



# Wii U Fun Center

# Operations Manual

100425-E

**Note:** Fun Centers have been rebranded as Starlight Gaming stations. Your device will still refer to "Fun Center." Any in-person reference to "Gaming station" also refers to this product.

# Do you need assistance?

Visit [www.starlight.org/gaming/support/contact](http://www.starlight.org/gaming/support/contact) for contact information

For immediate assistance during the business hours of 6:00 AM to 4:00 PM PST Monday-Friday please call the Gaming station (Fun Center) Support Hotline at 1-877-716-8550 or email [funcenter@noa.nintendo.com](mailto:funcenter@noa.nintendo.com)



## **FEDERAL COMMUNICATIONS COMMISSION (FCC) COMPLIANCE INFORMATION**

**Note** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Starlight Fun Center unit support:

Phone: 877.716.8550

Website: [starlight.nintendo.com](http://starlight.nintendo.com)

Email: [funcenter@noa.nintendo.com](mailto:funcenter@noa.nintendo.com)

© 2014-2015, 2016 Nintendo

Manufactured by Nintendo of America Inc.

Headquarters are in Redmond, Washington

Starlight<sup>®</sup>, Fun Center<sup>®</sup>, and the boy reaching for the star logo are registered trademarks of Starlight Children's Foundation<sup>®</sup>.

---

**Chapter 1 Introduction 1**

---

1.1	Welcome . . . . .	1
1.2	Support Resources . . . . .	2
1.3	Icon Definitions . . . . .	2
1.4	Health and Safety Information . . . . .	3
1.4.1	General Precautions . . . . .	3
1.4.2	Warnings . . . . .	3
1.4.3	Cautions . . . . .	5

**Chapter 2 How to Operate your Fun Center Unit 7**

---

2.1	Moving the Fun Center Unit . . . . .	7
2.2	Playing a Wii U Game . . . . .	8
2.3	Playing a Wii Game . . . . .	9
2.4	Using a Video-On-Demand Service . . . . .	11
2.5	Managing and Updating Games . . . . .	12
2.5.1	Adding a New Game . . . . .	12
2.5.2	Deleting a Game. . . . .	13
2.5.3	Re-adding a Game . . . . .	14
2.5.4	Monitoring Downloads and Installation . . . . .	15
2.6	Connecting to the Internet. . . . .	15
2.6.1	MAC Address . . . . .	16
2.6.2	Ethernet Cable . . . . .	16
2.6.3	Wi-Fi Network . . . . .	18
2.7	Parental Controls . . . . .	19
2.8	Nintendo Network ID (NNID) . . . . .	21
2.8.1	Saving NNID Password and Setting Profile Default . . . . .	21

**Chapter 3 How to Troubleshoot your Fun Center Unit 22**

---

3.1	Fun Center Unit Parts Overview . . . . .	22
3.1.1	Wii U Console . . . . .	23
3.1.2	Wii U GamePad. . . . .	24
3.2	Maintenance of your Fun Center Unit. . . . .	27
3.2.1	Assessing. . . . .	27
3.2.2	Cleaning . . . . .	28
3.2.3	Console Maintenance. . . . .	29
3.3	Troubleshooting . . . . .	31

---



---

## CHAPTER 1 INTRODUCTION

### 1.1 Welcome

Congratulations on your new Starlight Fun Center mobile entertainment unit brought to you by Starlight Children's Foundation.

For more than 20 years, Starlight has partnered with Nintendo of America to bring the Starlight Fun Center unit to facilities in the U.S. and Canada. We are proud of this legacy and hope you will enjoy this mobile entertainment unit.

This Fun Center unit contains a TV, a Wii U™ console, a Wii U GamePad, a Wii Remote™ Plus, and a Nunchuk™. It rolls bedside – or almost anywhere – to provide physical therapy activities, distractive entertainment, or just some much-needed play time during a child's healing process.

The enhanced capabilities of the new Fun Center unit, powered by the Wii U from Nintendo, include:

- **Wii U GamePad**—The one-of-a-kind controller only for the Wii U.
  - Struggling to see the TV screen from the bedside? Many games and video apps. are playable using just the screen on the Wii U GamePad!
  - Is it quiet time? Plug your headphones directly into the Wii U GamePad to enjoy all the excitement without disturbing those around you.
- **Variety of Content**
  - Each Fun Center unit comes with 25 pre-installed games and plenty of hard drive space for additional games.
  - Have a favorite game at home? Bring your own game discs and play them on this Fun Center unit! The Nintendo Wii U can play both Wii U and Wii Game Discs.
  - Video-On-Demand. Tired of throwing away damaged DVDs or losing them altogether? Patients can now use their own Netflix, huluPLUS, or amazon instant video accounts to watch movies and shows!
- **Simplicity of Service**
  - Replacing a controller can now be done without opening your Fun Center unit, and it only takes about 5 minutes!
  - Is there a game everyone is asking for? Purchase and download popular Wii U titles directly to your Fun Center unit from the Nintendo eShop!

Starlight Fun Center units play an important role in the overall health and well-being of pediatric patients. Nurses, physicians, and child-life specialists report that Fun Center units:

- Engage and entertain children during long hours of treatment or extended stays
- Distract children from stress of illness and painful or complicated medical procedures
- Reduce the need for pain medication

These Fun Center units are sponsored by corporations, foundations, and individuals who believe in and support Starlight's mission to partner with experts to improve the life and health of kids and families around the world. Enjoy!

## 1.2 Support Resources

- **Phone: 877.716.8550 (visit website for hours of operation)**
  - Troubleshooting
  - Part orders
  - Repairs
- **Website: [starlight.nintendo.com](http://starlight.nintendo.com)**
  - Troubleshooting
  - Parts installation and removal videos
- **Email: [funcenter@noa.nintendo.com](mailto:funcenter@noa.nintendo.com)**

Contact Starlight Children’s Foundation for Fun Center unit sponsorship information or to learn more about other Starlight programs:

- **Phone: 310.479.1212**
- **Website: [starlight.org](http://starlight.org)**

## 1.3 Icon Definitions



**Electrical warning** Alerts the user to the presence of dangerous voltage within the unit that may be at a sufficient level to constitute a risk of electrical shock.



**Warning** A procedure that may cause injury if performed incorrectly.



**Caution** A procedure that cannot be reversed, will impact other areas, or cause damage to equipment.



**Note** Additional information to consider about the procedures or actions being performed.

## 1.4 Health and Safety Information

Please read through the following health and safety information to familiarize yourself with all that is involved to safely use and maintain a Fun Center unit.

### 1.4.1 General Precautions

- **Keep these instructions**—Keep these safety precautions and operating instructions in a safe place for future reference.
- **Heed all warnings**—Failure to heed the warnings may result in injury.
- **Follow all instructions**—Failure to follow all instructions may result in damage to the unit.
- **Do not use this unit near water**—To reduce the risk of fire or electric shock, do not expose to rain or moisture. Do not use the unit near water, such as a bathtub, washbasin, kitchen sink, laundry tub, swimming pool, or on a wet floor. Do not expose to dripping or splashing. No objects filled with liquids, such as vases and beverage containers, should be placed on the unit.
- **Do not block any ventilation openings**—The vents and other openings in the unit and its parts are designed for ventilation. Do not cover or block these vents and openings since insufficient ventilation can cause overheating and/or shorten the life of the unit.
- **Do not operate near heat sources**—To minimize risk, do not use the unit near a heat source such as a radiator, heat register, stove, or any other apparatus (including amplifiers) that produces heat.

### 1.4.2 Warnings



#### Warning – Seizures

- Some people (about 1 in 4000) may have seizures or blackouts triggered by light flashes or patterns, and this may occur while they are watching TV or playing video games, even if they have never had a seizure before.
- Anyone who has had a seizure, loss of awareness, or other symptoms linked to an epileptic condition should consult a doctor before playing a video game.
- Parents should watch their children play video games. Stop playing and consult a doctor if you or your child has any of the following symptoms:
  - Convulsions
  - Eye or muscle twitching
  - Loss of awareness
  - Altered vision
  - Involuntary movements
  - Disorientation

To reduce the likelihood of a seizure when playing video games:

- Sit or stand as far from the screen as possible.
- Play video games on the smallest available television screen.
- Do not play if you are tired or need sleep.
- Play in a well-lit room.
- Take a 10 to 15 minute break every hour.



### **Warning – Repetitive Motion**

Playing video games can make your muscles, joints, skin, or eyes hurt. Follow these instructions to avoid problems such as tendinitis, eyestrain, skin irritation, or carpal tunnel syndrome:

- Avoid excessive play. Parents should monitor their children for appropriate play.
- Take a 10 to 15 minute break every hour, even if you don't think you need it.
- If your hands, wrists, arms, or eyes become tired or sore while playing, or if you feel symptoms such as tingling, numbness, burning, or stiffness, stop and rest for several hours before playing again.
- If you continue to have any of the above symptoms or other discomfort during or after play, stop playing and see a doctor.



### **Warning – Do Not Replace Battery in the Console**

Do not replace the battery in the Wii U console. If the battery is incorrectly replaced, there can be danger of explosion.



### **Warning – Oxygen-enriched Environment**

There is a risk of fire if the unit or controllers are used in an oxygen-enriched atmosphere. Store the controllers away from the bed when not in use or when using oxygen-administering equipment.



### **Warning – Electrical Shock**

To avoid electric shock when you use this system, observe the following warnings:

- Do not use the Fun Center unit during a lightning storm. There may be a risk of electric shock from lightning.
- Use only the AC adapters that come with your Fun Center unit.



- Do not use the AC adapters if they are damaged, or have split or broken cords or wires.
- Make sure that the AC adapters are fully inserted into the power strip or extension cord.
- Carefully disconnect all plugs by pulling on the plug and not on the cord. Make sure the Wii U console **POWER** Button is powered OFF before removing the AC adapter from an outlet.
- Do not disassemble any sub-components (console, controllers, AC adapters, etc.) on the Fun Center unit. Contact the Fun Center Unit Support Hotline (877.716.8550) if a sub-component needs to be replaced.

### 1.4.3 Cautions



#### Caution – Power

- **Do not defeat the safety purpose of the grounding-type plug**—The Fun Center unit is equipped with a hospital-grade, 3-wire grounding-type plug. The grounding-type plug has two blades and a third grounding prong provided for your safety. This plug only fits into a grounding-type power outlet.
- **Power cord**—Protect the power cord from being walked on or pinched. The power cord must be routed safely to prevent people from stepping on it, or objects resting on it. When the Fun Center unit is not in use, make sure the cord is properly stored by coiling it over the power cord hook located in the back of the unit below the cabinet.
- **Power source**—This unit must operate on a designated power source shown on the specification label located on the back of the cabinet.
- **Power connection**—Make sure that the power cord plug and power socket are easily accessible and that the unit can easily be disconnected.



#### Caution – Attachments and Accessories

Only use attachments and accessories specified by the manufacturer.



#### Caution – Inserting Foreign Material

- **Foreign objects**—Never insert an object into the Fun Center unit through vents or openings. High voltage flows in the unit; inserting an object can cause electric shock and/or short internal parts. Only insert Wii U and Wii Game Discs into the Wii U console. Inserting any foreign material into the Wii U console may cause it to stop functioning.

- **Multiple discs**—Do not insert multiple discs into the Wii U console disc slot. Inserting multiple discs damages the disc drive and can cause all discs to become stuck in the console. Removal of discs will require the console be sent to Nintendo for service.



### **Caution – Motion Sickness**

Playing video games can cause motion sickness in some players. If you or your child feel dizzy or nauseous when playing video games, stop playing and rest. Do not drive or engage in other demanding activity until you feel better.



### **Caution – Laser Device**

The Wii U console is a Class 1 Laser Product. Do not attempt to disassemble the Wii U console. Refer servicing to qualified personnel only.

Use of controls, adjustments, or procedures other than those specified herein may result in hazardous radiation exposure.

Following are the laser specifications:

- Laser type: Semiconductor laser
- Laser wavelength range: 405 nm, 660 nm
- Laser power: Max. 0.6 mW, Max. 0.9 mW
- Numerical aperture: 0.85, 0.6

## CHAPTER 2 HOW TO OPERATE YOUR FUN CENTER UNIT

### 2.1 Moving the Fun Center Unit



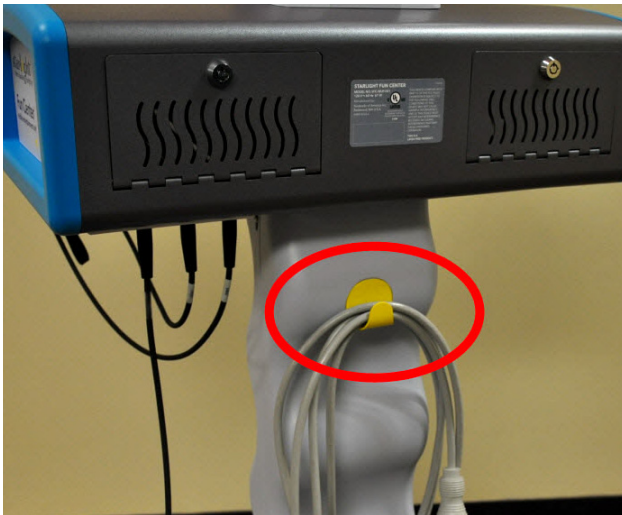
**Warning** Move the unit with care. Children should not move the unit without proper guidance from an adult.



**Warning** Quick stops, excessive force, or uneven surfaces may cause the Fun Center unit to tip while being moved.

When moving the Fun Center unit, observe the following steps and warnings:

1. Disconnect the power cord from the power outlet. Properly store the power cord by winding it around the power cord hook in the back of the unit below the cabinet.



2. Unlock the two locking casters (wheels).
3. Push on the cabinet to move the Fun Center unit. Use the yellow guard rail attached to the cabinet to guide the Fun Center unit. Do not pull or guide from the front. Do not push on the TV.
4. When the Fun Center unit is being set up for play, roll it into position, then lock the two locking casters.
5. When not in use, properly store the power cord by winding it around the power cord hook in the back of the unit below the cabinet. This prevents:
  - The power cord from being a tripping hazard
  - People from stepping on the power cord
  - Equipment from rolling over the power cord
  - Objects from resting on the power cord

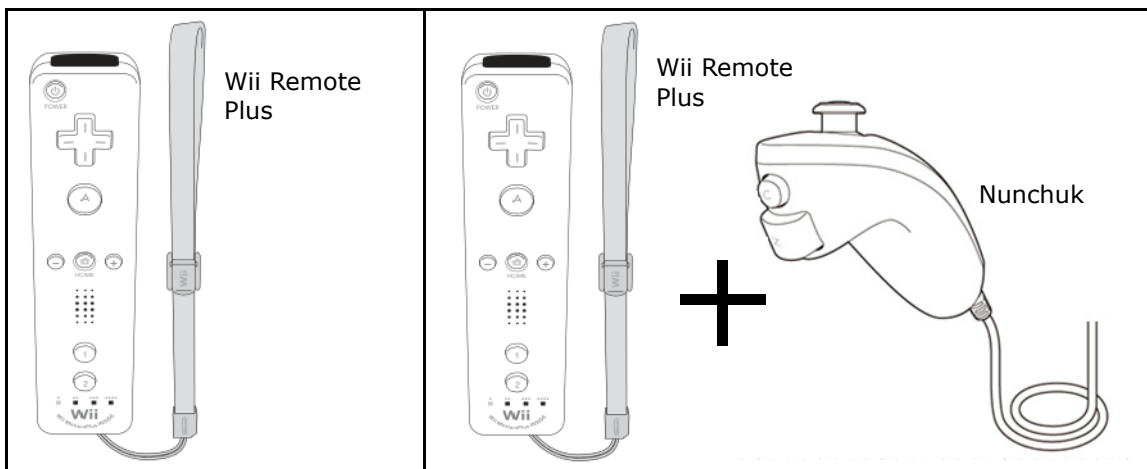
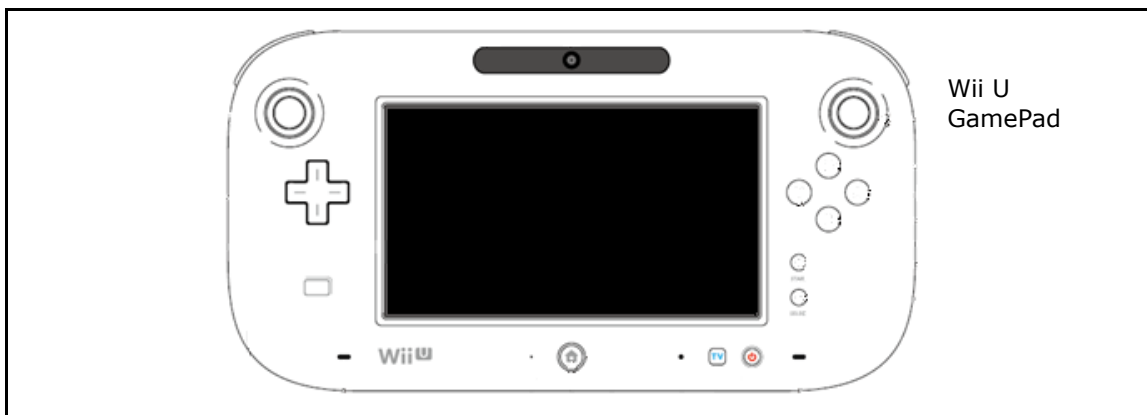
## 2.2 Playing a Wii U Game



**Note** All Nintendo games carry Entertainment Software Ratings Board (ESRB) ratings to help parents make informed choices about suitable video game content. For information about the ESRB rating, or to comment about the appropriateness of the rating, visit the ESRB website at [esrb.org](http://esrb.org).

To play a Wii U game:

1. Connect the power cord plug of the Fun Center unit to a 3-wire, grounding-type power outlet.
2. Make sure the power cord on the Fun Center unit is plugged into a power outlet and that the TV is powered ON.
3. Press the **POWER** Button on the Wii U GamePad to power ON the Wii U console.
4. To start a game, tap a game icon to select it and tap again to start. To access more games, tap the onscreen arrows to toggle between the **Wii U Menu** pages.
5. Following are possible controller options for gameplay. Which controller option you choose depends on the game and whether there is one or two players.



If there is a message on the TV to connect or disconnect the Nunchuk, toggle the Nunchuk switch.



6. Select a different game by pressing the **HOME** Button on the GamePad and then tapping the **Wii U Menu**.

## 2.3 Playing a Wii Game

The Wii U console is backwards compatible with nearly all existing Wii games. If you have any Wii Game Discs, they can be played with this Fun Center unit using the Wii Remote Plus and Nunchuk.



**Note** The Wii U GamePad cannot be used as a controller for Wii games, but it can be used to view gameplay. Use the Wii Remote Plus and Nunchuk controllers to play Wii games.

To play a Wii game:

1. Make sure there is not a game disc in the Wii U console. If the disc LED is lit, then there is a disc inside the console. Press the **EJECT** Button to remove the disc from the console.





**Caution** Do not insert multiple discs into the Wii U console disc slot. Inserting multiple discs damages the disc drive and can cause all discs to become stuck in the console. Removal of discs will require the console be sent to Nintendo for service.




2. Insert the Wii Game Disc into the disc slot with the label face up.
3. Tap the Wii game icon on the GamePad touch screen.
4. Use the Wii Remote Plus to point at the TV and select one of the following options:
  - **TV Only**—Gameplay displays on the TV screen.
  - **TV and GamePad**—Gameplay displays on both the TV and the GamePad screen. This is useful when the TV cannot be positioned for easy viewing, whereas the GamePad can be propped on a table, chair, or lap.
5. The console powers ON to the **Wii Menu**. To select the Wii game, use the Wii Remote Plus to point the cursor at the Wii game, then press the **A** Button.
6. To return to the **Wii U Menu** to play a Wii U game, press the **HOME** Button and use the Wii Remote Plus to select **Wii Menu**. Then select the **Wii U Menu** and press **Start**.

## 2.4 Using a Video-On-Demand Service

To activate or deactivate a video-on-demand account, see the following procedures:



**Caution** Be sure to deactivate video-on-demand accounts between patient use.

Service	Activate account	Deactivate account
	<ol style="list-style-type: none"> <li>1. Launch the Netflix application.</li> <li>2. Tap <b>Member Sign In</b> on the Wii U GamePad touch screen.</li> <li>3. Use the onscreen keyboard to enter your email address and password.</li> </ol>	<ol style="list-style-type: none"> <li>1. Launch the Netflix application.</li> <li>2. Enter the following sequence using the <b>+Control Pad</b> on the Wii U GamePad: Up, up, down, down, left, right, left, right, up, up, up, up.</li> <li>3. Tap the <b>Deactivate</b> button on the Wii U GamePad touch screen, then tap <b>Yes</b>.</li> </ol>
	<ol style="list-style-type: none"> <li>1. Launch the huluPLUS application.</li> <li>2. Tap <b>Log In</b>, then tap <b>Log in with your email address and password</b>.</li> <li>3. Tap <b>Open keyboard</b> on the Wii U GamePad, then enter your email address and password.</li> </ol>	<ol style="list-style-type: none"> <li>1. Launch the huluPLUS application.</li> <li>2. Use the <b>+Control Pad</b> to navigate to the settings menu. Press the <b>A</b> Button.</li> <li>3. Select <b>LOGOUT</b>. Press the <b>A</b> Button.</li> <li>4. Select <b>Log out of huluPLUS</b>. Press the <b>A</b> Button.</li> </ol>
	<ol style="list-style-type: none"> <li>1. Launch the amazon instant video application.</li> <li>2. Select <b>Sign in and start watching</b>, then press the <b>A</b> Button.</li> <li>3. Enter your email address and password.</li> <li>4. Select <b>Sign in using our secure server</b>, then press the <b>A</b> Button.</li> </ol>	<ol style="list-style-type: none"> <li>1. Launch the amazon instant video application.</li> <li>2. Press the <b>Y</b> Button.</li> <li>3. Navigate to <b>Deregister your device</b>, then press the <b>A</b> Button.</li> <li>4. Select <b>Unregister your device</b>, then press the <b>A</b> Button.</li> <li>5. Select <b>OK</b>, then press the <b>A</b> Button.</li> </ol>

## 2.5 Managing and Updating Games

In this Fun Center unit featuring the Wii U console, you have complete control over the content on the console. You can purchase and download the latest, popular titles directly from Nintendo eShop to add to the already extensive library provided to you pre-loaded on the console. You can also delete games that you feel are not suitable for the demographic of children who will be playing this Fun Center unit. These deleted games can be re-added later should you change your mind.

To access Nintendo eShop, you need:

- An Internet connection (see Section 2.6, Connecting to the Internet).
- The Parental Controls PIN code (see Section 2.7, Parental Controls).

### 2.5.1 Adding a New Game

Adding new games to your Fun Center unit is easy. You can purchase them directly from Nintendo eShop by adding funds to your Nintendo eShop account with a credit card or Nintendo eShop Card, or using a Nintendo Prepaid Card purchased from a retailer.

The games available on Nintendo eShop range from full-fledged Wii U titles, to old-school Nintendo games, to downloadable content (DLC) for existing games, to a large variety of indie games. All games and content you purchase will be part of your Fun Center game library for the life of the unit.

To add a new game to your Fun Center game library, do the following:



**Note** Before beginning, confirm that you have an Internet connection and locate the Parental Controls PIN code.

1. From the **Wii U Menu**, double-tap the Nintendo eShop icon at the bottom of the touch screen to open Nintendo eShop.



2. Tap the Search box and type the name of the game title you want or browse to the game title from the game catalogue.
3. Once you have identified the selected game title:
  - a. Tap **Purchase**.
  - b. Enter the Parental Controls PIN code.
  - c. Tap **Next**.
4. Follow the prompts to add the zip code for the billing address (this only needs to be done once).



5. Select one of the following:
  - **Add Funds** – to add a set amount of funds to the account – \$10, \$20, \$50, or \$100.
  - **Pay Remainder Using a Credit Card** – to add the exact amount of funds needed to cover this single game purchase.
6. Follow the prompts to enter the credit card information.
7. Tap **Download** to begin downloading the game.

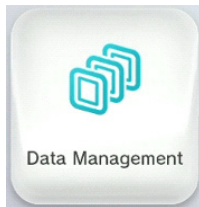
## 2.5.2 Deleting a Game

To delete a game from your Fun Center game library, which can be re-added at a later time, do the following:

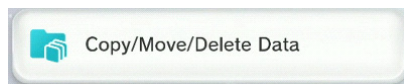
1. From the **Wii U Menu**, double-tap the **Misc** folder.
2. Double-tap the Wrench icon to access **System Settings**.



3. Tap the small Data Management icon, then tap **Data Management**.



4. Tap **OK**. Enter the Parental Controls PIN code and then tap **OK**.
5. Tap **Copy/Move/Delete Data**.

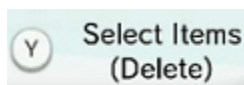


**Caution** Do not tap **Format USB Storage Device**. This action deletes all games. If all games are deleted, more than 140 GB of game content must be downloaded again.

6. Tap **USB Storage Device 1**.



7. Tap **Select Items (Delete)** in the upper-left corner of the touch screen.



8. Navigate by tapping the onscreen arrows to find the game you would like to delete.
9. Tap the game to select it, then tap **Delete** in the upper-right corner.
10. Tap **Delete** to confirm, then tap **OK**.
11. Press the **B** Button four times to go back to the **Wii U Menu**.

### 2.5.3 Re-adding a Game

To re-add a game to your Fun Center game library, do the following:



**Note** Before beginning, confirm that you have an Internet connection (see Section 2.6, Connecting to the Internet).

1. From the **Wii U Menu**, double-tap the Nintendo eShop icon at the bottom of the touch screen to open Nintendo eShop.

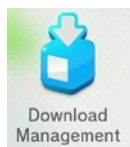


2. Tap **My Menu**.
3. Scroll down and tap **Your Downloads**.
4. Scroll through the list of games to find the game you want to re-add. There will be a download option next to the game title if the game does not already exist on your Fun Center Wii U console.
5. Tap **Download**, tap **Next**, and then tap **Free Download**.

## 2.5.4 Monitoring Downloads and Installation

Use **Download Management** to check the download status of software purchased from Nintendo eShop.

From the **Wii U Menu**, double-tap the Download Management icon at the bottom of the screen.



This screen allows you to track of the progress of any game downloads and installations. When in progress, there is an estimated time for completion.



**Note** Games can take anywhere from 20 minutes to several hours to download and install depending on two important factors: game size and Internet bandwidth.



**Caution** Do not power OFF the Fun Center unit while a game is installing; doing so corrupts the file and requires deleting and downloading the game again. Go to the **Download Management** screen to view progress.

## 2.6 Connecting to the Internet

Connecting your Fun Center unit to the Internet allows users to watch video-on-demand using their personal Netflix, huluPLUS, or amazon instant video accounts. It also allows your hospital to access Nintendo eShop to purchase and download new games for your Fun Center unit.

Your healthcare facility may require additional set up from the IT department to allow a Fun Center unit to connect to the network. Depending on which method you or your IT department choose, Nintendo recommends connecting the Fun Center unit to a network as an “authorized device.” An “authorized device” does not require login or a user to agree to a terms-of-use in the Internet browser each time they use the Fun Center unit. The Internet browser is blocked via Parental Controls on the Wii U console in the Fun Center unit, therefore a login and terms-of-use agreement are inaccessible to the end user.

To connect the Fun Center unit to a network as an “authorized device,” the IT department may need the MAC address for the Wii U console. To identify the MAC address, see Section 2.2.1, MAC address.

Following are two ways to connect your Fun Center unit to the Internet:

- Ethernet Cable
  - Fastest and most stable connection
  - Ethernet port required
- Wi-Fi Network
  - Most convenient connection
  - No Ethernet port required

### 2.6.1 MAC Address

To identify the MAC address, do the following:

1. Make sure the Wii U console and GamePad are powered ON.
2. Double-tap the **Misc** folder.
3. Double-tap the Wrench icon to access **System Settings**.



4. Tap the Internet icon.



5. Tap **View MAC Address**.

Consult your IT system administrator with questions on the best way to connect your Fun Center unit to the network.

### 2.6.2 Ethernet Cable

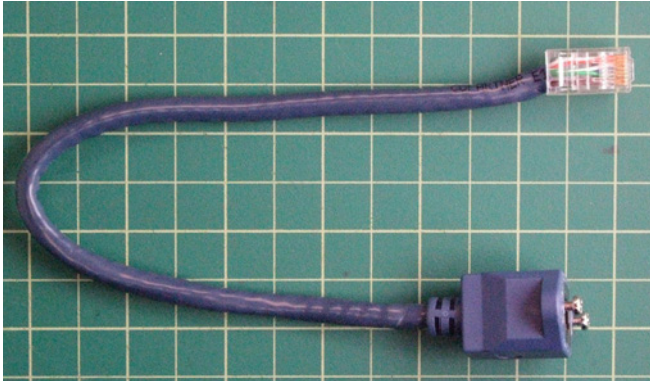
There is a port for an Ethernet cable on the Fun Center unit underneath the main cabinet. To use the Ethernet port, you need an Ethernet cable long enough to run from the Fun Center unit to the Ethernet port in the wall or network box/router. You also need to install a LAN adapter in the Fun Center unit.

To obtain a LAN adapter, choose one of the following options:

- Remove a LAN adapter from one of your existing Fun Center units powered by a Wii console. Every Fun Center unit powered by a Wii console has a LAN adapter and it is not a sub-component that is used. Removing it from an existing Fun Center unit will not alter the unit's playability.
- Contact the Fun Center Unit Support Hotline at 877.716.8550 to order a LAN adapter.

Once you have obtained a LAN adapter, install it in the Fun Center unit as follows:

1. Use the Fun Center unit key to open the left door.
2. Connect the blue LAN extender cable to the Ethernet connector on the LAN adapter.



3. Connect the USB plug of the LAN adapter to the open USB port on the back of the Wii U console.

Once the LAN adapter is installed in the Fun Center unit, connect to the Internet as follows:

1. Make sure the Wii U console and GamePad are powered ON.
2. Double-tap the **Misc** folder.
3. Double-tap the Wrench icon to access **System Settings**.



4. Tap the Internet icon, then enter the Parental Controls PIN code. (For information about your Parental Controls PIN code, see Section 2.7, Parental Controls.)



5. Tap **Connect to the Internet**.
6. Tap **Connection Types**.
7. Tap **Wired Connection**, then tap **OK**.
8. The Wii U now performs a connection test.
  - If the connection test fails, select **OK** to receive an error code and detailed information on why the connection test failed. Then, consult your system administrator.

9. If the connection test is successful, select **OK** to continue.
10. When asked if you would like to make this your default connection, select **Set** if you wish this to be your default connection or **No** if you do not.

### 2.6.3 Wi-Fi Network

To connect to the Internet through an available Wi-Fi network, conduct the following procedure:

1. Make sure the Wii U console and GamePad are powered ON.
2. Double-tap the **Misc** folder.
3. Double-tap the Wrench icon to access **System Settings**.



4. Select the Internet icon and press the **A** Button.



5. Select **Connect to the Internet**.
  - The Wii U will search for available Wi-Fi networks in your area.
6. Once the search completes, scroll up and down through the list of networks and select the name of your Wi-Fi network.
  - If your wireless network is not in the list, or if no wireless networks are displayed, see your system administrator.
7. If prompted, use the onscreen keyboard to enter your Wi-Fi network's security key (wireless password) and select **OK** when finished.
  - If you receive an error message stating, "The security key you entered is incorrect," then the security key you entered was not a valid security key.
  - If you do not know your Wi-Fi network's security key, see your system administrator.
8. The Wii U now performs a connection test.
  - If the connection test fails, select **OK** to receive an error code and detailed information on why the connection test failed. Then, consult your system administrator.
9. If the connection test is successful, select **OK** to continue.

10. When asked if you would like to make this your default connection, select **Set** if you wish this to be your default connection or **No** if you do not.

## 2.7 Parental Controls



**Caution** Do not provide the Parental Controls PIN code to Fun Center unit users. Do not change any of the Parental Controls settings.

Contact the Fun Center Unit Support Hotline at 877.716.8550, or [funcenter@noa.nintendo.com](mailto:funcenter@noa.nintendo.com), with any questions or concerns you may have.

Parental Controls settings are in place to prevent users from altering data on the console or accessing inappropriate content. These settings restrict the following:

- Purchasing games from Nintendo eShop
- Accessing the Internet
- Playing inappropriate games
- Deleting data
- Interacting with other gamers online
- Changing user settings

Nintendo strongly recommends that access to Parental Controls be restricted to healthcare facility personnel only. The PIN code is being provided so your facility can purchase new games from Nintendo eShop as well as manage data and System Settings.

The four-digit Parental Controls PIN code is: 1114



The default Fun Center unit Parental Controls settings are as follows:

<b>Parental Controls Setting</b>	<b>Wii U</b>	<b>Wii</b>
Game Rating	EC, E, E10+ are allowed	EC, E, E10+ are allowed
Online Interaction in Games	Restricted	NA
Internet Browser	Restricted	NA
Wii U / Wii Shopping Services	Restricted	Restricted
Miiverse™	Restricted posting	NA
Friend Registration	Restricted	NA
Entertainment Excluding Games	Unrestricted (allows access to video-on-demand services like Netflix)	NA
Data Management	Restricted	NA
Internet Settings	Restricted	NA
Certain Online Features	NA	Restricted
Viewing of Unrated Content	NA	Restricted



## 2.8 Nintendo Network ID (NNID)

The Wii U console in your Fun Center unit is set up with a Nintendo Network ID (NNID). All of the games currently on your console are registered to this NNID. The NNID is protected by a password.

The password is being provided to you in the event that the NNID is not set as the default account or the password is no longer saved.



**Caution** Nintendo strongly recommends that you *do not* provide this password to Fun Center unit users. If a user obtains this password, they could inadvertently make changes to the NNID account, which will render the Fun Center unit unable to operate as intended.

The NNID password for your Fun Center unit is: funcenter14

### 2.8.1 Saving NNID Password and Setting Profile Default

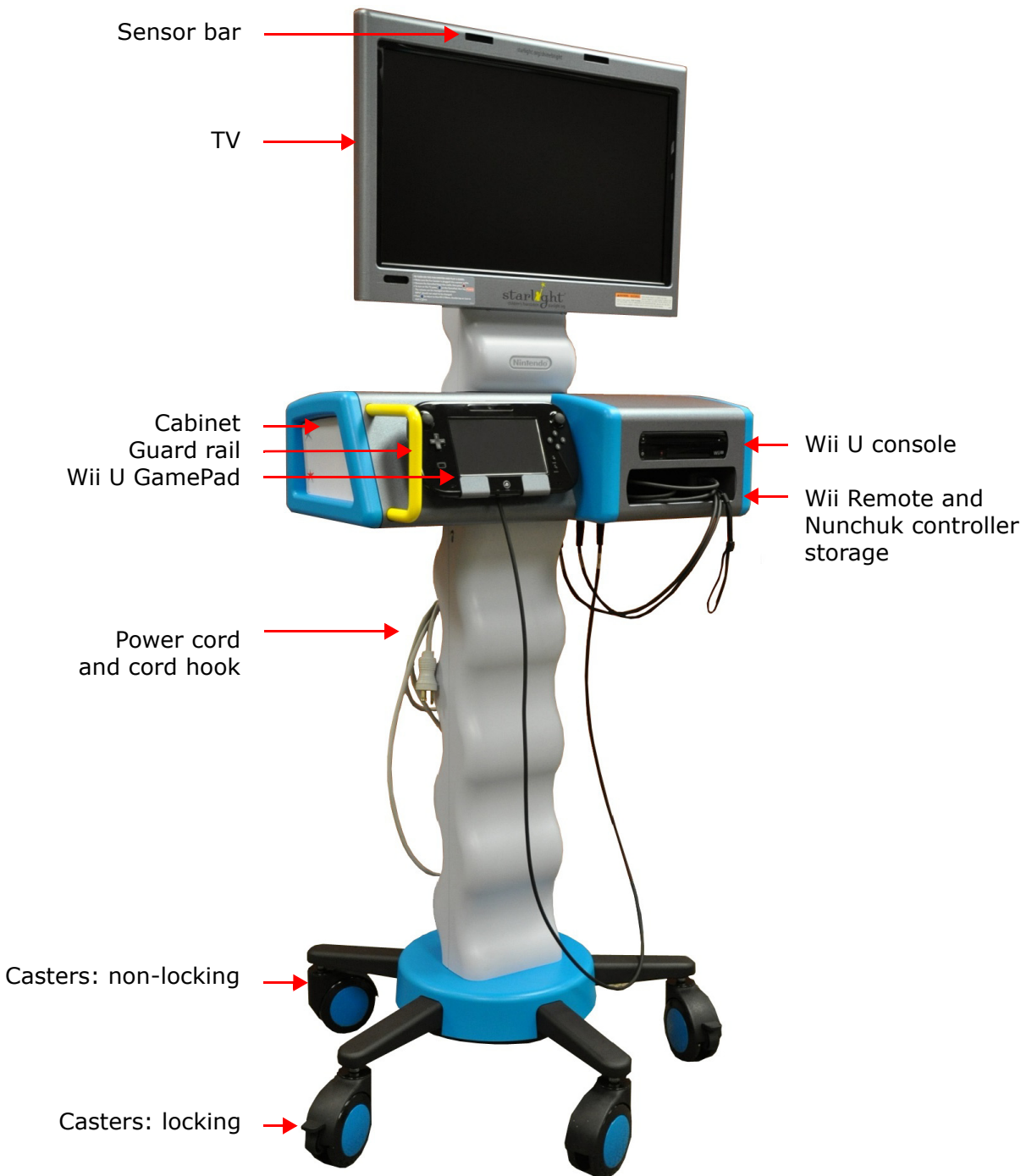
To save the NNID password and set the profile as default, do the following:

1. From the **User Selection** screen, tap the Mii character to select the user to proceed to the **Wii U Menu**.
2. If prompted for a password:
  - a. Enter: funcenter14
  - b. Tap the check box next to **Save Password**.
  - c. Tap **OK** to accept the password.
  - d. Tap **OK** again to proceed to the **Wii U Menu**.
3. From the **Wii U Menu**, tap the Mii character in the upper-left corner to access **User Settings**.
4. Scroll down and verify the following settings:
  - **Save Password?** = Yes
  - **Make this the default user?** = Yes

## CHAPTER 3 HOW TO TROUBLESHOOT YOUR FUN CENTER UNIT

### 3.1 Fun Center Unit Parts Overview

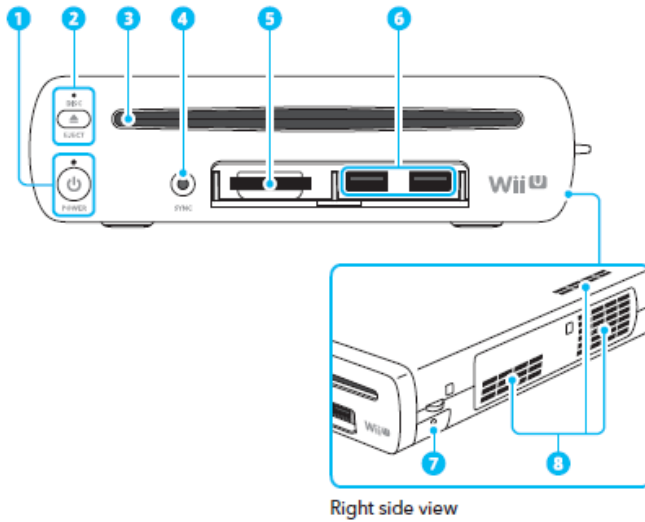
The Fun Center unit consists of the Wii U console and the Wii U GamePad, two controllers, and a TV. The following image identifies these and other important parts:



### 3.1.1 Wii U Console

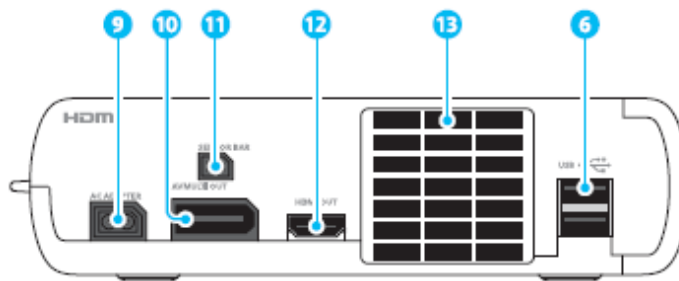
See the following views of the Wii U console:

■ **Front View** (showing the slot cover open)



1. **POWER** Button
  - Power LED
2. **EJECT** Button
  - Disc LED
3. Disc slot
4. **SYNC** Button
5. SD card slot
6. USB ports
7. Battery cover
8. Air intake

■ **Back View**

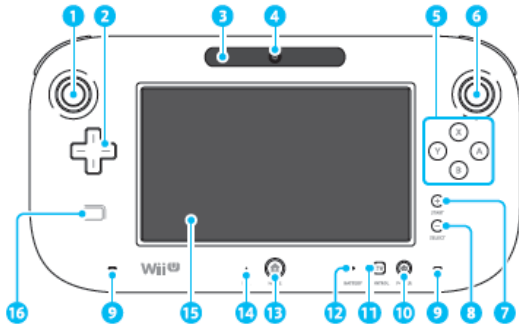


9. AC adapter connector
10. AV Multi Out connector
11. Sensor-bar connector
12. HDMI™ port
13. Air vent
6. USB ports

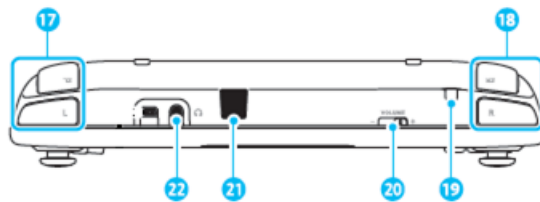
### 3.1.2 Wii U GamePad

See the following views of the Wii U GamePad:

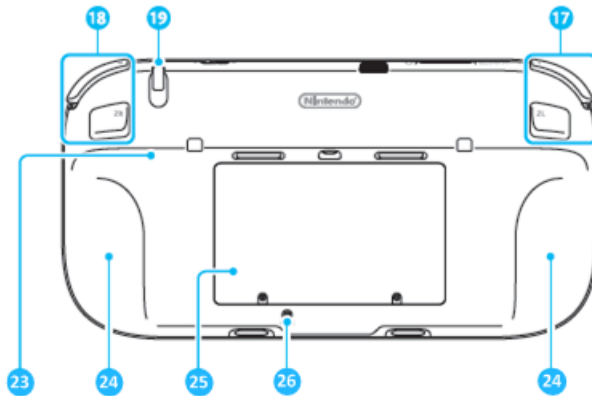
■ Front View



■ Top View



■ Back View



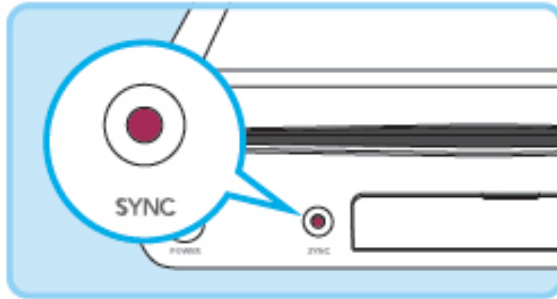
1. L Stick
2. +Control Pad
3. Sensor bar
4. Camera
5. **A/B/X/Y** Buttons
6. R Stick
7. **+** Button/START
8. **-** Button/SELECT
9. Speakers
10. **POWER** Button
11. **TV Control** Button
12. Battery LED
13. **HOME** Button
14. Microphone
15. Touch screen
16. NFC (near-field communication touchpoint)
17. **L** & **ZL** Buttons
18. **R** & **ZR** Buttons
19. Stylus holder
20. Volume control
21. Infrared transceiver
22. Audio jack
23. GamePad support
24. Hand grips
25. Battery cover
26. **SYNC** Button

### 3.1.2.1 Pairing Controllers

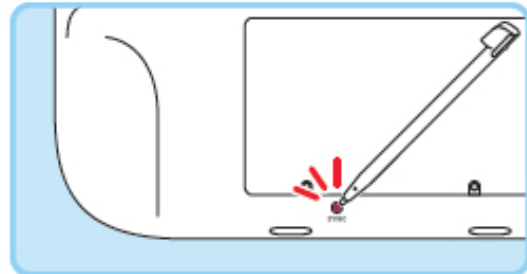
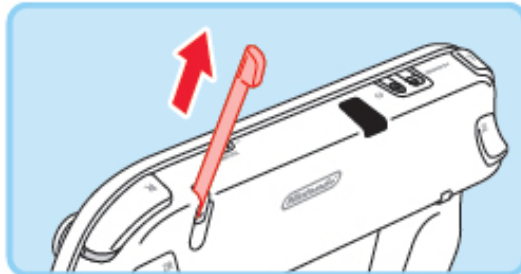
#### Pairing the Wii U GamePad with the Wii U Console

To pair (sync) the Wii U GamePad with the Wii U console, conduct the following procedure:

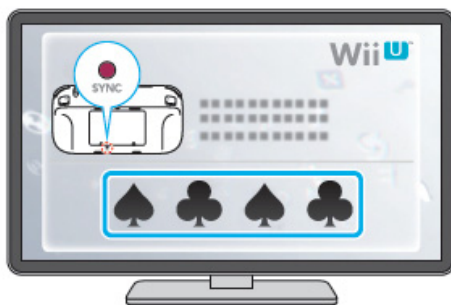
1. Power ON the Wii U console and the Wii U GamePad.
2. Press the **SYNC** Button on the Wii U console and then on the Wii U GamePad to pair them.
  - Press the **SYNC** Button on the Wii U console twice.



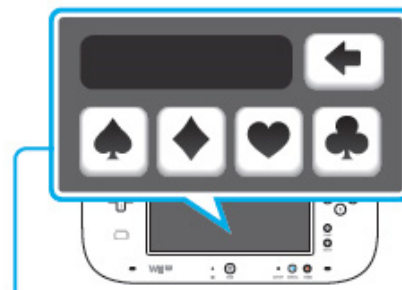
- Use the GamePad stylus to press the **SYNC** Button on the back of the Wii U GamePad.



3. Enter the pairing symbols shown on the TV screen in order, starting from the left, on the Wii U GamePad.



Examples of symbols



Tap symbol to enter.

- If the Wii U GamePad screen is off, then press the **POWER** Button and then the **SYNC** Button.
- If the following (or similar) screen displays, then press the **SYNC** Button on the Wii U console again and start over from step 3 above.

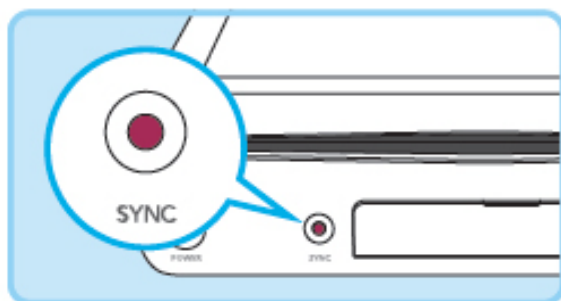


- It may be necessary to move closer to the Wii U console.

### Pairing the Wii Remote Plus with the Wii U Console

To pair (sync) the Wii Remote Plus with the Wii U console, conduct the following procedure:

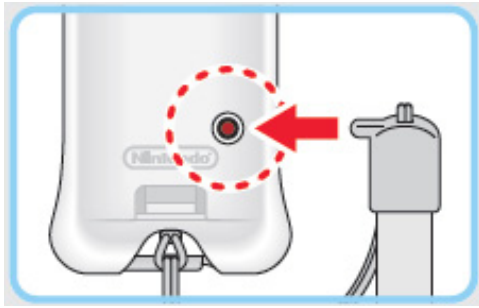
1. While on the **Wii U Menu**, press the **SYNC** Button on the Wii U console to display the controller pairing screen.



2. Press the **SYNC** Button on the console until the screen shows the controller type you want to pair.



3. Press the **SYNC** Button on the Wii Remote Plus.



4. The Player LED on the controller lights up when the pairing is complete.

## 3.2 Maintenance of your Fun Center Unit

### 3.2.1 Assessing

To keep your Fun Center unit in working order, Nintendo recommends assessing it on a regular basis.

See the following Nintendo-recommended assessment routine:

1. Press all of the buttons on the Wii U GamePad, Wii Remote Plus, and Nunchuk.
  - If any buttons are sticky, hold the controller upside-down and use a clean, dry toothbrush to scrub any sticky buttons.
  - If any of the buttons are loose or easier to press than the other buttons, then the controller may need to be replaced.
2. Inspect the controller cables for damage by lightly pinching them while running your fingers along the entire length. Cable damage is the most common cause of controller issues.
  - If you find any cuts or slices, or other hints of fraying along the cable, then your controller needs to be replaced.
3. Visually inspect screws to identify any that are stripped or missing.
  - It is better to replace missing and stripped screws as you find them than to have them become an issue with securing the Fun Center unit or having easy access to internal parts.

Call the Fun Center Unit Support Hotline at 877.716.8550 if you need any replacement parts.

## 3.2.2 Cleaning

To clean your Fun Center unit, refer to your facility's policy for cleaning electronic equipment.

See the following tips for cleaning safety:

- Disconnect the power cord from the power outlet before cleaning the unit. Use a damp cloth to gently wipe down the Fun Center unit.
- Do not spray liquid or aerosol cleaners directly onto the unit.
- Do not use any detergent or bleach-based wipes on the TV or controllers as these substances will damage the parts.

See the following tips for preventing damage while cleaning:

- Do not drip any cleaning solutions into any of the compartments or parts of the Fun Center unit.
- Do not submerge any Fun Center unit parts in any liquids.
- Do not press hard on the TV or GamePad screens while cleaning them.

See the following recommendations:

Best practices for cleaning TV screens is to dampen a cotton or microfiber cloth with distilled water, or a 50/50 mix of distilled water and white vinegar, then carefully wipe the screen using the damp cloth without pressing too hard. The most common damage to screens from cleaning is liquid contamination or scratches caused by abrasive cloths.

We understand that it is imperative in healthcare settings to sanitize the controllers between patient use. If you must use a sanitizing wipe, Nintendo recommends using alcohol-based wipes, as they dry faster and are less likely to leave a residue. When using these types of wipes, Nintendo recommends that you wring out any excess liquid from the wipes prior to using them to wipe down the controllers; this helps prevent liquid from going inside those parts.

The sanitizing cloths tested and recommended by Nintendo to clean the Fun Center unit are:

- PDI® Super Sani-Cloth® Germicidal Disposable Wipe

### 3.2.2.1 Servicing the Fun Center Unit

See the following for servicing the Fun Center unit:

**Refer all servicing to qualified service personnel.** Servicing is required when the unit has been damaged in any way. Such damage includes, but is not limited to, the following:

- Power cord or plug does not work or is damaged
- Liquid has been spilled or objects have fallen into the cabinet
- Unit has been exposed to rain or moisture
- Unit does not operate normally
- Unit has been dropped
- Unit has been manipulated or tampered with



---

### 3.2.2.2 Cleaning a Game Disc

To clean a Wii U or Wii Game Disc, conduct the following procedure:

1. Dampen a clean, soft, cotton cloth with water.
2. Use straight strokes and wipe the disc (non-labeled side) from the inside rim to the outside rim. Do not use circular motions, as that type of motion can embed scratches.
3. Using a dry part of the cloth, repeat step 2 to dry the disc.
4. Let the disc sit for at least 2 minutes to completely dry before inserting it into the Wii U console.
5. Do not use solvents such as: benzine, window cleaner, paint thinner, anti-static aerosol spray, or abrasive cleaners to clean the disc.
6. Do not use machines designed to clean discs or remove scratches. These types of devices have been known to damage the surface of the disc.
7. After cleaning, be sure to store the games properly. Storing games in cases other than the ones they came in, or storing them outside their cases, may damage the discs.

### 3.2.3 Console Maintenance

The Wii U console in this Fun Center unit is a retail, production unit. While many of the settings are blocked by Parental Controls, there are some things a user is able to do that may create an undesirable experience for other users, such as creating multiple empty folders on the **Wii U Menu** or creating a Mii character with an inappropriate name.

#### 3.2.3.1 Game Icons and Folders

##### Moving an Icon

1. Tap and hold the game icon until it becomes movable. The icon appears to lift off the menu.
2. To move, swap positions, or place the icon:
  - Drag the icon to an empty icon to move it.
  - Drag the icon over another icon to swap icon positions.
  - Drag the icon over a folder to place it inside the folder.
3. Lift the stylus off the Wii U GamePad screen to complete the move, swap, or place.

## Creating a Folder

1. From the **Wii U Menu**, tap an empty icon to select it. Once selected, the empty icon reads **Create Folder**.
2. Tap the icon a second time to proceed to the screen to name the folder.
3. Name the folder appropriately and then tap **OK**.

## Deleting a Folder

1. Double-tap the target folder.
2. Remove all icons from the folder.

For each icon, tap and hold the icon then pick it up and drag it to the bottom of the menu over the text, "Drag here to move outside the current folder."

3. Tap the small Wrench icon to access the folder options.
4. Tap **Delete**.

### 3.2.3.2 Deleting a Mii Character

1. From the **Wii U Menu**, double-tap the **Misc** folder. By default, the **Misc** folder is on the right-most page of icons, though a user may have moved it.
2. Double-tap the Mii Maker icon and then tap **Select Mii**.
3. Tap the Mii character you want to delete and then tap **Erase**.
4. Tap **Erase** again to confirm deletion.
5. Repeat steps 3 and 4 for each Mii character you would like to delete.



**Note** The Special Mii character "Starry" was created by Nintendo to link the User Profile. There must always be a Mii character assigned to the user profile, so you will not be able to delete all Mii characters.

### 3.2.3.3 Changing System Language

1. From the **Wii U Menu**, double-tap the **Misc** folder. By default, the **Misc** folder is on the right-most page of icons, though a user may have moved it.
2. Double-tap the Wrench icon to access **System Settings**.
3. Tap the red icon at the bottom of the screen. Then tap the larger red console icon.

Below is how each of the available languages appear:

- English: "Console Information"
  - Spanish: "Información"
  - French: "Informations de la console"
  - Portuguese: "Informações do console"
4. Tap the option with the book icon to access the list of languages:
- English: "Set System Language"
  - Spanish: "Idioma"
  - French: "Langue"
  - Portuguese: "Idioma"
5. Tap the desired language, then tap **OK**.

### 3.3 Troubleshooting


To troubleshoot issues, see the following issues and first-try solutions:

Issue	First-Try Solutions
<b>No Power – Entire Fun Center</b>	<p>All power runs through two components, the main power cord and the power strip. Check the following:</p> <ul style="list-style-type: none"> <li>• The rocker switch on the power strip is toggled to the RESET position.</li> <li>• The power strip is plugged into the main power cord.</li> <li>• The following part plugs are properly connected to the power strip, from right to left:               <ul style="list-style-type: none"> <li>• Controller PCB AC adapter</li> <li>• Wii U AC adapter</li> <li>• TV AC adapter or TV AC extension cord</li> <li>• Hard drive AC adapter</li> </ul> </li> <li>• All cords are free of damage.</li> <li>• Each individual component is properly connected to power.</li> </ul>

Issue	First-Try Solutions
<b>No Power – TV</b>	<p>Check the TV power connections. There are up to three components depending on the version of the TV.</p> <p>For serial numbers starting with:</p> <p><b>14xxxxxx</b> The power cord is hardwired to the TV. Make sure the TV power cord is properly connected to the power strip.</p> <p><b>15xxxxxx and 16xxxxxx</b> The TV has an extension cable that leads into the cabinet. This cable plugs into the AC adapter. There is a power cable that connects the AC adapter to the power strip. Make sure all of these components are connected properly.</p> <p>If the cables are connected properly, but there is still no power, try resetting the AC adapter:</p> <ul style="list-style-type: none"> <li>• Disconnect the AC adapter from both ends, wait 1 minute and then reconnect.</li> </ul>
<b>No Video – TV</b>	<p>A red light on the TV means that the TV is powered OFF. If there is no red power light, then check for a “No Signal” message on the TV. If there is no red power light or message on the TV, then see No Power – TV.</p> <p>Check the following:</p> <ul style="list-style-type: none"> <li>• Make sure the Wii U console is powered ON with a blue LED power light.</li> <li>• Make sure the Wii U GamePad is powered ON then check to see if there is a video image on the touch screen. <ul style="list-style-type: none"> <li>• If no image displays on the Wii U GamePad touch screen, then power OFF the Wii U console. Press the <b>POWER</b> Button on the GamePad to power ON the Wii U console. If still no image displays on the TV or Wii U GamePad, then the Wii U console needs to be sent to Nintendo for service.</li> </ul> </li> <li>• Check to see if the TV is set to the correct input, HDMI 1.</li> <li>• Check that the HDMI cable is plugged into the Wii U console.</li> </ul>

Issue	First-Try Solutions
<b>No Power – Controllers</b>	<p><b>Wii U GamePad</b> Press the <b>POWER</b> Button on the GamePad. If an image displays on the GamePad, but the console does not turn on, then see Pairing Issue – Wii U GamePad. If no image displays on the GamePad, then continue with the troubleshooting.</p> <p><b>Wii Remote</b> Press the <b>SYNC</b> Button, if the lights flash, then follow the Wii Remote Pairing process. If no lights flash, then continue with troubleshooting.</p> <ul style="list-style-type: none"> <li>• The controller cable is free from any physical damage.</li> <li>• The cable and triangle screws are fully seated into the controller hub on the underside of the main cabinet.</li> <li>• Use the Fun Center key to open the left door of the main cabinet then verify that the controller circuit board has green lights on it.</li> <li>• Reset the PCB AC adapter by unplugging it from the circuit board and the power strip, then wait 1 minute before reconnecting.</li> </ul>
<b>Pairing Issue – Wii U GamePad</b>	<p>The Wii U GamePad communicates wirelessly with the Wii U console via the 5 GHz spectrum.</p> <p>When attempting to pair the Wii U GamePad with the console, try holding the end of the GamePad by the front of the console. This minimizes any interference so that the Wii U console and Wii U GamePad can detect each other.</p>
<b>Touch Screen Calibration – Wii U GamePad</b>	<p>If the touch screen input seems to be inaccurate, then attempt to calibrate the touch screen.</p> <ol style="list-style-type: none"> <li>1. From the Wii U Menu, double-tap the <b>Misc</b> folder.</li> <li>2. Double-tap the Wrench icon to access <b>System Settings</b>.</li> <li>3. Navigate to or select the yellow Wii U GamePad icon.</li> <li>4. Select <b>Calibrate Touch Screen</b>, and then select <b>OK</b>.</li> <li>5. Use the stylus and follow the onscreen instructions.</li> <li>6. Once calibration is complete, tap the four dots to test the calibration. Then select <b>OK</b>.</li> </ol>

Issue	First-Try Solutions
<b>Erratic Cursor/ Character Movement</b>	<p>Erratic character movement when the controller is in a neutral position:</p> <ul style="list-style-type: none"><li>• Power OFF the console. Make sure the control sticks are in the neutral position. Power ON the console.</li></ul> <p>Wii Remote motion issue when in neutral/flat position:</p> <ul style="list-style-type: none"><li>• The motion sensor may be stuck. To free the motion sensor, tap the button side of the Wii Remote against the palm of your hand without using much force.</li></ul> <p>Erratic cursor:</p> <ul style="list-style-type: none"><li>• There is an IR camera on the end of the Wii Remote that detects IR lights on the sensor bar to position the cursor on the TV screen. Verify the following:<ul style="list-style-type: none"><li>• Bright sunlight or bright lights are not above or behind the Fun Center unit.</li><li>• The end of the Wii Remote is free of obstructions and contamination (stickers, heavy smudges, misaligned Wii Remote Jacket).</li><li>• The sensor bar is working – use a digital camera to take a picture. There should be five lights on each end of the sensor bar.</li></ul></li></ul>
<b>Internet</b>	Contact your IT department or system administrator if you have any issues with connecting to the Internet.

Issue	First-Try Solutions
<b>Games – All Games Missing</b>	<p>It is likely that the hard drive is not properly connecting to the Wii U console. Via the right door of the main cabinet, check to see if there is a blue LED power light on the hard drive. It will be illuminated if the hard drive is connected.</p> <p>No blue LED illuminated:</p> <ul style="list-style-type: none"> <li>• Make sure the Wii U console is powered OFF.</li> <li>• Via the left door to the back of the Wii U console, disconnect and reconnect the black USB cable.</li> <li>• Via the right door to the left side of the hard drive, disconnect and reconnect the USB cable and AC adapter.</li> <li>• Make sure each cable is fully seated.</li> <li>• Power ON the Wii U console and GamePad.</li> </ul> <p>Blue LED illuminated, but no games:</p> <ol style="list-style-type: none"> <li>1. From the Wii U Menu, double-tap the <b>Misc</b> folder.</li> <li>2. Double-tap the Wrench icon to access <b>System Settings</b>.</li> <li>3. Tap the small Data Management icon, then tap <b>Data Management</b>.</li> <li>4. Enter the Parental Controls PIN code.</li> <li>5. Tap <b>Copy/Move/Delete Data</b>. <ul style="list-style-type: none"> <li><b>Caution</b> Do not tap <b>Format USB Storage Device</b>. This action deletes all games (erases all data from hard drive).</li> </ul> </li> <li>6. Tap <b>USB Storage Device 1</b>. There is a tile for each app installed on the system.</li> </ol> 
	<ol style="list-style-type: none"> <li>7. If no games are listed, then all games will have to be re-downloaded. For service, contact the Fun Center Unit Support Hotline at 877.716.8550.</li> </ol>

Issue	First-Try Solutions
<b>Games – Pre-existing Game Missing</b>	<p>At times, games can inadvertently be deleted or game icon tiles moved to a folder.</p> <p>To find a game that has been moved, do the following:</p> <ol style="list-style-type: none"><li>1. Use the <b>L</b> Button and <b>R</b> Button to scroll through the <b>Wii U Menu</b> pages to see if any folders have been created.</li><li>2. If a folder has been created, then double-tap the folder to view what is inside.</li><li>3. If the missing game is inside the folder, do the following to move the game back to the <b>Wii U Menu</b>:<ul style="list-style-type: none"><li>• Tap and hold the game icon to 'pick' it up.</li><li>• Drag the game icon to the bottom of the screen where it says, "Drag here to move outside of current folder."</li></ul></li><li>4. If the game cannot be found, then re-download and install. For details, see Section 2.5.3, Re-adding a Game.</li></ol>





**Do you need assistance?**

Fun Center Unit Support Hotline: 877.716.8550  
or: [starlight.nintendo.com](http://starlight.nintendo.com), [funcenter@noa.nintendo.com](mailto:funcenter@noa.nintendo.com)