ARCADE1UP

NBA Jam™ FAQ

Does the NBA Jam cabinet support WiFi?

Yes, our NBA Jam cabinets are WiFi enabled! Users can play with their friends anywhere around the world, as long as they are connected to the internet.

What is a router?

A router is a networking device that allows you to forward data packets between computer networks. Essentially, it is a tool that allows you to connect to a wireless internet network (WiFi).

How far can my NBA Jam cabinet be from the router?

This would depend on the router you have. Different routers have different signal ranges, but we strongly recommend you to set up your NBA Jam cabinet within 30 feet of the router for the best connectivity. You can check your internet's signal strength on the top left of your cabinet's screen. If your signal strength is good, the white bars will be full. If your signal strength indicator shows anything less than full bars, we recommend you to move your NBA Jam cabinet closer to the router.

My WiFi isn't working, can I still play NBA Jam?

Yes, even if you are not connected to WiFi, you can still play NBA Jam. However, you will only be able to play NBA Jam in local mode with up to 4 players on your cabinet. If you are not connected to the internet, you will not be able to play NBA Jam online.

Can I play without connecting to the internet?

Yes, you can play NBA Jam without connecting to the internet. However, you will only be permitted to play NBA Jam in local mode. This means that you can only play with the people who are physically standing next to you. If you are not connected to the internet, you will not be able to play NBA Jam online.

Will I be able to connect to the internet if I am using a WiFi signal booster?

Yes, even if you are using a signal booster, you should be able to connect to the internet regularly. If you are having trouble maintaining a stable connectivity on your NBA Jam cabinet, we recommend you to stop using the booster and move the cabinet closer to your router for better connectivity.

Will a signal booster help with my internet's signal strength?

Yes, if your NBA Jam cabinet is far away from the router, using a signal booster/extender should help with your signal strength. However, if you are having trouble maintaining a stable connectivity on your NBA Jam cabinet, we recommend you to stop using the booster/extender and move the cabinet closer to your router for better connectivity.

What formats of internet connectivity does the NBA Jam cabinet support?

The NBA Jam cabinet's internet system was designed to support normal household connections such as standard broadband modems and routers. Certain setups such as a router behind another router may not be 100% supported. If you are having issues connecting to the internet via an unorthodox internet setup, we recommend you to try using a standard broadband router and modem to connect to the internet.

Can the NBA Jam cabinet connect to a Satellite Router?

Our systems are designed to handle most at-home internet systems. However, if you are having troubles connecting to the internet with a Satellite Router, we recommend you to try using a standard broadband router and modem to connect to the internet.

Can the NBA Jam cabinet connect to Mobile Hotspot?

Our systems are designed to handle most at-home internet systems. However, if you are having troubles connecting to the internet via Mobile Hotspot, we recommend you to try using a standard broadband router and modem to connect to the internet.

I cannot find my internet listed?

Please find your router and see if it is working properly and the AC power is plugged in or if it needs to be reset.

I do not know my password for my router. What is my router's password?

Please note some cable suppliers have the password on the router. Otherwise please ask your administrator or who set up the network for access.

I checked my router but I see red lights on it. What do I do?

If you see red lights, you may have an internet issue. Please try to reset your internet or attempt to contact your internet service provider.

How do I set up my account and internet on my NBA Jam cabinet?

Follow the steps below to set up internet on your NBA Jam Cabinet:

a. Plug in and turn on your arcade cabinet.
b. From the Game Selection menu, proceed to hit the "LIVE" button on your control deck, this should bring up your settings menu.
c. In your settings menu, you should automatically enter the NETWORK SETUP menu, prompting you to enter a Network Type.
d. Select Wireless for Network Type, then go down to Network Name and select your Network Name (same name as your WiFi's name). If your Network Name does not show up on the initial list, select the "MORE>" option on the bottom right and you will be able to view more Network Names.
e. Enter your WiFi password then click NEXT.
f. For Network Settings, select "Automatic."
g. From there, you should automatically enter the ACCOUNT SETUP menu, prompting you to enter your email (optional).
h. Then, you will be prompted to select a "Public Name." This Public Name will be the name that other players refer to you as on NBA Jam so choose wisely! You can always come back and change this name at a later time.
i. You will then be prompted to set up your SOCIAL OPTIONS. Set up your SOCIAL OPTIONS based on your personal preference and then return to the main menu.
j. Congratulations! Your NBA Jam cabinet has officially been set up and you can begin playing NBA Jam online with your friends!

How do I block a player from joining my games?

If you want to block a player from joining your games, proceed to your options menu by hitting the LIVE button at the Game Selection screen. Go to the RECENTLY PLAYED tab and locate the player you wish to block. Select their name, then proceed to add them to your block list. The blocked player should now show up in your BLOCK LIST and they will be blocked from joining your games.

How do I add players to my favorites list?

If you want to add a player to your favorites list, proceed to your options menu by hitting the LIVE button at the Game Selection screen. Go to the RECENTLY PLAYED tab and locate the player you wish to add to favorites. Select their name, then proceed to add them to your favorites list. The player should now show up in your FAVORITES list.

How do I see players that I recently played with?

If you want to see players you recently played with, proceed to your options menu by hitting the LIVE button at the Game Selection screen. Go to RECENTLY PLAYED tab

and you will be able to see all of the players you recently played with. From there, you can also add players to your Favorites or Block List.

What kind of bandwidth does the NBA Jam cabinet support?

The NBA Jam cabinet is only compatible with a 2.4Ghz bandwidth. This means that if you have a single-band 5.0Ghz router, you may need to implement a 2.4Ghz bandwidth if you wish to play NBA Jam online.

What will you do with my information (email/username)?

We gather emails for registration and verification purposes. The emails we gather are stored on a secure database. We do not gather or store your username, it is stored on your arcade cabinet and used for matchmaking purposes. Information we gather will not be shared, sold, or used for any other purpose.

Why do I see some teams with duplicate players in NBA Jam?

Due to certain licensing logistics, some NBA players were removed from NBA Jam and replaced with a duplicated player. Although there will be a duplicated player on the same team, the duplicated player will have a different set of stats so make sure to pay attention to your character's strengths and weaknesses!

Why are some players missing from your version of NBA Jam?

Due to certain licensing logistics, some NBA players were removed from NBA Jam.

How do I purchase an NBA Jam cabinet?

Visit www.arcade1up.com for purchasing details, or contact your local retail stores for more information.

Do all NBA Jam cabinets come with WiFi enabled?

Yes, each individual NBA Jam cabinet is equipped with WiFi capabilities, allowing you to play with anyone, anywhere, as long as you are connected to the internet.

What if I can no longer connect to WiFi?

In some instances, when a cabinet is not shut down properly, you could experience issues connecting to WiFI. In this situation, try changing your Network Setting to "None", then change it back to "Wireless" and check if you are reconnected back to the internet.

Why can I not see any scores on the leaderboards?

If the leaderboard scores are not appearing on your screen, that likely means you have not connected to the internet properly. Please check your internet connection and make sure you have configured your cabinet to connect to the WiFi network. If you are properly connected to the internet, please check for any firmware updates.

Why can I not see any available multiplayer games?

If available games are not appearing on your screen, that likely means you have not connected to the internet properly. Please check your internet connection and make sure you have configured your cabinet to connect to the WiFi network. If you are properly connected to the internet, please check for any firmware updates.

It says there is a new firmware available, should I update?

Yes, if you receive an automatic prompt to update your NBA Jam cabinet, we strongly recommend you to update your firmware to stay up to date with the latest features.

Where can I check my cabinet's firmware version?

You can check your cabinet's firmware version in the settings menu. To check your cabinet's firmware version, please go to the main menu of your NBA Jam cabinet, click the "LIVE" button to access the settings menu, then scroll down to the "BACK" tab and your version number should appear on your screen.

Why does it say "Connection Failed" when I tried to join a multiplayer game?

If you are receiving a "Connection Failed" error when attempting to join a multiplayer game, this is likely because you have not properly connected to the internet, or the NBA Jam cabinet is not compatible with your wireless internet setup. Please make sure you are properly connected to the internet, and also make sure you are connected to a 2.4Ghz bandwidth. If you have questions regarding your internet setup, please contact your internet service provider for more information.