



AtGames Legends Arcade Family New Owner Reference

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Technical Support

If you have any **technical questions** or **support** issues, please fill out the following form: <https://www.atgames.net/arcades/contact/>. You will receive an automated response with a ticket number and placed in the support queue.

On that same web page, live chat support is available Monday – Friday, 9AM – 5PM PT/11AM – 7PM CT/12PM – 8PM ET (excluding holidays), where we can assist with one of the following issues:

- Order cancellation/update.
 - Escalatory route if your support request takes beyond 48 hours for initial or subsequent responses.
 - Non technical matters.
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All other chat requests will be handled on a case-by-case basis, and all chats can be converted into support tickets for broader support coverage and technical assistance/troubleshooting.

For **Warranty** information, please visit: <https://www.atgames.net/arcades/warranty/>.

For the AtGames **Return policy**, please visit: <https://www.atgames.net/arcades/return-policy/>.

NOTE: For all international purchases (those made outside of the United States) please contact the authorized retail vendor/distributor to inquire about the appropriate support network in your country. When purchasing from an authorized international retailer vendor/distributor please locate the production batch sticker on the device for the contact information for your country.

Contact list for major international retailer vendor/distributor outlets:

Just For Games: customer@just-for-games.com

BuyStuffStore: <https://buystuffstore.ca/contact>

The Brick: support@pnpdistribution.com

Liberty Games: premiumsupport@libertygames.co.uk

Nordic Game Supply: support@nordicgamesupply.com

Social Media

Please follow AtGames on our social media channels for the latest news and information. Be sure to also sign up for Newsletter at the bottom of the main Legends Arcade Family website:

<https://www.atgames.net/arcades>.

Facebook – Official

AtGames: <https://www.facebook.com/AtGamesGaming>

ArcadeNet® Global Fan Page: <https://www.facebook.com/groups/1874528512701721>

AtGames Legends Arcade Family Q&A: <https://www.facebook.com/groups/461109044569274>

Official AtGames Legends Arcade Family Support Page (NOTE: This is the **only** social media location for technical support questions and only for when you already have a Customer Service ticket number from support): <https://www.facebook.com/groups/1468474910163554>

Facebook – Fan Pages

The "Official" Atgames Global Arcade Fan Page: <https://www.facebook.com/groups/457437778352096>

The Official AtGames Pinball Group: <https://www.facebook.com/groups/166745557972535>

Unofficial AtGames Legends Group: <https://www.facebook.com/groups/612838049613402>

Twitter – Official

AtGames: <https://twitter.com/AtGamesGaming>



Instagram – Official

AtGames: <https://www.instagram.com/atgamesgaming/>

AtGames Tutorials and Additional Information

AtGames YouTube Channel: <https://www.youtube.com/c/AtGamesGaming>

AtGames Legendary Academy: Learning The Legends Arcade Family:
<https://youtube.com/playlist?list=PLT7fasiZVuJT7euNuwZDfV96fqc21VDmQ>

AtGames Legends Arcade Platform Tutorials:
<https://youtube.com/playlist?list=PLT7fasiZVuJSarpRs57a8C8X3UU6Bz-58>

Legends Pinball Tutorials: https://youtube.com/playlist?list=PLT7fasiZVuJTzGpm8rClh2N_pCtzaRV

AtGames ArcadeNet® Tutorials:
<https://youtube.com/playlist?list=PLT7fasiZVuJTafI69USmAmi2aQC91AlgJ>

AtGames Legends Arcade Family FAQs: <https://www.atgames.net/arcades/faq/>

Wagner's Tech Talk Tutorials and Guides

AtGames Legends Ultimate Guide: <https://wagnerstechtalk.com/alu/>

AtGames Legends Pinball Guide: <https://wagnerstechtalk.com/alp/>

AtGames Legends Ultimate Mini Guide: <https://wagnerstechtalk.com/alum/>

AtGames Legends Gamer Mini: <https://wagnerstechtalk.com/algm/>

New Owner FAQ

We have compiled a New Owner FAQ to answer common questions and ensure you have the resources necessary to optimize your experience with your new Legends Arcade Family device. Please note that a more comprehensive list of FAQs may be found at: <https://www.atgames.net/arcades/faq/>.

Account Sign-in Issues

Q: I'm having issues with Legends ID sign-in and/or remaining signed into my account? What can I do?

A: As this problem can arise due to various external factors, we must first determine what the specific issue is. Please read below to see the appropriate troubleshooting guidance for your issue.

1. QR Code Login Issues (used to resolve AUTO LOG OUT when signing in with QR Code)

Please navigate to the ArcadeNet® website on your PC (<https://www.atgames.net/ArcadeNet/>). Sign into your account. You may receive a prompt to create a Legends ID. Follow the prompts to do so. When signing into your account on the website, physically enter your email address and password (do not select the sign in with Google option). Once finished, reboot your machine and it should auto-login and resolve this issue.

If this does not work, please submit screenshots or a video of the issue you are experiencing to support so that we can better assist you.

2. Auto Login (Getting the device credentials to stay if it is not remembering your credentials)

The directions below are tailored for Legends Pinball, but the process may also be attempted to correct this issue if it is experienced on another Legends Arcade Family device.

We can assist you with addressing this problem, but it is going to require a factory reset. We have included detailed directions for performing a factory reset while saving your data for settings, high scores, etc. If you are not concerned with saving this data, simply skip these steps and just perform the factory reset.

Here is the important part. When on the factory firmware make sure to sign back into your WIFI network and your ArcadeNet® account **before** proceeding to update the device to the latest firmware. This should resolve the issue that you are experiencing.

NOTE: Even after an update it may be required to manually sign in to your ArcadeNet® account to reestablish login credentials on occasion, as well as when utilizing certain applications within AppStoreX.

Before performing a Factory Reset you may decide that you want to back-up your device, saving things such as your locally saved leaderboard scores, custom background images/MP3s, and other personalized user settings and preferences. Please follow the steps below to save your data before conducting a Factory Reset.

1. Go to Settings and select Data Manager.
2. Select Export to back up your current settings to your FlashDriveX-formatted USB drive. Once you see the "Success" screen your device will reboot.
3. Perform a Factory Reset and then update to the latest firmware by going to the version tile within your system settings and following the prompts.

FACTORY RESET

To factory reset your **Legends Pinball**, simply turn the machine on while holding down on the Left Flipper and Left Nudge buttons. After approximately 10 seconds the backbox display will indicate instructions to proceed with the reset. Press the button indicated and allow the system to perform the reset (this will take approximately 15 minutes to complete). Note: One or both of your device's displays may temporarily go blank during the update process. This is normal. Please allow up to 30 minutes for updates to complete. (If your machine does not automatically reboot after 30 minutes)

For **Legends Ultimate**, power off the device. Press and hold the recovery button with a pin. Power on, then press and hold the P1 START + MENU buttons while you continue to hold the recovery button. Once you see the factory reset prompt, release all buttons.



For **Legends Gamer**, press and hold the P1 START + HOME/MENU buttons on the Legends Gamer Control Top while you continue to hold the reset button. Once you see the factory reset prompt, release all buttons. Follow the on-screen instructions.

After completing your Factory Reset and updating to the latest firmware; follow the remaining steps to import your data back on to your device.

1. Reboot the machine and check to ensure you are on the latest firmware.
2. Connect online and Sign-in to your Legends ID Account on the new Firmware.
3. Go to Settings and select Data Manager.
4. Select Import to restore your old settings from your FlashDriveX USB drive. Once you see the "Success" screen, your device will reboot.
5. Your local scores and personalized preferences and settings should now be restored.

3. Resolving auto log out when signing in using either Legends ID or QR Code Method

If you are currently being logged out after logging in and getting the "success" message screen, then please attempt the process below to see if there is a change in this result.

If your sign-in method is to use your Legends ID for signing in you should instead attempt to use the QR Code. If you are using the QR Code method for signing in, then you should instead attempt to use your Legends ID to sign in. By reversing the method of sign-in you should successfully be able to log into your account and break the automatic "logout" cycle.

Firmware Update Issues

Q: I am unable to update my device to the current firmware version, it displays an error, and the download never completes. What should I do?

A: First, whenever possible please attempt to use an Ethernet cable whenever downloading major firmware updates, or downloading applications or games within AppStoreX. This will provide for a more reliable data transfer rate.

Second, you may need to wipe your system's internal memory as it may be reaching capacity and causing this issue. Please navigate to your system settings and locate the Data Manager tile. Once inside, select Clean Up the data by removing it from the system. Upon device clean up, you should attempt to perform the system update. If unsuccessful after performing the data clean up, please contact <https://www.atgames.net/arcades/contact/>.

Playing Additional Games

Q: Other than the built-in games, how do I play addition games on the system?

A: You may play additional games via ArcadeNet®, BYOG™, and with APL (e.g., using our AtGames Blast! dongles with titles such as DIG DUG™, GALAGA™, NEW RALLY-X™, PAC-MAN™, and others).

For all other personal games that you may own that are compatible for use within the Legend Arcade Platform, owners can find OTG support for connecting to a PC. More information here:

https://wagnerstechtalk.com/alp/#PC-Based_Pinball



https://wagnerstechtalk.com/alu/#Connect_External_Devices

You may also use your FlashDriveX-formatted USB drive with AddonX to bring over games already stored on thumb drive. More information available here:

https://wagnerstechtalk.com/alu/#Setup_Flash_Drive_X

Accessing Purchased Pinball Tables

Q: If I attach my purchased pinball tables to an existing or new ArcadeNet® account (free/basic or paid/standard tier), am I required to play those games while connected to the internet or ArcadeNet® servers?

A: If you've linked your purchases to your Legends ID account, you are not required to be signed into your account or online to play your tables. However, you must use the "Offline Mode" setting when playing those tables when not connected to the internet/signed in.

Attaching your tables to your Legends ID account does not require the use of ArcadeNet® servers to play your purchased games.

Offline Mode

Q: How do I enable Offline Mode?

A: To enable Offline Mode you must first be online and signed into your Legends ID account. Simply navigate to AppStoreX and highlight any icon on the page. Press either the "Forward Nudge" button or "X" button, depending on your device.

Pressing one of these buttons will open a message box. You may then select Continue to open up a page that will display game icons of all of the table packages you own. Note that there will be a number in the lower left-hand corner of the table icon that will display the number of active licenses you have on your account (this is typically "1").

You will then select the game packs you wish to take into "Offline Mode." After your selection you will see the license count has reduced. If you own a single license, this number will reduce to "0." After making this selection, you may confirm it by pressing the corresponding button ("Forward Nudge" or "X") to take the game into "Offline Mode." You will see the success screen upon completion.

You may now sign out of your Legends ID account and enjoy your games.

Legends ID and ArcadeNet® Account

Q: What is Legends ID?

A: If you are a brand-new Legends Arcade Family user, what was formally known as an ArcadeNet® account is now a Legends ID. For existing members, "ArcadeNet® account" and "ArcadeNet® ID" are renamed to "Legends account" and "Legends ID," respectively.

For those who still have an ArcadeNet® ID username, the update to a Legends ID requires a one-time user name change if there is a duplicate name or special characters that are incompatible with the new format.

Q: Which Legends Universal Firmware version reflects the change to Legends ID?

A: Legends Universal Firmware v5.64 or later reflects the change to Legends ID. Remember to always update your Legends Arcade Family device to the newest firmware version for the latest features and bug fixes.

Q: What will this change to Legends ID impact? What should I do?

A: For most users, the change from ArcadeNet® ID to Legends ID is a seamless process. However, for those who have a username that is a duplicate (the first/original login with the duplicate gets to keep the name) or includes special characters that are incompatible with the new system, they will need to change their username (prompted with “Invalid ID” before the update to a Legends ID). This change is a simple process that can be done directly on your Legends Arcade Family device when prompted. The change to your user name will not impact your leaderboard scores going forward as long as you use the same email address and enter the same three-letter initials when entering a new score.

