



# PRIZE HUB™ Modular



PLACE SERIAL NUMBER LABEL HERE

# FACTORY CONTACT INFORMATION



BAY TEK GAMES INC.  
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# GAME SPECIFICATIONS

WEIGHT		POWER REQUIREMENTS			
NET WEIGHT	550 LBS.	INPUT VOLTAGE RANGE	100 to 120 VAC	/	220 to 240 VAC
SHIP WEIGHT	700 LBS.	INPUT FREQUENCY RANGE	50 HZ	/	60 HZ
DIMENSIONS		MODULE	MAX START UP CURRENT	OPERATING CURRENT	
WIDTH	94.5" (4 modules)	MAIN HUB	0.9 AMPS @ 115 VAC	1.0 AMPS @115 VAC	
DEPTH	33.5"		0.45 AMPS @230 VAC	0.5 AMPS @ 230 VAC	
HEIGHT	78.75"	CAPSULE HUB	0.9 AMPS @ 115 VAC	0.9 AMPS @ 115 VAC	
<b>OPERATING TEMPERATURE</b>			0.45 AMPS @ 230 VAC	0.45 AMPS @ 230 VAC	
FAHRENHEIT	80-100	SPINDLE HUB	0.3 AMPS @ 115 VAC	0.3 AMPS @115 VAC	
CELSIUS	26.7-37.8		0.15 AMPS @ 230 VAC	0.15 AMPS @ 230 VAC	
		LOCKER HUB	0.5 AMPS @ 115 VAC	0.5 AMPS @ 115 VAC	
			0.25 AMPS @ 230 VAC	0.25 AMPS @ 230 VAC	

# SAFETY PRECAUTIONS

 <b>NOTICE</b> 	
Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.	
 <b>DANGER</b> 	
DO NOT perform repairs or maintenance on this game with the power ON. Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet.	
 <b>WARNING</b> 	
Use of flammable substances can cause sever burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.	
 <b>CAUTION</b> 	
Lifting heavy objects can cause back, neck or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game.	
 <b>ATTENTION</b> 	
Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer.	
 <b>IN CASE OF EMERGENCY</b> 	
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.	

# WELCOME TO PRIZE HUB

**Congratulations on your Prize Hub purchase!**

Create game rooms where they've never been before!

Bay Tek's Prize Hub presents the opportunity to turn wasted space into a revenue-earning hot spot, as well as transforming and refreshing established small game rooms into efficient and independent entities. This self-contained prize redemption center offers increased profits with its automated, low-maintenance and easy-to-use format.

With the flexibility to utilize many ticketless user interfaces, such as Bay Tek's own Evolve system, card-swipe systems and barcode scanners, the Prize Hub is your ticket to the future of redemption!

Please take a moment to read through this manual and be sure to contact our factory if you have any questions, or would like some more information.

Thank you for your purchase! Your business is important to us and we hope you enjoy this game as much as we do!

*Your Friends at Bay Tek Games*



## GAME INSPECTION

Inspect the game for any damaged, loose, or missing parts.

If damage is found, please contact your freight carrier first.

Then, contact Bay Tek Games' Service Department at 920.822.3951 or e-mail them at [service@baytekgames.com](mailto:service@baytekgames.com) for further assistance.

# HOW TO USE PRIZE HUB

Prize Hub's versatile interface allows it to be placed in game rooms with Bay Tek's Evolve coupon system, E-ticket cardswipe systems and classic ticket redemption game rooms with Deltronic Ticket Eaters.



## Evolve System:

Bay Tek's Evolve System modifies the games in a fun center to print a single coupon with a QR code worth the amount of tickets won. These secure QR codes are scanned by Prize Hub to add tickets to the shopping screen.



## E-Ticket Systems:

Card swipe systems from Core Cashless, Embed and Intercard are all compatible with Prize Hub. Players swipe their cards to play games and their tickets go right on the card. The Prize Hub then reads the card and adds the tickets to the shopping screen.



## Deltronics Ticket Eaters:

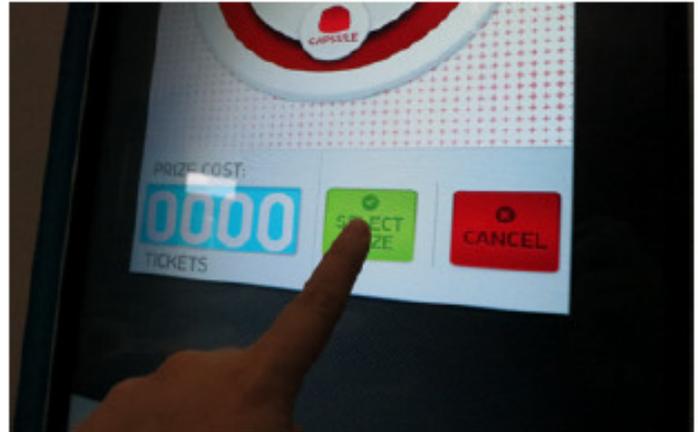
Deltronics Ticket Eaters print barcode coupons after counting and shredding traditional paper tickets. These barcodes are scanned by Prize Hub and the tickets are added to the shopping screen.

After tickets are added to Prize Hub, the shopping fun can begin!



# SCANNER PLATES AND PART NUMBERS

After adding your tickets, shop through the touch-screen prize marketplace and select your prize.



Capsules will dispense from the carousel in the Capsule Hub, into Prize Door A.



Hanging prizes will vend from the Spindle Hub, into Prize Door B.



Prize Doors C1-5 in the Locker Hub unlock when a large prize is claimed, and re-lock 45 seconds after being opened.



Press "continue shopping" to select another prize, or print a receipt to keep leftover tickets. Any leftovers from a card swipe transaction will remain on the card.



# QUICK SET UP GUIDE

Locate the four bolt holes on each side of each hub.

Some hubs may have spacer boards mounted to the sides; these prevent gaps between cabinets.

Open all front doors and remove back doors to access the inside of the cabinets.

Attach the hubs in the desired order with the included bolts, washers and lock nuts.

Use a 1/2" socket to tighten the bolts securely.

Feed the loose connector ends of the red, black and white power cables (connected to the control board of each hub) through the large holes near the floor of the cabinets.

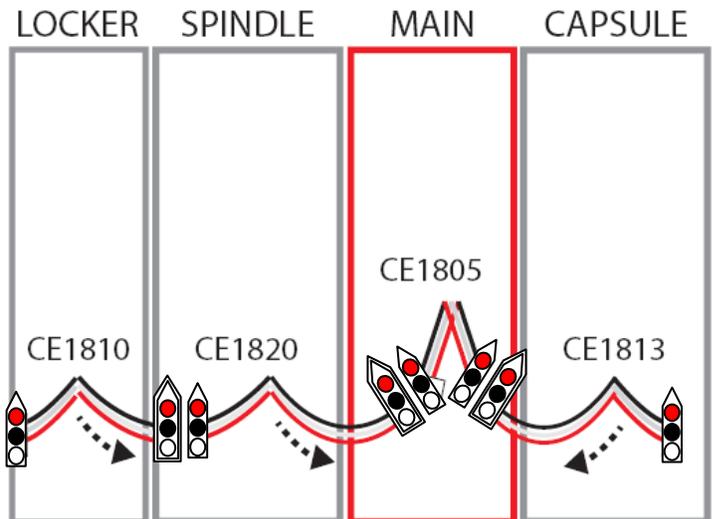
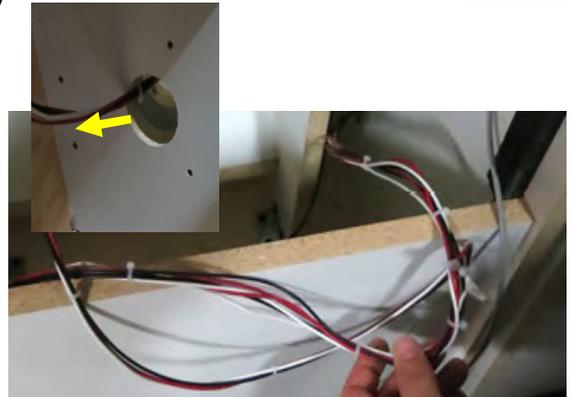
Link to the adjoining hubs, going from the outside hubs toward the Main hub. There are two connector ends on each cable; the outermost cabinets will only use one.

**The power cables are numbered as follows:**

- Spindle Hub: CE1820
- Capsule Hub: CE1813
- Locker Hub: CE1810

Plug the two final ends into the CE1805 cable inside the Main hub.

Power cable diagram is viewed from the back of game.



# QUICK SET UP GUIDE

Feed the loose connector ends of the thin grey phone cable in each hub through the holes in all adjoining cabinets and into the Main hub.  
Ensure the cables are not pinched and move freely between cabinets.

## The phone cables are numbered as follows:

Plug the phone cable ends into the appropriate ports on the main board inside the Main hub.

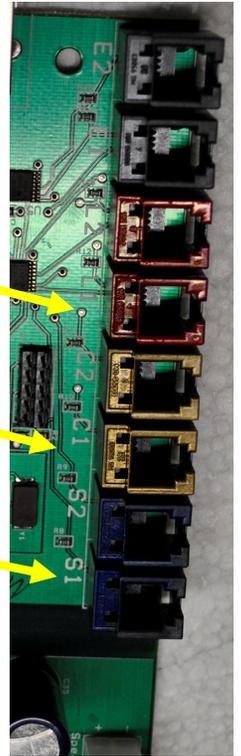
For consistency, use port 1 for single hubs.

Only use port 2 if you have two of the same hub and one is marked "B".

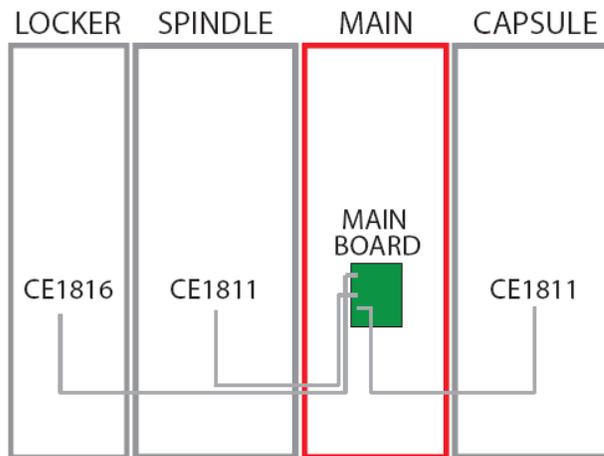
Locker Hub: CE1811  
Red Cable to L1

Capsule Hub: CE1811  
Gold Cable to C1

Spindle Hub: CE1816  
Blue Cable to S1



Communication cable diagram is viewed from the back of game.



Replace the back doors of the cabinets.

Plug the power cord from the Main hub into a standard 110v electrical outlet.

Switch the power strip inside the main hub door to ON.



Continue on to explore the Operator Menus...

# OWNER MENU

The Owner Menu is the main menu of the Prize Hub  
There are many sub-menus for the different machine options.

Press and hold the red menu button inside the front door of the cabinet for 5 seconds.



- Owner Menu
- Location Setup
- Network Setup
- Statistics Menu
- History Menu
- Diagnostics Menu
- Prize Menu
- Advertising Menu
- Ticket Menu
- Backup and Restore Menu
- Password Setup Menu
- Exit Menu

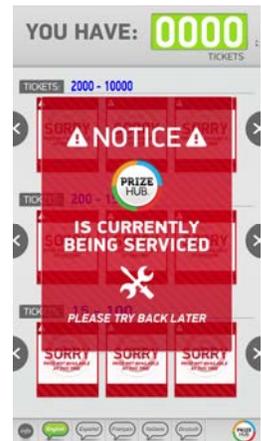
Prize Hub OK  
Version 1.18.0  
Aux Version 5.8



**Service Lock** is a feature that is useful when servicing the Prize Hub.

Press this to lock out the screen while you are behind the cabinet to prevent someone from trying to use the machine.

Press the menu button to clear the message., or press the upper right corner of the screen 4 times.



**Motherboard Software Version**

**Aux Board Version**

## Quick Menu Access

The menu can be accessed by a series of screen touches, but the "Owner Password" must be set in the "Password Setup Menu"

Touch in the upper most left and right corners of the screen.  
The touch order is important:

Left, Right, Left, Right, Left, Right, Left, Right



# LOCATION SETUP MENU

## Location Name and Location Phone:

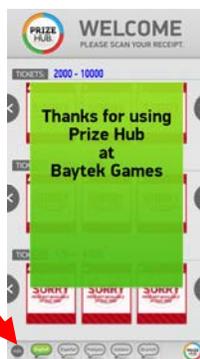
This will display on Prize Hub screen when this “info” button is pressed.

The screen will show the name and phone number entered.

The “Location Name” is also used by the “Backup/Restore Menu” to identify the specific Prize Hub

Touching “Location Name” will bring up the keyboard. Press “Next” when done.

Touching “Location Phone” will bring up the keyboard. Press “Next” when done.



**Location Setup Menu**  
**Location Name Baytek Games**  
**Location Phone**  
**Register Evolve Units**  
**Receipt Bar Code Type 1d**  
**DT Lower 0**  
**DT Upper 99**  
**Connected Hubs 3**  
 Kiosk Input Type is Evolve System (Honeywell)  
**Save Tickets (PF) Off**  
**Kiosk Volume is 80**  
**Setup Languages**  
**Setup Time and Date**  
**Exit**

## Register Evolve Units

This is only used when Evolve units are installed on the games in the game room.

Please refer to “Evolve Menu” instructions

# EVOLVE MENU

When using Evolve units, they must be registered into the Prize Hub before it will accept the ticket receipt scan.

To Register Evolve Units:

In this menu, simply scan Registration Coupon

The registered Evolve Unit will show in the list.

To remove an Evolve Unit from the list:

- Print registration coupon from Evolve (Dip # 2)
- Locate the ESN # on receipt

- Locate the same ESN # on screen

- Touch “Remove Evolve”

- Type in the ESN # , touch “Next” to remove.

**Evolve Menu**  
**Scan Registration To Add**  
**Remove Evolve**  
**Exit**

ESN Value -- Coupon Count -- Firmware Version  
 0000670 -- 041723 -- 25  
 00002267 -- 000205 -- 9

ESN:00 00 00 00 02 02 06 07  
 Coupon Count:00 00 00 02 00 05  
 Firmware Version:09

ESN Value -- Coupon Count -- Firmware Version  
 0000670 -- 041723 -- 25  
 00002267 -- 000205 -- 9



# LOCATION SETUP MENU

## Receipt Bar Code Type:

Selectable Options:

1d - The Prize Hub will print out a 1 Dimension receipt when the player wants to save tickets.



qr - The Prize Hub will print out a QR code receipt when the player wants to save tickets.



del - **Do Not Use**

## DT Lower and DT Upper:

are options for bar code scanning from ticket eaters into the Prize Hub

Every ticket eater has a programmable option of setting the “Machine Number”, which can be programmed from 1 to 99. (Please refer to the specific ticket eater manual for instructions to change “Machine Number”)

This number is embedded in the bar code as the first 2 digits in the bar code on Deltronic ticket eaters, and first 2 digits in the bar code on Benchmark Ticket Stations when the “check digit” option is turned on.

We recommend turning on the “check Digit”

As the Prize Hub scans a receipt, it will read this number and if it falls between the DT and DL , it will accept it as a valid receipt.

If it falls outside of this range, it will not accept the receipt.

This is useful when there are multiple ticket eaters in locations with multiple Prize Hubs.

The operator will set the ticket eaters at 21 & 22.

The Prize Hub will be set as:

DT Lower =20

DT Upper = 29

**Location Setup Menu**  
**Location Name Baytek Games**  
**Location Phone**  
**Register Evolve Units**  
**Receipt Bar Code Type 1d**  
**DT Lower 0**  
**DT Upper 99**  
**Connected Hubs 3**  
**Kiosk Input Type is Evolve System (Honeywell)**  
**Save Tickets (PF) Off**  
**Kiosk Volume is 80**  
**Setup Languages**  
**Setup Time and Date**  
**Exit**

# LOCATION SETUP MENU

**Connected Hubs:** Selectable from 1 to 8

Connected Hubs is the number of “hubs” physically connected to the Prize Hub.

Standard setup is 3:

A locker, a spindle, and capsule unit.

If an additional unit were added to the standard setup, this must be set to 4.

The Prize Hub is capable of a maximum of 6 units. (2 lockers, 2 spindle, and 2 capsule units.)

## **Kiosk Input Type:**

Selectable options:

- Evolve System (Honeywell) - Used with Evolve units on games instead of ticket dispensers
- Embed (Embed Protocol)(New) - Only used for RFID REDPos with Deltronic system in Europe
- Embed (ECS Protocol)(Old) - Used for Embed System
- Sacoa
- Ideal
- Core,2,4
- Core,1,1
- Core Size 8,1,1
- RFID Core,10,4
- RFID Core,1,1
- Coin Tech
- Semnox Parafait
- RFID (SL) Core,1,1 - StrongLink Model of RFID scanner
- RFID (SL) Core,10,4 - StrongLink Model of RFID scanner
- Coto
- Deltronics Receipts—Used for any ticket eater which prints bar code receipts. (Deltronic & Benchmark)  
Go to “Ticket Menu” to pin point type.
- Intercard

**Location Setup Menu**  
Location Name Baytek Games  
Location Phone  
Register Evolve Units  
Receipt Bar Code Type 1d  
DT Lower 0  
DT Upper 99  
**Connected Hubs 3**  
Kiosk Input Type is Evolve System (Honeywell)  
Save Tickets (PF) Off  
Kiosk Volume is 80  
Setup Languages  
Setup Time and Date  
Exit

# LOCATION SETUP MENU

## Save Tickets (PF):

Selectable Options: Off, On

Save Tickets in case of power failure.

YOU HAVE: **0000**  
TICKETS

Set to Off to erase tickets from attract screen at power on.  
Set to On to keep tickets on attract screen at power on.

## Kiosk Volume:

Selectable Options: 0 to 110

Sets the volume of the Prize Hub

## Setup Languages:

Brings up the Language Menu

Languages Menu  
Spanish Language On  
French Language On  
Italian Language On  
German Language On  
English Audio On  
Exit

These will toggle off/on the available text choices on Prize Hub.

If the screen is idle for 2 minutes, the language will revert back to English.



## Setup Time and Date:

Please set the correct date and time for your location.  
This will be useful to provide accurate records of all transactions in the History Menu

**Location Setup Menu**  
Location Name Baytek Games  
Location Phone  
Register Evolve Units  
Receipt Bar Code Type 1d  
DT Lower 0  
DT Upper 99  
Connected Hubs 3  
Kiosk Input Type is Evolve System (Honeywell)  
**Save Tickets (PF) Off**  
**Kiosk Volume is 80**  
**Setup Languages**  
**Setup Time and Date**  
**Exit**

Date/Time Menu  
Month 12  
Day 20  
Year 2017  
Hour 15  
Minute 55  
Reset  
Exit and Set New Time  
Exit without Setting New Time

Current Time 12-20-2017 15:56

# NETWORK SETUP MENU

The Network Setup menu will appear differently for different card swipe systems.

Properly enter the "PH Ticket Server IP" - this is the IP address of the server the Prize Hub goes out and communicates toward.

It is the IP address of the card swipe server itself.

Please refer to appropriate Card System Setup instructions.

**The Prize Hub is a DHCP client and needs to communicate with a DHCP server.**

It is advisable to take a picture of this screen, because once it is touched, the information will disappear and prompt you to enter a new IP.

PH Ticket Server Port # must also be entered correctly.

This menu is not used for Kiosk Input Types of Evolve System (Honeywell) and Deltronics Receipts.

**Network Setup Menu**  
**PH Ticket Server IP**  
**PH Ticket Server Port 0**  
**Exit**

# STATISTICS MENU

## Statistics Menu:

The statistics menu will help you to determine how many tickets and prizes have been exchanged and their total value, as well as which prizes are popular.

Page #1 and #2 are resettable and show current statistics

Page #3 are non-resettable and show lifetime statistics

**Reset Statistics:** Clears all stats in this menu to 0, with the exception of the NR (non-resettable) page (3/3)

**Current Time:** This can be changed in the "Location Setup Menu"

**Tickets Total:** Total number of incoming tickets

**Tickets Comped:** Total number of tickets added in "Ticket Menu"

**Tickets Redeemed:** Total ticket value of outgoing prizes

**Tickets Printed:** Total ticket value dispensed via receipt

**Total Prizes Vended:** Number of prizes dispensed

**Total Cost of Prizes:** Net value of outgoing prizes; value of each prize can be set in prize menu

**Total Prizes Vended:** Number of prizes dispensed

## Prize Locations:

**Vended (page 1):** Total number of specific prize location vends

**Failures (page 2):** Number of times prize failed to vend (due to being too far apart on spindles, empty locations, prize jams, etc.)

## NRVend (page 3):

Displays a non-resettable statistic of all vends the machine has ever performed

### Statistics Page 1/3

Reset Statistics

Next Page

Exit

Current Time 12-21-2017 04:46:43  
Last Reset Time 12-18-2017 14:43:20  
Tickets Total = 66  
Tickets Comped = 66  
Tickets Redeemed = 0  
Tickets Printed = 44  
Total Cost Of Prizes = \$0.00  
Total Prizes Vended = 0

Capsule A1(15) Vended = 0	Capsule A2(15) Vended = 0
Capsule A2(25) Vended = 0	Capsule A4(25) Vended = 0
Capsule A5(25) Vended = 0	Capsule A6(25) Vended = 0
Capsule A7(50) Vended = 0	Capsule A8(50) Vended = 0
Capsule A9(50) Vended = 0	Capsule A10(50) Vended = 0
Capsule A11(50) Vended = 0	Capsule A12(50) Vended = 0
Capsule A13(75) Vended = 0	Capsule A14(75) Vended = 0
Capsule A15(75) Vended = 0	Capsule A16(100) Vended = 0
Capsule A17(100) Vended = 0	Capsule A18(100) Vended = 0
Spindle B1(200) Vended = 0	Spindle B2(200) Vended = 0
Spindle B3(300) Vended = 0	Spindle B4(200) Vended = 0
Spindle B5(350) Vended = 0	Spindle B6(350) Vended = 0
Spindle B7(350) Vended = 0	Spindle B8(350) Vended = 0
Spindle B9(500) Vended = 0	Spindle B10(500) Vended = 0
Spindle B11(750) Vended = 0	Spindle B12(750) Vended = 0
Spindle B13(1000) Vended = 0	Spindle B14(500) Vended = 0
Door C1(2000) Vended = 0	Door C2(2500) Vended = 0
Door C3(3000) Vended = 0	Door C4(3000) Vended = 0
Door C5(10000) Vended = 0	

### Statistics Page 2/3

Reset Statistics

Next Page

Exit

Current Time 12-21-2017 04:47:07  
Last Reset Time 12-18-2017 14:43:20  
Tickets Total = 66  
Tickets Comped = 66  
Tickets Redeemed = 0  
Tickets Printed = 44  
Total Cost Of Prizes = \$0.00  
Total Prizes Vended = 0

Capsule A1 Failures = 0	Capsule A2 Failures = 0
Capsule A3 Failures = 0	Capsule A4 Failures = 0
Capsule A5 Failures = 0	Capsule A6 Failures = 0
Capsule A7 Failures = 0	Capsule A8 Failures = 0
Capsule A9 Failures = 0	Capsule A10 Failures = 0
Capsule A11 Failures = 0	Capsule A12 Failures = 0
Capsule A13 Failures = 0	Capsule A14 Failures = 0
Capsule A15 Failures = 0	Capsule A16 Failures = 0
Capsule A17 Failures = 0	Capsule A18 Failures = 0
Spindle B1 Failures = 0	Spindle B2 Failures = 0
Spindle B3 Failures = 0	Spindle B4 Failures = 0
Spindle B5 Failures = 0	Spindle B6 Failures = 0
Spindle B7 Failures = 0	Spindle B8 Failures = 0
Spindle B9 Failures = 0	Spindle B10 Failures = 0
Spindle B11 Failures = 0	Spindle B12 Failures = 0
Spindle B13 Failures = 0	Spindle B14 Failures = 0
Door C1 Failures = 0	Door C2 Failures = 0
Door C3 Failures = 0	Door C4 Failures = 0
Door C5 Failures = 0	

### Statistics Page 3/3

Reset Statistics

Next Page

Exit

Current Time 12-21-2017 04:47:22  
Tickets Total = 14147  
Tickets Comped = 7740  
Tickets Redeemed = 520  
Tickets Printed = 12343

Total Prizes Vended = 0

Capsule A1 NRVend = 0	Capsule A2 NRVend = 0
Capsule A3 NRVend = 0	Capsule A4 NRVend = 0
Capsule A5 NRVend = 0	Capsule A6 NRVend = 0
Capsule A7 NRVend = 0	Capsule A8 NRVend = 0
Capsule A9 NRVend = 0	Capsule A10 NRVend = 0
Capsule A11 NRVend = 0	Capsule A12 NRVend = 0
Capsule A13 NRVend = 0	Capsule A14 NRVend = 0
Capsule A15 NRVend = 0	Capsule A16 NRVend = 0
Capsule A17 NRVend = 0	Capsule A18 NRVend = 0
Spindle B1 NRVend = 0	Spindle B2 NRVend = 0
Spindle B3 NRVend = 0	Spindle B4 NRVend = 0
Spindle B5 NRVend = 0	Spindle B6 NRVend = 0
Spindle B7 NRVend = 0	Spindle B8 NRVend = 0
Spindle B9 NRVend = 0	Spindle B10 NRVend = 0
Spindle B11 NRVend = 0	Spindle B12 NRVend = 0
Spindle B13 NRVend = 0	Spindle B14 NRVend = 0
Door C1 NRVend = 0	Door C2 NRVend = 0
Door C3 NRVend = 0	Door C4 NRVend = 0
Door C5 NRVend = 0	

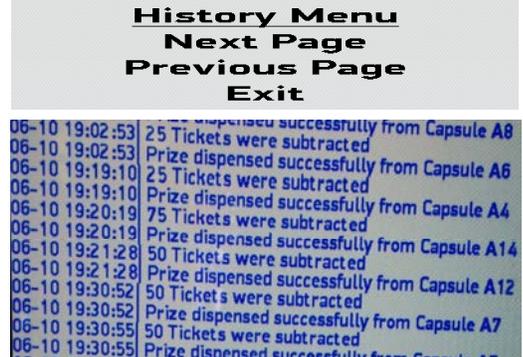
# HISTORY MENU

The History Menu will show transaction details and any errors that may occur.

This is useful for verifying a receipt has scanned or not scanned.

The more current information is shown at the bottom of the screen.

Touch the "Next Page" to show previous items in history.



## Items that appear in the History Menu:

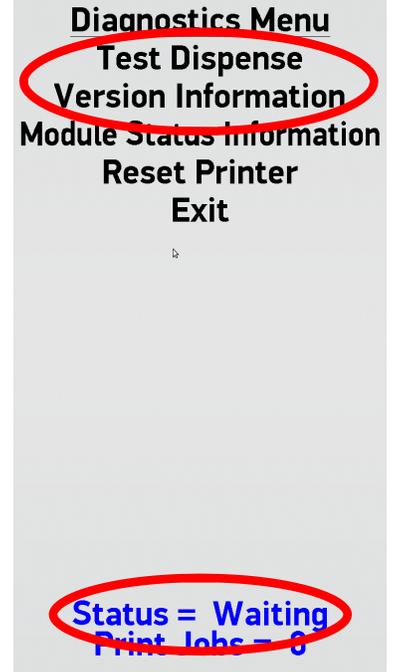
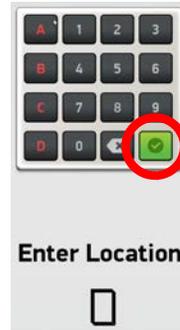
- The Prize Hub was turned on. **The prizehub was powered ON and initialized**
- A receipt was printed. **Print JobId = 2  
Printed thermal ticket receipt 801765820975**
- A receipt was scanned. **1900 Tickets were added  
Scanned code for 1900 tickets!**
- The menu button was entered. **The operator menu was accessed.**
- Tickets were manually entered in the menu. **100 Tickets were added  
Operator Added +100 Tickets from Ticket Menu**
- Statistics were reset. **Statistics were reset.**
- The ticket database was reset. **Operator reset ticket database**
- The printer was out of paper or failed to print. **Printer STATUS\_PRINT\_TIMEOUT, out of paper/jam?  
Prizehub out of paper or failed to print  
Prizehub printer working ok**
- The network cable was disconnected from a swipe card system. **Ticket Server communications problem occurred  
Ticket Server communications working OK**

# DIAGNOSTIC MENU

## Test Dispense

This will dispense a prize from a connected Hub.

Touch the desired prize location and then press the green check mark.



The "Status =" will show the status of the dispense.

It will show "Dispensing" , then "Good Dispense" - verify a prize has been dispensed.

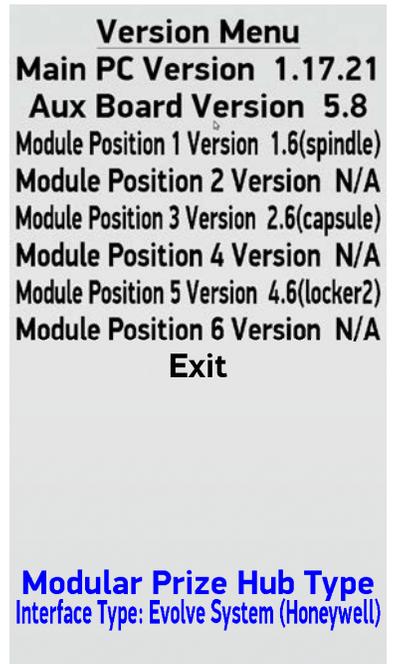
If it shows "Bad Dispense Location Entered", re-enter the prize location to test dispense.

**Note: To clear this message - exit the menu completely and re-enter the menu.**

## Version Information

Version Information will bring up the Version Menu.

This will show motherboard software version,  
I/O board software version  
Attached Hub software versions.



This will also show the selected Kiosk Input type

# DIAGNOSTIC MENU

## Module Status Information

Shows the status of the connected Hubs.

Module 1 is the Spindle Hub:

Normal operating condition is (Spindle Unit Waiting)

If a sensor is blocked, there is a delay to be shown.

Module 3 the Capsule Hub:

Normal operating condition is (Capsule Tree Waiting)

The numbers should be cycling from 0 to 180, and back to 0.

If numbers are not cycling, the carousel is not turning.

If Capsule Tree Door Open, check door interlock switch.

Module 3 the Locker Hub:

Normal operating condition is (Doors Closed and Locked)(0)

If the (0) is a different number, a door is open.

Check switch behind locker through side door.

## Reset Printer

If "Print Jobs" is not 0 , touch "Reset Printer" to clear print jobs.

The Prize Hub must then be powered down, wait 10 seconds, and power back on.

## Module Status Information

Module 1 Status (Spindle Unit Waiting)

Module 2 Status (No Status)

Module 3 Status (Capsule Tree Waiting)(174)

Module 4 Status (No Status)

Module 5 Status (Doors Closed and Locked)(0)

Module 6 Status (No Status)

Exit

## Diagnostics Menu

Test Dispense

Version Information

Module Status Information

Reset Printer

Exit

Status - Waiting  
Print Jobs = 0

# PRIZE MENU

The Prize menu is used to load images into the Prize Hub that are shown on the attract screen.

There are prize companies that supply merchandise that comes with a USB thumb drive pre-loaded with pictures to use in the Prize Hub.

BMI Merchandise  
1960 Rutgers University Blvd. Lakewood, NJ 08701  
(800) 272-6375

Sure Shot Redemption  
1500 S Hellman Ave , Ontario, CA 91761 USA  
(888) 887-8738

Bonita Marie  
1960 Rutgers University, Lakewood Pine Blvd, Lakewood, NJ 08701  
(732) 363-0212

Redemption Plus  
9829 Commerce Pkwy, Lenexa, KS 66219  
(888) 564-7587

**Capsules Only:** Flatline Corporation, 1606 W Haskel St # B, Appleton, WI 54914 , (920) 996-9460

## Restore All Default Pictures

This will erase the saved pictures of the prizes, and restore all pictures to the A1 , A2,etc. generic icons.

## Save Custom Pictures

## Stock Reset All

Returns the stock status of every prize to Available.

## Select NEXT Location

## Select PREV Location

These will allow you to look through the pictures assigned to each stock location.

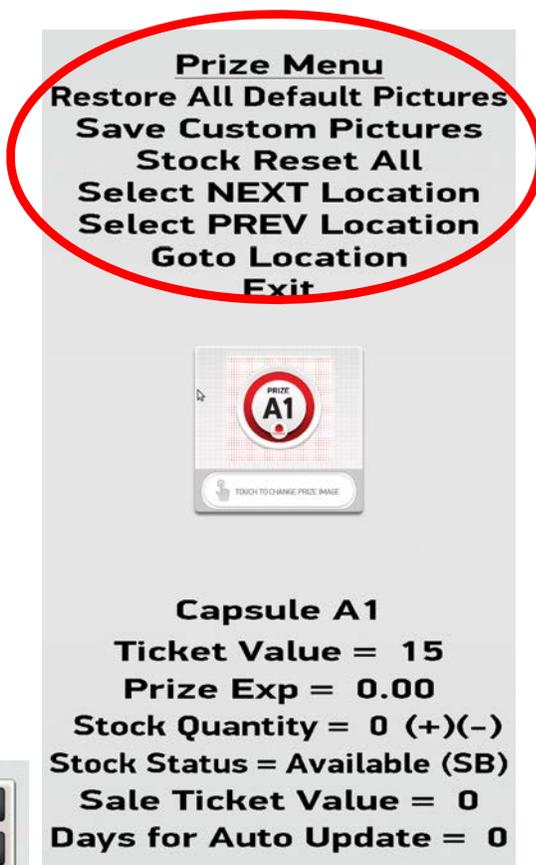
If no picture is assigned, it will show the generic A1, A2, etc. icons.

Refer to "Loading Prize Images" to assign a picture to a stock location.

## Goto Location

The stock location can be entered manually. Enter the stock location on the keyboard, then press the "checkmark"

The new location will now show under the picture/icon. This is the location the information is assigned.



# PRIZE MENU

## Ticket Value

This will set the number of tickets needed to vend this prize.

## Prize Exp

Prize Expense is an optional tool to track prize cost and payout.

Enter actual cost of the Prize.

Then press "Next"



## Stock Quantity

Sets the amount of individual prizes in this location.

## Recommendations for Stock Quantity:

**Capsule Unit Locations:** Leave at 0.

The Prize Hub will dispense normally until capsule hopper is empty.

**Spindle Unit Locations:** Set to the amount of prizes placed on the spindle.

**Locker Unit Locations:** Leave at N/A

The Prize Hub knows that there is only one prize in each locker and this can not be adjusted.

**Prize Menu**  
Restore All Default Pictures  
Save Custom Pictures  
Stock Reset All  
Select NEXT Location  
Select PREV Location  
Goto Location  
Exit



**Capsule A1**  
Ticket Value = 15  
Prize Exp = 0.00  
Stock Quantity = 0 (+)(-)  
Stock Status = Available (SP)  
Sale Ticket Value = 0  
Days for Auto Update = 0

# PRIZE MENU

## Stock Status:

Selectable Options:

Available - Default value. Prize is available to vend.

Empty - Not available to vend.



New Item - Will show a “New” banner on item in selection screen.



Hot Item - Will show a “Hot” banner on item in selection screen.



On Sale - Will show a “Sale” banner on item in selection screen. Must also input value in “Sale Ticket Value”



Auto Sale - The item will go on sale after a certain number of days. Must also input value in “Sale Ticket Value” and “Days for Auto Update”

## Sale Ticket Value

Enter the ticket value of the item on sale. Press “Next” to save.



## Days for Auto Update:

Enter the number of days before the sale begins. Press “Next” to save.



**Prize Menu**  
 Restore All Default Pictures  
 Save Custom Pictures  
 Stock Reset All  
 Select NEXT Location  
 Select PREV Location  
 Goto Location  
 Exit



**Capsule A1**  
 Ticket Value = 15  
 Prize Exp = 0.00  
 Stock Quantity = 0 (+)(-)  
 Stock Status = Available (SB)  
 Sale Ticket Value = 0  
 Days for Auto Update = 0

# LOADING PRIZE IMAGES

Insert a USB stick with prize images (.jpg files) into the USB port shown, inside the front door of the Prize Hub.



A banner will show on screen showing “mounted”

Prize image files should be no larger than 600 KB, with an ideal size of 590 x 590 pixels square.

While in the Prize Menu, touch the center image of the prize to attach an image.

The screen will change to thumbnails of available prize images from the USB stick.

Touch the image to assign it to the location.

Adjust the “Ticket Value” to the desired tickets needed to win this prize.

Touch “Select NEXT Location, or “Select PREV Location” to change the location of the next image to continue to assign pictures to the prize locations.

**Prize Menu**  
**Restore All Default Pictures**  
**Save Custom Pictures**  
**Stock Reset All**  
**Select NEXT Location**  
**Select PREV Location**  
**Goto Location**  
**Exit**



**Capsule A1**  
**Ticket Value = 15**  
**Prize Exp = 0.00**  
**Stock Quantity = 0 (+)(-)**  
**Stock Status = Available (SB)**  
**Sale Ticket Value = 0**  
**Days for Auto Update = 0**

# ADVERTISING MENU

The Prize Hub will allow 4 advertisements to be shown at set intervals as the machine is in attract mode.

## Use A Default Advertisement

Will load the default ad shown:

## Select NEXT Advertisement

## Select PREV Advertisement

These will allow you to look through the 4 advertisements. If no ad is assigned, it will show the generic ad.

Refer to “Loading Advertisements” to assign an ad.

## Length

The duration in seconds that the ad will show. This can be adjusted from 0 to 30 seconds.

## Next Ad

The time between ads.

This can be adjusted from 10 to 300 seconds



**Advertising Menu**  
Use A Default Advertisement  
Select NEXT Advertisement  
Select PREV Advertisement  
Exit



Advertisement 1

Length = 4 seconds  
Next Ad = 20 seconds

# LOADING ADVERTISEMENTS

To load advertisements - Insert a USB stick with ad files into the USB port shown, inside the front door of the Prize Hub. A banner will show on screen showing “mounted”

**Ad files should be an ideal size of 768 x 1087 , png format.**

While in the Advertising Menu, touch the center image of the prize to load an ad.

The screen will change to thumbnails of available ads from the USB stick.

Touch the image to assign it.

Select Picture  
Next Picture Page  
Cancel



To load more than one ad, press

**Select NEXT Advertisement** and repeat the process.

This will allow you to look through the 4 advertisements

Cycle through all 4 ads and set ad length to 0 seconds if not desired.

**Advertising Menu**  
Use A Default Advertisement  
Select NEXT Advertisement  
Select PREV Advertisement  
Exit



Advertisement 1

Length = 4 seconds  
Next Ad = 20 seconds

# TICKET MENU

## Ticket Receipt Type

Selectable Options:

Evolve Receipt - Used with Evolve Units.  
Refer to "Location Setup Menu", "Evolve Menu"

Deltronics 14 digit ign bc  
Deltronics 14 digit bc  
Deltronics 16 digit bc  
Deltronics 14 digit no check digit

Refer to "Deltronics Options" - it explains the options and when to use which option.

## Clear All Tickets

Press to clear all tickets that would be scanned in and showing on the game attract screen.

## Add +1 Tickets

### To Add +10,000 Tickets

Press to add tickets to the game attract screen.  
After exiting menu, these tickets can be printed and given as comped tickets to players.

These comped tickets will be recorded in the history menu.

If a mistake is made adding tickets, press "Clear All Tickets" to reset to zero.

## Reset Ticket Database

**Caution** - This will erase all stored in the database.

This will have to be pressed 9 more times to verify this action.

A reset database will not accept receipts printed by the Prize Hub that have not yet been redeemed. (as in a player saving receipts)

**Ticket Menu**  
Ticket Receipt Type Evolve Receipt  
**Clear All Tickets**  
**Add +1 Tickets**  
**Add +10 Tickets**  
**Add +100 Tickets**  
**Add +1,000 Tickets**  
**Add +10,000 Tickets**  
**Reset Ticket Database**  
**Exit**

**Tickets = 0**



# BACKUP AND RESTORE MENU

This menu allows users to save Prize Hub data onto a USB stick. This information is placed into a text file, which can be printed from any computer using WordPad.

The data of up to 25 different Prize Hubs can be downloaded onto a single USB, assuming each Prize hub is named uniquely in the "Location Setup" menu.

These settings can be reloaded onto the same Prize Hub in case of SATA drive failure, or onto a different, identical Prize Hub to duplicate settings quickly.

Prize Images - Pictures of the prizes that are loaded into the "Prize Menu"

Advertisements - Optional Advertisements that are loaded into the "Advertising Menu"

Machine settings - All of the machine settings, including:  
Databases of tickets, bar codes and Evolve codes  
Options set in the Prize Hub Menu

Prize Settings - All Prize locations, costs and ticket values.

Statistics - Statistics including tickets in, tickets comped, tickets printed, prizes out, tickets redeemed, and any dispense failures. This is useful for tracking usage of the Prize Hub.

History - This will show an itemized list of all transactions that occur on the Prize Hub, proving useful in confirming large ticket value exchanges and possibly theft.

**Backup/Restore Menu**  
**Backup Prize Images**  
**Restore Prize Images**  
**Backup Advertisements**  
**Restore Advertisements**  
**Backup Machine Settings**  
**Restore Machine Settings**  
**Backup Prize Settings**  
**Restore Prize Settings**  
**Backup Statistics**  
**Backup History**  
**Backup All**  
**Exit**

# HOW TO BACKUP

It is recommended that you periodically backup files in case of a major malfunction of the SATA drive on the motherboard.

The settings will be saved to a USB stick to be restored later. This will provide a quick and easy way to restore your Prize Hub's pictures, ticket settings, and options.

## How to Back Up:

Enter "Location Setup Menu" and make note of the name shown. This name is very important as the restore keys off of this name. If needed, change this name to a unique location name.

Enter "Backup and Restore Menu"

Insert a USB stick into the front port of Prize Hub.

The screen will show "Volume Mounted" and "Device: Available" on the bottom of the screen.

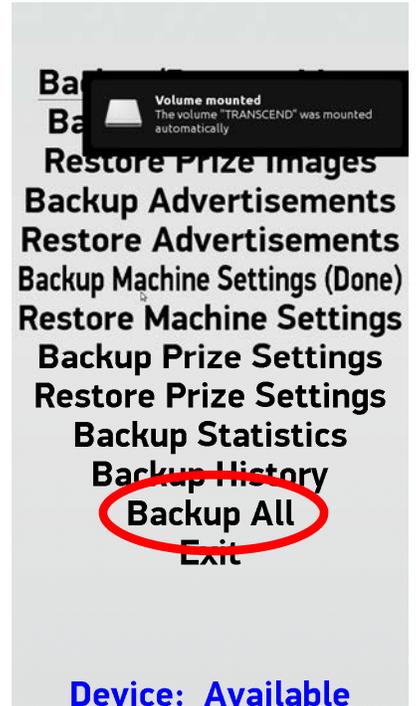
Touch "Backup All"

Screen will show "Success!"

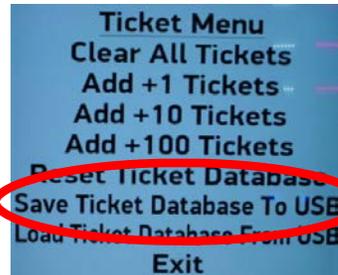
If screen does not show "Success!", retry inserting USB device and try again, or use a different USB stick.

Note: Some older versions of software have a separate menu for "Save Ticket Database" - check the "Ticket Menu" Check this menu and also press "Save Ticket Database to USB" if applicable.

Location Setup Menu  
Location Name Baytek Games



Success!



# HOW TO RESTORE

When receiving new software for the motherboard (SATA drive), the previously saved settings can be restored to save time. This will provide a quick and easy way to restore your Prize Hub's pictures, ticket settings, and options.

## How to Restore:

Power Prize Hub on with new SATA drive into motherboard.

Enter "Location Setup Menu" and make note of the name shown. This name is very important as the restore keys off of this name. If needed, re-install the old SATA drive and write down this name.

Set "Connected Hubs" to the number of "hubs" physically connected to the Prize Hub.

Standard setup is 3: A locker, a spindle, and capsule unit. If an additional unit were added to the standard setup, this should be set to 4.

Enter "Backup and Restore Menu"

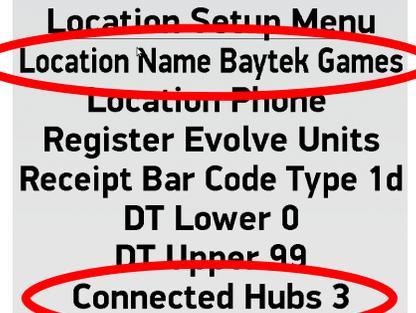
Insert a USB stick into the front port of Prize Hub.

The screen will show "Volume Mounted" and "Device: Available" on the bottom of the screen.

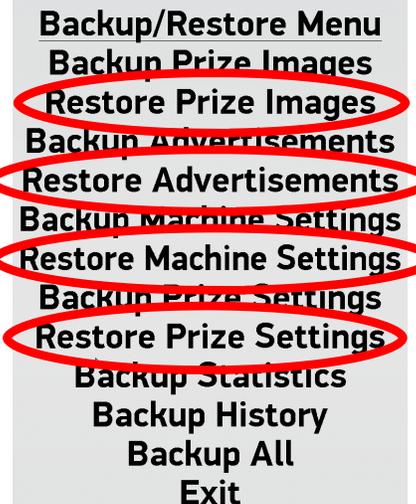
Press "Restore Prize Images"  
Press "Restore Advertisements"  
Press "Restore Machine Settings"  
Press "Restore Prize Settings"

Screen may show "Success!" or "Failure!" after each item. The Prize Hub will have to be powered down and back on before the restore takes effect. Power game down, wait 30 seconds, turn game back on.

Check to verify the settings have been saved. If not, follow these steps again.



Location Setup Menu  
Location Name Baytek Games  
Location Phone  
Register Evolve Units  
Receipt Bar Code Type 1d  
DT Lower 0  
DT Upper 99  
Connected Hubs 3



Backup/Restore Menu  
Backup Prize Images  
Restore Prize Images  
Backup Advertisements  
Restore Advertisements  
Backup Machine Settings  
Restore Machine Settings  
Backup Prize Settings  
Restore Prize Settings  
Backup Statistics  
Backup History  
Backup All  
Exit

Success!

Failure!

# PASSWORD SETUP MENU

Passwords can be set to allow different employees to access different parts of the Prize Hub menu. Do not forget passwords.  
An Owner password must be set for the tech and employee passwords to be enabled.

A keyboard screen will pop up when pressed.



**Password Setup Menu**  
**Owner Password**  
**Tech Password**  
**Employee Password**  
**Quick Menu Access is disabled**  
**Exit**

## Owners Password

Owners have full access to all menu functions.

## Tech Password

Techs have access to all menu functions except the password setup menu.

## Employee Password

Employees have very limited access to the statistics, history, and ticket database menus.

## Quick Menu Access

The menu can be access by a series of screen touches, but the "Owner Password" must be set in the "Password Setup Menu"

Touch in the upper most left and right corners of the screen.  
The touch order is important:

Left, Right, Left, Right, Left, Right, Left, Right



# CARD SYSTEM SETUP

There are many different card systems that the Prize Hub supports. The installation is similar, but write down and double check settings.

Specific systems will be discussed on the following pages.

If problems arise, more detailed instructions will be provided in the Troubleshooting section.

Plug in an Ethernet cable to the port shown on the main board (inside the Main Hub), and out through the hole in the bottom of the cabinet.

Mount your card reader according to manufacturer instructions, and plug the Ethernet cable into your card reader server.

Adjust the Kiosk Interface in the location menu.

Enter Network Setup Menu

Please leave the Prize Hub Network disabled.

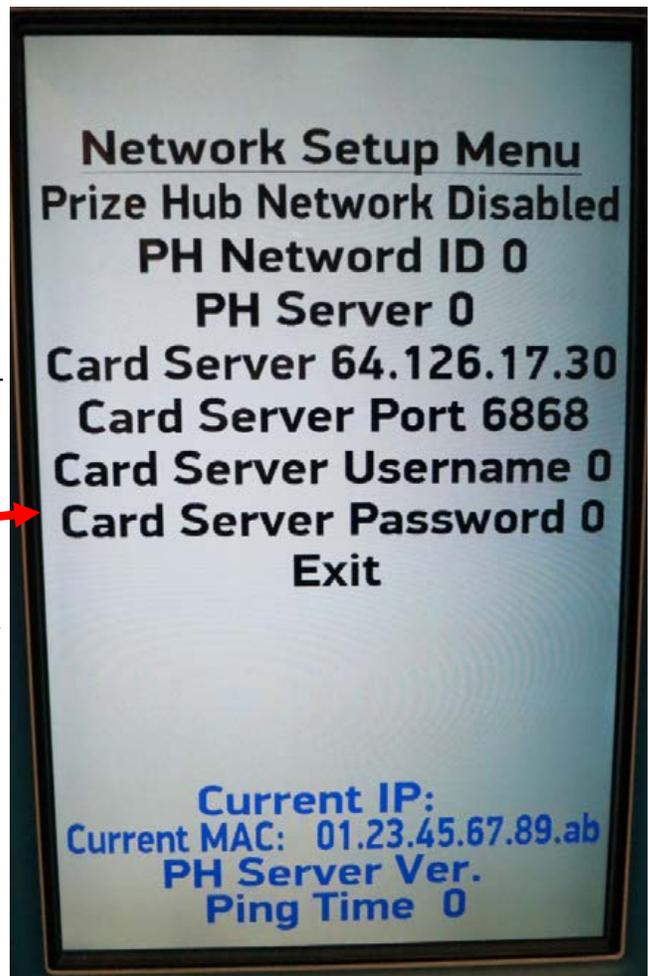
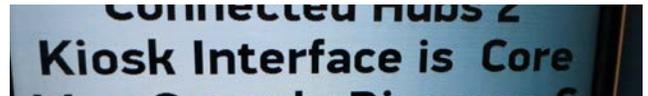
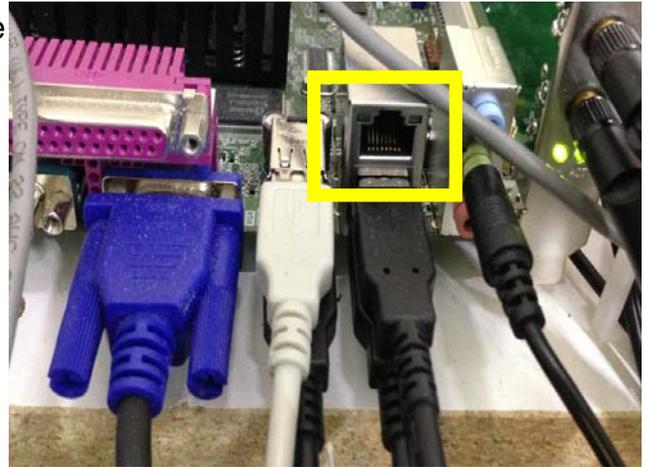
Set the Card Server (This is IP address of your server) and Port number.

**Note: It is important to note if the IP address has a leading 0 in the octet.**

So in this example:

064.126.017.030 is NOT the same as 64.126.17.30  
Please be aware and type it in the Prize Hub exactly as you are given by the card swipe company.

If required, set username and password for your specific card system network.



# DELTRONIC OPTIONS

Adjust the Kiosk Input Type in the location menu to Deltronic.

Enter the Ticket Menu to select the type of Deltronic.

There are four choices:

- Deltronics 14 digit ign bc
- Deltronics 14 digit bc
- Deltronics 16 digit bc
- Deltronics 14 digit no check digit

The bar code that prints from a ticket eater is actually a number of digits. This can be set to print from the ticket eater menu, or by scanning the code with a scanner app such as QRReader.

This will show the numbers associated with the bar code. For instance, this receipt has 14 digits.

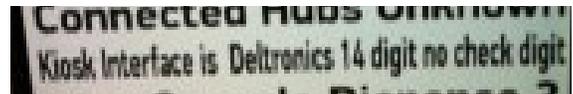
This receipt is a 14 digit receipt with **NO check digit**. This is because 29 tickets is the last 4 digits of the barcode and the receipt itself is worth 29 tickets. If a check digit were present, there would be an additional digit after the 29 in the barcode, though the receipt would still only be worth 29 tickets.

The first 3 digits of the receipt show the machine ID number of the ticket eater.

Important: If there are multiple eaters in the same location, please ensure that these machine ID numbers are different, or it may be remotely possible to have 2 receipts with the exact same bar code. Only the first one will scan into the Prize Hub, the other will be rejected as a copy.

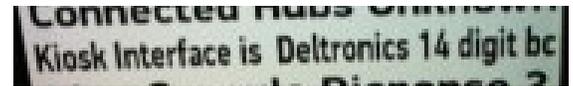
## If receipts are 14 digits with no check digit:

- Set Location Menu option as shown:
- Exit Menu
- Print test receipt from ticket eater and scan into the Prize Hub. Verify tickets added as same as ticket receipt. If Prize Hub scans 10 times the amount, switch to 14 digits with check digit.



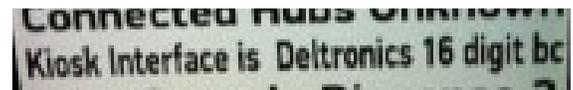
## If receipts are 14 digits with check digit:

- Set Location Menu option as shown:
- Exit Menu
- Print test receipt from ticket eater and scan into the Prize Hub. Verify tickets added as same as ticket receipt. If Prize Hub scans 10 times the amount, switch to 14 digits with no check digit.



## If receipts are 16 digits:

- Set Location Menu option as shown:
- Exit Menu
- Print test receipt from ticket eater and scan into the Prize Hub. Verify tickets added as same as ticket receipt.



## Important:

These bar codes are widely accessible and can be manipulated or brought from other locations to be scanned into the Prize Hub.

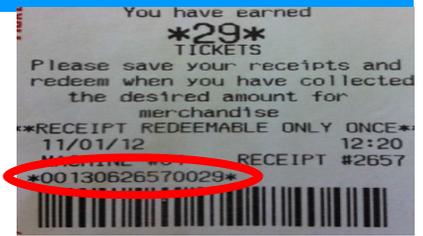
If this is operating in an unsupervised location, we highly recommend securing your Deltronics ticket eater with an Evolve unit that can provide secure ticket receipts from inside the Deltronic ticket eater. Please contact Baytek for part # AAKIT-EV-DELTRONIC

Additional security can be obtained by using **DT Lower and DT Upper**.

Refer to the "Location Setup Menu" for options to narrow the range of receipt codes the Prize Hub will accept as a valid receipt.

## Note: If the Prize Hub is scanning about 10 times the amount the Deltronics receipt shows:

The Kiosk Interface is set incorrectly in the Ticket Menu. Select a different option for Deltronics bar code.



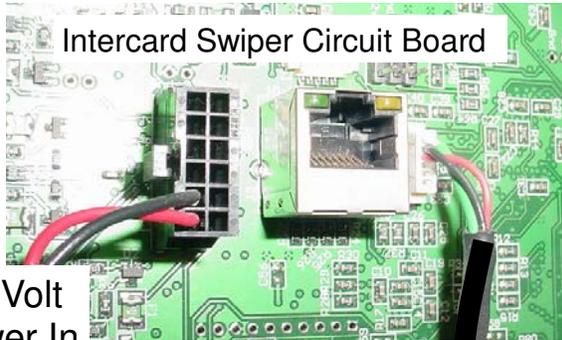
# INTERCARD OPTION

## Intercard

Intercard uses an “insert card reader” into which the customer inserts the card and it stays in reader until the customer is finished shopping and removes it. If it is removed before a prize is selected from the Prize Hub, the tickets are returned to card, and no prize is dispensed.



Part # AAKIT-PH-READERINTERCARD

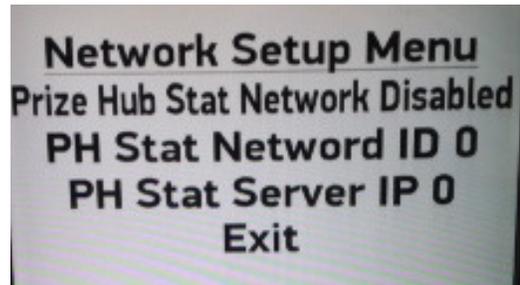


12 Volt Power In

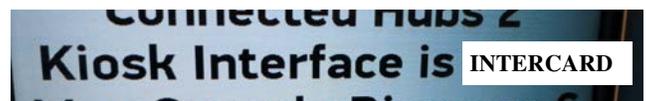


Communication to Prize Hub Motherboard

Mount your card reader according to manufacturer instructions, and plug the #95-22116 cable into the serial connector on the Prize Hub motherboard.



Adjust the Kiosk Interface in the location menu to show “Intercard”



Enter Network Setup Menu

Please leave the Prize Hub Network disabled.

Set the Card Server. This is IP address of your server. It should be in a similar format as shown.

Set Port number. This is the port number of your server. It should be in a similar format as shown.

# CORE CASHLESS OPTIONS

## Core

The are 3 different versions of Core Readers:

Core,2,4 - Mag Card Swipe

Core,1,1 - Bar Code /Scanner

Core,10,4 - RFID technology

Plug in an Ethernet cable to the port shown on the main board (inside the Main Hub), and out through the hole in the bottom of the cabinet.

Mount your card reader according to manufacturer instructions, and plug the Ethernet cable into your card reader server.

Adjust the Kiosk Interface in the location menu to one of the following:

Core,2,4 for Mag Card Swipe

Core,1,1 for Bar Code /Scanner

Core,10,4 for RFID technology

Enter Network Setup Menu

Please leave the Prize Hub Network disabled.

Set the Card Server. This is IP address of your server. It should be in a similar format as shown.

**Note: It is important to note if the IP address has a leading 0 in the octet.**

**So in this example:**

**064.126.017.030 is NOT the same as**

**64.126.17.30**

**Please be aware and type it in the Prize Hub exactly as you are given by the card swipe company.**

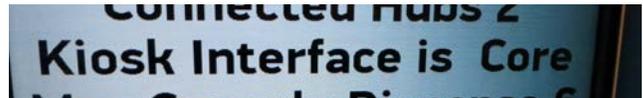
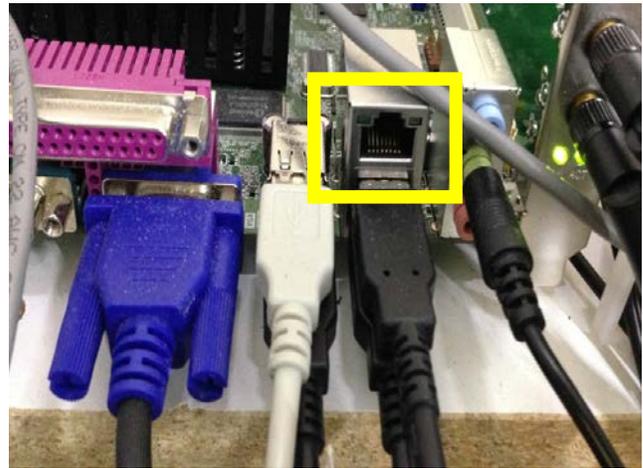
Set Port number. This is the port number of your server. It should be in a similar format as shown.



Part # AAKIT-PH-READER



Part # AAKIT-PH-READERCOREB



Assembly Part # AAKIT-PH-RFID

Includes: plate and decal  
Used with any RFID reader.

# EMBED OPTIONS

## Embed

Plug in an Ethernet cable to the port shown on the main board (inside the Main Hub), and out through the hole in the bottom of the cabinet.

Mount your card reader according to manufacturer instructions, and plug the Ethernet cable into your card reader server.

Adjust the Kiosk Interface in the location menu to show "Embed"

Enter Network Setup Menu

Please leave the Prize Hub Network disabled.

Set the Card Server. This is IP address of your server. It should be in a similar format as shown.

Set Port number. This is the port number of your server. It should be in a similar format as shown.

Set username and password for your specific card system network.

This allows you to connect to Embed server.

Please contact your local Embed support if any questions or problems with username/password.

USA # (469)521-8000

Europe # 44 (0)1225 311 323

**Note: It is important to note if the IP address has a leading 0 in the octet.**

**So in this example:**

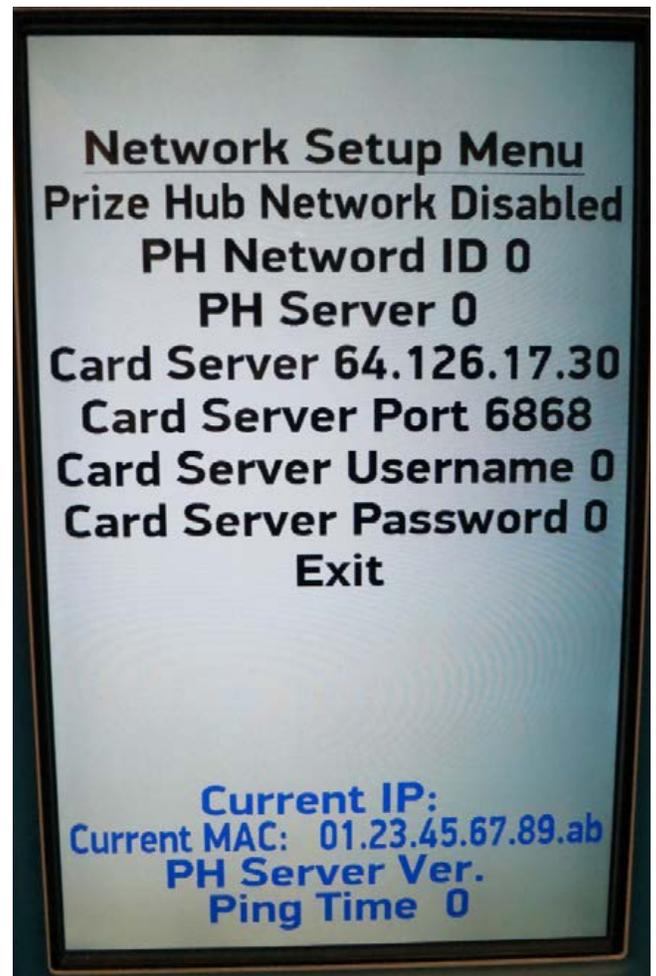
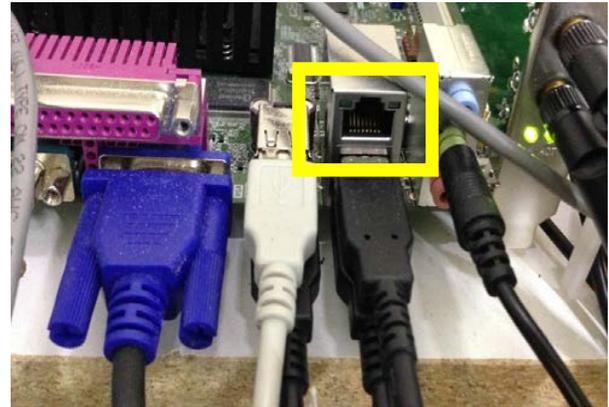
**064.126.017.030 is NOT the same as**

**64.126.17.30**

**Please be aware and type it in the Prize Hub exactly as you are given by the card swipe company.**



Part # AAKIT-PH-READER



# EVOLVE OPTIONS

There are 2 different settings for Evolve:

**Evolve System (EA11)** - The scanner inside the Prize hub is an open board. (Not many of this type)

**Evolve System (Honeywell)** - A compact scanner used on most Prize Hub games. Most common.

Evolve units are small printer boxes that can attach to the front of any\* redemption game and process the ticket signals and turn them into a printed, secure QR code.

These QR codes are programmed to a specific Prize Hub and can only be read by that Prize Hub

\*- The Evolve connection is the standard 4 wire Molex connector used by Deltronic and Entropy ticket dispensers. Some manufacture's games may need a signal processing board to work with the Evolve. If the game can use a standard ticket dispenser, it will work with the Evolve Unit.

Mount the Evolve unit onto the redemption game following instructions in the Evolve Manual.

Adjust the Kiosk Interface in the location menu to show "Evolve System (Honeywell)

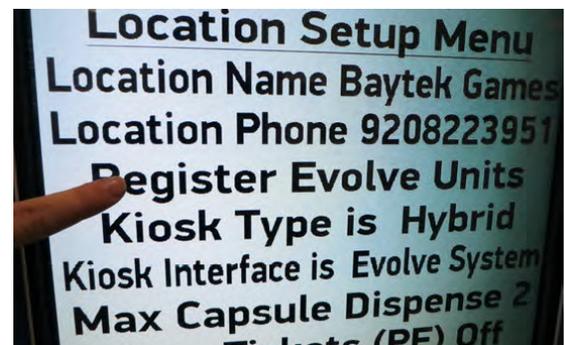
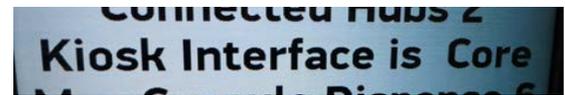
Follow instructions on page 15 (or from Evolve Manual) to print registration coupon from each Evolve.

Go to Location Menu and register each Evolve unit into the Prize Hub.

Prize Hub will now accept these and only these receipts.

Note: If an Evolve Unit is mounted inside a Deltronic ticket eater, this process is the same. Interface set to Evolve, print registration coupon, and Register Evolve Units.

Note: One roll of paper should print over 600 receipts.



# SACOA OPTION

Plug in an Ethernet cable to the port shown on the main board (inside the Main Hub), and out through the hole in the bottom of the cabinet.

Mount your card reader according to manufacturer instructions, and plug the Ethernet cable into your card reader server.

Adjust the Kiosk Interface in the location menu to show "Sacoa"

Enter Network Setup Menu

Please leave the Prize Hub Network disabled.

Set the Card Server. This is IP address of your server. It should be in a similar format as shown.

Set Port number. This is the port number of your server. It should be in a similar format as shown.

If required, set username and password for your specific card system network.

Call them.

Note: It is important to note if the IP address has a leading 0 in the octet.

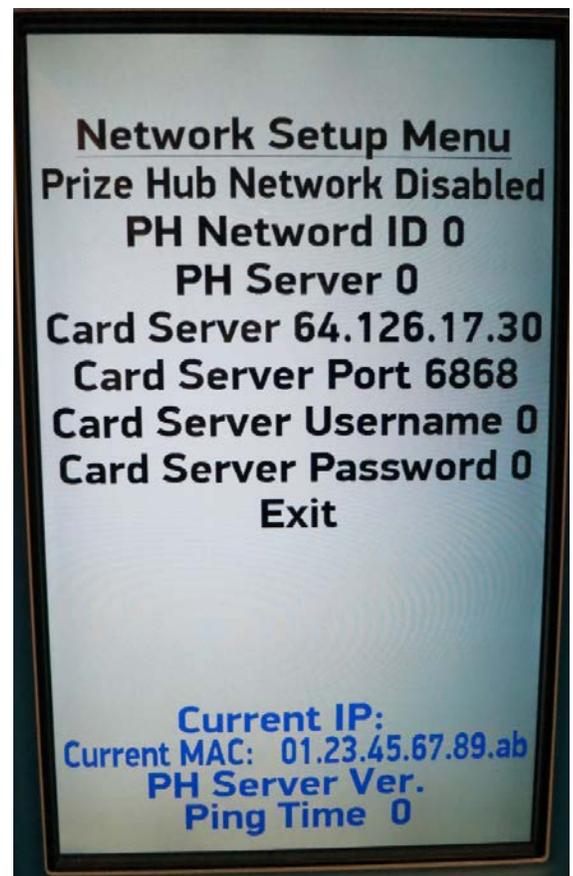
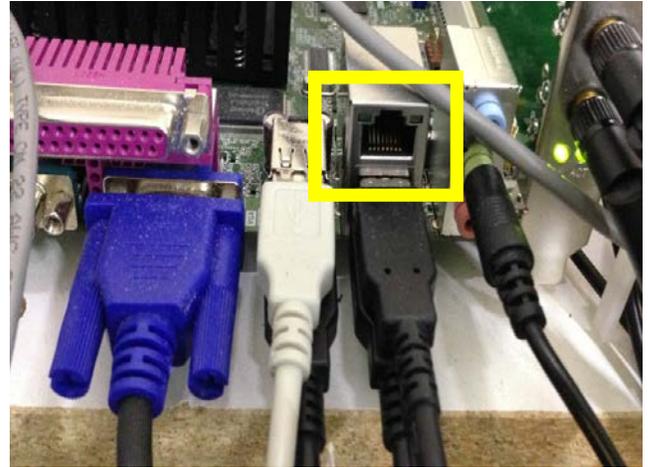
So in this example:

064.126.017.030 is NOT the same as  
64.126.17.30

Please be aware and type it in the Prize Hub exactly as you are given by the card swipe company.



Part # AAKIT-PH-READER



# IDEAL OPTION

Plug in an Ethernet cable to the port shown on the main board (inside the Main Hub), and out through the hole in the bottom of the cabinet.

Mount your card reader according to manufacturer instructions, and plug the Ethernet cable into your card reader server.

Adjust the Kiosk Interface in the location menu to show "Ideal"

Enter Network Setup Menu

Please leave the Prize Hub Network disabled.

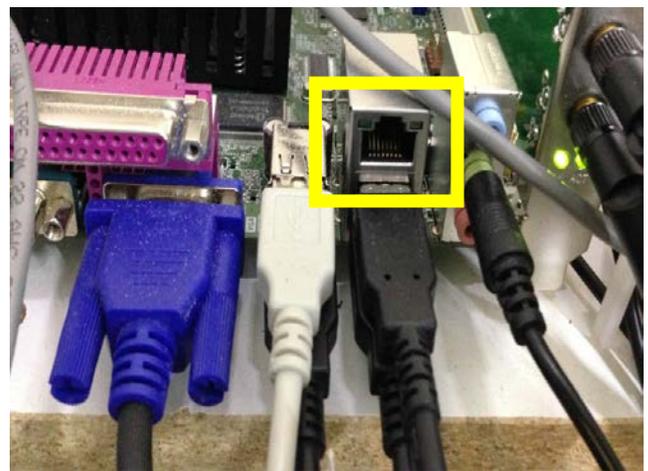
Set the Card Server. This is IP address of your server. It should be in a similar format as shown.

Set Port number. This is the port number of your server. It should be in a similar format as shown.

If required, set username and password for your specific card system network.



Part # AAKIT-PH-READER



# SCANNER PLATES AND PART NUMBERS



**Assembly Part # AAPH-PS**

Includes: scanner, printer, plate and decal  
 Used with Evolve, Deltronics Ticket Machines, Benchmark Ticket Machines and other Bar Code Symbolgies



**Assembly Part # AAKIT-PH-READER**

Includes: magnetic swipe reader, plate and decal.  
 Used with Embed & CoreCashless "A" Version (Magnetic Stripe)



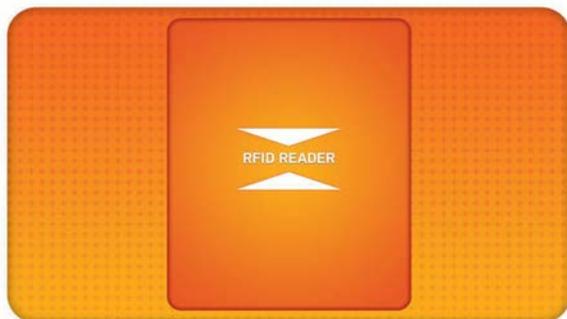
**Assembly Part # AAKIT-PH-READERINTERCARD**

Includes: plate and decal  
 Used with Intercard Insert Card Systems (Magnetic Stripe)



**Assembly Part # AAKIT-PH-READERCOREB**

Includes: plate and decal  
 Used with CoreCashless "B" Version (Bar Code) Paper Tickets Disney



**Assembly Part # AAKIT-PH-RFID**

Includes: plate and decal  
 Used with any RFID reader.

# LOADING CAPSULE PRIZES

Open the capsule cabinet door.

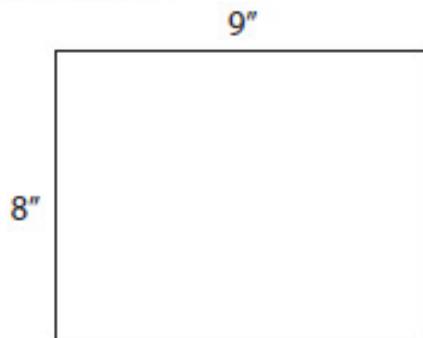
Rotate the capsule tree to the desired position by turning it slowly.

The bins are identified by the stickers on the plexiglass; the location is always to the right side of the location markers.

Dump capsules into the hoppers with the shovel provided.

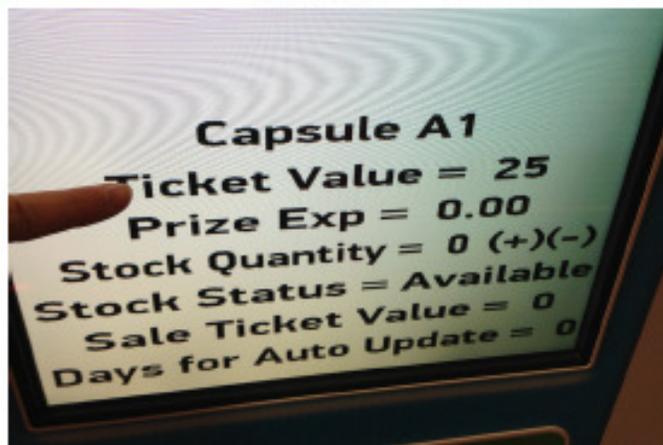
Be sure to place the matching blister packs in the display slots between each capsule hopper.

Display dimensions:



Close and lock the door.

Adjust any ticket values and prize images in the prize menu (see page 18).



Please refer to "Prize Menu" page for help loading Prize Images

# LOADING SPINDLE PRIZES

Open the front door of the display case and slide the ticket value bars up and out of their rests. Set aside.



Remove the safety rods by turning CLOCKWISE.



Hang prizes on spindles. To avoid time-out dispense failures, try to place the prizes no more than 3-4 turns apart.

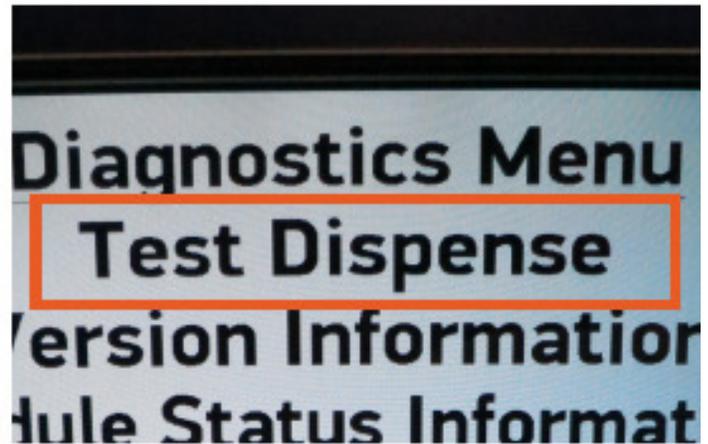


Insert the safety rods OVER the hang tabs of the prizes, and secure by turning COUNTER-CLOCKWISE.

**Please refer to “Prize Menu” page for help loading Prize Images**

# LOADING LOCKER PRIZES

Open the main hub door and enter the menu.



Enter the Diagnostics menu and touch Test Dispense to bring up the keypad.



Key in the locations of the prize doors to unlock them. Lift up on the doors and place prizes inside. The solenoids will automatically lock after 30 seconds. Make sure the doors close securely and test them to

Adjust any ticket values on the doors and monitor, and upload prize images for each prize.



Please refer to "Prize Menu" page for help loading Prize Images



## HOW TO: LOAD PRINTER PAPER

Remove the plastic disk and the empty paper core from the spool holder.



Slide a new roll of paper onto the spool and replace the plastic disk.



Feed the end of the paper into the opening until it grabs and begins to feed through the printer.

The watermark should be facing up as the paper enters the printer.

The printer will only print on one side of the thermal paper.



## MARQUEE INSTALLATION

### Tools Needed:

Extra person

Drill with #2 square bit

Un-package the marquee and locate the hardware packet; set aside.

Team-lift the marquee onto the top of the Prize Hub. One person will have to hold the marquee up while the other directs them to center it. Secure the marquee in place with included black wood screws.

Feed the marquee cable through the hole in the top of the Main Hub, and plug in to cable clamped near the cabinet ceiling; it is labeled "MARQUEE".

Make sure the marquee is lit up, then clamp the cables to the cabinet as necessary.



# TEMPORARILY OUT OF SERVICE MESSAGE

This error message means the Prize Hub is set up to talk to a card swipe system and can not reach it.

Check the “Location Setup” Menu to verify which card swipe system is enabled. (Some brands have more than one option)

Check “Network Setup” menu and properly enter the “PH Ticket Server IP” - this is the IP address of the server the Prize Hub goes out and communicates toward.

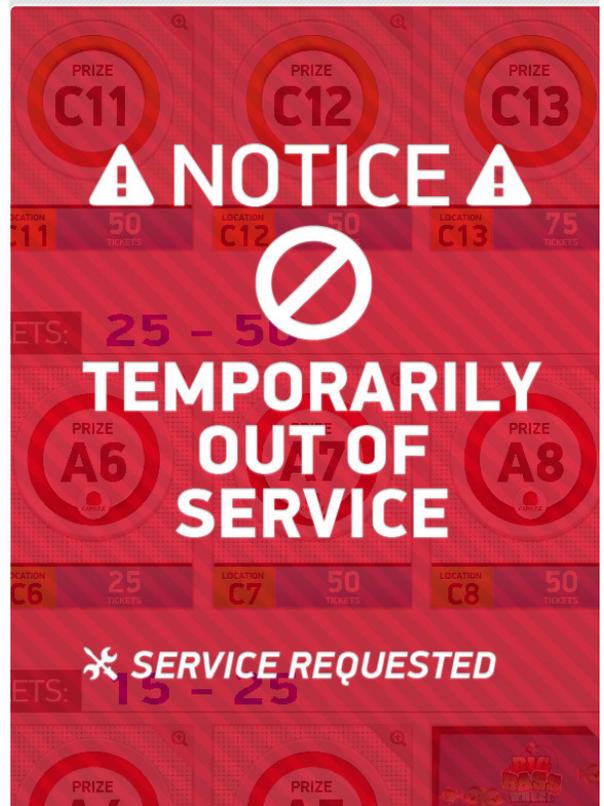
It is the IP address of the card swipe server itself.

The Prize Hub is a DHCP client and needs to communicate with a DHCP server.

Please refer to appropriate Card System Setup instructions.

It is advisable to take a picture of this screen, because once it is touched, the information will disappear and prompt you to enter a new IP.

PH Ticket Server Port # must also be entered correctly.



**Network Setup Menu**  
**PH Ticket Server IP**  
**PH Ticket Server Port 0**  
**Exit**

# HOW TO CHANGE SOFTWARE

These instructions will show how to install new software and calibrate touchscreen if needed. A keyboard will be needed if the touchscreen needs to be calibrated.

## Step 1: Hard Drive Update

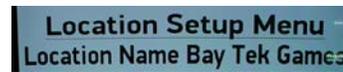
The hard drive contains all the information in your prize hub. Different versions of software have different options to save Prize Images, Advertisements, Machine Settings, Prize Settings, History, or a “back-up all” option.

Please follow instructions to save as much information as possible to prevent customer conflicts.

Instructions:

Enter Menu by pressing and holding Red Menu Button for 5 seconds.

Go to “Location Setup” Menu and write down location name exactly as it shows on screen. This will be re-typed after new software is installed.



Insert blank USB stick (Not provided) into USB slot.

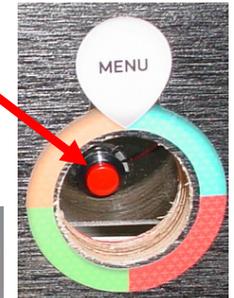


Some older versions of software have a hidden “backup” in the Ticket Menu  
Go to “Ticket Menu”

Press “Save Ticket Database to USB”

If this selection is not present - Go to Backup/Restore Menu and “Backup All”  
This will save your Prize Hub information to be loaded onto new software.

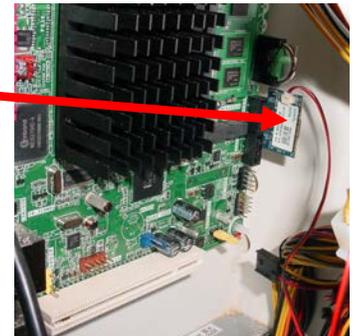
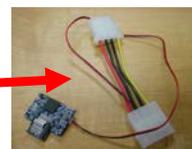
Exit Menu



Locate hard drive on motherboard.

Press tab on far side of hard drive and gentle remove from motherboard.

Unplug power supply jumper connector and remove old hard drive from unit.



# HOW TO CHANGE SOFTWARE

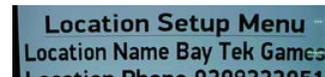
Remove the USB stick with the saved data, and turn game ON and allow game to boot normally.

Note: If monitor shows “no boot device” - retry installing hard drive. Make sure power supply connectors are tight.

Go to “Location Setup” Menu and input location exactly the same as in previous software.

Re-insert USB stick with saved information.  
Enter Menu by pressing Red Menu Button,  
and press “Backup and Restore Menu”

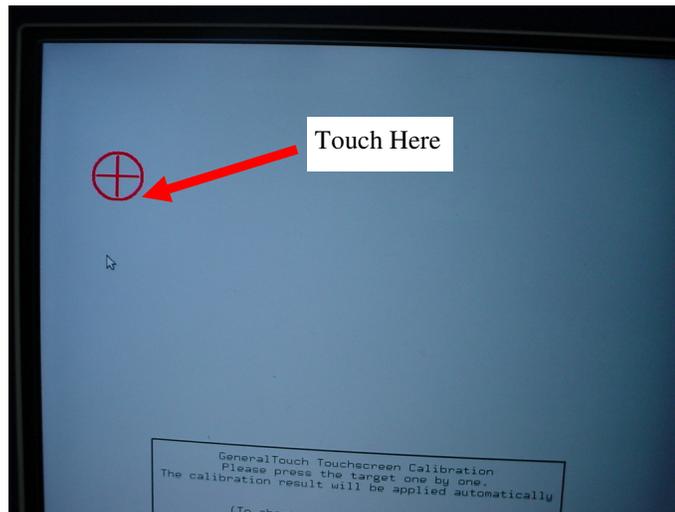
Press “Restore Tickets” Screen will show success or failure)  
Press all other “Restore” options to restore saved data.



## Step 2: Touchscreen Calibration

If at any time, the touchscreen needs to be calibrated, plug in a USB keyboard to the USB port and press the F9 key.

This screen will appear:



There will be 4 targets to touch.

**Important: You must touch outside the lower right corner of each target for the monitor to be properly calibrated.**

The screen will automatically go back to the Prize Hub program.

Test the touch by entering the menu and touching different icons.

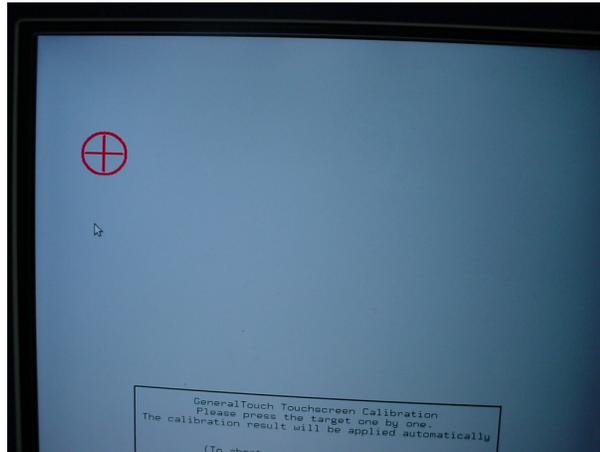
(press the F9 key if you need to calibrate again)

# HOW TO CALIBRATE TOUCHSCREEN

Software version 1.17.20 and above has a touchscreen calibration application.

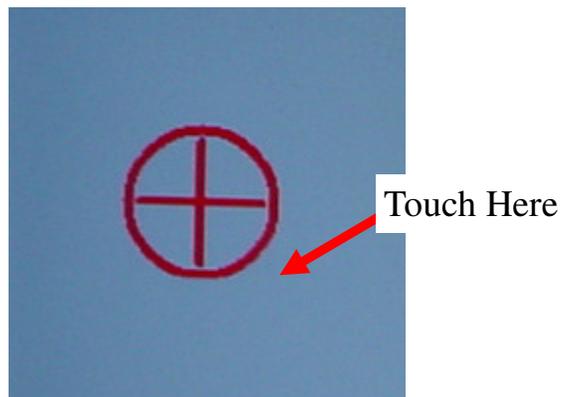
If at any time, the touchscreen needs to be calibrated, plug in a USB keyboard to the USB port and press the F9 key.

This screen will appear:



**Important:** Due to the nature of this program and monitor - do not touch the center of the target. The screen will not calibrate correctly if the center of the target is touched.

The target should be touched on the lower right corner of the target as shown by the arrow:



There will be 4 different target locations to touch.

The screen will automatically go back to the Prize Hub program.  
Test the touch by entering the menu and touching different icons.  
(Press the F9 key again if more calibration is needed)

# ZEBEX BARCODE SCANNER PROGRAMMING

If a failure were to occur that caused the scanner to become inoperable, follow these steps to re-register the scanner.

## Identify the brand of scanner included in your Prize Hub

ZEBEX Scanners have a black housing or an orange and black housing. They are the latest model being used in the Prize Hub

## ZEBEX Scanner Programming

Make a copy of this page and cut on the dotted lines.

Follow these instructions:

1. Scan the first code- "Restore Defaults"
2. Scan the second code- "Presentation Mode"
3. Scan the third code- "Enable Interleaved 2 of 5"
4. Scan the fourth code- "Two Discrete Lengths"
5. Scan the number codes in the following sequence: **1 4 1 6**



Restore Defaults



Presentation Mode



Enable Interleaved 2 of 5



1 2 of 5 - Two Discrete Lengths



1



4



6

# HONEYWELL BARCODE SCANNER PROGRAMMING

If a failure were to occur that caused the scanner to become inoperable, follow these steps to re-register the scanner.

## Identify the brand of scanner included in your Prize Hub:

Honeywell Scanners have a silver surrounding case and have been used years ago. The scanner will have to be removed from mounting bracket to program.

Make a copy of this page and cut on the dotted lines.

Follow these instructions:

1. Press and hold the scanner button to scan barcode 1. You will hear a confirmation beep when it scanned correctly, the white and blue LEDs on the scanner will blink alternately
2. Press and hold the scanner button to scan barcode 2. You will hear a confirmation beep when it scanned correctly.
3. Press and hold the scanner button to scan barcode 3. You will hear a confirmation beep when it scanned correctly.
4. Press and hold the scanner button to scan barcode 4. You will hear a confirmation beep when it scanned correctly.
5. Press and hold the scanner button to scan barcode 5. You will hear a three beeps when it scanned correctly, the white and blue LEDs will stop blinking.

## CODE 1/5

Enter Exit Configuration Mode



## CODE 2

Enable  
Normal and Inverse QR Code



## CODE 3

Disable IR Object Detection



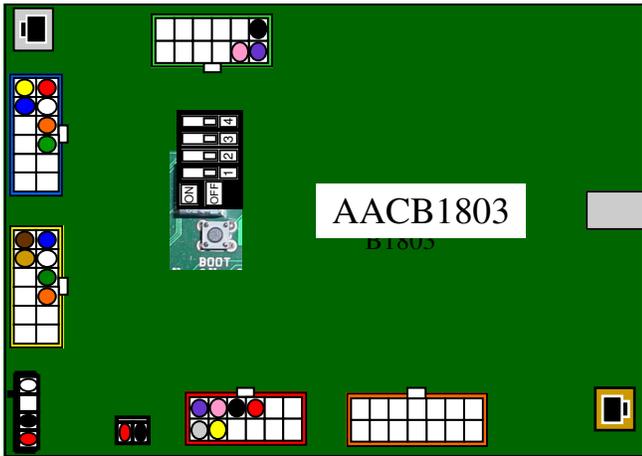
## CODE 4

Enable Camera Based Object Detection

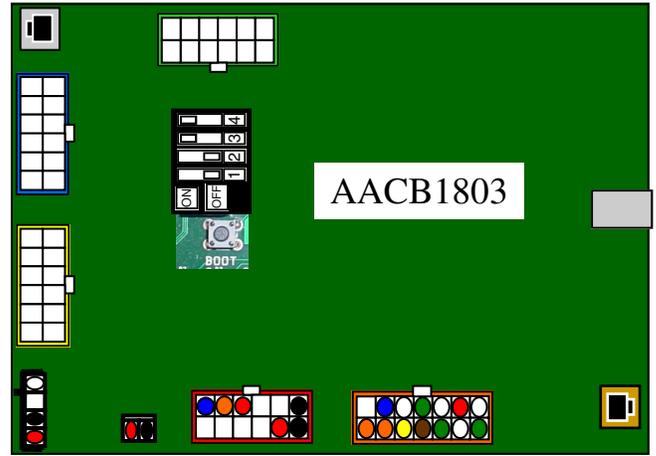


# CIRCUIT BOARD PINOUTS

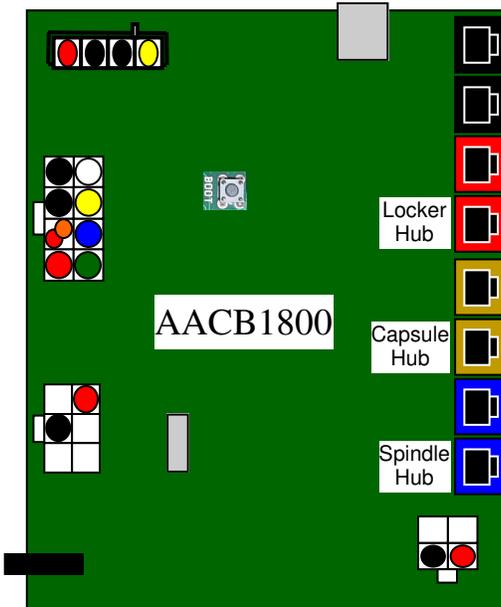
## Spindle Unit Board



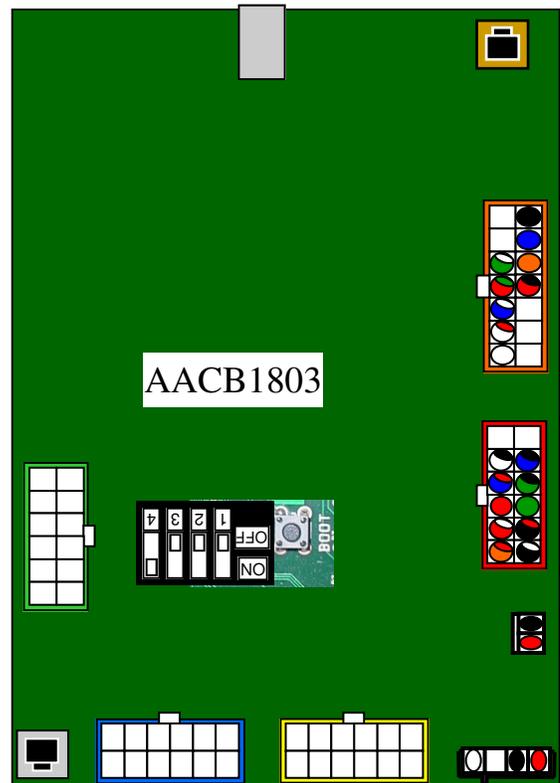
## Capsule Unit Board



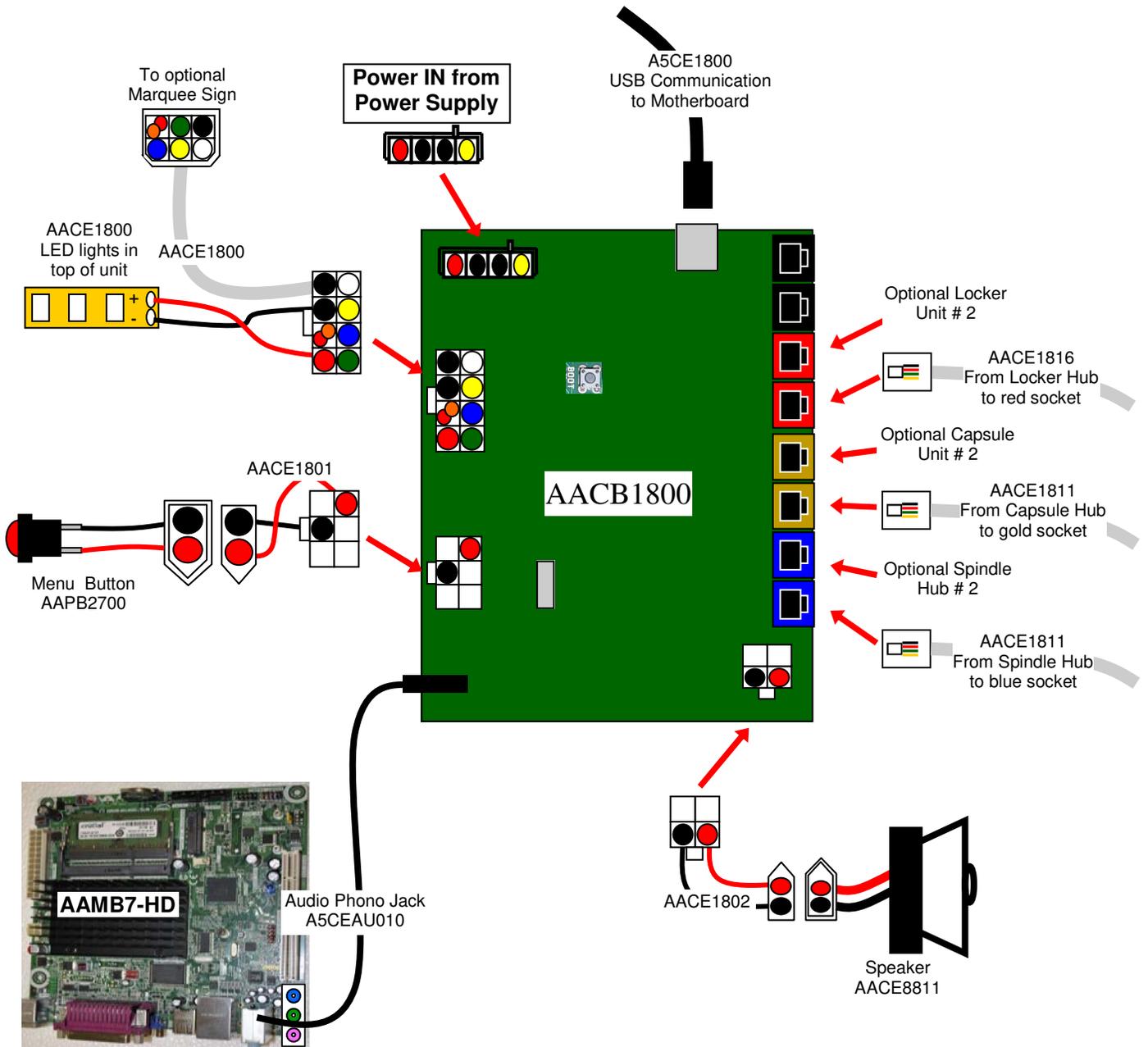
## Main Unit Board



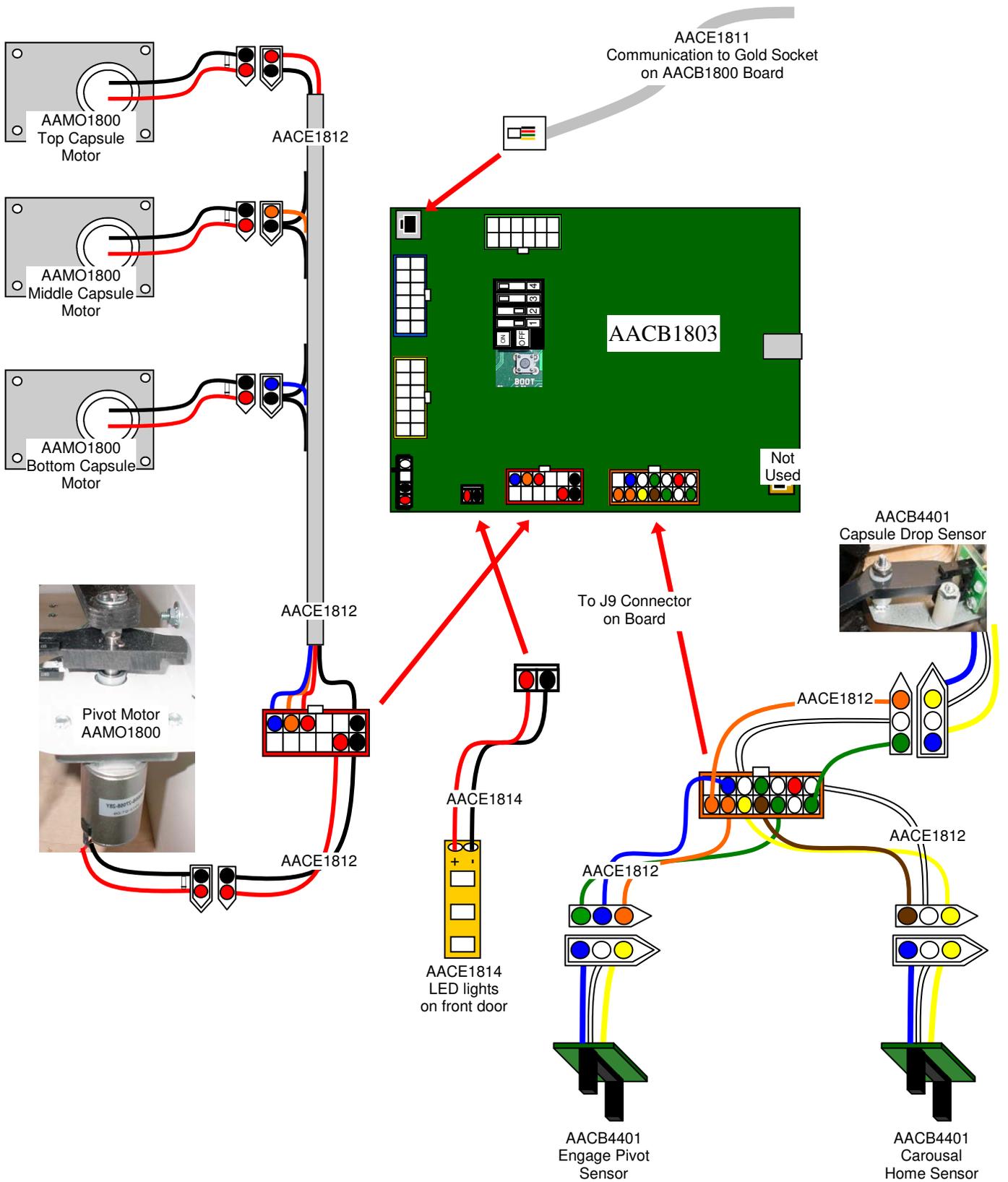
## Locker Unit Board



# MAIN HUB WIRING DIAGRAM

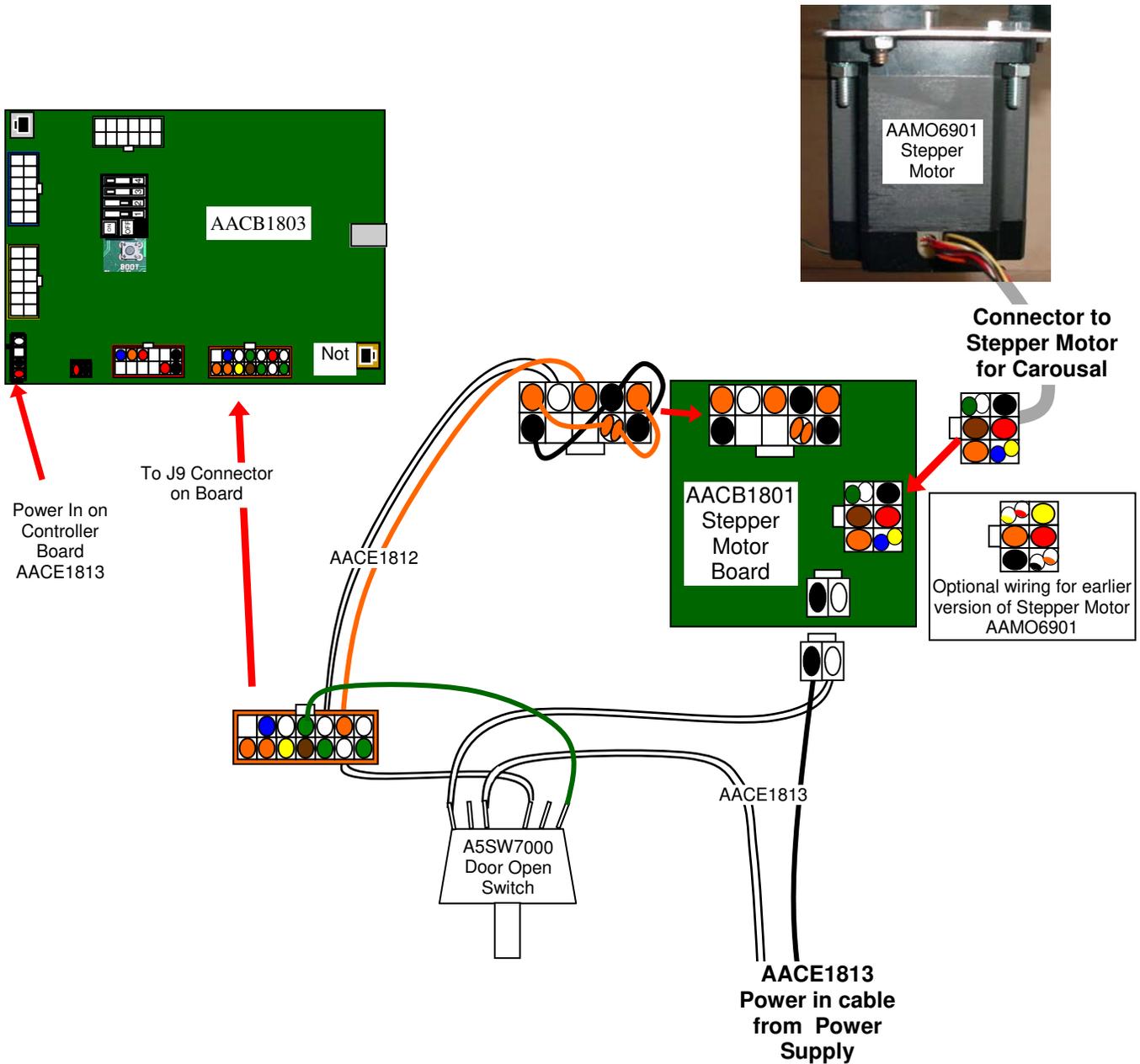


# CAPSULE HUB WIRING DIAGRAM



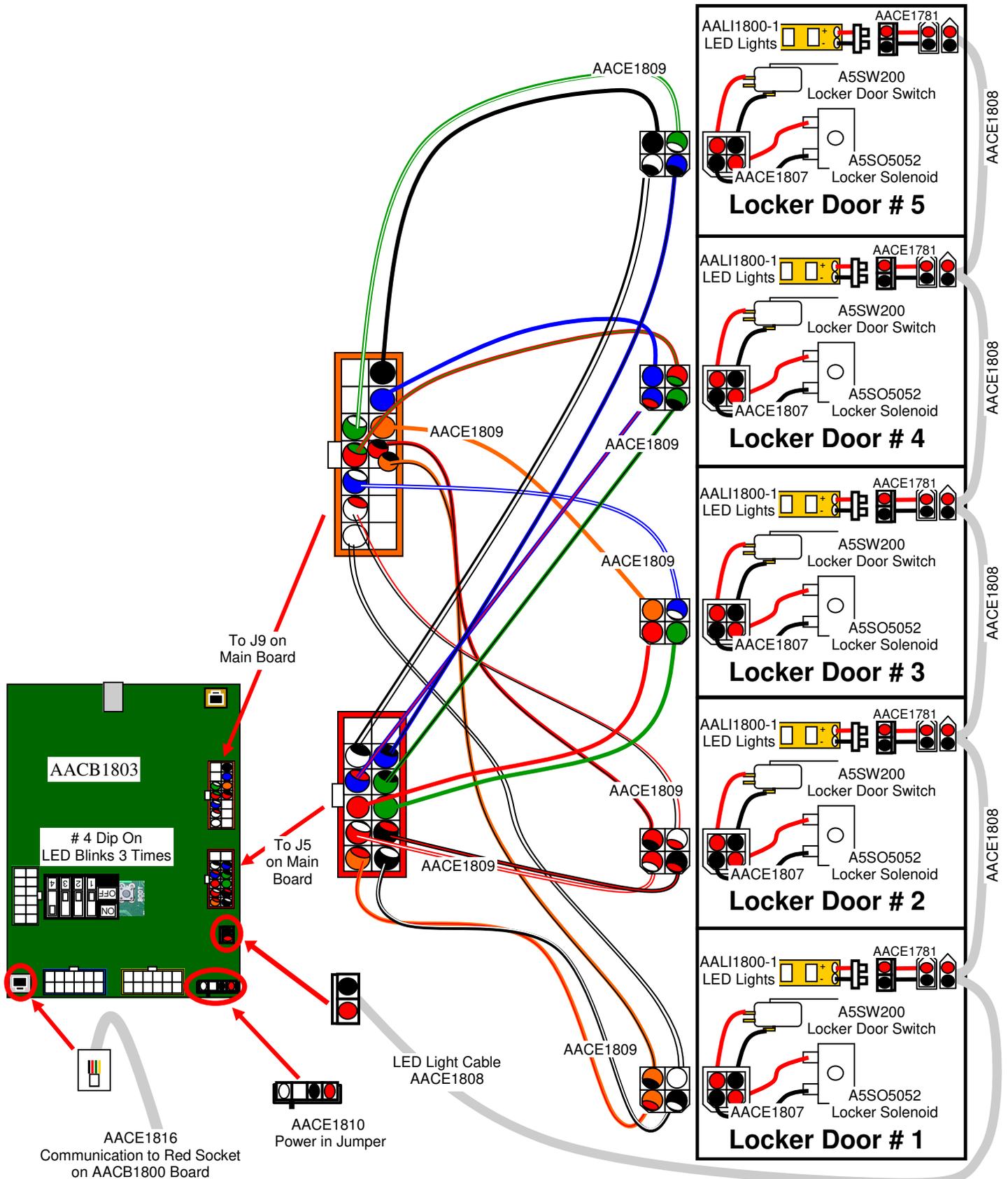
# CAPSULE HUB WIRING DIAGRAM

## STEPPER MOTOR WIRING

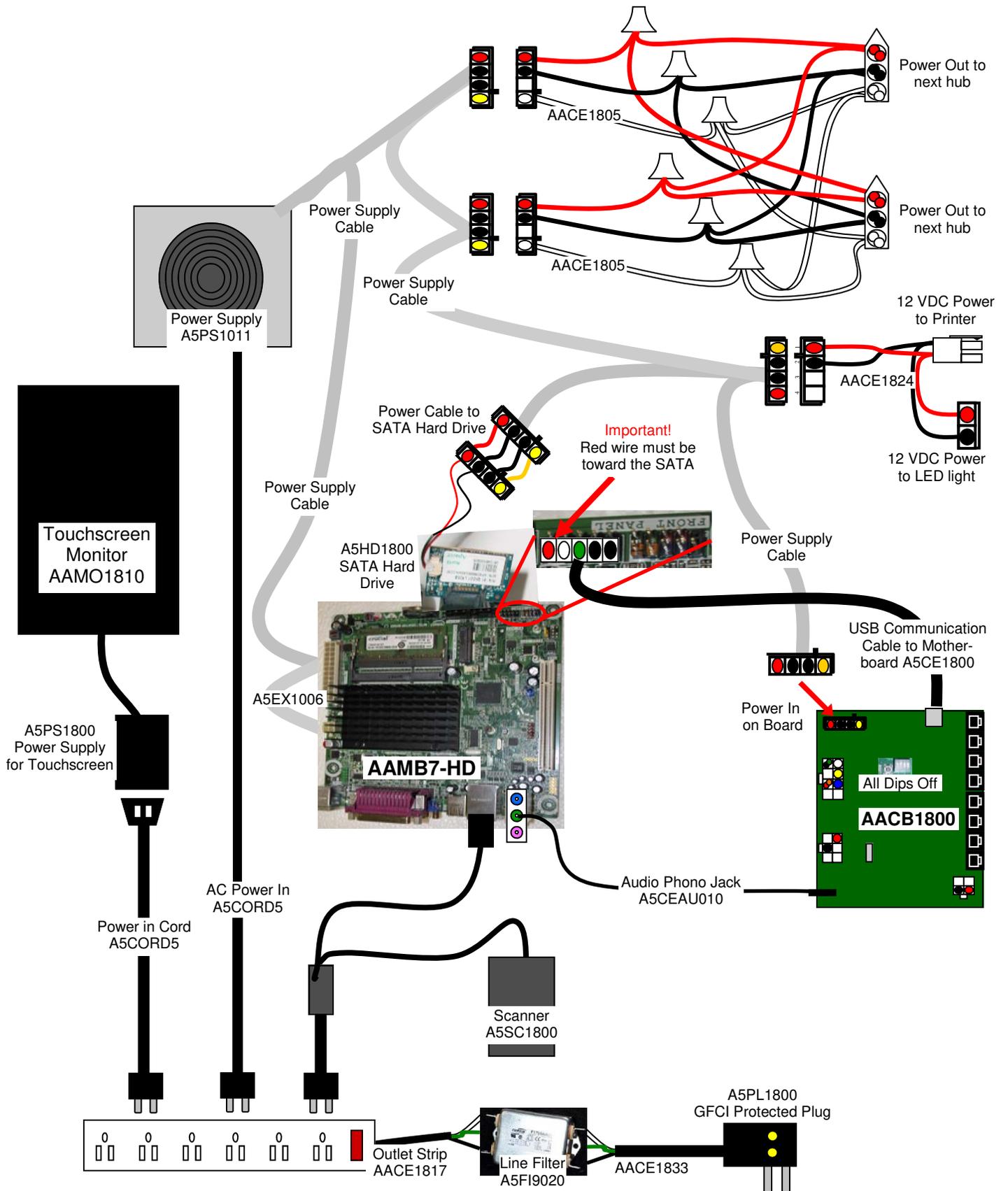




# LOCKER HUB WIRING DIAGRAM



# AC/POWER SUPPLY WIRING DIAGRAM





# TROUBLESHOOTING GUIDE

## ***Troubleshooting Strategy***

Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and remedy. Use the process of elimination to find the faulty component. Always check for the simple and obvious causes first such as unplugged, loose or broken wires and bad sensors, bent, pinched, stuck or jammed components.



***This Troubleshooting Guide is organized by Prize Hub Component.***

***Please go to section for component of your particular problem.***



***Locker  
Hub***



***Main  
Hub***

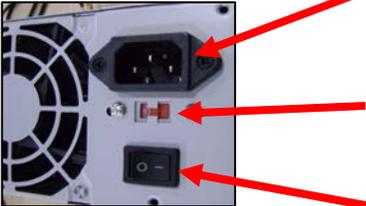
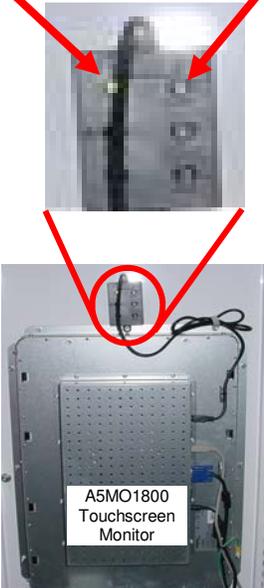


***Capsule  
Hub***

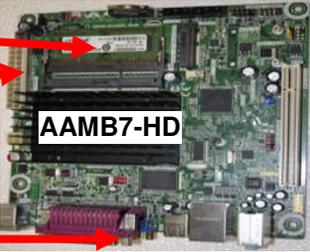
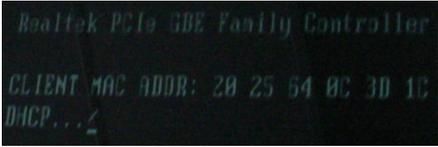


***Spindle  
Hub***

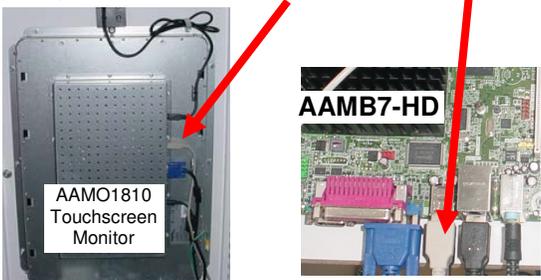
# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No power to the game. No lights on at all.</b></p> <p><b>(Power Supply not ON)</b></p> 	<p>Unplugged Circuit breaker tripped</p> <p>Power strip faulty</p> <p>GFCI Outlet Plug defective.</p> <p>Line Filter defective</p> <p>Check AC cord from power strip into Power supply</p> <p>Ensure Power Supply switch is set to 115V (Some power supplies may not have this)</p> <p>Ensure power rocker switch is on.</p> <p>Power supply shutting down because of 12 V overload</p>	<p>Check wall outlet Reset power strip breaker switch or building circuit breaker</p> <p>Change plug position, replace if needed (AACE1817)</p> <p>Ensure 110 Volts is getting to Power Strip Replace plug if needed. (A5PL1800)</p> <p>Ensure 110 Volts is getting to Power Strip Replace filter if needed. (A5FI9020)</p> <p>Ensure power in cord is tight</p> <p>Check this is applicable</p> <p>Set rocker switch to ON (-)</p> <p>Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.</p>
<p><b>Monitor shows nothing at all on power on.</b></p> <p>Check for green LED on monitor control unit.</p>  <p>A5MO1800 Touchscreen Monitor</p>	<p>Push ON button on monitor. Power cable unplugged from monitor.</p> <p>Power strip faulty</p> <p>Faulty power supply for monitor</p> <p>Re-Boot game and check for any errors on monitor. Power game down, wait 10 seconds, then power game ON to reset.</p> <p>Faulty monitor.</p> <p><b>Blurry Monitor - Too bright, or dim.</b> Press the "Auto" button on control unit to select Auto Adjustment. This may take a few seconds.</p> <p>Verify that the screen looks good and image is centered.</p>	<p>Ensure power is plugged into side of monitor, down to power strip.</p> <p>Change plug position, replace if needed (AACE1817)</p> <p>Check A5CORD5 to ensure 110 volts to monitor power supply.</p> <p>If error shows on monitor, refer to suggestions below.</p> <p>If monitor has power, the touch works and makes touch sounds, the monitor is faulty Replace monitor. (AAMO1810)</p>

# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Monitor touchscreen is not touching where it should</b></p>	<p>Recalibrate the touchscreen.</p>	<p>Refer to “How to Calibrate Touchscreen”</p>
<p><b>Monitor shows “No Signal” then black.</b></p> <p>Re-Boot game to see if problem still exists.</p> <p>Power game down, wait 10 seconds, then power game ON to reset.</p> <p>Motherboard/power supply is not working.</p>	<p>Faulty or loose RAM</p> <p>Large power connector unplugged on motherboard</p> <p>Small 12 Volt power connector unplugged on motherboard.</p> <p>Monitor VGA cable unplugged.</p> <p>Faulty power supply - Check for 12 Volts and green LED on motherboard.</p>	 <p>Refer to Monitor/Motherboard Power Supply Diagnostics for further diagnostic information If all else fails - Replace faulty motherboard. (AAMB7-HD)</p>
<p><b>Monitor shows “No Boot Device” on screen.</b></p> <p>Re-Boot game to see if problem still exists.</p> <p>Power game down, wait 10 seconds, then power game ON to reset.</p> <p>Hard Drive is not working.</p>	 <p>No 12 Volts to hard drive</p> <p>Faulty Hard Drive or faulty motherboard.</p>	<p>No SATA drive in motherboard. Check for red &amp; black power connector from power supply.</p>  <p>Refer to “How to Update Software”</p> <p>Replace hard drive (A5HD1800) or motherboard as needed.</p>
<p><b>Monitor shows “Client Mac Address” on screen.</b></p> <p>Re-Boot game to see if problem still exists.</p> <p>Power game down, wait 10 seconds, then power game ON to reset.</p> <p>Hard Drive is not working.</p>	 <p>No 12 Volts to hard drive</p> <p>Faulty Connection or cable plugged into wrong place</p>	<p>No SATA drive in motherboard. Check for red &amp; black power connector from power supply.</p>  <p>Refer to “How to Update Software”</p> <p>Replace hard drive (A5HD1800) or motherboard (AAMB7-HD) as needed.</p>
<p><b>Monitor shows “Sleep Mode” on screen.</b></p> <p>Re-Boot game to see if problem still exists.</p> <p>Power game down, wait 10 seconds, then power game ON to reset.</p>	<p>Power Supply or Motherboard not communicating correctly with monitor.</p>	<p>Check power supply voltage. Replace power supply. (AAPS1011)</p> <p>Ensure both power supply connections are secure to motherboard.</p> <p>Refer to Monitor/Motherboard Power Supply Diagnostics Replace motherboard. (AAMB7-HD)</p>

# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Monitor shows “GNU Grub, ” on screen.</b></p> <p style="color: red;">Re-Boot game to see if problem still exists.</p> <p>Power game down, wait 10 seconds, then power game ON to reset.</p>	<p>Internal Linex software not detecting boot loader.</p> 	<p>Turn off game Plug keyboard into motherboard Turn on game. Press “enter” on keyboard when that screen comes on. Game will now boot normally.</p>
<p><b>Monitor shows “Kernel panic-unable to mount root” on screen.</b></p>	<p>Faulty or loose RAM</p>  <p style="text-align: center;"><b>AAMB7</b></p>	<p>Separate metal tabs on sides of RAM, it will flip up to remove. Re-install and Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Replace motherboard. (AAMB7-HD)</p>
<p><b>Monitor shows anything else other than Prize Hub program on screen.</b></p> <p style="color: red;">Re-Boot game to see if problem still exists.</p> <p>Power game down, wait 10 seconds, then power game ON to reset.</p>	<p>Motherboard has trouble loading or running program</p>	<p>Small 12 Volt power connector unplugged on motherboard. Large power connector unplugged on Motherboard Faulty or loose RAM Faulty motherboard - Replace faulty board. (AAMB7-HD)</p>
<p><b>Touchscreen does not work.</b></p> <p style="color: red;">Re-Boot game to see if problem still exists.</p> <p>Power game down, wait 10 seconds, then power game ON to reset.</p>	<p>USB Connector unplugged Problem can be monitor or motherboard. Try re-calibrating touchscreen Replace monitor AAMO1810 and/or motherboard AAMB7-HD</p>	<p>Verify connector at monitor and motherboard</p>  <p style="text-align: center;"><b>AAMO1810 Touchscreen Monitor</b> <b>AAMB7-HD</b></p>
<p><b>Speaker does not work.</b></p> <p>Motherboard creates sound, AACB1800 board amplifies it.</p>  <p style="text-align: center;"><b>AAMB7-HD</b></p>	<p>Disconnected, loose or broken wires. Faulty speaker. Determine if AACB1800 board is good.</p>  <p style="text-align: center;"><b>AACB1800</b></p>	<p>Check connections and reseat audio cable from motherboard to AACB1800 board. Cables # AACE8811, AACE1802, and A5CEAU010. Replace speaker. (AACE8811) Unplug audio jack cable (A5CEAU010) from motherboard, plug into MP3 player and see if music is amplified and comes out of speaker. If Yes - then motherboard is faulty. If No - then a connection after the motherboard is faulty.</p>

# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Menu Button does not work.</b>            Hold Menu button for 15 seconds            A keyboard can be connected and press F6 to enter menu</p>	<p>Disconnected, loose or broken wires.            Faulty button.            Faulty AACB1800 board.</p>	<p>Check connections from pushbutton to AACB1800 board.            Cables # AAPB2700 and AACE1801            Test button and replace. (AAPB2700)            Replace AACB1800 board.</p>
<p><b>Optional top sign does not flash.</b></p>	<p>Disconnected, loose or broken wires.            Faulty LED boards in sign.            Faulty AACB1800 board.</p>	<p>Check connections from AACB1800 board to top sign boards.            (Cables #'s AACE1800, AACE1851, AACE1851)            Replace AACB1800 board.</p>
<p><b>Prize Unavailable on screen</b></p> 	<p>There are many reasons this may show up on monitor.</p>	<p>Please refer to “Prize Unavailable Message” in troubleshooting section.</p>
<p><b>Does not load picture files from USB stick</b></p> 	<p>File name is not recognized.            Picture files are too large            USB stick Faulty</p>	<p>Either .jpg or .bmp format            Use all small lower case letters in file name.            Optimum size of 590 X 590 pixels            Open with Microsoft Office Picture Manager            Click on “Picture” tab scroll down to “Resize”            Click on “Custom width x height” and change both fields to 590.            Click on “File” and Save            Load picture files onto different USB and retry</p>
<p><b>Entire Hub not being seen by Prize Hub</b></p>	<p>Please refer to “Entire Hub not Recognized by Main Hub” in troubleshooting section.</p>	

# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<b>Scanner does not work.</b>  Check for lights on scanner itself. A red light beam should come from scanner when paper is inserted	<b>No lights on scanner.</b>  Power problem to scanner.	Disconnected, loose or broken wires.  Faulty power supply or outlet plug.  Check for voltage at scanner.
	<b>Yes - Lights are on scanner.</b>	Ensure QR Code is enabled. Faulty USB communication.  Problem can be scanner or motherboard.
<b>Other items to check:</b> <ul style="list-style-type: none"> <li>- Ensure the LED light board is on and lighting up the scanner area.</li> <li>- Ensure the receipt printed is dark. Printer may need to be cleaned.</li> <li>- Try reprogramming the scanner. Refer to “scanner programming”</li> <li>- The scanner itself should make a quiet “beep” when it recognizes a scan-able item.                              This may not be a valid receipt that the Prize Hub recognizes, but it means the scanner is working. Reprogram the scanner.</li> </ul>		

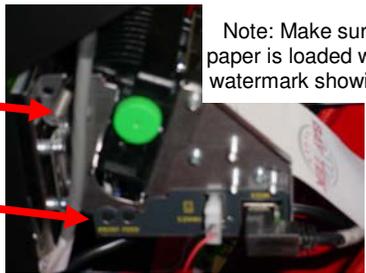
**Printer does not print.**

**First** - Power game down, wait 10 seconds, then power game ON to reset.

**Second** - Enter “Diagnostic Menu” and touch “Reset Printer”.

The Prize Hub must then be powered down, wait 10 seconds, and power back on.

Top door on printer lifting up.  
 This spring provides tension for the door.



Note: Make sure paper is loaded with watermark showing

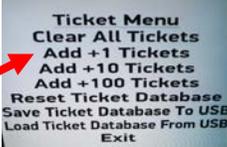
Check 12 Volt DC power to printer.  
 Press “Print” button to print test page.  
**If printer does not print test page,** check power cable from power supply.(ACE1824)  
 Replace printer.( AAPRTH002-PH)

**If printer does print test page,** communication to motherboard is faulty.  
 Turn game power off, wait 10 seconds, turn game power ON and re-test.



Check USB cable. (A5CORD14)

Test print by entering Ticket Menu and adding 1 ticket.



Then exit menu and press Print Tickets.



# MAIN HUB TROUBLESHOOTING GUIDE

## Prize Unavailable Message

Prize Unavailable will show for a number of reasons:

- A.) Location is actually empty of prizes.
- B.) Prize dispensing malfunction.
- C.) Prize jam.
- D.) Stock Quantity is set too low.
- E.) Motor/Sensor self test failed at power on.
- F.) Entire row of prizes unavailable.



### A.) Location is actually empty of prizes.

The locker will only hold one prize. Once that prize is won, it will show that prize unavailable.

Spindles will hold 3 to 17 items depending on thickness of the prize. Once all the prizes are won, it will show that prize unavailable.

Capsules will hold 120 of the 2" capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable.

**Solution: If location contains prizes, and still shows that prize is unavailable, continue to suggestions below**

### B.) Prize dispensing malfunction.

#### Capsule Unit:

Capsule carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, the motor will time-out and carousel will go around again to try to dispense that same capsule.

If that capsule has tried to dispense twice and fails, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables.

#### Spindle Unit:

A spindle will turn off after 35 seconds - if the prize is not seen by prize chute sensors, then it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

Place prizes close enough to the front of the spindle to ensure the prize drops within this 35 second window.

#### Locker Unit:

If locker door does not open for whatever reason, the coil will try a couple times to engage and open the door. It will show that prize unavailable, but **does** subtract tickets and will log that win in the history menu.

**Solution: Refer to troubleshooting section of each unit to diagnosis further.**

### C.) Prize jam.

#### Capsule Unit:

Capsule unit is specifically designed to resist and power-through jams.

If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand and see if it dispenses capsule.

If not - Remove capsules and locate jammed capsule.

If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section



#### Spindle Unit:

The spindle will turn for 35 seconds - if the prize does not fall from spindle, or gets stuck in the prize chute, it will not be seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

**Solution: Refer to Spindle Unit Troubleshooting Section to diagnosis further.**

# MAIN HUB TROUBLESHOOTING GUIDE

## Prize Unavailable Message



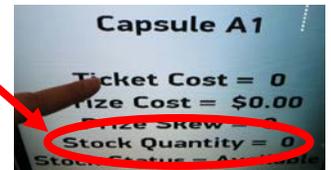
### D.) Stock Quantity is set too low.

Enter Owner Menu and go to Prize Menu.

There is a selection for "Stock Quantity" -

If this is left at zero, the game will operate fine. It will dispense prizes until empty, but not know it's empty until the prize is selected, and it times out.

If this is set to a number, the Prize Hub will allow that number to be dispensed and then show Prize Unavailable for that prize only.



We usually leave capsules set to zero, and count the number of prizes on the spindles to reflect actual prizes hanging.

### E.) Motor/Sensor self test failed at power on.

#### Capsule Unit

At power on - The pivot motor will move and test home sensor.

If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.

**Solution:** Refer to Capsule Unit Troubleshooting Section to diagnosis motor/sensor.

### F.) Entire row of prizes unavailable.

If Entire unit is not recognized by main hub, the entire row of prizes will show unavailable.

#### Spindle Unit:

Prize chute sensors are blocked, dirty, or faulty.

No communication from a Spindle Unit to Main Hub Unit.

#### Capsule Unit:

If pivot motor test fails on power on.

At power on - The pivot motor will move and test home sensor.

If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.

No communication from a Capsule Unit to Main Hub Unit.

**Solution:** Refer to "Entire Hub not Recognized by Main Hub" in troubleshooting section.

# MAIN HUB TROUBLESHOOTING GUIDE

## Entire Hub Not Recognized

If Entire unit is not recognized by main hub, an entire row of prizes will show unavailable.

**Step # 1 - Ensure individual Unit is communicating to Main Hub**

**Step # 2 - Refer to troubleshooting topics specific to a unit.**

### Step # 1

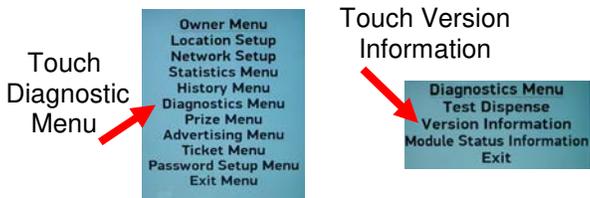
**Verify 12 volt DC power to unit.**

12 Volt power comes from Main Unit's power supply. There are jumper cables that feed 12 volts to individual units.

(Cable part #'s: AACE1805, AACE1810, AACE1813, AACE1820)



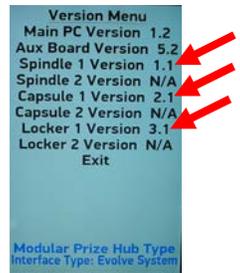
**Enter menu and got to "Diagnostic Menu"**



Verify Unit is has version number in the #1 slot. (#2 slot is for additional optional units)

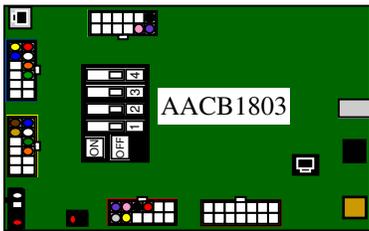
Software version should start with:

- 1 for Spindle
- 2 for Capsule
- 3 for Locker



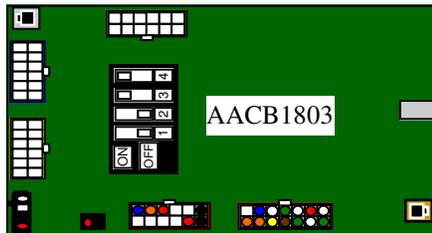
**Verify dipswitches and flashing LED on unit's 1803 boards.**

Yellow flashing is communication, red is an error in unit.



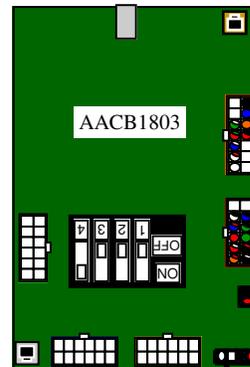
**Spindle Unit**

1 Flash from LED  
All Dips OFF



**Capsule Unit**

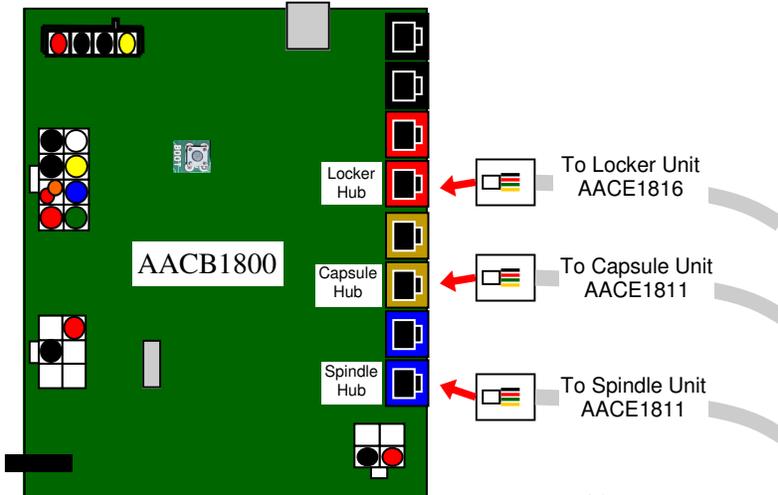
2 Flashes from LED  
Dips 3 & 4 ON



**Locker Unit**

3 Flashes from LED  
Dip 4 ON

**Ensure phone cables are secure from silver socket on 1803 boards to correct socket on 1800 board.**



# MAIN HUB TROUBLESHOOTING GUIDE

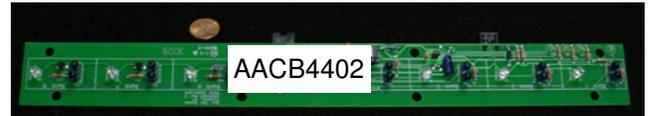
## Entire Hub Not Recognized

### Step # 2

Troubleshooting topics specific to a unit.

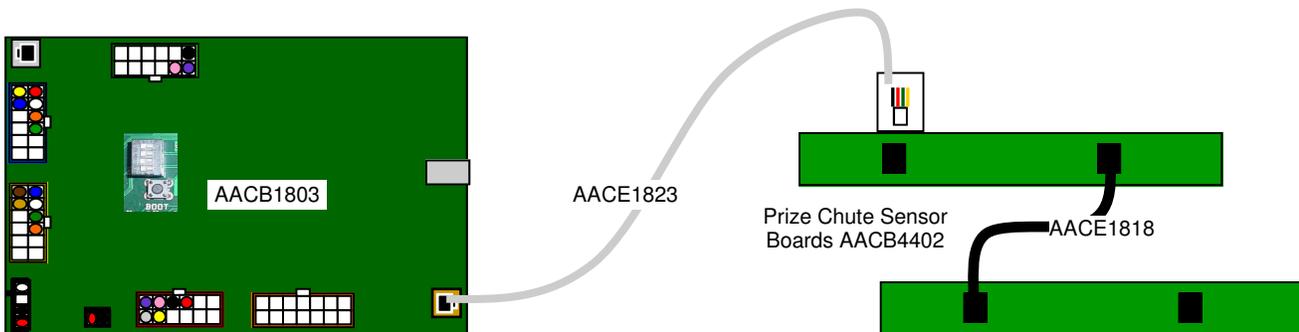
#### Spindle Unit Only:

If the Prize Chute Sensors are blocked, dirty, or faulty - the Prize Hub will not allow any spindle prizes to be selected and will show the entire row of prizes as "Unavailable".



#### Solution:

- 1.) Remove 4 of #2 square head screws from L Brackets in rear of prize chute wood box. Wood Box will now slide out front of game. Remove Prize Chute Sensor by removing the 4 Phillips bolts that secure sensor to black plastic mask. (The black plastic masks must remain attached to wood to provide alignment for the sensors.)  
Clean emitters and detectors. Ensure they are pointing straight out and no components on boards are bent.
- 2.) Inspect cables between sensors and to 1803 board. (AAACE1818, AAACE1823) Replace if needed.
- 3.) Ensure AAACE1823 cable is plugged into correct socket on 1803 board. (Gold socket) See diagram.



- 4.) Replace both Prize Chute Sensors. (AACB4402)
- 5.) Replace 1803 Control Board. (AACB1803)

#### Capsule Unit Only:

If pivot motor test fails on power on - the Prize Hub will not allow any capsule prizes to be selected and will show the entire row of prizes as "Unavailable".

Power game down, wait 10 seconds, then power game ON.

Immediately at power on - The pivot motor will move and test home sensor.

#### If Motor does not move:

- Check for 12 Volt DC at motor.
- Check for disconnected, loose or broken wires on motor and cable to 1803 board.  
Replace if needed. (AAACE1812, AAMO1800)
- Replace motor. (AAMO1800)



**If Motor does move**, but capsule stepper motor will not start (it will also be very hard to turn by hand):

- Ensure black plastic cam is spinning with motor as it turns.
- Check for 12 Volt DC between yellow and blue wires at sensor. 5 Volts between blue and white should drop to zero when blocked.
- Check for disconnected, loose or broken wires from sensor to 1803 board.  
Replace if needed. (AAACE1812, AACB4401)
- Replace sensor. (AACB4401)

# MAIN HUB TROUBLESHOOTING GUIDE

## Monitor/Motherboard Power Supply Diagnostics

1.) Verify AC power to game. Check power strip in bottom front.  
The rocker switch should be illuminated.

2.) Power supply is mounted to wood platform under motherboard.  
Lift wood platform to access power supply.

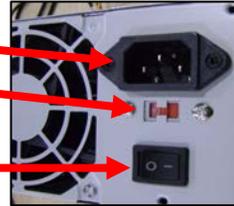
3.) Check connection to power supply.

4.) Ensure Power Supply switch is set to 115V (or 230V)  
(Some model power supplies may not have this)

5.) Ensure Power switch is on.

6.) Ensure fan is turning.

- If power supply fan is turning and there is no 12 Volt out, then replace power supply. (A5PS1008)
- If power supply fan is not turning, then continue to "Verify Power to Motherboard"



### Verify Power to Motherboard

The motherboard will turn on power supply.

If your game has no 12 volts, it may be the motherboard not turning on.

In addition - there may be a 12 volt short somewhere else in cabinet that is not allowing the power supply to turn on.

### Minimize load on power supply and isolate short

Unplug all outputs from power supply except for motherboard.

This will have power supply, motherboard, and monitor left plugged in.

If power supply, motherboard, and monitor now turn on:

Plug in one component at a time to power supply to locate short.

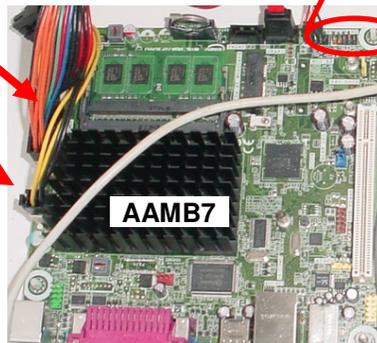
If power supply still does not power on, then continue to steps 1,2, and 3.

**2** - Check BOTH connections from power supply.

Large power supply connection.

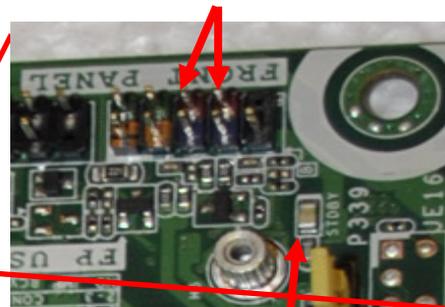
Black and yellow wires.  
(12 Volts DC)

Note: The location of this connector may vary depending on which version motherboard is in game.



**3** - Motherboard "Jump Start"

If green Led is ON, but game not on, you may start motherboard by quickly touching these 2 red pins at the same time. Motherboard may turn ON and boot normally.



**1** - Green LED on motherboard should be ON

If this is not on, recheck power supply or replace motherboard. (AAMB7-HD)

If power supply still does not power on, replace power supply. (A5PS1011), replace motherboard. (AAMB7-HD)

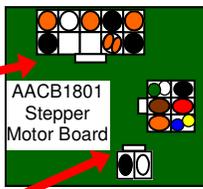
# SPINDLE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No lights on at all in Spindle Unit</b></p>	<p>12 Volt power comes from Main Unit's power supply.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty 1803 board.</p>	<p>Verify main unit has 12 Volt lights. Verify 12 Volt jumper cables that feed 12 volts are connected to Spindle Unit</p> <p>Check connections from LED lights to 1803 board. Replace if needed. (AACE1815, AACE1819, AACE1820)</p> <p>Replace AACB1803 board</p>
<p><b>Spindle Not Turning</b></p> <p>Test dispense a prize by going into menu and selecting a locker.</p> 	<p>Check for 12 Volts DC on spindle motor</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty controller board.</p>	<p>If spindle motor has 12 VDC, and does not move - Replace spindle. (AADSPZ010)</p> <p>If no 12 VDC: Check connections from spindle to controller board. (AACE1821, AACE1822)</p> <p>Replace controller board. (AACB1803)</p>
<p><b>Spindle Always Turning</b></p>	<p>Spindle will time out and stop spinning after 35 seconds in any mode.</p>	<p>If spindle continues to spin, the controller board is faulty. Replace board. (AACB1803)</p>
<p><b>Prize does not Drop or More than One Prize Drops at a time.</b></p> <p>Spindle will turn off after prize chute sensors "sees" prize drop.</p> <p>The spindle will turn for 35 seconds - if the prize does not fall from spindle, or gets stuck in the prize chute, it will not be seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.</p>	<p>Prize is stuck on spindle.</p> <p>Prize stuck in prize chute</p> <p>Prize chute sensors are dirty, misaligned, or faulty.</p>	<p>Make sure prize hanger is UNDER retaining pin.</p>  <p>Inspect prize chute and clear jam.</p> <p>Clean emitters and detectors. Ensure they are pointing straight out and no components on boards are bent</p> <p>To remove sensors: Remove 4 of #2 square head screws from L Brackets in rear of prize chute wood box. Wood Box will now slide out front of game. Remove Prize Chute Sensor by removing the 4 Phillips bolts that secure sensor to black plastic mask. (The black plastic masks must remain attached to wood to provide alignment for the sensors.)</p> <p>Inspect cables between sensors and to 1803 board. (AACE1818, AACE1823) Replace if needed.</p> <p>Ensure AACE1823 cable is plugged into correct socket on 1803 board. (Gold socket) See diagram.</p> <p>Replace both Prize Chute Sensors. (AACB4402)</p>  <p>Replace 1803 Control Board. (AACB1803)</p>

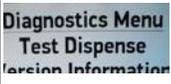
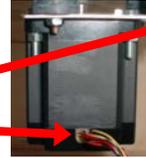
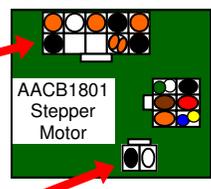
# SPINDLE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Screen stays locked on “Dispensing Spindle”</b></p>  <p>Prize Hub is attempting spindle drop but something is disrupting the process.</p>	<p>The spindle will turn for 35 seconds while showing this message. If this shows longer, a spindle is retrying or faulty control board.</p>	<p>Refer to “Prize does not Drop” troubleshooting section. Check cables from spindle to Control Board Replace if needed. (AACB1803) Refer to “Prize Unavailable on screen” troubleshooting section.</p>
<p><b>Prize Dispense Failure on screen.</b></p>  <p>Prize does not drop after Prize Hub tries to drop it. Prize will go to “Unavailable”</p>	<p>Prize did not dispense when Prize Hub expect it.</p>	<p>Refer to “Prize Unavailable on screen” troubleshooting section.</p>
<p><b>Entire row of prizes show “Prize Unavailable”</b></p> 	<p>Entire Unit Not Recognized by Main Hub  No communication from a Capsule Unit to Main Hub Unit.</p>	<p>Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.  Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p>
<p><b>Prize Unavailable on screen</b></p> 	<p>Location is actually empty of prizes.  Prize dispensing malfunction.  Prize jam.  Stock Quantity is set too low.  Entire Unit Not Recognized by Main Hub  No communication from a Spindle Unit to Main Hub Unit.</p>	<p>Spindles will hold 3 to 17 items depending on thickness of the prize. Once all the prizes are won, it will show that prize unavailable.  A spindle will turn off after 35 seconds - if the prize is not seen by prize chute sensors, then it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.  The spindle will turn for 35 seconds - if the prize does not fall from spindle, or gets stuck in the prize chute, it will not seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him chose a different prize. Refer to “Prize does not Drop.” section  The number of prizes on the spindles should reflect the actual number of prizes hanging on each spindle. The game will then only dispense that amount, then go to prize unavailable. If pivot motor test fails on power on.  Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.  Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p>

# CAPSULE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No lights on at all in Capsule Unit</b></p>	<p>12 Volt power comes from Main Unit's power supply.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty 1803 board.</p>	<p>Verify main unit has 12 Volt lights. Verify 12 Volt jumper cables that feed 12 volts are connected to Capsule Unit</p> <p>Check connections from LED lights to 1803 board. Replace if needed. (AACE1815, AACE1819, AACE1820)</p> <p>Replace AACB1803 board</p>
<p><b>Carousel Motor Not Turning</b></p>	<p>Door Switch is Open</p> <div style="border: 1px solid black; background-color: #e0e0e0; padding: 2px; margin-bottom: 5px;"> <p><b>Module Status Information</b>                      Spindle 1 Status (Spindle Unit Waiting)                      Spindle 2 Status (Spindle Unit Unknown)                      Capsule 1 Status (Capsule Tree Door Opened)                      Capsule 2 Status (Capsule Tree Unknown)                      Locker 1 Status (Doors Closed and Locked)                      Locker 2 Status (Locker Unit Unknown)                      Exit</p> </div> <p>Pivot Motor Home Sensor</p> <p>Inspect cables from Carousel Stepper Motor to Stepper Motor Board to 1803 board. (AACE1812, AACB1801, AACE1813, AAMO6901)</p> <p>Faulty Stepper Motor Board</p> <p>Faulty Stepper Motor</p>	<p>Check switch operation, inspect connections on AACE1812 cable. Go to Diagnostics in Menu to "Module Status Information" - If it shows "Capsule Tree Door Opened" then replace AACB1803 board in unit.</p> <p>At power ON, pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below.</p> <div style="text-align: center; margin: 10px 0;">   </div> <p>Test for 12 Volts DC at Stepper Motor Board</p> <p>Replace Stepper Motor Board (AACB1801)</p> <p>Replace Stepper Motor (AAMO6901)</p>
<p><b>Carousel Motor Always Turning or does not slow down.</b></p> <div style="text-align: center; margin-top: 10px;">  </div>	<p>Carousel Home sensor is blocked or faulty.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty Sensor</p> <p>Faulty Stepper Motor Board</p> <p>Faulty Control Board</p>	<p>Check for 12 Volt DC between yellow and blue wires. 5 Volts between blue and white should drop to zero when blocked.</p> <p>Check connections from sensor to AACB1800 board. Cables # AACB4401 and AACE1812</p> <p>Replace AACB4401</p> <p>Replace AACB1801</p> <p>Replace AACB1803</p>

# CAPSULE HUB TROUBLESHOOTING GUIDE

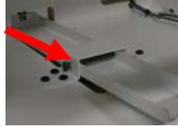
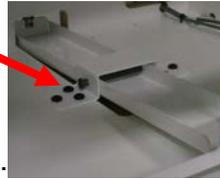
Problem	Probable Cause	Remedy
<p><b>Capsule does not Drop</b></p> <p>Go to Menu and try "Test Dispense"</p>  	<p>Carousel Motor is not turning</p>  <p>Pivot Motor Home Sensor</p> <p>Inspect cables from Carousel Stepper Motor to Stepper Motor Board to 1803 board. (AAACE1812, AACB1801, AAACE1813, AAAMO6901)</p> <p>Faulty Stepper Motor Board</p> <p>Faulty Stepper Motor</p>	<p>Check switch operation, inspect connections on AAACE1812 cable.</p> <p>Go to Diagnostics in Menu to "Module Status Information" - If it shows "Capsule Tree Door Opened" then replace AACB1803 board in unit.</p> <p>At power ON, pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below.</p>   <p>Test for 12 Volts DC at Stepper Motor Board</p> <p>Replace Stepper Motor Board (AACB1801)</p> <p>Replace Stepper Motor (AAAMO6901)</p>
<p>Carousel Motor does not slow down</p> 	<p>Carousel Home sensor is blocked or faulty.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty Sensor</p> <p>Faulty Stepper Motor Board</p> <p>Faulty Control Board</p>	<p>Check for 12 Volt DC between yellow and blue wires. 5 Volts between blue and white should drop to zero when blocked.</p> <p>Check connections from sensor to AACB1800 board. Cables # AACB4401 and AAACE1812</p> <p>Replace AACB4401</p> <p>Replace AACB1801</p> <p>Replace AACB1803</p>
<p>Capsule Engage Motor is not turning</p>	<p>After motors swing over, the Individual capsule engage motor will spin sprocket.</p> <p>If motor does not turn, check for 12 volts DC at motor.</p>	<p>If 12 Volts DC is ok: Replace motor (AAAMO4401)</p> <p>If no 12 Volts DC: Check for disconnected, loose or broken wires. (Cable #'s AAAMO4401, AAACE1812)</p> <p>Replace Control Board (AACB1803)</p>
<p>Capsule Engage Motor is turning</p>	<p>If motor is turning and no capsules drop there must be a jam inside unit.</p>	<p>Remove capsules and locate and clear jam.</p>
<p><b>Carousel Motor is hard to turn by hand</b></p>	<p>Carousel motor should be easy to spin by hand. If it is hard to spin:</p> <p>At power ON, pivot motor failed the home sensor test. Please refer to "Motor/ Sensor self test failed at power on" section below. Replace Stepper Motor Board (AACB1801)</p> <p>Binding in chain and/or sprockets.</p> <p>Stepper motor itself is binding. Turn game off and see if binding continues.</p>	



# CAPSULE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Prize Unavailable on screen</b></p> 	<p>Location is actually empty of prizes.</p> <p>Prize dispensing malfunction.</p> <p>Front door opens while it is dispensing prize.</p> <p>Prize jam.</p> <p>Stock Quantity is set too low.</p> <p>Motor/Sensor self test failed at power on.</p> <p>Entire Unit Not Recognized by Main Hub</p> <p>No communication from a Capsule Unit to Main Hub Unit.</p>	<p>Capsules will hold 120 of the 2” capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable.</p> <p>Capsule carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, the motor will time-out and carousel will go around again to try to dispense that same capsule.</p> <p>If that capsule has tried to dispense twice and fails, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.</p> <p>If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables. Refer to “Carousel motor not turning” in troubleshooting guide.</p> <p>Capsule unit is specifically designed to resist and power-through jams.</p> <p>If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand and see if it dispenses capsule.</p> <p>If not - Remove capsules and locate jammed capsule.</p> <p>If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section</p> <p>We usually leave capsules set to zero, it will dispense capsules until it tries to dispense an empty bin.</p> <p>If pivot motor test fails on power on.</p> <p>At power on - The pivot motor will move and test home sensor. If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.</p> <p>Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p> <p>Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p>
<p><b>Entire row of prizes show “Prize Unavailable”</b></p>	<p>Entire Unit Not Recognized by Main Hub</p> <p>Pivot Motor/Sensor self test failed at power on.</p> <p>No communication from a Capsule Unit to Main Hub Unit.</p>	<p>Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p> <p>Refer to “Motor/Sensor self test failed at power on.” in troubleshooting section.</p> <p>Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p>

# LOCKER HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No lights on at all in Locker Unit</b></p>	<p>12 Volt power comes from Main Unit's power supply.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty 1803 board.</p>	<p>Verify main unit has 12 Volt lights. Verify 12 Volt jumper cables that feed 12 volts are connected to Locker Unit</p> <p>Check connections from LED lights to 1803 board. Replace if needed. (AACE1806, AACE1808, AACE1810)</p> <p>Replace AACB1803 board</p>
<p><b>Locker door does not open</b></p> <p>Test dispense a prize by going into menu and selecting a locker.</p> 	<p>Solenoid is engaging</p> <p>Linkages loose or not aligned.</p> <p>Pivot point not adjusted correctly</p>	<p>Remove wood platform. Inspect linkages at solenoid.</p>  <p>Inspect linkages at pivot.</p>  <p>Slotted holes will allow pivot bracket to move forward and backward.</p>  <p>Move forward if latch does not lock door. Move backward if door has play when locked.</p>
<p>Solenoid is NOT engaging</p>	<p>Disconnected, loose or broken wires.</p> <p>Check for 12 Volts DC at solenoid.</p>	<p>Check connections from solenoid to Controller Board. (AACE1807, AACE1809)</p> <p>If 12 Volts DC is at solenoid: Replace solenoid. (A5SO5052)</p> <p>If no 12 Volts DC at solenoid: Replace cables and/or controller board. (AACE1807, AACE1809, AACB1803)</p>
<p><b>Locker door stays open. Solenoid stays engaged.</b></p> <p>Solenoid will disengage 30 seconds after door switch sees the door open and then close.</p>	<p>Open locker door, lift and remove wood base to access switch.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty 1803 board.</p>	 <p>Check connections from switch to 1803 board. Replace if needed. (AACE1807, AACE1809)</p> <p>Replace AACB1803 board.</p>
<p><b>Prize Unavailable on screen</b></p> 	<p>Location is actually empty of prizes.</p> <p>Prize dispensing malfunction.</p> <p>Entire Unit Not Recognized by Main Hub</p> <p>No communication from a Locker Unit to Main Hub Unit.</p>	<p>Lockers can only hold 1 prize. Once that is empty, it will show that prize unavailable.</p> <p>If locker door does not open for whatever reason, the coil power will time-out after 3 minutes. It will show that prize unavailable, but <b>does</b> subtract tickets and will log that win in the history menu.</p> <p>Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.</p> <p>Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.</p>

# CIRCUIT BOARD PINOUT GUIDES

## MAIN HUB

Q1	MARQUEE LIGHT 1	J15	1
Q2	MARQUEE LIGHT 2	J15	2
Q3	MARQUEE LIGHT 3	J15	3
Q4	MARQUEE LIGHT 4	J15	4
+12v		J15	5
+12v		J15	6
GND		J15	7
GND		J15	8

## SPINDLE HUB

+12V		J5	1
+12V		J5	2
+12V		J5	3
+12V		J5	4
+12V		J5	5
+12V		J5	6
Q1	SPINDLE 1	J5	7
Q2	SPINDLE 2	J5	8
Q3	SPINDLE 3	J5	9
Q4	SPINDLE 4	J5	10
Q5		J5	11
Q6		J5	12
+12V		J6	1
+12V		J6	2
+12V		J6	3
+12V		J6	4
+12V		J6	5
+12V		J6	6
Q10-B	SPINDLE 5	J6	7
Q10-A	SPINDLE 6	J6	8
Q9-B	SPINDLE 7	J6	9
Q9-A	SPINDLE 8	J6	10
Q8-B		J6	11
Q8-A		J6	12
+12V		J7	1
+12V		J7	2
+12V		J7	3
+12V		J7	4
+12V		J7	5
+12V		J7	6
Q13-B	SPINDLE 9	J7	7
Q13-A	SPINDLE 10	J7	8
Q12-B	SPINDLE 11	J7	9
Q12-A	SPINDLE 12	J7	10
Q11-B		J7	11
Q11-A		J7	12
+12V		J8	1
+12V		J8	2
+12V		J8	3
+12V		J8	4
+12V		J8	5
+12V		J8	6
Q16-B	SPINDLE 13	J8	7
Q16-A	SPINDLE 14	J8	8
Q15-B		J8	9
Q15-A		J8	10
Q14-B		J8	11
Q14-A		J8	12
+12V		J14	1
PA9	PRIZE CHUTE MOTOR SENSOR	J14	2
GND		J14	3
Q7	PRIZE CHUTE MOTOR ENABLE	J14	4
PA12	PRIZE SENSE 1	J15	1
PA13	PRIZE SENSE 2	J15	2
+12V		J15	3
GND		J15	4

## CAPSULE HUB

+12V		J5	1
+12V		J5	2
+12V		J5	3
+12V		J5	4
+12V		J5	5
+12V		J5	6
Q1	TIER 1 CAPSULE BIN MOTOR	J5	7
Q2	TIER 2 CAPSULE BIN MOTOR	J5	8
Q3	TIER 3 CAPSULE BIN MOTOR	J5	9
Q4		J5	10
Q5		J5	11
Q8	ENGAGE MOTOR	J5	12

GND		J9	1
GND		J9	2
GND		J9	3
GND		J9	4
+12V		J9	5
+12V		J9	6
+12V		J9	7
PA8		J9	8
PX14	ENGAGE SENSOR INPUT	J9	9
PA9	CAPSULE PRIZE SENSOR	J9	10
PA10	DOOR INTERLOCK SWITCH	J9	11
PA11	STEPPER MOTOR ENABLE	J9	12
PA12	STEPPER MOTOR STEP SIGNAL	J9	13
PA13	STEPPER MOTOR HOME SENSOR	J9	14

## LOCKER HUB

+12V		J5	1
+12V		J5	2
+12V		J5	3
+12V		J5	4
+12V		J5	5
+12V		J5	6
Q1	PRIZE LOCKER 1	J5	7
Q2	PRIZE LOCKER 2	J5	8
Q3	PRIZE LOCKER 3	J5	9
Q4	PRIZE LOCKER 4	J5	10
Q5	PRIZE LOCKER 5	J5	11
Q6	PRIZE LOCKER 6	J5	12
GND		J9	1
GND		J9	2
GND		J9	3
GND		J9	4
+12V		J9	5
+12V		J9	6
+12V		J9	7
PA8	PRIZE LOCKER 1 SWITCH	J9	8
PX14	PRIZE LOCKER 2 SWITCH	J9	9
PA9	PRIZE LOCKER 3 SWITCH	J9	10
PA10	PRIZE LOCKER 4 SWITCH	J9	11
PA11	PRIZE LOCKER 5 SWITCH	J9	12
PA12	PRIZE LOCKER 6 SWITCH	J9	13
PA13		J9	14

# MAIN HUB PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5BK6035	Bracket,Light	AACE1837	Cable,Right Grd
A5CA1002	Caster,W/Swivel&Brake	AACE1840	Cable,Front Small Grd
A5CE1800	CABLE,2',USB 2.0 B Male to 2.54mm 5Pin	AACE8811	Cable Assy,Speaker
A5CE6602	Cable,Usb Ext,3',Black,A Male To Afemale	AAMB7-HD	Motherboard With Hard Drive Software
A5CEAU010	Cable,Audio Stereo,3.5mm , M-M 2ft	AAPB2700	Push Button Assembly
A5CORD14	Cord,3'usb R Angle,Bto A Male	W5KE5000	Keeper,Lock
A5CORD5	Cord,Ac Computer Cord	W5TM4002	T-Molding,7/8"Blue
A5DE1800	Decal,Capsule Values Sheet	A5HD1800	Prize Hub Software
A5DE1802	Decal,Marquee,Main	A5PYTH010	Thermal Paper Roll
A5DE1803	Decal,Monitor Frame	A5HLPR001	Holder of Paper Roll
A5DE1810-1	Decal,Low-Mid Ticket Value Sheet	AAPRTH002-PH	Thermal Printer for Prize Hub
A5DE1810-2	Decal,Mid-High Ticket Value Sheet,		
A5DE1812	Decal,Port/Button Decal Set		
A5EX1006	Extension,4 Pin 12v Atx Cable		
A5FHD003	Flash Drive, 4gb, For Pictures		
A5FI9020	Filter,In Line,For Fcc		
AAHA1001	T Handle,Black, Lock		
A5LK6000	Lock,Power Drawer,B10,Back Doors		
A5ME1807	Metal,Control Front Door		
A5ME1810	Metal,Side Guard		
A5ME1869	Metal,Lock Arm		
A5ME1870	Metal,Door Lock Rail		
A5ME1886	Metal,Lock Link		
A5ME1889	Metal,Lock Bracket,Main		
A5ME1894	Metal,Short Bottom Door Guard		
AAMO1810	Monitor,22",Touchscreen		
A5PL1800	Plug,Gfci,Auto Reset R Angle,15a-125v		
A5PL1805	Plug,Round Push In,Off White		
A5PS1011	Power Supply, Rosewell Rv350-2		
AACB1800	Circt Bd Assy,Main Hub Control Bd		
AACE1800	Cable Assy,Ph Main Marquee		
AACE1801	Cable Assy,Ph Main Hub Button		
AACE1802	Cable Assy,Ph Main Hub Speaker		
AACE1803	Cable Assy,Ph Main Hub, Ground Mb7		
AACE1804	Cable Assy,Ph Main Door Ground		
AACE1805	Cable Assy,Ph Main Power Jumper		
AACE1817	Cable Assy,Ph Main Outlet Strip		
AACE1824	Cable Assy,Ph Main,Printer Cable		
AACE1833	Cable Assy,Prize Hub Main		
AACE1835	Cable,Front Grd		
AACE1836	Cable,Back Jumpers		

# CAPSULE HUB PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
6432K37	Collar, 1-1/16"	A5SP1801	Spring,Ext,W/Loop Ends
A5BK6035	Bracket,Light	A5SP1802	Spring,Extension,W/Hook Ends
A5BKSW001	Bracket,Switch,One Bend	A5ST1800	Strip,J Channel W/Tape
A5BR1001	Bearing,Ucf-205-16	A5SW7000	Switch,Interlock
A5CA1002	Caster,W/Swivel&Brake	A5TG1801	Tempered Glass
A5CH1800	Chain,#35,88 Links Long	A5VI1800	Vibration Dampner
A5DE1801	Decal,Capsule Marker Set	AACB1801	Circuit Bd Assy,Stepr Motor Driver
A5DE1805	Decal,Prize Door A	AACB1803	Circuit Bd Assy,Capsule
A5DE1815-1	Decal,Card Holder,Capsules 1-18	AACB4401	Assy,Circuit Bd, Micro Sensor
AAHA1001	T Handle,Black, Lock	AACE1811	Cable Assy,Ph Capsule/Locker Com
A5LK6000	Lock,Power Drawer,B10,Back Doors	AACE1812	Cable Assy,Ph Capsule,Main Cable
A5ME1727	Metal,Motor Bracket	AACE1813	Cable Assy,Ph Capsule,Stepper Motor
A5ME1728	Metal,Cap Disp, Right Side	AACE1814	Cable Assy,Ph Capsule,Led Lights
A5ME1729	Metal,Cps Disp,Left Side	AACE1835	Cable,Front Grd,55"
A5ME1761	Metal,Capsule Shear	AACE1836	Cable,Back Jumpers,24"
A5ME1810	Metal,Side Guard	AACE1837	Cable,Right Grd,24"
A5ME1812	Metal,Step Mtr Bkt	AACE1838	Cable,Front Small Grd,9"
A5ME1813	Metal,Vibrat Bktk	AAMO1800	Capsule & Pivot Motor
A5ME1825	Metal,Cap Door	AAMO6901	Motor,Stepper W/Connector
A5ME1831	Metal,Capsule Funnel	W5KE5000	Keeper,Lock
A5ME1864	Metal,Capsule Disp Shaft	W5TM4002	T-Molding,7/8"Blue
A5ME1865	Metal,Capsule Motor Bkt	W5TM8000	T- Molding,1/2",Blue
A5ME1869	Metal,Lock Arm		
A5ME1870	Metal,Door Lock Rail		
A5ME1872	Metal,Side Gl Clamp		
A5ME1873	Metal,Top Glass Clamp		
A5ME1874	Metal,Capsule		
A5ME1875	Metal,Top Caps Bafl		
A5ME1876	Metal,Bottom Cap Bfl		
A5ME1878	Metal,3/8 Diax4"Lg Rod		
A5ME1879	Metal,Top Brg Bkt		
A5ME1880	Metal,Sensor Bracket		
A5ME1881	Metal,Gear Mtr Rocker		
A5ME1882	Metal,Capsule Chute Bkt		
A5ME1886	Metal,Lock Link		
A5ME1889	Metal,Lock Bracket		
A5ME1895	Metal,Long Bottom Door Guard		
A5ME4439-WHT	Metal,Bill Validator Cover		
A5SLL0070	Shaft Collar, Clamp, 5/8" Bore		
A5SP1006	Sprocket,#35x10 Tooth		
A5SP1007	Sprocket,#35x72 Tooth		

## SPINDLE HUB PARTS LIST

PART #	DESCRIPTION
A5BK6035	Bracket,Light
A5CA1002	Caster,W/Swivel&Brake
A5DE1806	Decal,Prize Door B
A5DE1808-1	Decal,Spindle Marker 1-4
A5DE1808-2	Decal,Spindle Marker 5-8
A5DE1808-3	Decal,Spindle Marker 9-12
A5DE1808-4	Decal,Spindle Marker 13-14
AAHA1001	T Handle,Black, Lock
A5LK6000	Lock,Power Drawer,B10,Back Doors
A5ME1806	Metal,Spindle Front Door
A5ME1810	Metal,Side Guard
A5ME1823	Metal,Top Glass Clamp
A5ME1824	Metal,Side Glass Clamp
A5ME1869	Metal,Lock Arm
A5ME1870	Metal,Door Lock Rail
A5ME1886	Metal,Lock Link
A5ME1889	Metal,Lock Bracket
A5ME1894	Metal,Short Bottom Door Guard
A5ME4407-WHT	Metal,Prize Door, White
A5ME4408-WHT	Metal,Security Door, White
A5ME4409	Metal,Prize Door Connector
A5SHZN010	Shaft,Zinc,2 Per, Prize Hub
A5TG1800	Tempered Glass,Spindle
A5TR1801-C	Trim,Price Tag Mould/Polish/Cut To Size
AACB1803	Circuit Bd Assy,Caps/Spindle/Locker
AACB4402A	Board Assy, Prize Sensor
AACE1811	Cable Assy,Ph Capsule/Locker Com
AACE1815	Cable Assy,Ph Spindle,Led Lights
AACE1818	Cable Assy,Ph Spindle,-Prize Chute
AACE1819	Cable Assy,Ph Spindle-Lights
AACE1820	Cable Assy,Ph Spindle,Power Jumper
AACE1821	Cable Assy,Ph Spindle,Main Bd-Spindles
AACE1822	Cable Assy,Ph Spindle,Main Bd-Spindles
AACE1823	Cable Assy,Ph Spindle To Prizechute
AACE1835	Cable,Front Grd,55"
AACE1836	Cable,Back Jumpers,24"
AACE1837	Cable,Right Grd, 24"
AACE1839	Cable,Front Small Grd
AADSPZ010	Assy,Dispenser,Prizehub
AAMA4400	Mask Assy,Prize Chute Circuit Board
W5KE5000	Keeper,Lock
W5TM4002	T-Molding,7/8"Blue

## LOCKER HUB PARTS LIST

PART #	DESCRIPTION
A5CA1002	Caster,W/Swivel&Brake
A5CH1700	Channel,C,Tkt Holder
A5CL1003	Clamp,Glass,Universal
A5CL1005	Clamp, Window With Cutout
A5DE1811-1	Decal,Locker Marker C1
A5DE1811-2	Decal,Locker Marker C2
A5DE1811-3	Decal,Locker Marker C3
A5DE1811-4	Decal,Locker Marker C4
A5DE1811-5	Decal,Locker Marker C5
A5LK6000	Lock,Power Drawer,B10,Back Doors
A5ME1762	Metal,Front Side Rail
A5ME1763	Metal,Top Front Rail
A5ME1765	Metal,Lock Arm
A5ME1766	Metal,Locker Front Door
A5ME1767	Metal,Locker Door Stop
A5ME1770	Metal,Door Spring Bracket
A5ME1771	Metal,Door Spring Guard
A5ME1773	Metal,Door Link
A5ME1774	Metal,Bracket,Lock Arm
A5ME1775	Metal, Bracket,Solenoid
A5ME1776	Metal,Solenoid Guard
A5ME1810	Metal,Side Guard
A5ME4439-WHT	Metal,Bill Validator Cover
A5SO5052	Solenoid, Prize Hub Locker, 6 Volt
A5SP1801	Spring,Ext,W/Loop Ends
A5SP9107	Spring,Flinger
A5SW200	Low Ticket Switch
A5TG1803	Tempered Glass,
AACB1803	Circuit Bd Assy,Caps/Spindl/Locker
AACE1781	Cable Assy,Prizehub Xlocker/Modular
AACE1807	Cable Assy,Ph Locker Solenoid/Switch
AACE1808	Cable Assy,Ph Locker Lights
AACE1809	Cable Assy,Ph Locker,Solenoid/Switch
AACE1810	Cable Assy,Ph Locker,Power Jumper
AACE1816	Cable Assy,Ph Locker, Serial Com
AACE1836	Cable,Back Jumpers,24"
AACE1837	Cable,Right Grd,]24"
AALI1800-1	Light Assy
W5HG1030	Hinge,23",Single Bend
W5KE5000	Keeper,Lock
W5TM4002	T-Molding,7/8"Blue

# MAIN HUB PARTS PICTURES



A5BK6035



A5CA1002



A5CE1800



A5CE6602



A5CEAU010



A5CORD14



A5CORD5



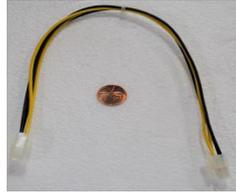
A5DE1802



A5DE1803



A5DE1812



A5EX1006



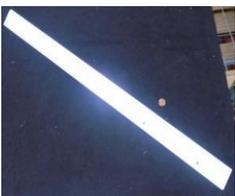
A5FI9020



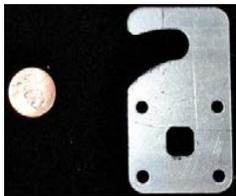
A5LK1001



A5LK6000



A5ME1810



A5ME1869



A5ME1894



A5ME1886



A5ME1889



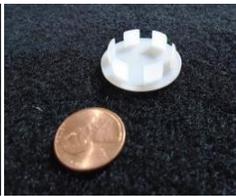
A5ME1870



AAMO1810



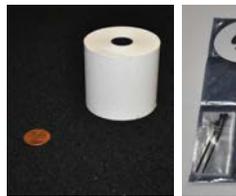
A5PL1800



A5PL1805



A5PS1011



A5PYTH0010



A5HLPR001



AACB1800



AACE1800



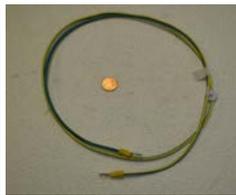
AACE1801



AACE1802



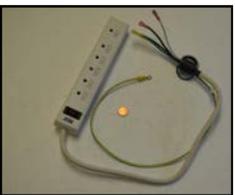
AACE1803



AACE1804



AACE1805



AACE1817



AACE1824



AACE1833



AACE8811



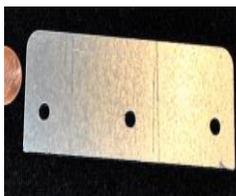
AAPB2700



AAMB7 -HD



AAPRTH002-PH



W5KE5000



W5TM4002



A5HD1800

# SPINDLE HUB PARTS PICTURES



A5BK6035



A5CA1002



A5DE1800



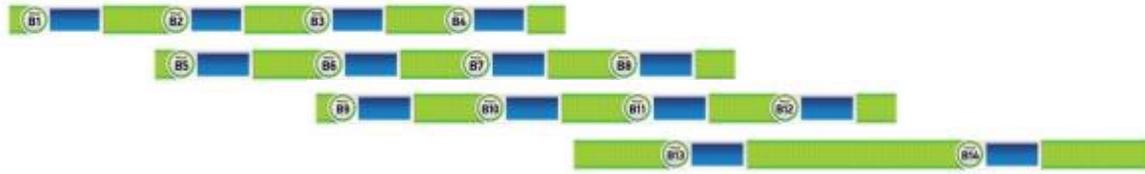
A5DE1810-1



A5DE1810-2



A5DE1806



A5DE1808-1

A5DE1808-2

A5DE1808-3

A5DE1808-4



AAHA1001



A5LK6000



A5ME1810



A5ME1823



A5ME1869



A5ME1886



A5ME1889



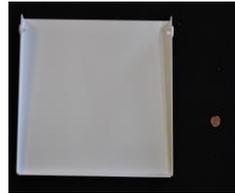
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A5ME1894



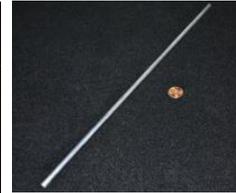
A5ME44407-WHT



AAME4408-WHT



A5ME4409



A5SHZN010



A5TR1801-C



AACB1803



AACB4402A



AACE1811



AACE1815



AACE1818



AACE1819



AACE1820



AACE1821



AACE1822



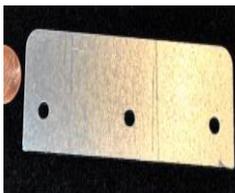
AACE1823



AA DSPZ010



A5DSPN010



A5KE5000



W5TM4002

# CAPSULE HUB PARTS PICTURES



A5BK6035



A5BKSW001



A5BR1001



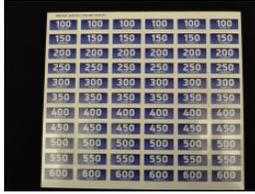
A5CA1002



A5CH1800



A5DE1800



A5DE1810-1



A5DE1810-2



A5DE1801



A5DE1805



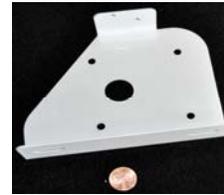
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AAHA1001



A5LK6000



A5ME1727



A5ME1728



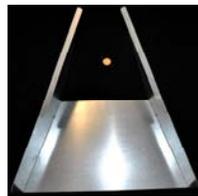
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A5ME1761



A5ME1810



A5ME1831



A5ME1865



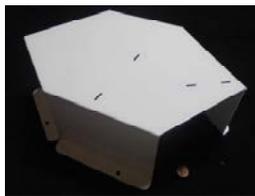
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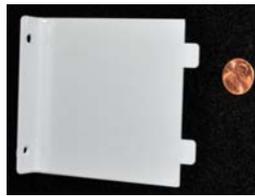
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A5ME1872



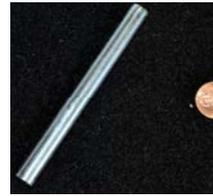
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A5ME1875



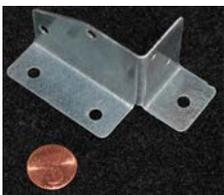
A5ME1876



A5ME1878



A5ME1879



A5ME1880



A5ME1881



A5ME1882



A5ME1886



A5ME1889



A5ME1895



A5ME4439-WHT



A5SLL0070



A5SP1006



A5SP1007



A5SP1801

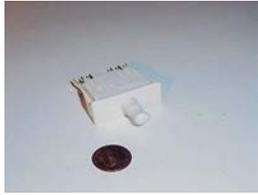


A5SP1802

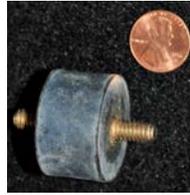


A5ST1800

# CAPSULE HUB PARTS PICTURES



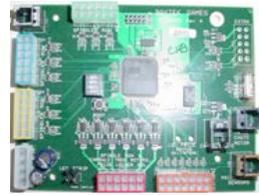
**A5SW7000**



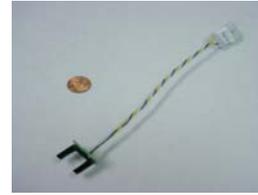
**A5VI1800**



**AACB1801**



**AACB1803**



**AACB4401**



**AACE1811**



**AACE1812**



**AACE1813**



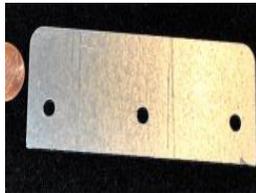
**AACE1814**



**AAMO1800**



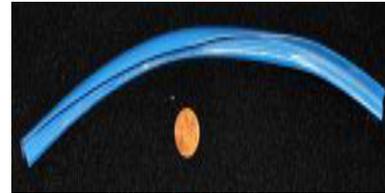
**AAMO6901**



**W5KE5000**



**W5TM4002**

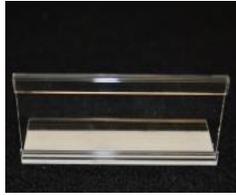


**W5TM8000**

# LOCKER HUB PARTS PICTURES



**A5CA1002**



**A5CH1700**



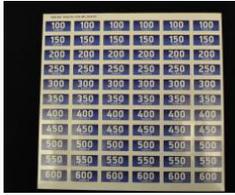
**A5CL1003**



**A5CL1005**



**A5DE1800**



**A5DE1810-1**



**A5DE1810-2**



**A5DE1811-1**



**A5DE1811-2**



**A5DE1811-3**



**A5DE1811-4**



**A5DE1811-5**



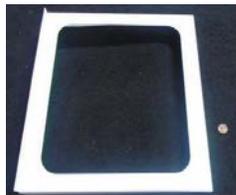
**A5LK6000**



**A5ME1763**



**A5ME1765**



**A5ME1766**



**A5ME1767**



**A5ME1770**



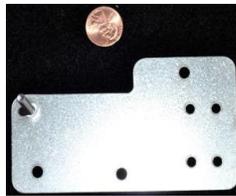
**A5ME1771**



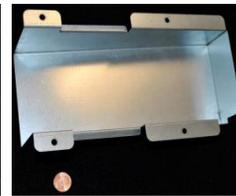
**A5ME1773**



**A5ME1774**



**A5ME1775**



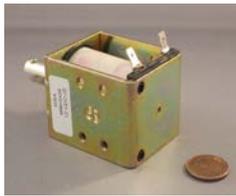
**A5ME1776**



**A5ME1810**



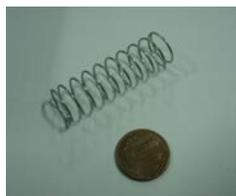
**A5ME4439-WHT**



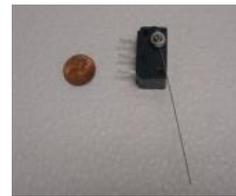
**A5SO5052**



**A5SP1801**



**A5SP9107**



**A5SW200**



**AACB1803**



**AACE1807**



**AACE1808**



**AACE1809**



**AACE1810**



**AACE1816**



**WSHG1030**



**WSKE5000**



**W5TM4002**

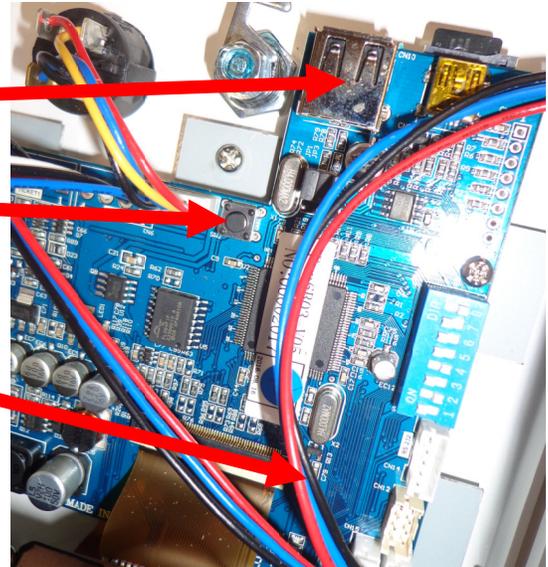
# HOW TO UPDATE EVOLVE UNITS

The software for the new, white Evolve unit can be copied onto a USB thumb stick drive, and the Evolve can be updated by inserting this USB stick into the Evolve and pressing a button.



Instructions:

- 1.) While Evolve is powered on, insert the USB into the USB slot on the top of the board.
- 2.) Press boot button.
- 3.) Wait and watch until the 3rd LED lights up on the lower section on the board.
- 4.) Once all 3 LED's are on, unplug Evolve to remove power, remove USB thumb drive, and power the Evolve back on.
- 5.) Upon power up, the Evolve will show version # on the screen.



# SECURITY PACKAGE

Bay Tek offers a security hasp package for Prize Hub's back doors.

The hasps are mounted on each door with 1/4" bolts, washers and lock nuts. The holes must be drilled out; there are markers to assist with placement.

A padlock (not included) can then be inserted into the holes, securing the back doors more forcibly than with basic locks alone.

The security package includes 3 sets of metal hasps.



To order: call our Parts & Service team and order part number **AAKIT-PH-SECURITY**.

# ADVANCED CARD SYSTEM TROUBLESHOOTING

Ensure you are running a DHCP server on the network that the Prize Hub is connected into. The Prize Hub will automatically connect to the DHCP server because it is running as a DHCP client.

## Card Swipe is not being recognized:

During normal attract operation - Check Prize Hub icon on the bottom right corner of monitor.

It should be in color. If it is black and white, it is not connected to server.

Check physical Cat 5 network cable from motherboard inside Prize Hub to the server being used. Replace cable if needed.



Enter Location Menu and ensure the Kiosk Interface is set to your card system.

Enter Network Setup Menu and ensure:

If option exists, Prize Hub Network should be set to Disabled.

Card Server is set to IP Address of your card server.

Card Server Port is set to the port number assigned at your card server.

Note: These settings may disappear when touched, so remember to write down these settings. (Take a picture of this screen when correctly set for your records)



## Test swiper to ensure it is communicating to motherboard:

Turn off Prize Hub by turning off rocker switch on power strip inside cabinet.

Install Keyboard and Mouse to motherboard. (USB preferred)

Turn ON Prize Hub and allow game to boot normally.



Once Prize Hub program is running, press F5 on the keyboard, and then right click anywhere on screen and select "Kill PrizeHub" This will stop the game program from running again.

Right click anywhere on the blank screen and select "Terminal".

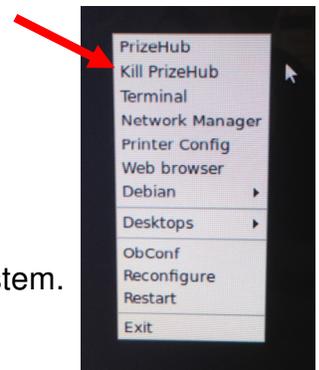
Swipe a card or receipt:

If the terminal window displays the code, then the swiper is ok.

If the terminal window does not display anything, then the swiper is not communicating to motherboard.

Check Location Menu and ensure the Kiosk Interface is set to your card system.

Change swiper.



Note: This will not work with the Intercard Insert Card Reader option.

# CARD SYSTEM TROUBLESHOOTING

## To verify that the Prize Hub is connected to something. Ping the Server

The Prize Hub can send a data package to the Server to verify the connection.

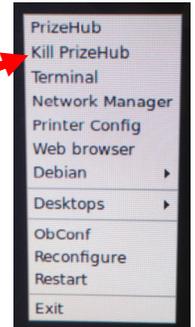
How to:

A keyboard and mouse must be attached to motherboard. (USB preferred)

Turn off rocker switch on power strip inside cabinet. Install keyboard and mouse in motherboard. These can be USB or round

Turn ON Prize Hub and allow game to boot normally.

Once Prize Hub program is running, press F5 on the keyboard, and then right click anywhere on screen and select "Kill PrizeHub" This will stop the game program from running again.



Right click anywhere on the screen and select "Terminal"

Type ping (space) (name of server)

If it says "unreachable" then it's not connected.

If it says "command not found" then retype ping (space) (name of server)

If it says "unknown host" then verify the name of the server.

If it is connected, it will receive data back. However, this just means that it is speaking with that address. You must be certain that the address is the Card System Server.

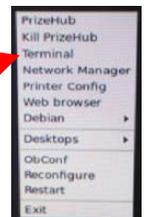
## To open debug window:

From Prize Hub attract screen with machine program running, hit F5 on the keyboard.

You will now have 6 seconds to do the next 2 steps before the Prize Hub program will come back.

- Press Alt and Space at the same time to show window
- Arrow down to "Kill PrizeHub" and press enter

Or right click with mouse and select Kill PrizeHub



Now you can press Alt and Space at the same time to show window again and then select Terminal

Or right click with mouse and select terminal

Type cd PrizeHub/ then press enter

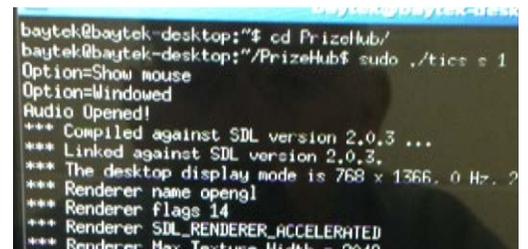
Type sudo ./tics s 1 then press enter

The prize hub program window will now show with the terminal window.

Press Alt and Tab at the same time to toggle between the 2 windows

Bring the Prize Hub application to the foreground and try scanning a receipt.

This screen will show the progress.



# ADVANCED CARD SYSTEM TROUBLESHOOTING

## Ifconfig

This will show the network information

You should see an IP address that is on the same subnet as the Card System server.  
(DHCP server is required)

Turn off Prize Hub by turning off rocker switch on power strip inside cabinet.

Install Keyboard and Mouse to motherboard. (USB preferred)

Turn ON Prize Hub and allow game to boot normally.

Once Prize Hub program is running, press F5 on the keyboard.

You will now have 6 seconds to right click anywhere on screen with a mouse and select "Kill PrizeHub" OR do the next 2 steps before the Prize Hub program will come back.

- Press Alt and Space at the same time to show window
- Arrow down to "Kill PrizeHub" and press enter

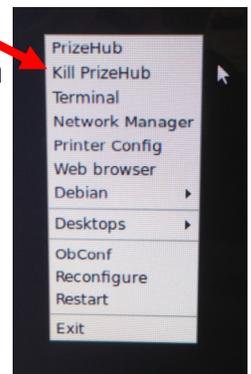
Right click anywhere on the screen and select "Terminal".

Type `ifconfig` and press enter

This is the IP address of the Prize Hub itself.  
10.1.2.236 in this example.

Yours will be different.

Use this to determine IP address path of Prize Hub.



```
baytek@baytek-desktop: ~  
baytek@baytek-desktop:~$ ifconfig  
eth14: Link encap:Ethernet HWaddr 20:25:64:0c:3d:1c  
inet addr:10.1.2.236 Bcast:10.1.3.255 Mask:255.255.252.0  
inet6 addr: fe80::2225:64ff:fe0c:3d1c/64 Scope:Link  
UP BROADCAST RUNNING MULTICAST MTU:1500 Metric:1  
RX packets:7912 errors:0 dropped:0 overruns:0 frame:0  
TX packets:267 errors:0 dropped:0 overruns:0 carrier:0  
collisions:0 txqueuelen:1000  
RX bytes:774017 (774.0 KB) TX bytes:33741 (33.7 KB)  
Interrupt:44 Base address:0x4000  
  
lo: Link encap:Local Loopback  
inet addr:127.0.0.1 Mask:255.0.0.0  
inet6 addr: ::1/128 Scope:Host  
UP LOOPBACK RUNNING MTU:16436 Metric:1  
RX packets:292 errors:0 dropped:0 overruns:0 frame:0  
TX packets:292 errors:0 dropped:0 overruns:0 carrier:0  
collisions:0 txqueuelen:0  
RX bytes:23068 (23.0 KB) TX bytes:23068 (23.0 KB)  
  
baytek@baytek-desktop:~$
```

# WEEKLY STATISTICS RECORD

DATE:  
LOC

ITEM

COST

TIX

OUT

**FAILS**

IN

**2" Capsules:**

A1			15			
A2			15			
A3			25			
A4			25			
A5			25			
A6			25			

A7			50			
A8			50			
A9			50			
A10			50			
A11			50			
A12			50			

A13			75			
A14			75			
A15			75			
A16			100			
A17			100			
A18			100			

**Spindles:**

B1			200			
B2			200			
B3			200			
B4			200			

B5			350			
B6			350			
B7			350			
B8			350			

B9			500			
B10			500			
B11			750			
B12			750			

B13			1000			
B14			1500			

**Large Prize Locker :**

C1			2000			
C2			2500			
C3			3000			
C4			5000			
C5			10000			



# TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Games!

We know that keeping your games in great operating condition is important to your business. When you need us, we are here to help. You can call us for free technical assistance, and you can count on us to have parts on-hand to support your game. We offer options that fit your needs.

## Electronics / Circuit Boards - Repair Options

**Repair & Return** – If you have Circuit Board issues with your Bay Tek game, you can send the board to us and we'll repair it right away. Most items sent to us are repaired and returned to you within two days. This option is your best value as we offer this fast turn-around service at the most reasonable price.

**Advance Replacement** – If you have Circuit Board issues with your Bay Tek game, but you don't have time to send in your board in for repair, give us a call and ask for an Advance Replacement. We'll send you a replacement board that same day (pending availability). When you get your new board, just repackage the defective board in the same box and send it back to us. We make it easy by including a UPS Return Shipping label for you to put on the box (not available for international shipments). This is your best option when you need to get your game up and running as quickly as possible!

**Spare Parts** – Take matters into your own hands and purchase new spare Circuit Boards for your Bay Tek games. Many of our games share the same main-board electronics. This means you can buy one set of spare electronics to support many of your Bay Tek games. Spare boards allow you to get your game up and running the quickest and provide you a valuable troubleshooting option. Call our technicians to get recommendations for what you should keep on hand for spare parts!

## Technical Support:

"You" are the best tool for troubleshooting! Your abilities to understand the game and your skills to repair the game are invaluable to us! If you need help, you know you can call us. It's not easy to diagnose a game remotely by phone, but our technicians do a great job. They'll need your help to perform some troubleshooting steps and convey to them exactly what's happening with your game.

## Returns, Credits, & Fees:

**NOTICE!** ALL ITEMS being sent to Bay Tek Games for repair or return, etc. require prior Return Authorization! Bay Tek Games will provide a Product Return Form with an authorizing Ticket Number for each item to be returned. Please be certain to include this document with all shipments!

**Late Fees and Non-Return Fees** - Advance Replacement and Warranty Replacement items require the defective items to be returned by Bay Tek games promptly to avoid Late Fees. We expect items to be returned within 10 working days. Late fees are invoiced monthly. Late fees are non-refundable under any circumstance! Any item not returned within 90 days will be invoiced in full as a replacement part.

**Bench Fees** - Bench fees will apply for each electronic item returned to Bay Tek Games (this includes unused Advance Replacement items). This charge covers our cost to inspect, evaluate and retest each item. Please note that returned items that do not pass our tests will be charged accordingly as replacement items or advance replacements.

**Restocking Fees** - Unused items returned for credit will be credited minus a restocking fee. Items must be returned within 30 days of purchase in order to qualify for any credit amount. No shipping charges will be credited.

# WARRANTY INFORMATION

Bay Tek Games warrants to the original purchaser that all component parts will be free of defects in workmanship and materials for a period of 6 months from the date of purchase. An additional 3 month warranty extension can be obtained by filling out and submitting the Warranty Registration for each machine. Warranty Registration cards may be found as shipped with each machine or online at our website. These must be filled out and submitted to Bay Tek Games within 30 days of purchase to be valid.

For any game/machine we manufacture that is within its warranty period, with notification to our Parts & Service Department, Bay Tek Games will, without charge, repair or replace defective component parts. It is the owner's responsibility to diagnose, remove and replace any faulty component part at their own expense & peril. As needed, at no charge, Bay Tek Games can provide reasonable telephone technical support during our normal business hours.

All claims of defective parts are subject to review upon our inspection of the faulty item. This warranty does not apply in the event of any misuse or abuse to the product, or as a result of any unauthorized repairs or alterations. The warranty does not apply if any serial number decal is altered, replaced or removed from its original position.

To process warranty replacement claims, customers may be charged for the replacement item at the time of shipment and later credited the same amount when the faulty item is returned and has passed our inspection. Bay Tek Games will provide the customer a pre-paid return shipping label which is sent along with the replacement item. The customer is responsible for properly packaging and shipping the faulty item back to Bay Tek Games.

	<b>ATTENTION</b>	
In order to maintain the safety & compliance certifications of this game, <b>ONLY</b> approved parts may be used. For approved replacement parts, refer to the parts list in this manual.		

Should you need your game serviced, determine the serial number from the decal placed on the front of this manual, or locate it on the back of the game. Then contact our Service Department at: 920.822.3951 or e-mail: [service@baytekgames.com](mailto:service@baytekgames.com)

## NON-WARRANTY

Options and estimated charges will be provided to you for your approval.

Please remember that any items being sent to Bay Tek Games must include prior return authorization from our Parts & Service Department.

This approval will include a Product Return Form which is required to be included with any incoming shipments. Repaired parts will be shipped back using the same method in which they were received.

Repairs are warranted for 30 days from the date of return shipment.

# CERTIFICATE OF COMPLIANCE