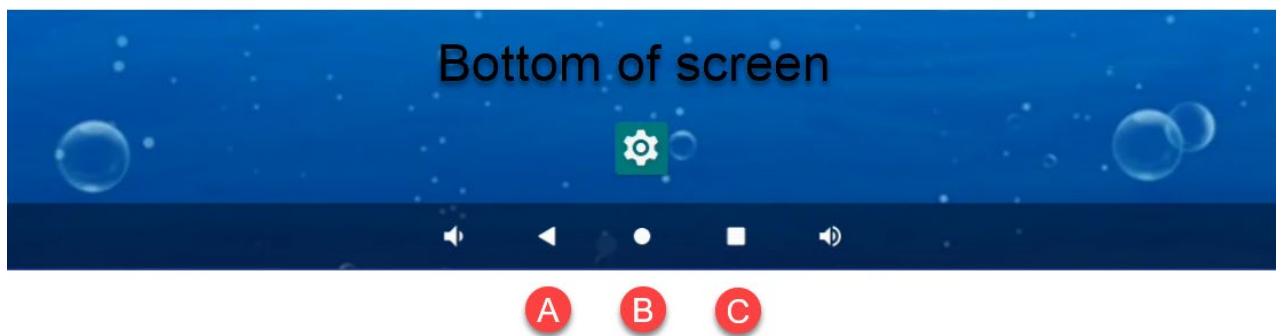
Open "**Settings**" (GEAR ⚙ icon) and click on:

Display -> Screen Rotation. (270° if correctly mounted)

**OR** swipe down from the top and click or hold the "Auto-rotate" symbol:

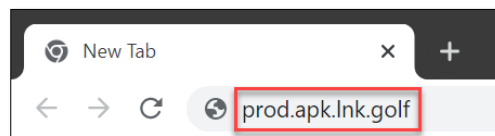You can now return to the home screen by pressing "Home" ● Ⓑ

## Prepare the solution to run on your Terminal as described below

If you are installing on a 21.5-inch Display Stand (Totem) or get a "Parsing" error when installing, follow this link for instructions: Manual install

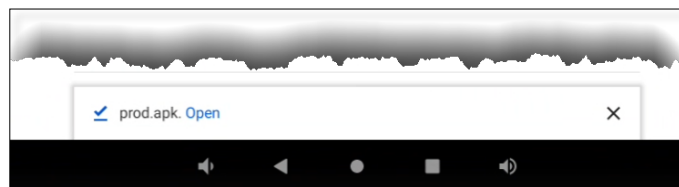Open a **browser** on the How Many Strokes Terminal (swipe from the bottom):



and enter this in the address line:
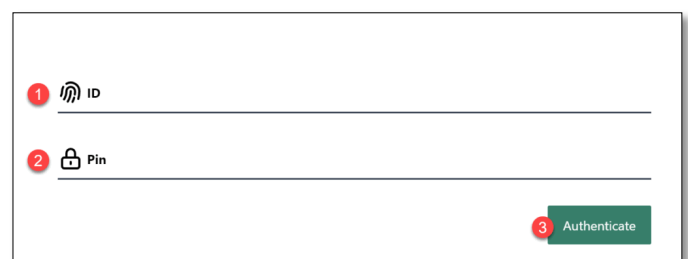**PROD.APK.LNK.GOLF**



Click on "**Download"** and wait for the "Open "box (below on the screen):



Click "**Open**" and accept all warnings and the "**Install**". Click on "Open" when the application is installed.

The application is now starting, and you will now be asked to enter your **Club ID** and **Pin** in the new windows on the Terminal.

The ID and PIN are available here: Portal.howmanystrokes.com under "Clubhouse Terminal"



Press "**Authenticate**" and everything is now ready to go.

Make sure to check the section about how to secure the Terminal from user's accidental entering the settings.

## Installing on a 21-inch Display Stand (Totem) or getting a "Parsing" error when installing
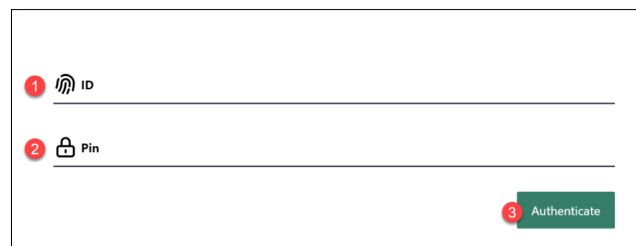
Open a **browser** on the How Many Strokes Terminal:

and enter this in the address line:
**http://terminal.lnk.golf**

The application is now starting, and you will now be asked to enter your Club ID and Pin in the new windows on the Terminal.
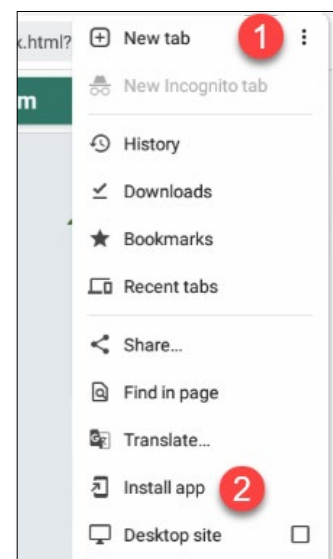
The ID and PIN are available here:
Portal.howmanystrokes.com under
"Clubhouse Terminal"

Press "Authenticate" and the solution will start.

To make the solution start in full screen as an App do this:

1. Press the three small dots ⋮ in the top left corner of the browser
2. Press on "Install app" and click "Install again when asked

You can now return to the home screen by pressing

"Home" ● and after a few seconds the App icon will how on the Home Screen.
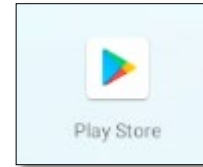
Make sure to check the section about how to secure the Terminal from user's accidental entering the settings.
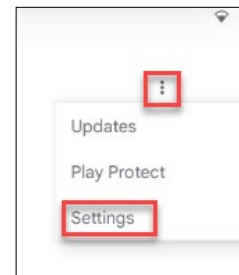
## Turn off auto-update of browser

If the browser is updated automatically on the Terminal, it can disrupt the solution and force it to shut down. These updates come about ones a month.

To avoid this from happening, we recommend that you turn of auto-update. You should not create and account or do anything else.
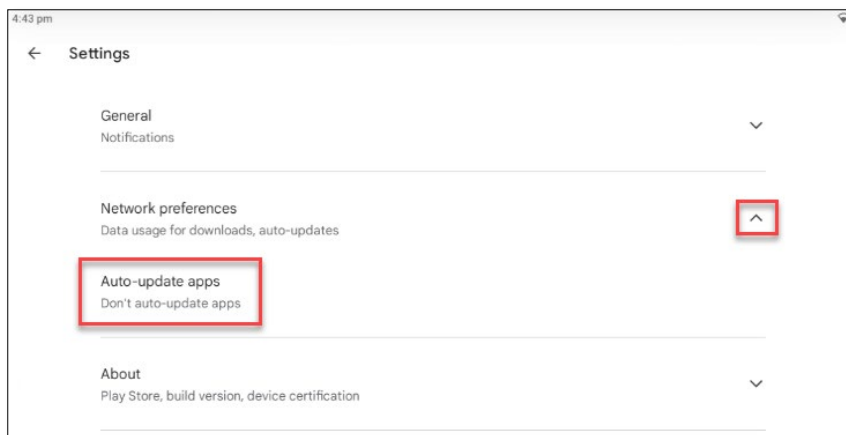
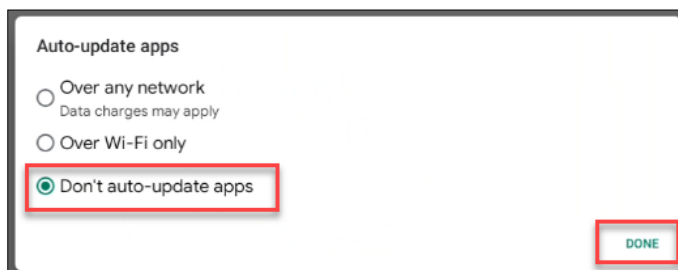1. Open a **"Play Store"** on the How Many Strokes Terminal (swipe from the bottom):

2. Press the three small dots ⋮ in the top left corner of the windows and press "Settings"

3. In "Settings" press the down-arrow ∨ and press "Auto-update apps"

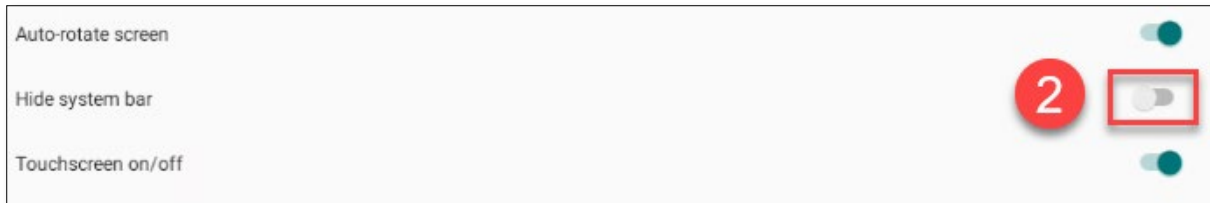4. Select "Don't auto-update apps" and the press done:

You can now return to the home screen by pressing "Home" ● and continue to the last step.

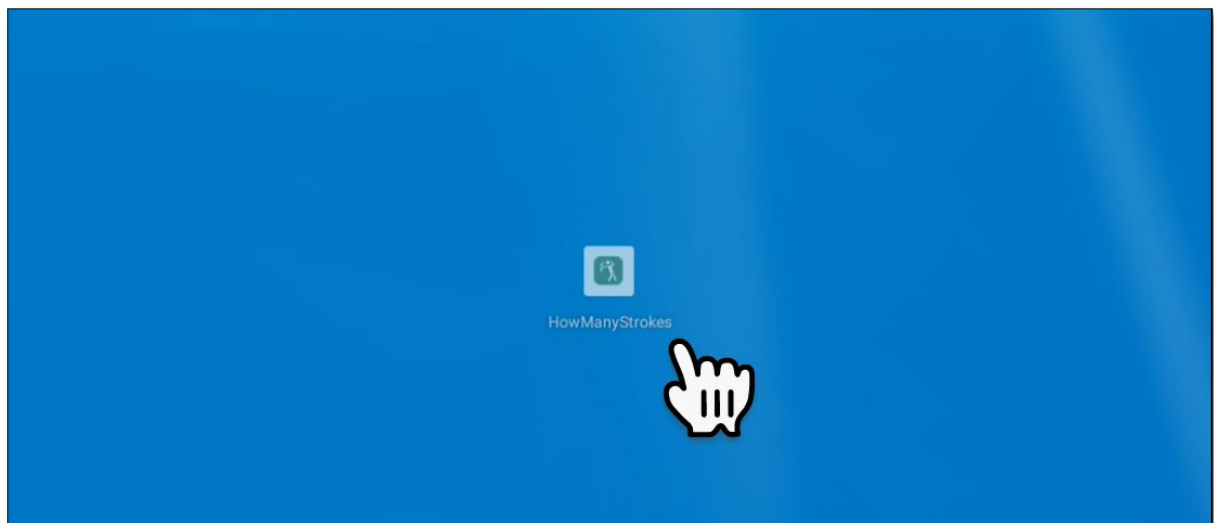## Turn off the navigation bar to avoid user access

To avoid that a user by mistake changes anything, you should turn off Navigation bars and "easy menus".

Open "**Settings**" (GEAR ⚙ icon) and click on:

1. "Accessibility"
2. "Hide system bar"



3. The Navigation bar and the Swipe function are now disabled. The only way to get back to any controls is to turn off the Terminal by pressing and holding the Power button on the back of the Terminal (it is round and has a power symbol on it)
4. After it has turned off, you can turn it on again by pressing it again.
5. The Terminal will now start and show the home screen. On the home screen you will find the How Many strokes icon. Press it and the solution will start with a lock screen turned on.



This installation will only happen ones, from now on all updates will happen automatically without having to go to the Terminal.

Everything is now ready, and you are good to go.

# Troubleshooting Q&A

Ask the people that are responsible for the setup, before starting the troubleshooting.

### Q: The App is not responding
A: Make sure that the Terminal is not position in direct sunlight. In some cases, the sunlight heats up the device and the internal thermal security sensor will stop the Terminal to avoid damage.

Restart the Terminal by unplugging the charger or holding the power button at the back. Restart the Terminal and start the App again.

### Q: The system will not accept "," or "."
A: In some cases, this error will come if the tablet is not set to English.
To fix this set English as the main language for the table. See install.lnk.golf (Set language on Terminal) on how to change the language.
Changing the language of the Terminal will not affect any localized language on the solution.

### Q: Terminal is not showing my changes when I have updated the Portal
A: After saving changes in the Portal, the Terminal will automatically be updated within 10-20 second. No action is needed on the physical device.

If this does not happen automatically, make sure that the Terminal has access to internet (WIFI or cable)

### Q: Browser support
A: The Portal (Admin backend) has been tested on Mac and Windows. We recommend using ether Microsoft Edge, Google Chrome, Firefox, or Safari browsers.

Some extension may affect the browser. If you see unexpended behavior, try to disable all extensions, and try again.

In case you can see changes that you made in the Portal, try refresh the window or restart the browser.

### Q: The App is running slow
1. Restart the Terminal by unplugging the charger or holding the power button at the back. Restart the Terminal and start the App again
2. Make sure that no other Apps are running on the device
3. In rare cases, if you have many large pictures and videos loaded in the Terminal, they can slow down the solution.

Make sure that the Terminal is not position in direct sunlight. In some cases, the sunlight heats up the device and the internal thermal security sensor will stop the Terminal to avoid damage.

### Q: Nothing, including the power button is responding
A: Try to unplug the power from the Table, wait 30 seconds and connect it again.

### Q: The Tablet will not start
1. Make sure that you have Power from your Power Wall Outlet

2. Check if you see a light on the Power Supply
   a. If there is no light in the Power Supply, you need a replacement
3. Check that all connections are firmly inserted, try to unplug everything and plug it back in

## Q: Running POE (Network cable with power)

A: If you Terminal is getting its power from a network cable and does random restart, it could be because the POE does not provide enough power. The Terminal requires 30W to function normally.

This could be fixed be increasing the power output on the POE or by turning down the light on the Terminal.

## Contact support

You can contact support by e-mail at: support@howmanystrokes.com or go to https://www.howmanystrokes.com/support

# Keyword index