

A GUIDE TO TROUBLESHOOTING VENUE AUTOMATION SYSTEM (FORMERLY LABELED BAC) HARDWARE ISSUES.

The following guide contains information for a venue who is experiencing issues with their Venue Automation System (VAS) hardware, including troubleshooting steps to help correctly identify the issue. The guide will use frequently asked questions to help identify what information should be collected based on the issue being experienced.

Frequently Asked Questions

My booking PIN code did not work.

A PIN code not working could be due to several different issues. To help identify which issue, please consider the below options.

Was the booking PIN code entered at the correct time?

Remember that PIN codes are active 15 minutes before your booking start time and will become inactive 15 minutes after your booking end time. Ask what time the booking was for and what time the player entered the PIN. Ensure they are entering their PIN at the correct time. Check in the ClubSpark software to confirm the booking time. For example, if a booking is from 6pm-7pm, the PIN code will only work from 5:45pm-7:15pm

Did the player press the hash key (#) or enter arrow key (↵) and how did the keypad respond?



Remember a player needs to enter their 4-digit booking PIN code followed by either the hash key (#) or arrow key (↵) depending on the keypad model at the venue.

1. The hash key (#) in the bottom right (see image on left), or
2. The arrow key (↵) in the bottom right (see image on right)



When you enter your booking PIN, you can listen for the beep sounds from the keypad;

A **successful** PIN entry will be confirmed by two short beeps and the LED light at the top of the keypad will flash **green**.

Whereas an **unsuccessful** PIN entry will produce one, long beep and the LED light at the top of the keypad will remain **red** or **blue**

If you are in doubt, please re-enter your PIN again.

Please note if you are unsure, you should start by pressing the hash key (#) or arrow key (↵) to clear all previous PIN entries, then enter your booking PIN code followed again by the hash key (#) or arrow key (↵).

Were the players booking affected by the booking delay?

A reminder that there can be a short delay between the time a booking is made online and the time the booking PIN code becomes active at the keypad. The delay can vary between a couple of minutes to up to 10 minutes.

Ask what time the booking was made online and if this was less than 10 minutes before the player attempted their PIN entry, this may be the reason for the PIN entry not working. For example, if the player made a booking at 5:58pm for a 6pm start time, due to the delay the booking PIN code may not work until 6:08pm.

Do any booking PIN codes work?

If the player is entering their PIN at the correct time and they booked in advance of their booking start time, consider the following:

- Are all booking PIN codes not working or is this the only booking PIN code that did not work?
 - If only one booking PIN code does not work, provide the below details in an email to play@tennis.com.au

or CSS (VAS supplier) via 1300 79 14 15 / admin@completesecurity.com.au to be investigated.

- Venue name
 - Booking name
 - Booking Date
 - Booking Time
 - When was the booking made online
 - Time of attempted PIN entries
- If all booking PIN codes are not working, see the following section “**Keypad is not working**”

The keypad is not working.

If a venue is experiencing issues with their keypad not working, the venue should test all their available PIN codes to confirm if any are working. The venue should attempt to enter:

- A booking PIN code,
- The venues [public and private site PINs](#), (6-digit, 24/7 access pins)

Please provide information about which PIN codes are working or if none are working at all. If no PIN codes are working, please supply information about

- Do the number buttons make any beeping sounds when pressed?
 - If **yes**, please take a video of you entering a PIN code unsuccessfully and send via email to play@tennis.com.au or CSS via 1300 79 14 15 / admin@completesecurity.com.au. Please outline what you have attempted to enter so far.
 - If **no**, are you aware of any power issues at your venue that mean your system may be powered down?
 - Check the power point for your system enclosure is plugged in.
 - Your system has backup batteries that will keep the system on for up to 24 hours without main power.
 - Confirm that the power point is supplying power
 - You can do this by removing the system power plug and plugging in a phone charger or other appliance (e.g. kettle, fan)
 - Check your venues electrical switchboard to check if any circuits have tripped or any other noticeable power issues
 - If **no**, and you don't believe your venue is experiencing any power issues, please take a video of you entering a PIN code unsuccessfully and send via email to play@tennis.com.au or CSS via 1300 79 14 15 / admin@completesecurity.com.au to be investigated. Please include information about what you have done to check the power status at your venue.

If your venue does not have the Dual SIM router that can utilise multiple networks, there might be a Telstra outage in your area that is causing booking PIN codes to fail. You can check the Telstra website outages.telstra.com.au and select Mobile (data & calls), then type in your venues suburb or postcode to check if Telstra have a known outage.

If you find Telstra does have a known outage in your venue suburb and you believe this is affecting your venue PIN code entries, please take a video of you entering a booking PIN code unsuccessfully and send via email to play@tennis.com.au or CSS via 1300 79 14 15 / admin@completesecurity.com.au. Please include information about how you have checked the Telstra website for an outage.

My gate is not closing/locking or unlocking.

If a venue is experiencing issues with their gate not closing/locking, it is important to troubleshoot whether the issue is with the gate itself (alignment with fencing) or with the electronic strike that unlocks after a successful PIN code is entered.

The photos below show the gate lock and the electronic strike. The electronic strike is the device that allows the gate to be unlocked after successful entry of a booking PIN code. The metal tongue of the electronic strike unlocks when a successful PIN code is entered, allowing the gate to be pushed open.

In order to test if your electronic strike is working, keep your gate open, enter a successful PIN code (ensuring the LED light at the top of the keypad turns green) and immediately push the metal tongue of the electronic strike with your thumb. You should be able to push the metal tongue inwards with your thumb very easily, as shown in the photos below. If you cannot do so, please take a video and send via email to play@tennis.com.au, or CSS via 1300 79 14 15 / admin@completesecurity.com.au.



If the electronic strike is working as expected, there may be an issue with the gate. It is common that fencing and gates can move over time, causing locks to become misaligned and not allowing the gate to close correctly. If this is the case with your gate, you will need to investigate with a local fencing/gate contractor, or someone handy from the club to see if you can make changes to the gate/fencing to re-align and help the gate close correctly.

My lights didn't come on. My lights turned off at the incorrect time.

If you are experiencing issues with your venue lighting, it is likely to be the result of the position of your lighting control panel switches or your lighting sensor (PE Cell) installed at your venue.

Please refer to the Book a Court Lighting Guide for more information on how to troubleshoot lighting issues. [Click here to download the Book a Court Lighting Guide.](#)

If you continue to experience issues with your lighting, please escalate to Tennis Australia Customer Support at play@tennis.com.au or CSS via 1300 79 14 15 / admin@completesecurity.com.au with the below details:

- Venue name
- Booking name
- Booking Date
- Booking Time
- Details around your lighting issue

Please ensure if your venue is experiencing an issue with your hardware, that you follow all the troubleshooting steps and provide as much information as possible to help us correctly identify the issue and then work with you on a resolution.