

American Mahjong Practice Installation Guide

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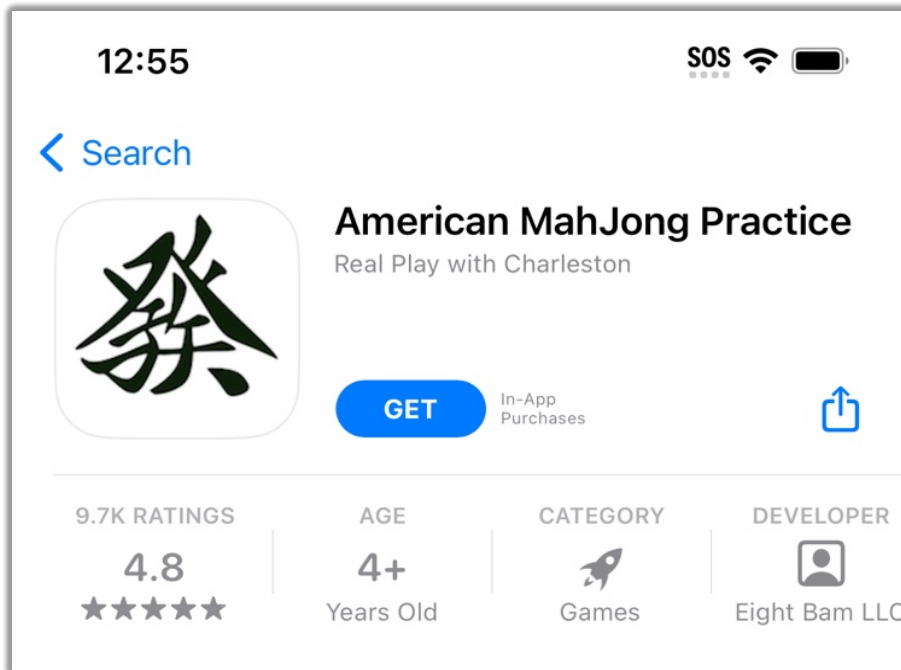
2 Installation

2.1 Download and Install

Download and install the latest build from the App Store on each of your devices.

<https://apps.apple.com/us/app/american-mahjong-practice-2019/id1458051621>

The download button will say GET or OPEN or be a Cloud.

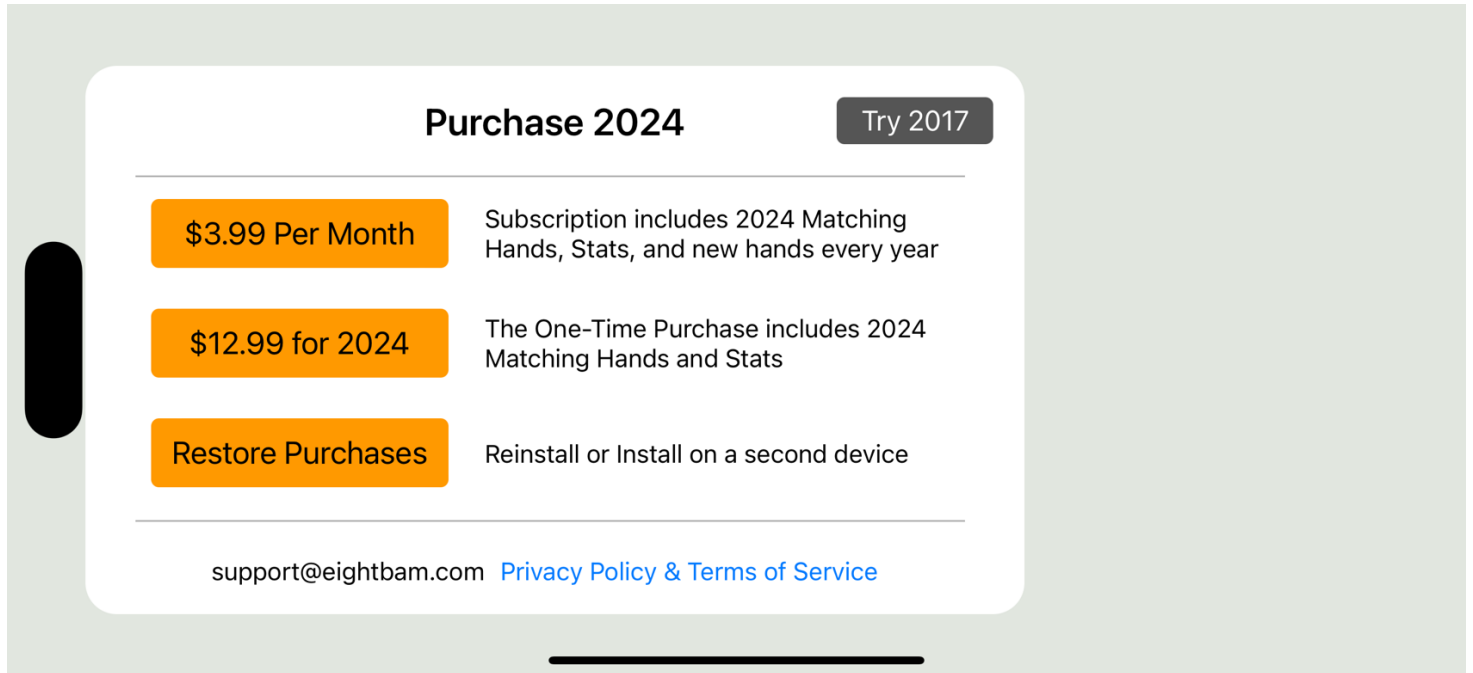


2.2 Purchase 2024 – Monthly Subscription or One-Time

The Monthly Subscriptions will include new cards every year.

The 2024 One-Time Purchase does not auto renew for 2025.

If it works your done!



2.3 Restore Purchase – For iPad or Reinstall

Use the Restore Purchases option to install on a second device, like your iPad without having to purchase a second time. The Restore Purchases button is the third button on the purchase menu.

You must be logged in with the same Apple ID to use Restore Purchase. Your Apple ID is the email address associated with your account. It is not your name. If you are logged in with a different Apple ID, Apple will think that you are a different person.

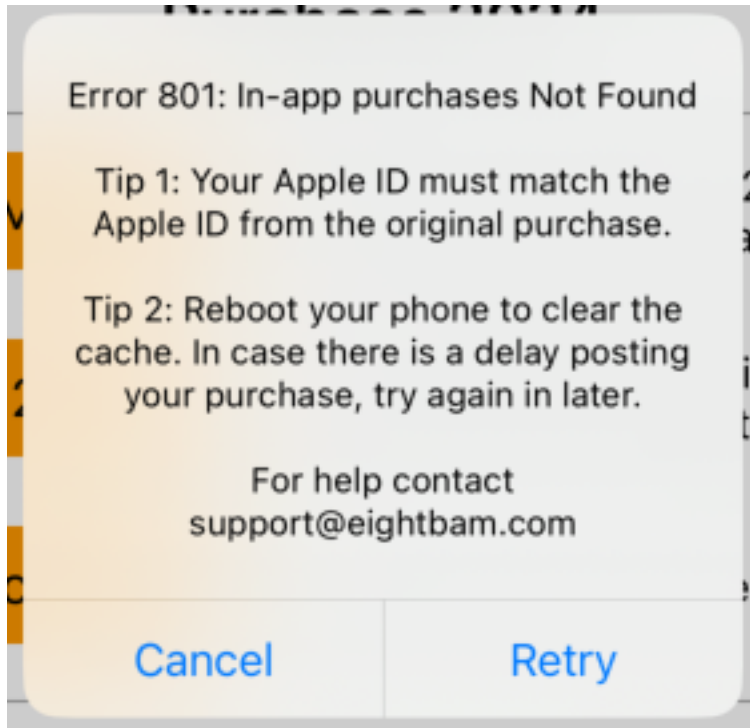
2.4 Contact support@eightbam.com

If you have a problem, you can use this installation guide or contact us. We are always happy to help. Screen shots are great for quickly finding a problem, but we can work without them also.

3 Error Messages

3.1 Error 801: In-app purchases are Not Found

Apple cannot find a receipt for Mahjong Practice for the Apple ID that you are currently logged in with. Most frequently this happens when your iPad and iPhone are setup with different Apple IDs. This could also happen if your original purchase never completed.



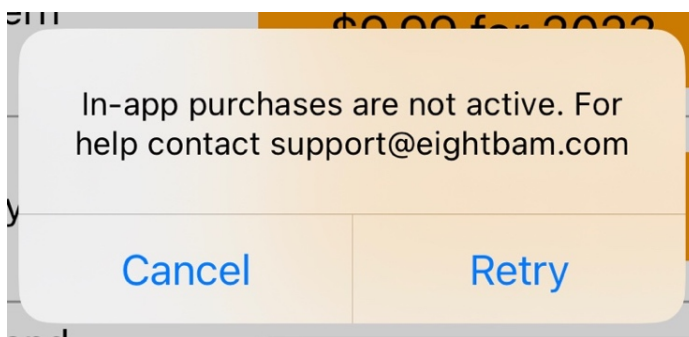
See the Section 3 above to make sure that your purchase completed in history and also check the Apple ID on your iPhone and on your iPad to make sure that they match.

One trick to get around this problem is to set up Family Sharing between the 2 IDs

<https://www.apple.com/family-sharing/>

3.2 In-app purchases are not Active

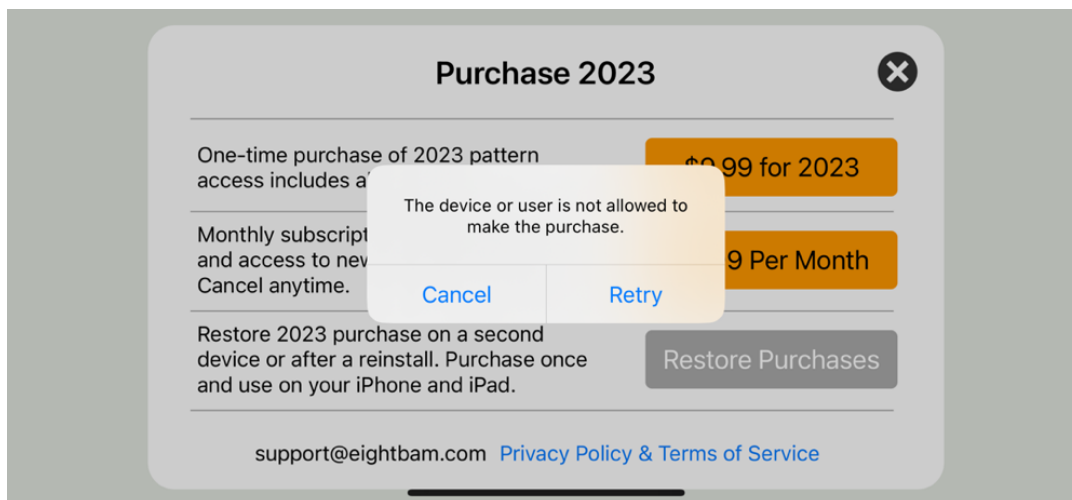
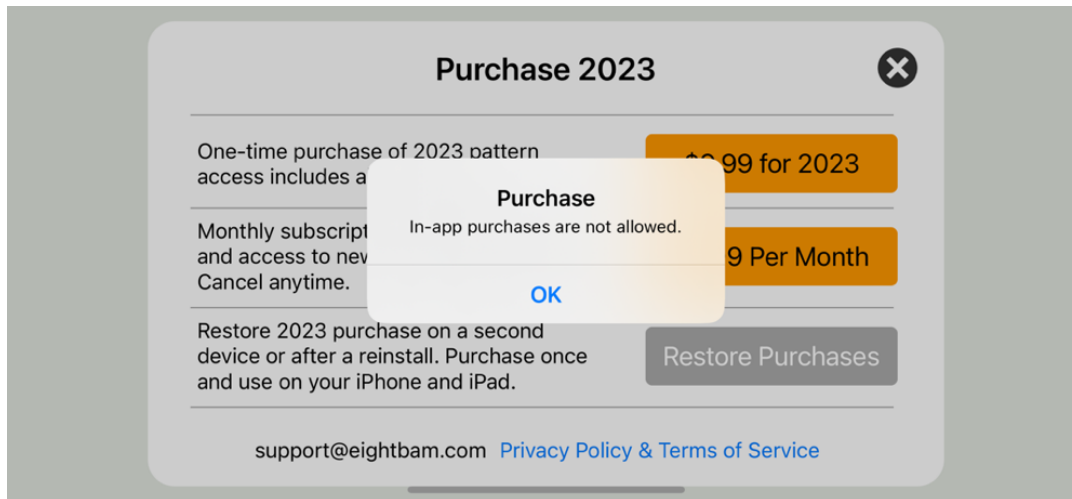
This is an older version the 801 Error. See above.



3.3 In-app purchases are not Allowed

If you are getting this error when trying to purchase, check your devices privacy settings. Open the apple Settings app and go to Screen Time > Content & Privacy Restrictions > iTunes & App Store Purchases > In-app Purchases. Some iPads have this setting enabled to block accidental purchases.

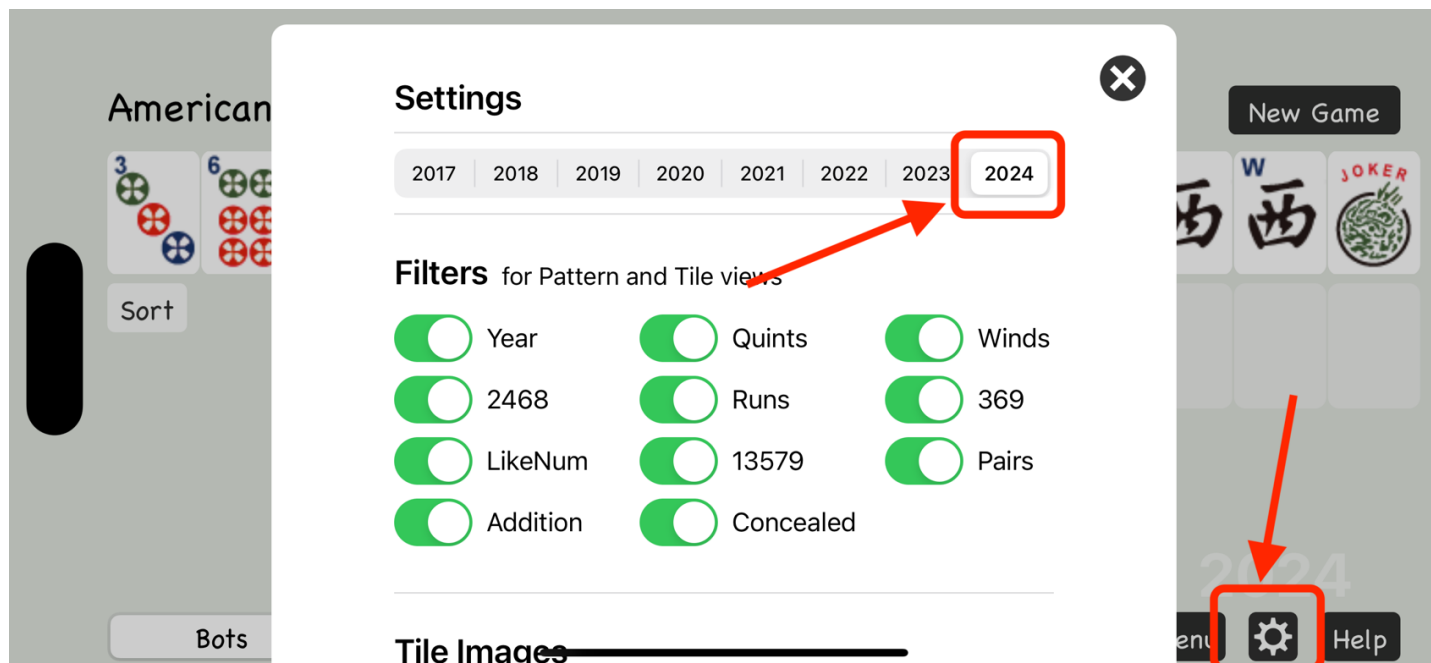
<https://support.apple.com/en-us/HT204396>



4 Fixing Problems

4.1 Change Years

Look in the bottom right corner for the year. Mahjong Practice supports multiple years of cards. If you don't see 2024 go to settings and change the year. Use the Gear icon between the Menu and Help buttons to open Settings.



4.2 Apple Family Sharing

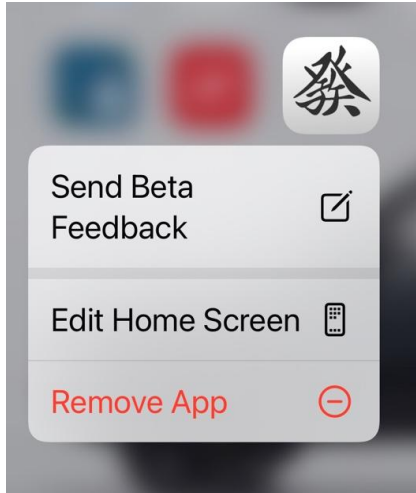
If your iPhone and iPad or Mac have different Apple IDs you can work around this problem by setting up Apples Family Sharing between the multiple IDs.

<https://www.apple.com/family-sharing/>

4.3 Remove, Reboot and Reinstall

When all else fails you can uninstall, reboot and reinstall the app. This will sometimes fix the problem.

Hold down on the Mahjong Icon until a Remove Menu comes up.



After removing, reboot your device. This will clear the apple cache of network packets.

Then follow the steps in Section 2 of this document to download and install again.

If the purchase already worked use the Restore Purchase option on the purchase menu.

Sometimes the Apple servers do not update right away and waiting a couple days solves the problem.

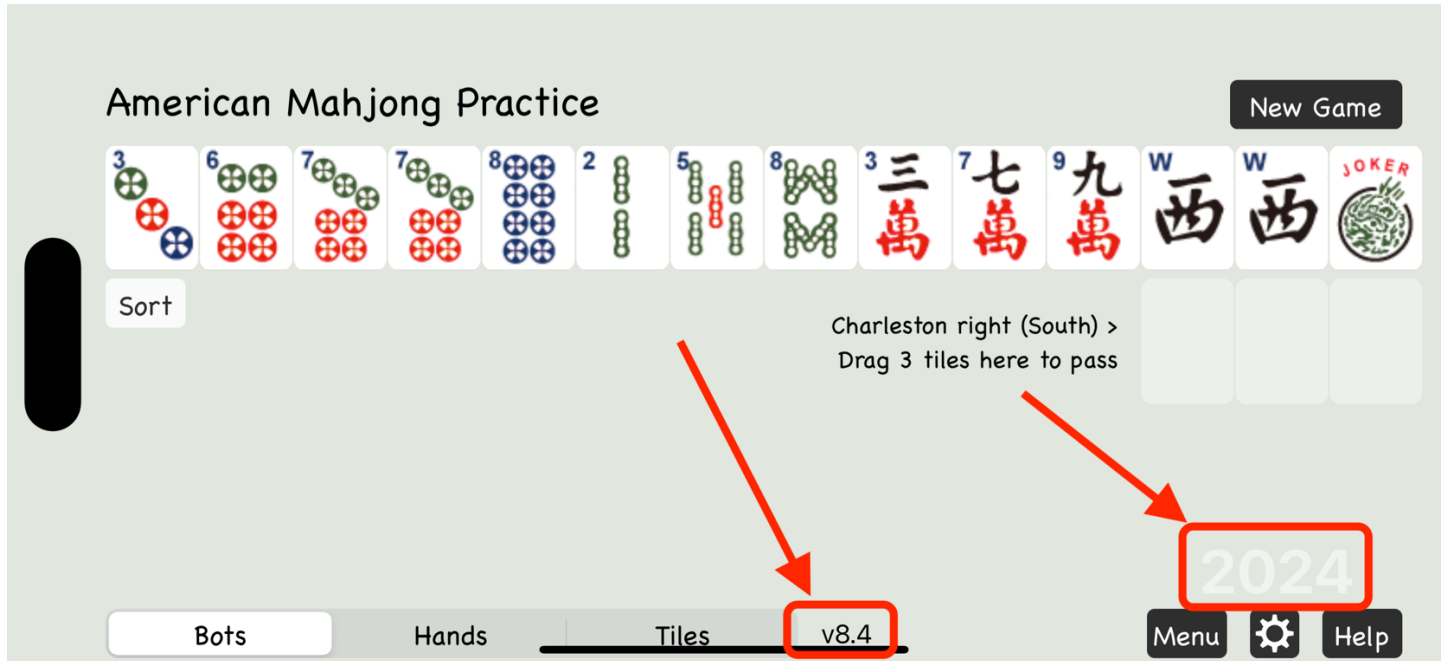
Sometimes nothing solves the problem. Contact us for help.

5 Checking what you have

5.1 Mahjong Practice Version

Check the version number at the bottom of the screen. If you downloaded the latest successfully you will have version 8.4 or newer.

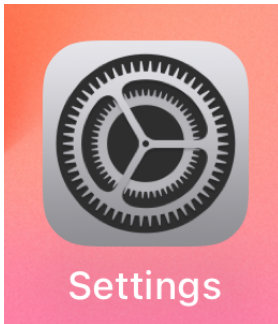
The currently selected year is above the Menu, Settings, and Help Buttons.



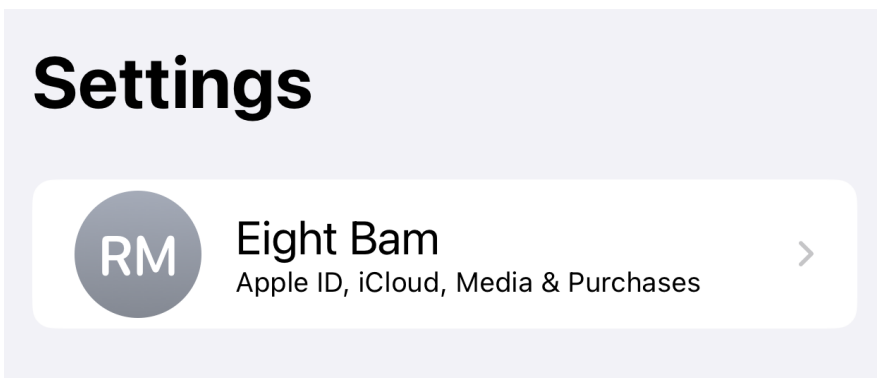
5.2 Checking your Apple ID

Your Apple ID is used for purchasing in-app purchases. If you are using multiple devices your Apple ID must match on every device. If they don't match Apple thinks that you are a different person.

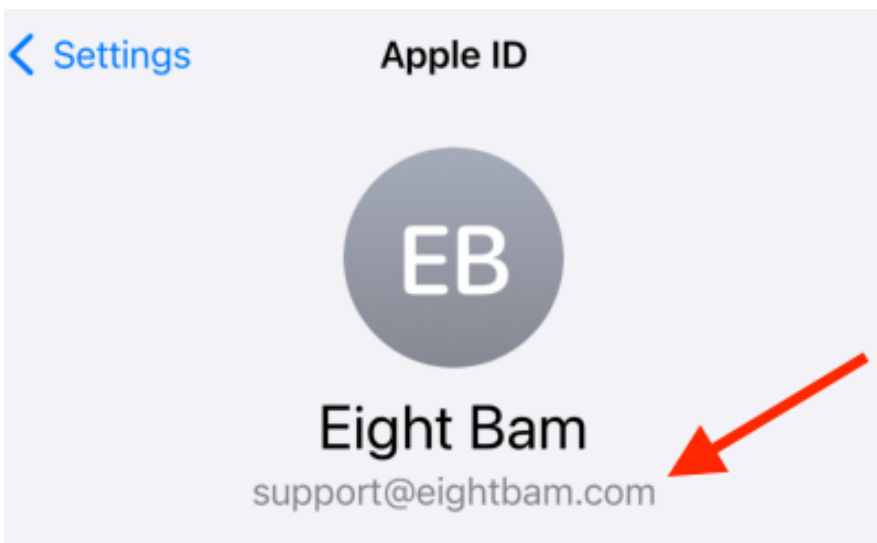
To find your Apple ID. Open the Apple Settings App.



Tap your name in the first box in Settings to get to Apple ID



Your Apple ID is the EMAIL address under your name. It is not your name.

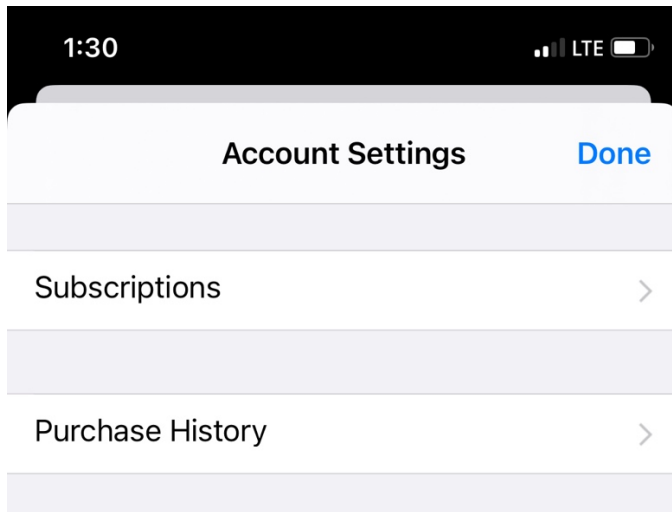


5.3 Viewing and Managing Purchases

<https://support.apple.com/en-us/HT204088>

On your iPhone, iPad, or iPod touch

1. Open the Settings app.
2. Tap your name, then tap Media & Purchases.
3. Tap View Account.
4. Tap Purchase History. (or Subscriptions)



5. Your purchase history appears.