



Modular



PLACE SERIAL NUMBER LABEL HERE

BAY TEK
entertainment

FACTORY CONTACT INFORMATION



BAY TEK ENTERTAINMENT
Pulaski Industrial Park
1077 East Glenbrook Drive
Pulaski, WI 54162 USA

SIGN UP TO RECEIVE OUR E-MAILS!

Stay up to date on the latest game information, new products launches, early notification of parts specials, updates of retro fit parts, software upgrades, best practices and more!

Visit baytekent.com and enter your email to sign up!

You can also register your new game at baytekent.com/register

SALES

Phone: (920) 822-3951

Fax: (920) 822-8936

Email:

baytek.sales@thevillage.bz

PARTS

Phone: (920) 822-3951 Ext 1101

Email:

baytek.parts@thevillage.bz

SERVICE

Phone: (920) 822-3951 Ext 1102

Email:

baytek.service@thevillage.bz

Open Monday - Friday
8 AM - 5PM C.S.T.

All games are proudly manufactured at our factory in Pulaski, Wisconsin, USA

CONTENTS

FACTORY CONTACT INFORMATION	2
GAME SPECIFICATIONS / SAFETY PRECAUTIONS.....	4
MACHINE DIMENSIONS	5
WELCOME TO PRIZE HUB	6
HOW TO USE PRIZE HUB	7
QUICK SET UP GUIDE	8 - 9
MAIN OWNER MENU	10
LOCATION SET UP MENU	11 - 14
NETWORK SET UP MENU	15
STATISTICS MENU	15
HISTORY MENU	16
DIAGNOSTIC MENU	16 - 17
PRIZE MENU	18 - 19
LOADING PRIZE IMAGES	20
ADVERTISING MENU	20
LOADING ADVERTISEMENTS	21
TICKET MENU	21
BACKUP & RESTORE MENU	22 - 23
PASSWORD SET UP MENU	23
PRIZE HUB LIVE	24 - 28
CARD SYSTEM SETUP	29
DELTRONIC	30
INTERCARD	31
EVOLVE	32
EMBED	33
SACOA	34
IDEAL	34
CORE CASHLESS	35
COIN TECH	35
SEMNOX PARAFAIT.....	36
COTO OPTION	36
AMUSEMENT CONNECT 1	36
AMUSEMENT CONNECT & GAMER GREEN	37
ELMAC OPTION	36
TIGAPO OPTION	37
KIOSOFT OPTION	38
HOW TO CALIBRATE TOUCHSCREEN	38
LOADING PRIZES	39
PRIZE SPECIFICATIONS	40
HOW TO LOAD PRINTER PAPER	41
MARQUEE INSTALLATION	41
TEMPORARILY OUT OF SERVICE MESSAGE	42
MOTHERBOARD DIFFERENCES	43 - 46
HOW TO CHANGE SOFTWARE	47 - 49
PRIZE HUB SOFTWARE UPDATE	50 - 53
ZEBEX SCANNER / HONEYWELL SCANNER PROGRAMMING	54 - 55
CIRCUIT BOARD CABLE PINOUTS	56
WIRING DIAGRAMS	57 - 65
TROUBLESHOOTING GUIDE	66 - 83
LOCKER XL INFORMATION	84 - 87
CIRCUIT BOARD PINOUT	88
PARTS LIST	89 - 91
PARTS PICTURES	92 - 96
HOW TO UPDATE EVOLVE UNITS	97
SECURITY PACKAGE	97
ADVANCED CARD SYSTEM TROUBLESHOOTING	98 - 101
STATISTICS RECORD LOG	102
MAINTENANCE LOG	103
TECHNICAL SUPPORT / WARRANTY INFO	104
CERTIFICATE OF COMPLIANCE	105

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	/ 50/60 HZ
DIMENSIONS		MODULE		
WIDTH	94.5" (4 modules)	MODULE	MAX START UP CURRENT	
DEPTH	33.5"		0.9 AMPS @ 115 VAC 0.45 AMPS @ 230 VAC	1.0 AMPS @ 115 VAC 0.5 AMPS @ 230 VAC
HEIGHT	78.75"	CAPSULE HUB	0.9 AMPS @ 115 VAC 0.45 AMPS @ 230 VAC	0.9 AMPS @ 115 VAC 0.45 AMPS @ 230 VAC
OPERATING TEMPERATURE		SPINDLE HUB	0.3 AMPS @ 115 VAC 0.15 AMPS @ 230 VAC	0.3 AMPS @ 115 VAC 0.15 AMPS @ 230 VAC
FAHRENHEIT	80-100	LOCKER HUB	0.5 AMPS @ 115 VAC 0.25 AMPS @ 230 VAC	0.5 AMPS @ 115 VAC 0.25 AMPS @ 230 VAC
CELSIUS	26.7-37.8	OPERATING CURRENT		

SAFETY PRECAUTIONS

NOTICE

Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.

DANGER

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.

WARNING

Use of flammable substances can cause severe burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline, kerosene or thinners.

CAUTION

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.

ATTENTION

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.

IN CASE OF EMERGENCY

UNPLUG THE POWER CORD.

The power cord must be accessible at all times in case of an emergency.

MACHINE DIMENSIONS

All Module Hubs are 33 inches deep and 79 inches tall.



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 ad 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, RFID readers and bar code 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 Entertainment



GAME INSPECTION

Please inspect the game for any damaged, loose, or missing parts.

If damage is found, please contact your freight carrier first. Then, contact Bay Tek Entertainments' Service Department at (920) 822-3951 Ext. 1102. Or email us at service@baytekent.com for further assistance.

HOW TO USE PRIZE HUB

Prize Hub's versatile interface allows it to be placed in game rooms with a variety of user interfaces: Bay Tek's Evolve System, E-ticket card swipe systems, RFID card systems, and classic ticket redemption game rooms with Deltronic or Benchmark ticket eaters.

Evolve System:

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

E-Ticket Systems:

Players swipe or tap their cards to play games and the tickets go right on the card. The Prize Hub reads the card and adds tickets to the shopping screen.

Card swipe systems from all of the major companies are compatible with the Prize Hub. Refer to Kiosk Input Type in the Location Set Up menu for details.

Ticket Eaters:

Deltronic or Benchmark 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. Add on kits are available to make these receipts more secure.



Shopping Fun:

After adding tickets, shop through the touchscreen prize marketplace and select your prize.



Capsules will dispense from the Carousel Hub into Prize Door A

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

Locker Hub C prize doors will unlock when selected, and relock 45 seconds after being opened.

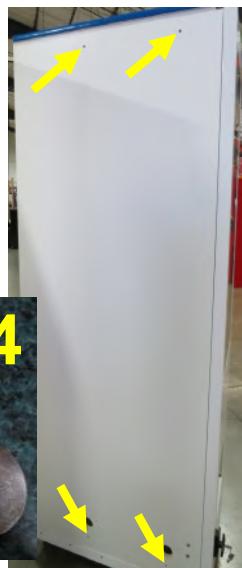
Press "Continue Shopping" to select another prize, or print a receipt to keep leftover tickets.

Any leftovers from a card swipe transaction will remain on the card.



QUICK SET UP GUIDE

Cabinet sections are secured to the pallet using T-30 Torx screws. A T-30 Torx bit is required for removal.



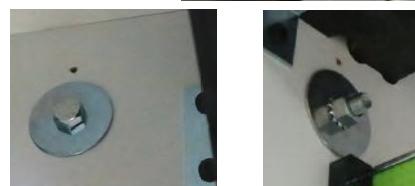
Locate the four bolt holes on each side of each hub.

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.

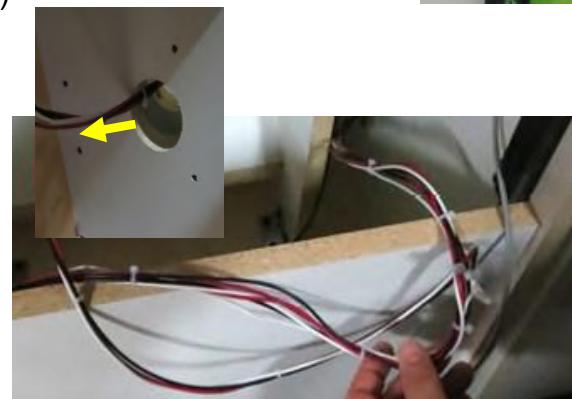


Attach the hubs in the desired order with the included bolts, washers and lock nuts.



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:

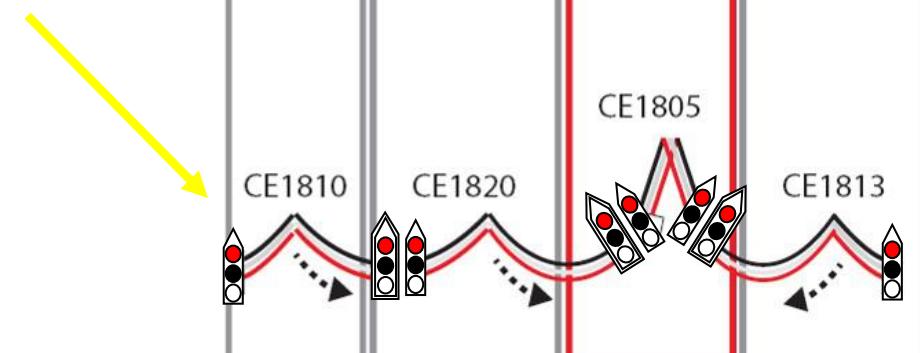
Spindle Hub: CE1820

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.

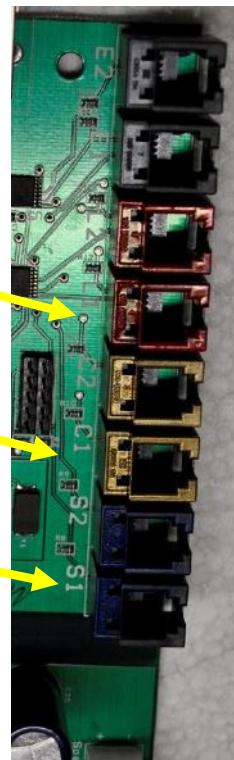
For consistency, use port 1 for single hubs.

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

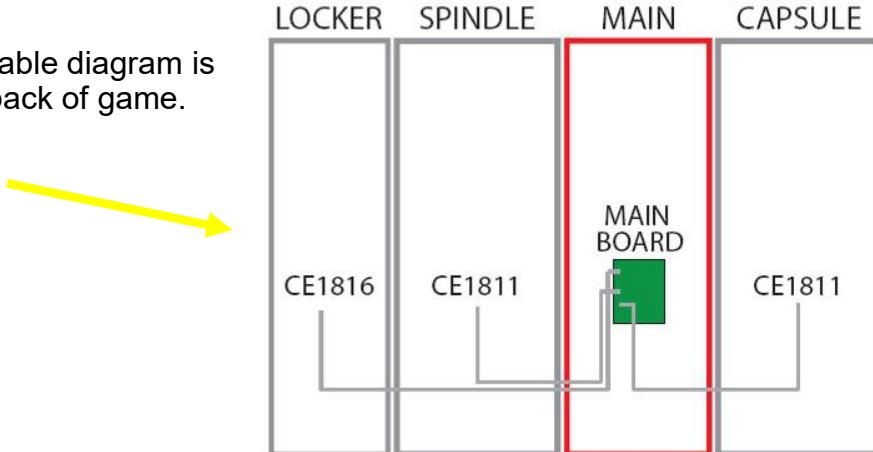
Locker Hub: CE1811
Red Cable to L1

Capsule Hub: CE1811
Gold Cable to C1

Spindle Hub: CE1816
Blue Cable to S1



Communication cable diagram is viewed from the back of game.



Note: If a longer communication cable is needed, please order part # AACE1816-P

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.

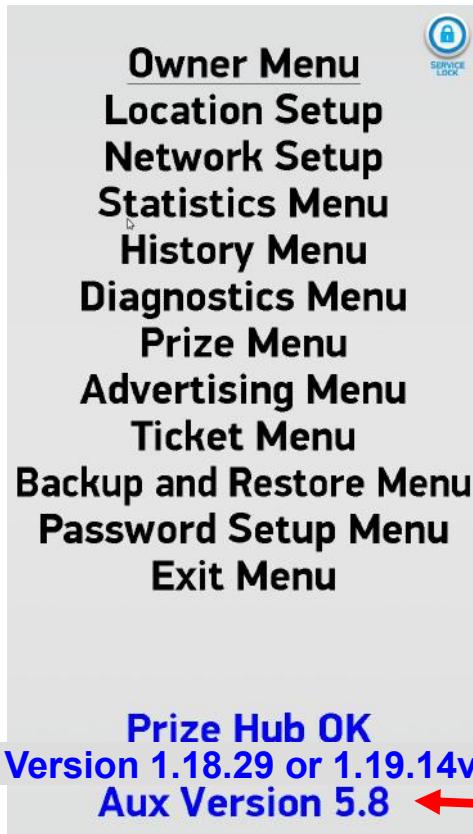


Continue on to explore the Operator Menus...

OWNER MENU

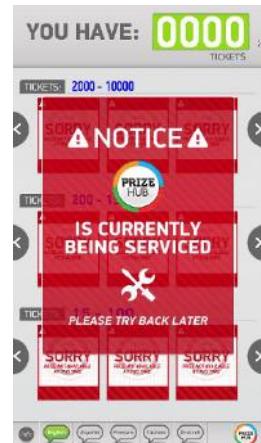
The Owner Menu is the main menu of the Prize Hub
There are many sub-menus for the different machine options.

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



Service Lock is only used 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
Depends on version of motherboard (MB7 or MB12)

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

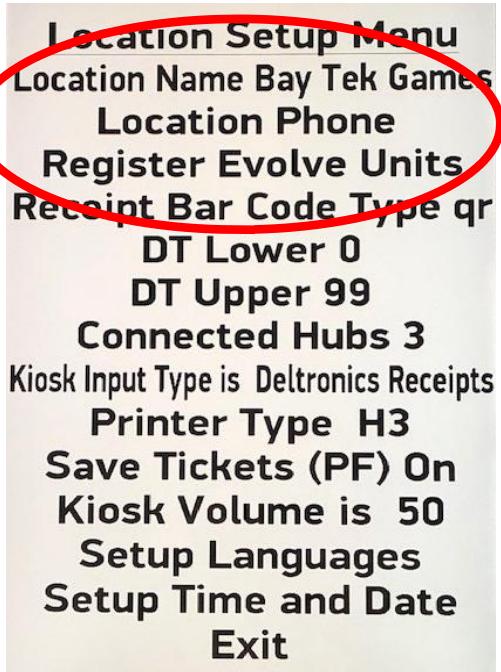
Location Name and Location Phone:

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.

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.



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
00000670 -- 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

Connected Hubs:

Selectable from 1 to 8

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

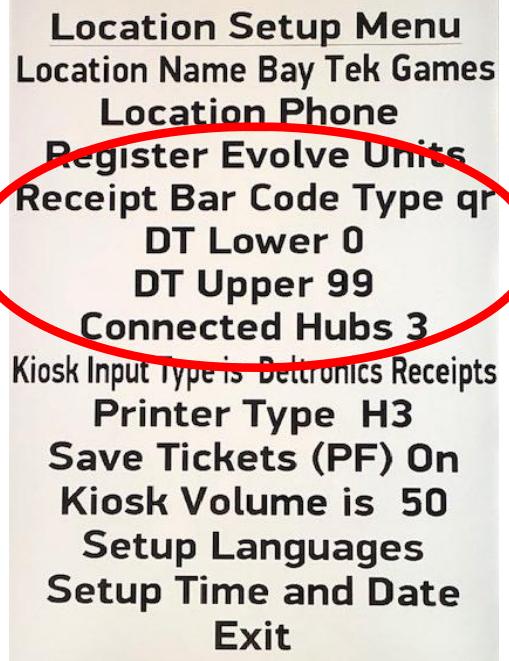
Standard setup is 3:

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.)



LOCATION SETUP MENU

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 (Magnetic swipe)
- Core,1,1
- Core Size 8,1,1 (Bar code scanner)
- RFID Core,10,4 (CM100 Reader)
- RFID Core,1,1 (CM100 Reader)
- Coin Tech
- Semnox Parafait
- RFID (SL) Core,1,1 - StrongLink Model of RFID scanner,Carnival
- RFID (SL) Core,10,4 - StrongLink Model of RFID scanner
- Coto
- Sacoa RFID
- Amusement Connect 1
- RFID (SL) Core,10,7
- Amusement Connect & Gamer Green
- Elmac
- Tigapo
- Kiosoft
- Deltronics Receipts - Used for any ticket eater which prints bar code receipts. (Deltronic & Benchmark)
Refer to "Ticket Menu" to select number of digits on receipt
- Intercard

Go to "Card System Setup" for detailed information on these settings.

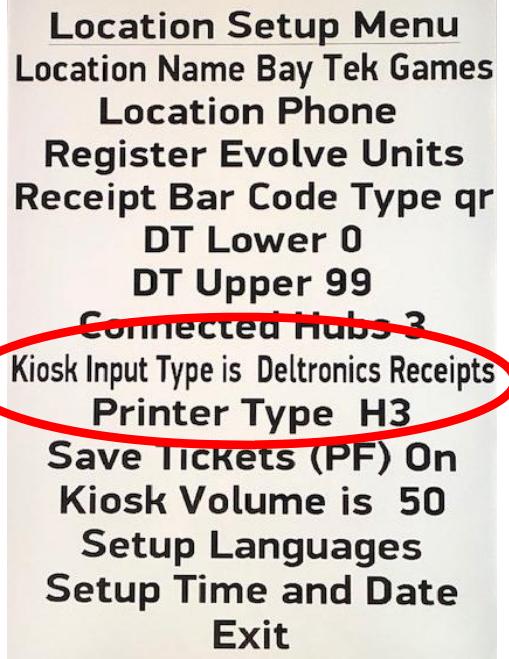
Printer Type:

There are 3 printers that are used in the Prize Hub.

The Model 1260 HIII is the only one that is currently available.

- H3 Model 1260 HIII printer. This will work for both MB7 ad MB12 version motherboards.
- H Model 1260H and Model 1260HII older version printers.
- N/A Not Available - Do not use.

Important: The Prize Hub must be powered down, then back on for a printer setting to take affect.



LOCATION SETUP MENU

Save Tickets (PF):

Selectable Options: Off, On

Save Tickets in case of power failure.

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

Set to On to keep tickets on attract screen at power on.

YOU HAVE: 0000 TICKETS

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 Bay Tek Games
Location Phone
Register Evolve Units
Receipt Bar Code Type qr
DT Lower 0
DT Upper 99
Connected Hubs 3
Kiosk Input Type is Deltronics Receipts
Printer Type H3
Save Tickets (PF) On
Kiosk Volume is 50
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 A3(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(75) Vended = 0
Capsule A17(100) Vended = 0 Capsule A18(100) Vended = 0

Spindle B1(200) Vended = 0 Spindle B2(200) Vended = 0
Spindle B3(200) 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(350) Vended = 0 Spindle B10(350) Vended = 0
Spindle B11(350) Vended = 0 Spindle B12(350) Vended = 0
Spindle B13(350) Vended = 0 Spindle B14(350) Vended = 0

Door C1(2000) Vended = 0 Door C2(500) Vended = 0
Door C3(3000) Vended = 0 Door C4(500) Vended = 0
Door C5(1000) 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 = 14,147
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 may appear in the History Menu:

The Prize Hub was turned on.

A receipt was printed.

A receipt was scanned.

The menu button was entered.

Tickets were manually entered in the menu.

Statistics were reset.

The ticket database was reset.

The printer was out of paper or failed to print.

A network cable was disconnected from a swipe card system

History Menu	
Next Page	
Previous Page	
Exit	
06-10 19:02:53	Prize dispensed successfully from Capsule A8
06-10 19:02:53	25 Tickets were subtracted
06-10 19:19:10	Prize dispensed successfully from Capsule A6
06-10 19:19:10	25 Tickets were subtracted
06-10 19:20:19	Prize dispensed successfully from Capsule A4
06-10 19:20:19	75 Tickets were subtracted
06-10 19:21:28	Prize dispensed successfully from Capsule A14
06-10 19:21:28	50 Tickets were subtracted
06-10 19:30:52	Prize dispensed successfully from Capsule A12
06-10 19:30:52	50 Tickets were subtracted
06-10 19:30:55	Prize dispensed successfully from Capsule A7
06-10 19:30:55	50 Tickets were subtracted
06-10 19:30:55	Prize dispensed successfully from Capsule A5
The prizehub was powered ON and initialized	
Print JobId = 2	
Printed thermal ticket receipt 801765820975	
1900 Tickets were added	
Scanned code for 1900 tickets!	
The operator menu was accessed.	
100 Tickets were added	
Operator Added +100 Tickets from Ticket Menu	
Statistics were reset.	
Operator reset ticket database	
Printer STATUS_PRINT_TIMEOUT, out of paper/jam?	
Prizehub out of paper or failed to print	
Prizehub printer working ok	
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.

Diagnostics Menu	
Test Dispense	
Version Information	
Module Status Information	
Reset Printer	
Exit	
Status = Waiting	
Print Jobs = 0	

DIAGNOSTIC 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.

Version Menu

Main PC Version 1.17.21

Aux Board Version 5.8

Module Position 1 Version 1.6(spindle)

Module Position 2 Version N/A

Module Position 3 Version 2.6(capsule)

Module Position 4 Version N/A

Module Position 5 Version 4.6(locker2)

Module Position 6 Version N/A

Exit

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.

Modular Prize Hub Type

Interface Type: Evolve System (Honeywell)

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.

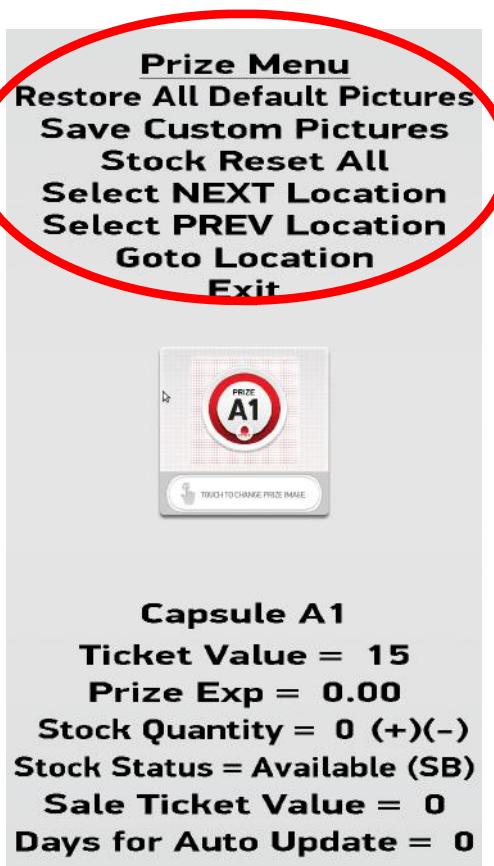
Refer to "Loading Prize Images" to assign a picture to a stock location.

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.

Stock Status:

Note: SB means sensor blocked. Refer to troubleshooting section.

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.

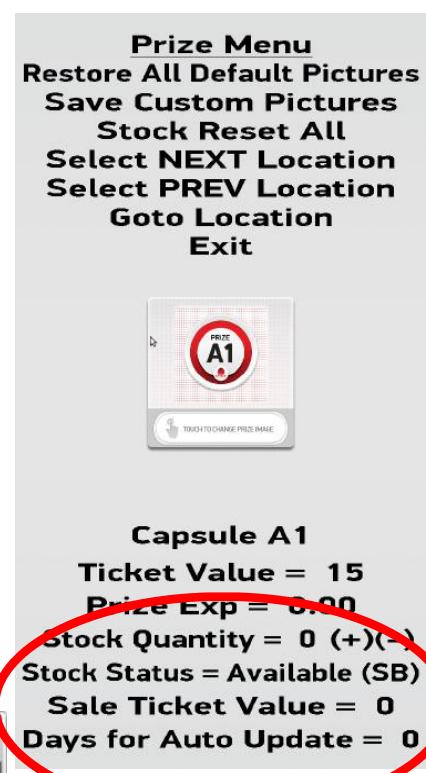
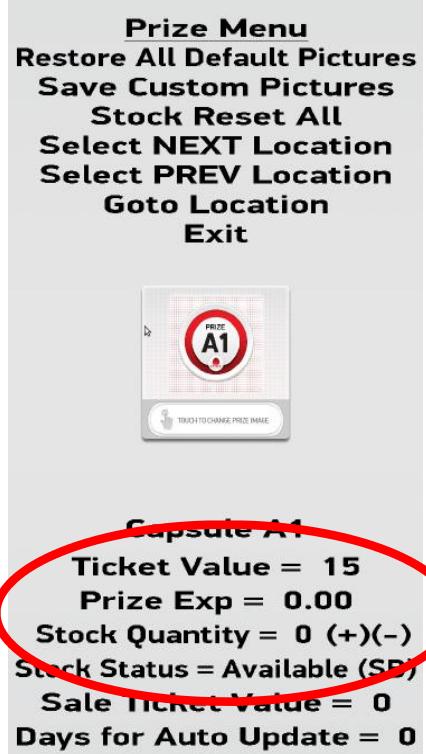
On Sale - Will show a "Sale" banner on item in selection screen. Must also input value in "Sale Ticket Value"

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.



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 show at set intervals as the machine is in attract mode.

Use A Default Advertisement

There are 4 default ads that show different versions of how to use the Prize Hub

Select NEXT Advertisement

Select PREV Advertisement

These will allow you to look through the 4 advertisements. Use the one that corresponds to your kiosk interface.



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 custom 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.



To load more than one ad, press

Select NEXT Advertisement and repeat the process.

This will allow you to look through the 4 advertisements

Select Picture
Next Picture Page
Cancel

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 - 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.

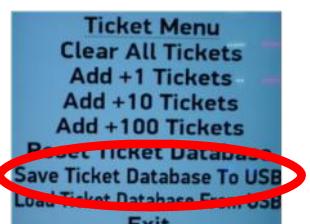
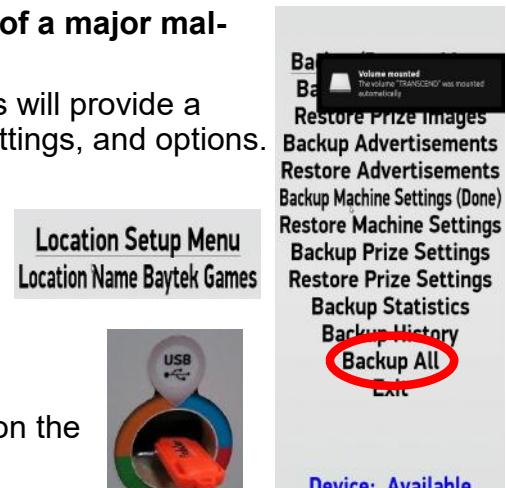
Touch “Backup All”

Screen will show “Success!”

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 to USB” in the “Ticket Menu” Check this menu and press “Save Ticket Database to USB” if applicable.



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", "Restore Advertisements", "Restore Machine Settings", and "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.

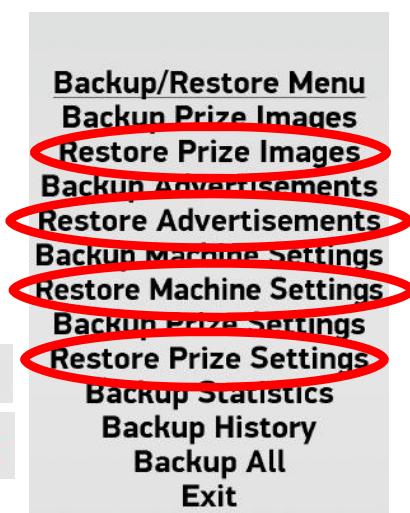
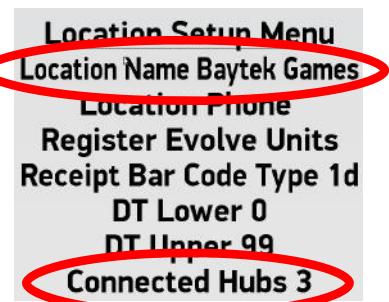
Check to verify the settings have been saved.

If not, follow these steps again.



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.

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:

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



PRIZE HUB LIVE

Prize Hub Live takes all of the features you use at the face of your Prize Hub and brings them to the Cloud, accessible from any web browser on your computer, tablet, laptop, or phone.

Visit www.baytek.com/prize-hub to view tutorials and download more information.



To Set Up Prize Hub Live

Contact Bay Tek Games Service department at (920) 822-3951 Ext 1102 and supply them with your email address and the MAC address from your Prize Hub.

The MAC address can obtain by accessing the "Network Setup" from your Prize Hub.

The MAC address is located at the bottom of the display.

In this case, the MAC address is e8.40.f2.06.c8.6e

If you Prize Hub shows the default "fake" MAC address of 01.23.45.67.89.ab, a keyboard will be needed to enter the machine programming to find the real MAC address.

Please refer to "How to locate MAC address on Prize Hub"

Current IP: 192.168.5.70
Current MAC: e8.40.f2.06.c8.6e

Current MAC: 01.23.45.67.89.ab

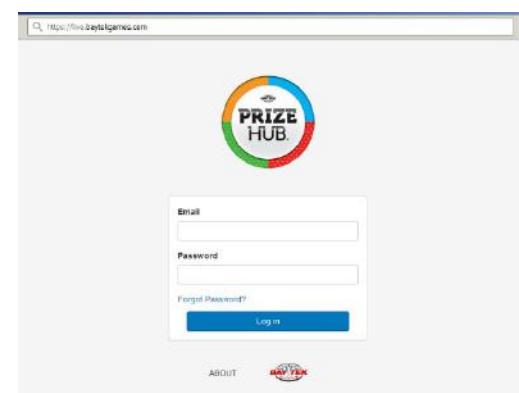
After contacting Bay Tek, you will be provided a user name and password.

Login by going to <http://live.baytekgames.com> from a web browser on your computer, phone, or tablet.

Username will be the email address you supplied at time of sign up.

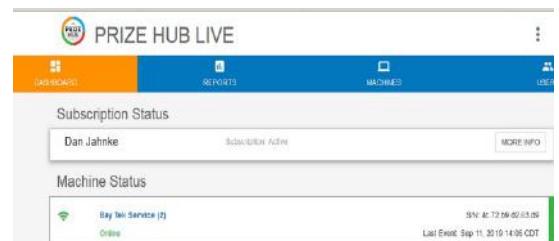
A default password will be supplied to you by Bay Tek.

This password can be changed after you are logged in.



The Dash Board view for your account will be shown.

The machine status of all registered Prize Hubs will be displayed for your account.



Once the Prize Hub is connected to the Prize Hub Live website, it will show the green "Online"

If your Prize Hub shows a red "Offline", ensure the Prize Hub is connected to the Internet.

There may be a local router or firewall blocking it from accessing special ports.



Reconfigure the router or firewall to allow outgoing traffic from the Prize Hub to:

Api.live.baytekgames.com on ports 80 and 443

Live.baytekgames.com on ports 80, 443, and 9443

<https://live.baytekgames.com:9443/>



Click on Users

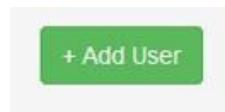
You can either edit your current user account (we suggest you change your password) or add additional users.



PRIZE HUB LIVE

Add Additional Users

Click on + Add User



Enter the first and last name of the user.

The email address entered here will be the user login and the address to which notifications are sent.

The phone number will be the number to which texts are sent.

Continue thru the remaining steps selecting the machines you want to provide access to and the level of access you want to provide to the user.

Owner: Allows full access to all settings and reports.

Tech: Allows access to all settings except passwords.

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

Each user can elect to have alerts (text, email, or both) sent to them when a Prize Hub goes offline, a prize is vended from a locker, or when the low quantity is reached for an item.

Machines Tab

Click on the Prize Hub machine.

Allows access to details regarding the Prize Hub you have assigned to your account.

The "General" tab contains optional information for the Prize Hub.

This will also show the last event logged, and last stat reset.

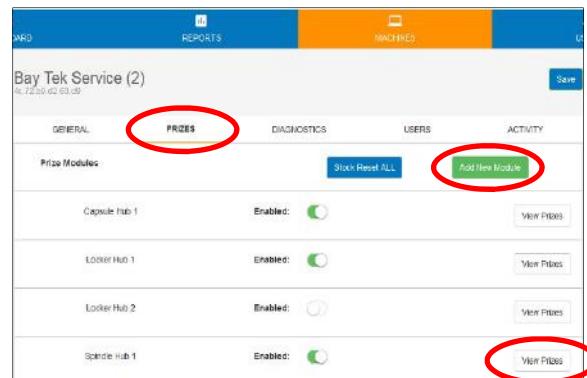
PRIZE HUB LIVE

Click on the "Prizes" tab and enable the features of your Prize Hub based upon the physical configuration of your Prize Hub.

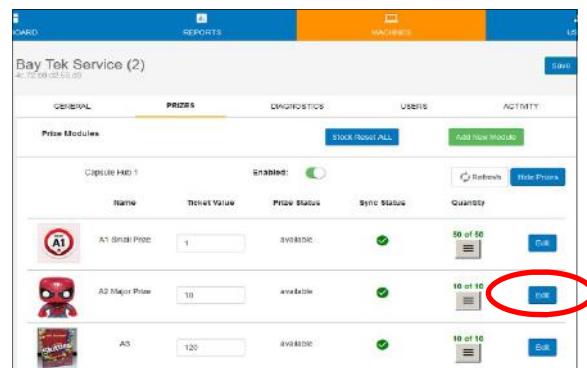
Click "Add New Module" to match the Prize Hub's configuration.

Most Prize Hub's will have one capsule unit, one locker unit, and one spindle unit.

Enable the unit by sliding the "Enabled" bar to the right.



Clicking "View Prizes" will expand the view of that particular hub and allow you to set prices, images, and other configurable items for your Prize Hub.

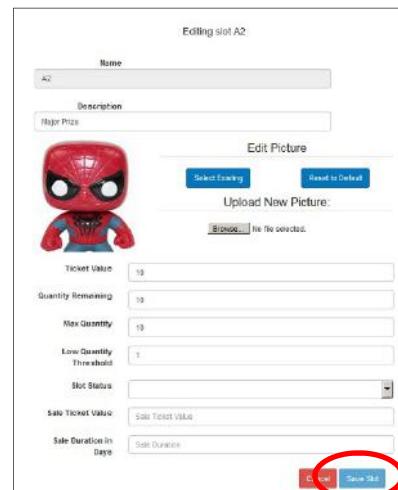


Clicking "edit" next to a Prize Slot is how you change the details such as prize images, full stock quantity, current quantity, etc.

The "Low Quantity Threshold" is the value at which a notification will be sent out.

Don't forget to click "Save Slot" to commit your changes.

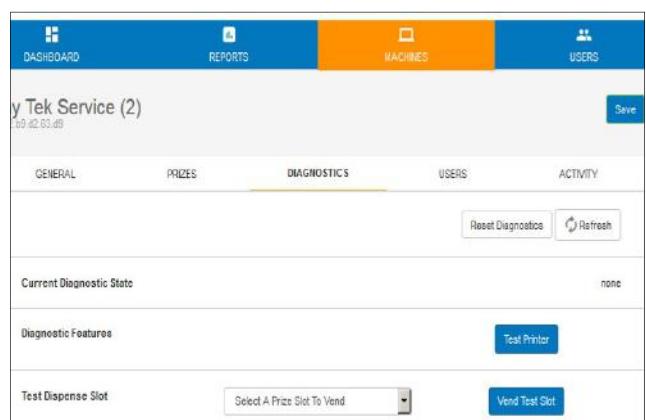
The changes will show on the Prize Hub after a power cycle, or if the menu is entered and exited.



Diagnostics

The diagnostics sections will allow you to view the current state of the Prize Hub, test the printer, and vend a test slot.

These features all behave the same as if you were using the function from the touch panel interface on the unit.



PRIZE HUB LIVE

Users

The users tab allows you to change the access permissions for the users.

Activity

The activity tab allows you to view activity from your Prize Hub for a specific date range.

Reports

The reports tab allows you to view reports from your Prize Hub for a specific date range.

Reports include statistics, history log, vends, failed vends, and lifetime statistics.

Clicking on the download icon will allow you to save the report data as a pdf file.

Clicking on the printer icon will allow you to send the report data to a printer on your network.

PRIZE HUB LIVE

How to locate Mac Address on Prize Hub

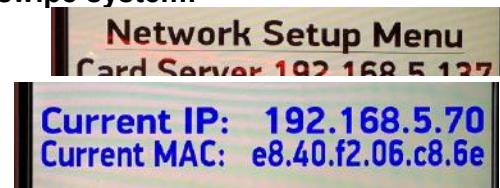
The Mac Address is a string of numbers and letters that identify the motherboard.

It is specific to that motherboard, it will stay the same through SATA drive changes, and will only change if the motherboard in the Prize Hub is replaced.

If the Prize Hub is already connected to a network, such as a card swipe system:

- 1.) Enter the menu of Prize Hub
- 2.) Touch the "Network Setup Menu"
- 3.) The Mac Address will show on the bottom of the screen:

In this case, the Mac Address is e8.40.f2.06.c8.6e



Note: In some cases, there is a "dummy" number shown in this field that is not the real Mac Address.

If this Current MAC shows: **01.23.45.67.89.AB**

Then the following steps would need to be taken to identify the "real" Mac Address.

(This only needs to be done if it shows 01.23.45.67.89.AB)



Install Keyboard to motherboard. (USB preferred)

Turn ON Prize Hub and allow game to boot normally.

Once Prize Hub program is running, you have 6 seconds to do the next 3 steps. If the attract screen comes back, try again.

Press F5 on the keyboard.

Press Alt and Space at the same time to show pop-up window

Arrow down to "Kill PrizeHub" and press enter

Press Alt and Space at the same time to show pop-up window

Arrow down to "Terminal" and press enter

Type ifconfig and press enter

This is the Mac address of the Prize Hub itself.

d0.50.99.0f.3a.21 in this case.

```
bautek@baytek-desktop:~$ ifconfig
eth0      Link encap:Ethernet HWaddr d0:50:99:0f:3a:21
          inet addr:192.168.0.44  Bcast:192.168.0.255  Mask:255.255.255.0
          inet6 addr: fe80::d250:99ff:fe0f:3a21/64 Scope:Link
             UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
             RX packets:643751 errors:0 dropped:0 overruns:0 frame:0
             TX packets:10943 errors:0 dropped:0 overruns:0 carrier:0
             collisions:0 txqueuelen:1000
             RX bytes:50411936 (50.4 MB)  TX bytes:921355 (92.13 KB)
             Interrupt:40 Base address:0xe000

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:147990 errors:0 dropped:0 overruns:0 frame:0
             TX packets:147990 errors:0 dropped:0 overruns:0 carrier:0
             collisions:0 txqueuelen:0
             RX bytes:11395687 (11.3 MB)  TX bytes:11395687 (11.3 MB)
bautek@baytek-desktop:~$
```

Note: For MB12 motherboards:

Hit F5 on the keyboard.

Touch the "Stop" Icon 3 times very fast.



The screen should stay, without Prize Hub coming back.

Now, press 3 keys at the same time:

Control + Alt + T

the command to type in is:

ip a

This is the mac address.

```
baytek@prizehub:~$ ip a
1: lo: <LOOPBACK,UP,LOWER_UP> mtu 65536 qdisc noqueue
    link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
    inet 127.0.0.1/8 brd 127.0.0.1 scope host lo
        valid_lft forever preferred_lft forever
2: enp1s0: <NO-CARRIER,BROADCAST,MULTICAST,UP> brd f4:b5:20:21:32:05
    link/ethernet f4:b5:20:21:32:05 brd f4:b5:20:21:32:05
baytek@prizehub:~$
```

Please call Baytek service for more info: (920) 822-3951 Ext. 1102

CARD SYSTEM SETUP

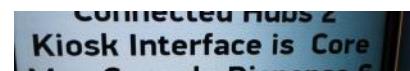
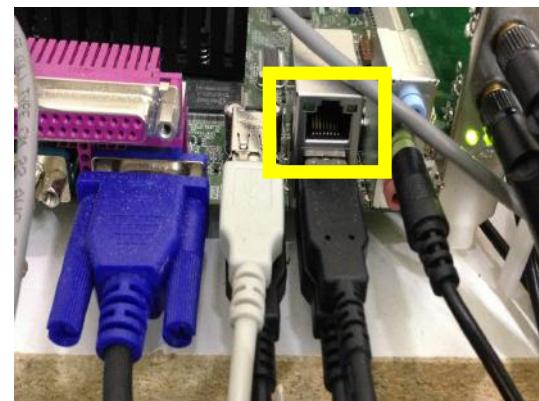
There are many different card systems that the Prize Hub supports. The installation is similar, but write down and double check settings.

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.

Enter the “Location Setup Menu” and touch Kiosk Interface until your card reader is selected.



Enter Network Setup Menu

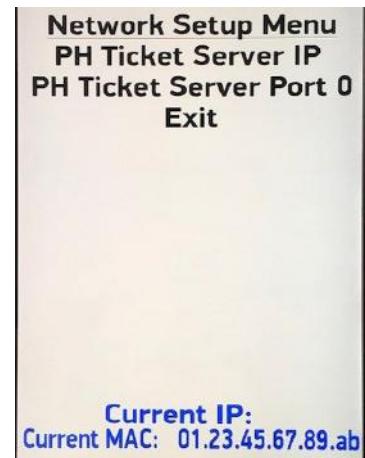
Touch “PH Ticket Server”. Enter the IP address of your server. Touch “PH Ticket Server Port”. Enter the Port number.

Important! Once the option is touched, it will erase the previously saved number. Take a picture of these settings once set for future reference.

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

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.

This menu may look different in older version software.

If your menu looks like this.

Please leave the Prize Hub Network disabled.

Touch “Card Server”. Enter the IP address of your server.

Touch “Card Server Port”. Enter the Port number.



DELTRONIC OPTIONS

Scanner with Printer plate is used for this application.

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

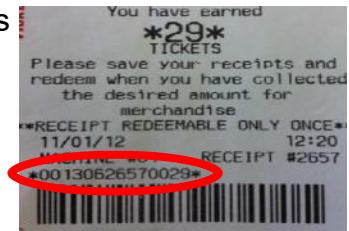


Part # AAPH-PS

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 QR Reader.

This will show the numbers associated with the bar code.

For instance, 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.



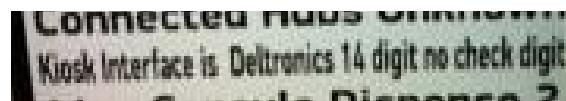
The first 3 digits of the receipt show the machine ID number of the ticket eater.

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.

Note: If receipts scan as already used, change the machine ID to a different value.

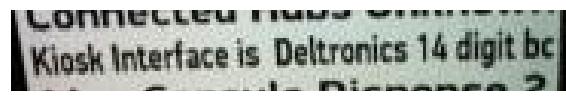
If receipts are 14 digits with no check digit:

- Set Location Menu option as shown:
- Exit Menu
- Print 3 test receipts from ticket eater and scan all 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.



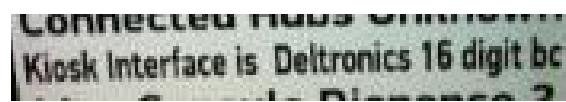
If receipts are 14 digits with check digit:

- Set Location Menu option as shown:
- Exit Menu
- Print 3 test receipts from ticket eater and scan all 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 3 test receipts from ticket eater and scan all 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 OPTIONS

Intercard

Option # 1

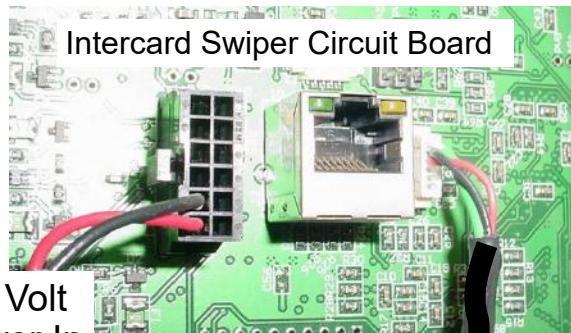
Intercard uses an “insert card reader” into which the customer inserts the card and it stays in reader until the customer is finished shopping and removes it.

(Reader provided by Intercard)

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



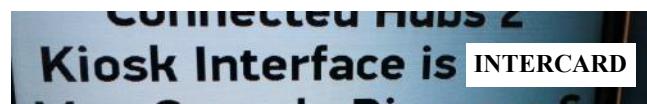
12 Volt Power In



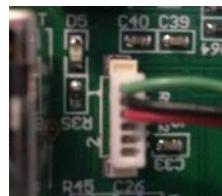
Communication to Prize Hub Motherboard

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

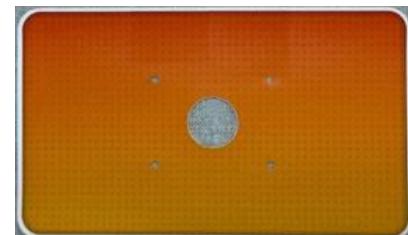
Adjust the Kiosk Interface in the location menu to show “Intercard”



Prize Hub software versions 1.18.20 or higher will need insert card reader firmware of 4.9



Wiring pin out of Intercard connectors:



Part # AAKIT-PH-RIS

Note: Prize Hub Live will require a network cable plugged into the motherboard to access the internet.

EVOLVE OPTIONS

There are 2 different Evolve models, both using the same setting.

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

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 manufacturer'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.

New model of Evolve - part # AAEV1010



Connected Hubs 2
Kiosk Interface is Evolve
Max Capsule Dispense 6



Location Setup Menu
Location Name Baytek Games
Location Phone 9208223951
Register Evolve Units
Kiosk Type is Hybrid
Kiosk Interface is Evolve System
Max Capsule Dispense 2
Tickets (PF) Off



EMBED OPTIONS

Embed (ECS Protocol) (Old)

Used on 99.9 percent of installations.

Uses magnetic stripe reader - Part # AAKIT-PH-READER-P

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 (ECS Protocol) (Old)”

Enter Network Setup Menu

Set the Card Server. This is IP address of your server.
This is provided by Embed.

Set Port number. This is the port number of your server.
This is provided by Embed.

Set username and password for your specific card system network.
This allows you to connect to Embed server.
This is provided by Embed.

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.

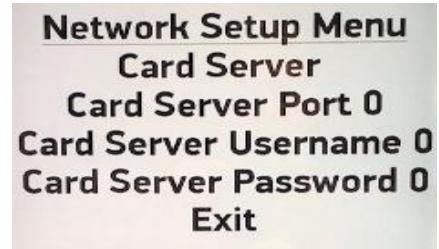
So in this example:

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-P



Embed (Embed Protocol) (New)

Very rarely used.

Uses printer and scanner assembly - Part # AAPH-PS

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.



Part # AAPH-PS

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 (Embed Protocol) (New)”

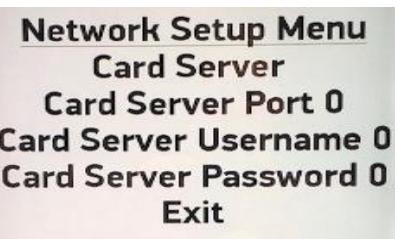
Enter Network Setup Menu

Set the Card Server. This is IP address of your server.
This is provided by Embed.

Set Port number. This is the port number of your server.
This is provided by Embed.

Set username and password for your specific card system network.
This allows you to connect to Embed server. This is provided by Embed.

Please contact your local Embed support if any questions or problems with username/password.
USA # (469)521-8000
Europe # 44 (0)1225 311 323



SACOA OPTION

Sacoa

Uses magnetic stripe reader - Part # AAKIT-PH-READER-P

Plug the USB cable from this reader into the motherboard.

Plug in an Ethernet cable to the motherboard (inside the Main Hub), and out through the hole in the bottom of the cabinet, and into your card reader server.

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

Enter Network Setup Menu

Set the Card Server. This is IP address of your server. This is provided by Sacoa.

Set Port number. This is the port number of your server. This is provided by Sacoa.

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

So - 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-P

Network Setup Menu
Card Server
Card Server Port 0
Exit

Sacoa RFID

Uses RFID reader - Part # AAKIT-PH-RFID-P (Reader not included)

Plug the USB cable from this reader into the motherboard.

Plug in an Ethernet cable to the motherboard (inside the Main Hub), and out through the hole in the bottom of the cabinet, and into your card reader server.

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

Enter Network Setup Menu

Set the Card Server. This is IP address of your server.

This is provided by Sacoa.

Set Port number. This is the port number of your server. This is provided by Sacoa.



Part # AAKIT-PH-RFID-P

Network Setup Menu
Card Server
Card Server Port 0
Exit

IDEAL OPTION

Uses magnetic stripe reader - Part # AAKIT-PH-READER-P

Plug the USB cable from this reader into the motherboard.

Plug in an Ethernet cable to the motherboard (inside the Main Hub), and out through the hole in the bottom of the cabinet, and into your card reader server.

Must be plugged into the "POS XML API" port on the Ideal side.

(Server parameters)

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

Enter Network Setup Menu

Set the Card Server. This is IP address of your server. This is provided by Ideal.

Set Port number. This is the port number of your server. This is provided by Ideal.

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

So - 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-P

Network Setup Menu
Card Server
Card Server Port 0
Exit

CORE CASHLESS OPTIONS

Core Cashless

There are many versions of Core Cashless options.

Core,2,4 - Mag Card Swipe - Part # AAKIT-PH-READER-P

Core Size 8,1,1 - Bar Code /Scanner - Part # AAKIT-PH-READERCOREB

Core,10,4 - RFID technology - Part # AAKIT-PH-RFID-P

Plug in an Ethernet cable to the motherboard (inside the Main Hub), and out through the hole in the bottom of the cabinet, and into your card reader server.

Adjust the Kiosk Interface in the location menu to your system.

Core,2,4 for Mag Card Swipe

Core,1,1 for Bar Code /Scanner

Core Size 8,1,1 for Bar code scanner

RFIDCore,10,4 for RFID technology, CM100 reader

RFIDCore,1,1 for RFID technology, CM100 reader

RFID(SL)Core,1,1 for RCI Ultralight C cards

RFID(SL)Core,10,4 for CCL Ultralight C cards

RFID(SL)Core,10,7 for Costa Mifaire 1K cards with Stronglink Reader

Enter Network Setup Menu

Set the Card Server. This is IP address of your server.

This is provided by Core Cashless.

Set Port number. This is the port number of your server.

This is provided by Core Cashless.

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

So - 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-P



Part # AAKIT-PH-READERCOREB



Part # AAKIT-PH-RFID-P

RFID reader not included

COIN TECH

Uses the printer and scanner plate - Part # AAPH-PS

Plug in an Ethernet cable to the motherboard (inside the Main Hub), and out through the hole in the bottom of the cabinet, and into your card reader server.

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



Part # AAPH-PS

SEMNOX PARAFAIT OPTION

Uses RFID reader - Part # AAKIT-PH-RFID-P (Reader not included)
Plug the USB cable from this reader into the motherboard.

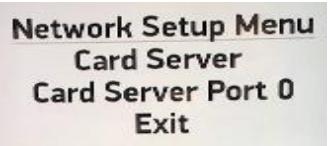
Plug in an Ethernet cable to the motherboard (inside the Main Hub), and out through the hole in the bottom of the cabinet, and into your card reader server. **Part # AAKIT-PH-RFID-P**

Adjust the Kiosk Interface in the location menu to show “Sacoa RFID”

Enter Network Setup Menu

Set the Card Server. This is IP address of your server.
This is provided by Semnox Parafait.

Set Port number. This is the port number of your server. This is provided by Semnox Parafait.



COTO OPTION

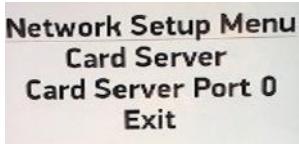
Uses RFID reader - Part # AAKIT-PH-RFID-P (Reader not included)
Plug the USB cable from this reader into the motherboard.

Plug in an Ethernet cable to the motherboard (inside the Main Hub), and out through the hole in the bottom of the cabinet, and into your card reader server. **Part # AAKIT-PH-RFID-P**

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

Enter Network Setup Menu

Set the Card Server. This is IP address of your server, provided by Coto
Set Port number. This is the port number of your server, provided by Coto



AMUSEMENT CONNECT 1 OPTION

Uses RFID reader - Part # AAKIT-PH-RFID-P (Reader not included)
Plug the USB cable from this reader into the motherboard.

Plug in an Ethernet cable to the motherboard (inside the Main Hub), and out through the hole in the bottom of the cabinet, and into your card reader server. **Part # AAKIT-PH-RFID-P**

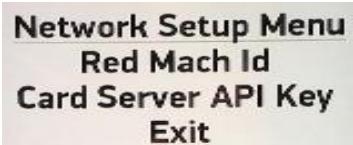
Adjust the Kiosk Interface in the location menu to show “Amusement Connect 1”

Enter Network Setup Menu

Set the Red Mach ID, this is provided by Amusement Connect.

Set Card Server API Key, this is provided by Amusement Connect.

Note: Make sure the motherboard is not booting from the scanner. Try a different USB socket.



AMUSEMENT CONNECT & GAMER GREEN OPTION

Uses special Scanner / RFID reader - Part # AAKIT-PH-GG
(Reader not included)

Plug the USB cable from this reader into the motherboard.



Part # AAKIT-PH-GG

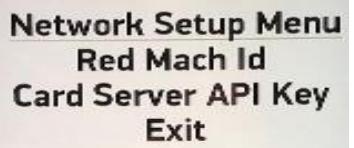
Mount your card reader according to manufacturer instructions, and plug the Ethernet cable into your card reader server.

Adjust the Kiosk Interface in the location menu to show “Amusement Connect and Gamer Green”

Enter Network Setup Menu

Set the Red Mach ID, this is provided by Amusement Connect.

Set Card Server API Key, this is provided by Amusement Connect.



ELMAC OPTION

This is used with the Elmac card reader system in Europe.

This probably uses a scanner.



Part # AAKIT-PH-READERCOREB

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 “Elmac”



TIGAPO OPTION

Uses our USB scanner.

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

Enter Network Setup Menu

Enter the “Card Server Username” this is provided by Tigapo

Enter the “Card Server Password” this is provided by Tigapo



Part # AAKIT-PH-READERCOREB



KIOSOFT OPTION

This is used with the Kiosoft card reader system.

This uses a special card reader and possibly a scanner.



Part # AAKIT-PH-KIOSOFT

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 "Kiossoft"



HOW TO CALIBRATE TOUCHSCREEN

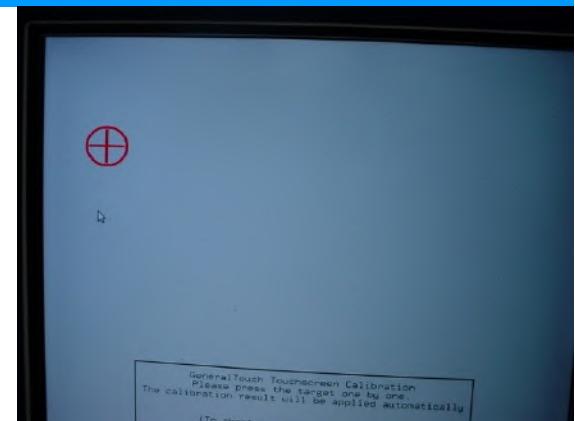
MB7 and MB8 Software version 1.17.20 and above has a touchscreen calibration application. Press F9 on keyboard.

If have a Goldfinger monitor, make sure it is set to E-Type
MB11 & 12 (any software version 1.19.xx) **will not** have a calibration. This auto calibrates at power on.

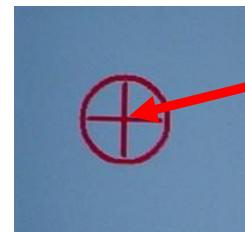
MB11&12 with software version 1.20.xx will have a touchscreen calibration. Press F9 on keyboard.

If have a Goldfinger monitor, make sure it is set to HID

If 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 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)

LOADING PRIZES

Capsule Unit

Open the capsule cabinet door.

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

The bins are identified by the stickers on the plexi, the location is always to the right of the location markers.

Place capsules in to the hoppers with the metal shovel slide provided.

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

Display dimensions: 8" X 9"



Adjust any ticket value and prize images in the Prize Menu.
Refer to Prize Menu section for instructions.



Spindle Unit

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

Remove the safety rods by turning CLOCKWISE

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

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

Adjust any ticket value and prize images in the Prize Menu.

Refer to Prize Menu section for instructions.



Locker Unit

Open the main hub door and enter the menu.

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

Key in the locations of the prize doors (C1 - C5) and touch the green check mark to unlock them.

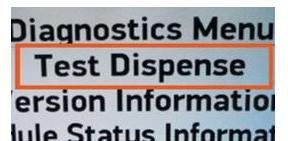
Lift up on the doors and place the prizes inside. The solenoids will automatically lock after 30 seconds.

Make sure the doors close securely and test them again to verify operation.

Adjust any ticket value and prize images in the Prize Menu.

Refer to Prize Menu section for instructions.

Close and lock all doors.



PRIZE SPECIFICATIONS

Prize Hub Factory Default Prize Specs FULL MODULAR UNIT

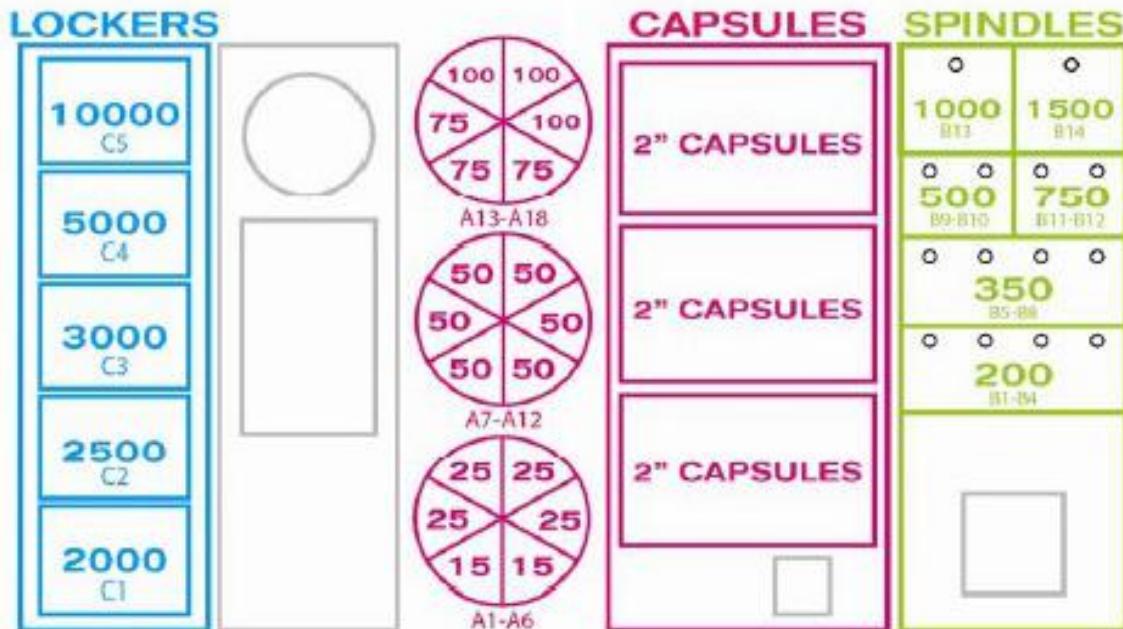
	CAPACITY PER	VARIETY	TOTAL CAPACITY	MAX LENGTH/HEIGHT (WITH HANGER)	MAX WIDTH	MAX DEPTH	TICKET VALUES: LOCATIONS PER VALUE	15 (CANEY)	25	50	75	100	200	350	500	750	1000	1600	2000	2500	3000	5000	10000	
CAPSULES	120	18	2160	2" CAPSULES*				2	4	6	3	3												
SPINDLES																								
ROWS 1-3:	"	12	36~168	8"	5"	"																		
TOP ROW	"	2	6~28	11"	10"	"																		
LOCKERS	1	5	5	10.5"	14"	13.5"																		

TOTAL UNIT CAPACITY: 2209 (MIN) - 2363 (MAX)

* THE CAPSULE MECHANISM IS COMPATIBLE WITH 2" ACORN CAPSULES, ROUND CAPSULES, EGG CAPSULES, FOAM BALLS, SUPER BALLS, AND CAPSULES FILLED WITH CANDY

** SPINDLE CAPACITY VARIES BY PRIZE DEPTH

- 14 FLAT ITEMS (ONE PER COIL)
- 10 1" THICK ITEMS
- 5 2" THICK ITEMS
- 3 3-4" THICK ITEMS



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:

2 people

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.

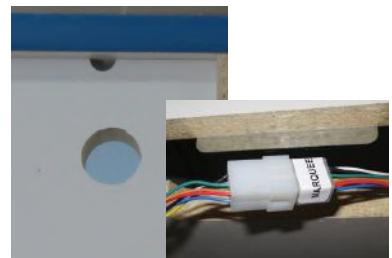
Secure the marquee in place with included black wood screws.



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

There are multiple instances where this message will show:

- 1.) The motherboard is not communicating with the I/O board.
Ensure the I/O board is receiving power and green LED is flashing.
Refer to the wiring diagram to troubleshoot the different
versions of motherboards.
- 2.) 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.

Usernames and passwords are case sensitive.



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

MOTHERBOARD DIFFERENCES

As motherboards become obsolete and can not be purchased, we are forced to change motherboards.
Motherboards are sourced to be backward compatible in most cases.

This latest MB11 & MB12 change are not backward compatible.

The MB11 (late 4th version) & MB12 motherboard require a different software program to run.

The MB11 & MB12 do not support older printers or monitors.

The Goldfinger monitor needs to be set to HID for “Touch USB” on the monitor itself. There is no calibration for the MB11 & MB12 software, it will automatically calibrate.

MB11 & MB12 will run software version 1.19.xx

MB7 & MB8 will run software version 1.18.xx

On MB7s & MB8 - F9 on a keyboard will bring up touchscreen calibration, and Goldfinger monitors need the “Touch USB” option to be set to E-TYPE.

Touch USB [HID

Touch USB [E-TYPE

These versions are not backward compatible or interchangeable and 2 paths of software will be kept.

There are 5 different types of motherboards in Prize Hub games.

AAMB7-HD and AAMB7-R

The same board, both are Intel Board D525MW, the -R is factory refurbished

The most common version of motherboard in the Prize Hub.

4 pin power connector needed.
24 pin power in connector.

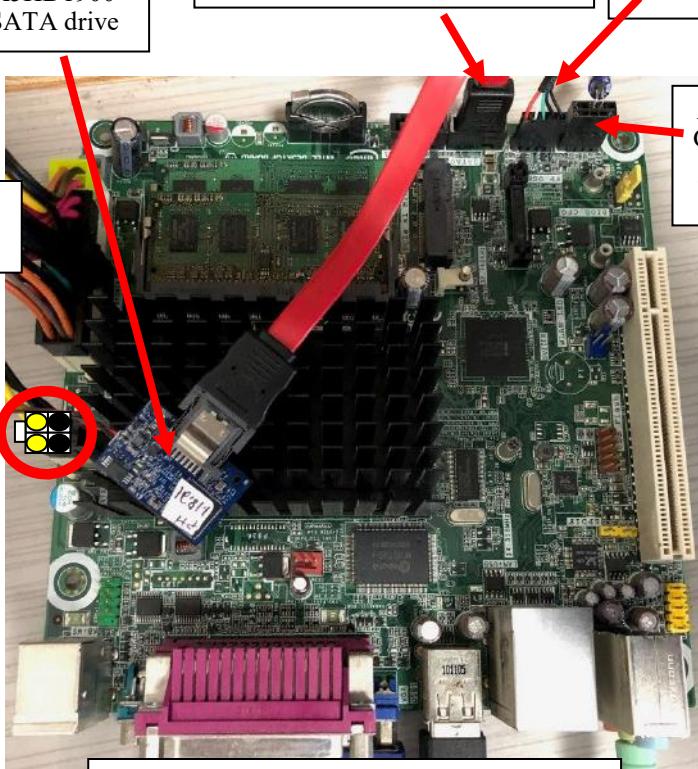
A5HD1900
SATA drive

A5AD1900
Extension Cable for SATA drive
because there is not enough room
on the board for SATA

Communication Cable
A5CE1800 plugs in as shown.
Red wire to left toward SATA

24 pin connector from
the power supply.

Note: The 4 pin
connector from the
power supply is
needed.



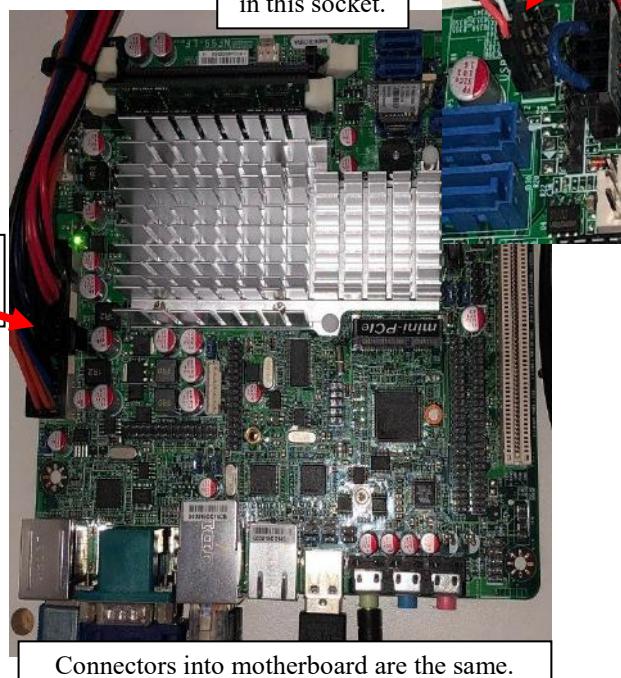
MOTHERBOARD DIFFERENCES

AAMB7-D

MB7 REPLACEMENT NF99FL-525

108 boards used in new games,
and 100 on order as of 12/15/2021

4 pin power connector not needed.



AAMB8

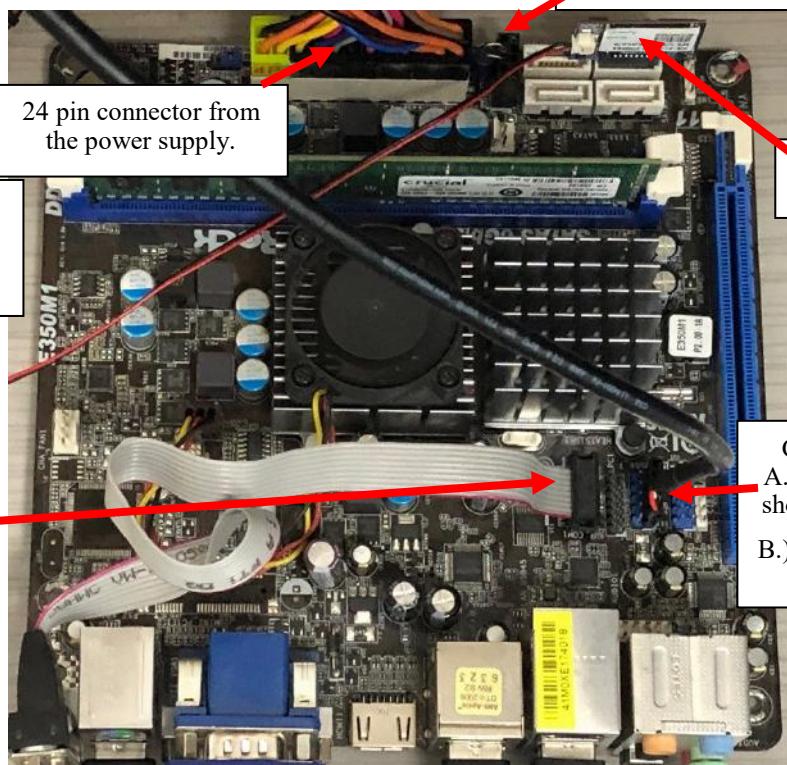
ASROCK C70M1 or
E350M1

Was used in about 200
Prize Hubs

4 pin power connector
not needed.

Note: The 4 pin
connector from the
power supply is not
needed.

External Serial
Cable is plugged
into the board here.



MOTHERBOARD DIFFERENCES

AAMB12 in Prize Hub

(Part # AAMB12-HD/PH)

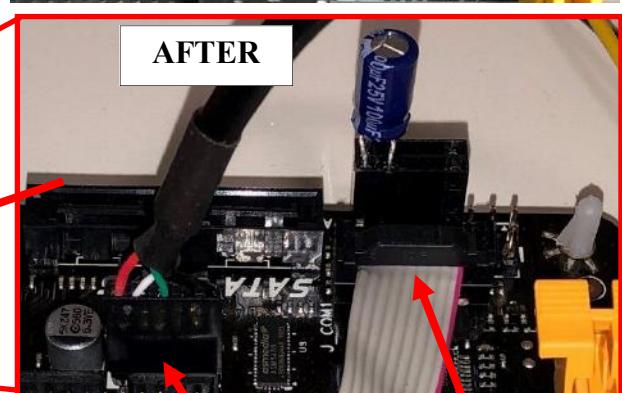
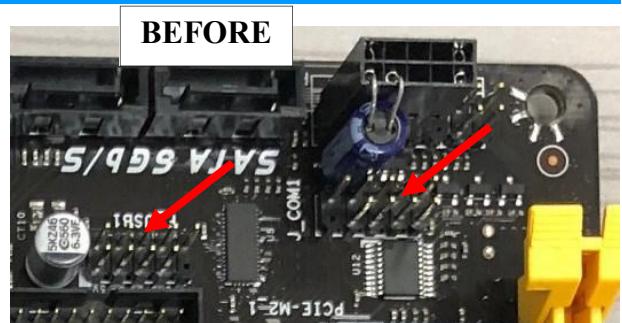
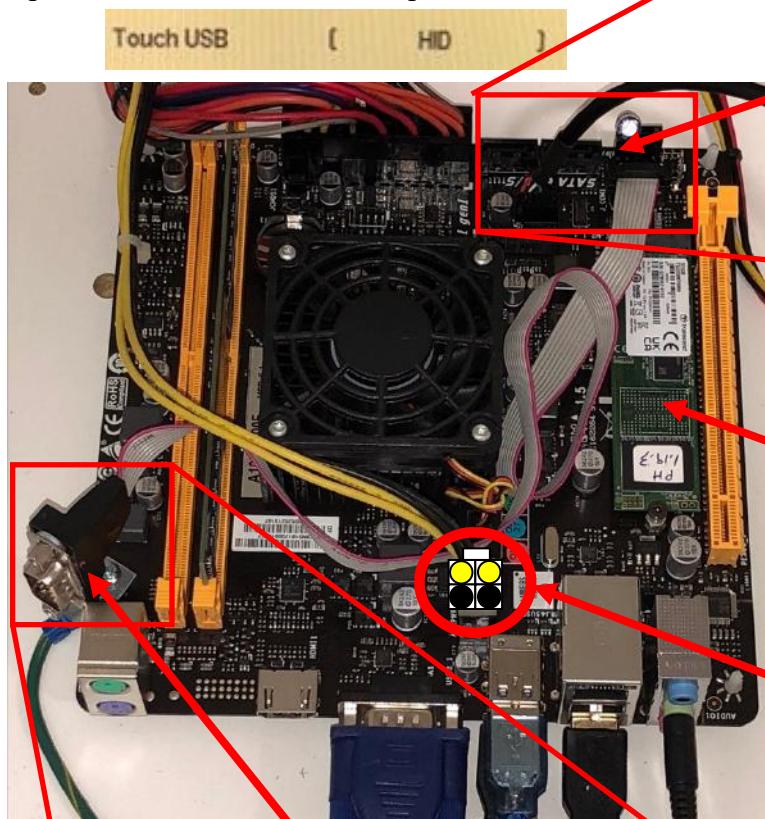
Serial cable added to board, screwed to the grounding hole, plugged in J_COM1 socket.

Comm cable from I/O board plugged into F_USB1 socket, with red wire to the left as shown.

4 pin power connector needed. (Black, Black, Yellow, Yellow)

The MB12 does not support older printers and older monitors.

The MB12 needs a Goldfinger monitor, and the “Touch USB” option to be set to HID. There is no calibration option. It will auto calibrate at power on.



Com Cable
A5CE1800

Serial Port
Addition
A5CBL-

Software
A5HD0032
Must use 1.19.xx
software series

4 Pin Pow-
er Connect-

Serial Port
Addition
A5CBL-
MB8

IMPORTANT!
Must have A5SENY020 spacer to
keep metal from touching board.

Ground wire will be
tightened to this post
in the cabinet.

MOTHERBOARD DIFFERENCES

AAMB11 in Prize Hub

(Part # AAMB11-PH-CONV)

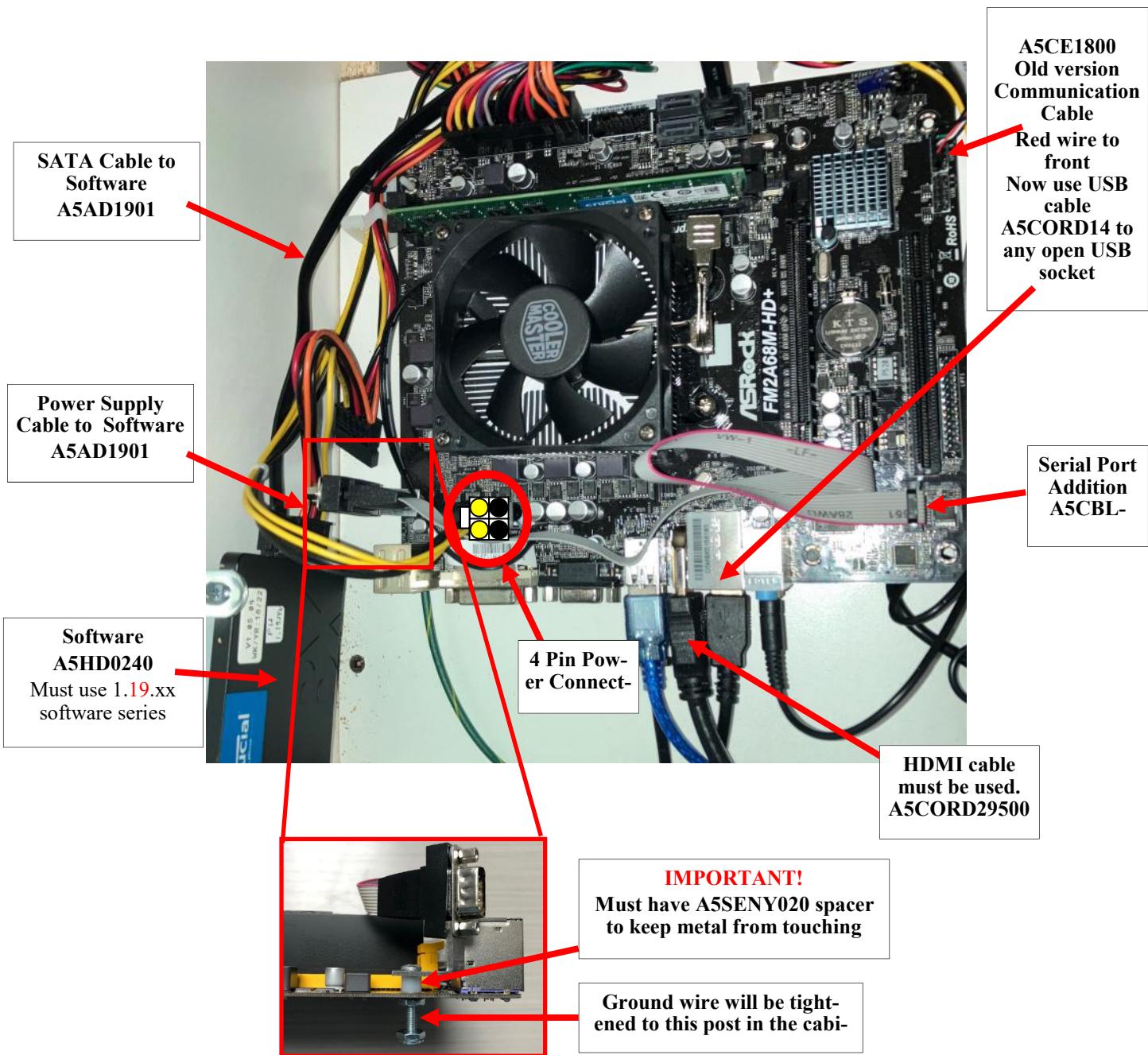
Serial cable added to board, screwed to the grounding hole, plugged in COM1 socket.

Comm cable from I/O board plugged into USB_9_10 socket, with red wire to the front as shown.

New comm cable will be USB flat to USB square. A5CORD14

4 pin power connector needed. (Black, Black, Yellow, Yellow)

The MB11 does not support older printers and older monitors. The MB11 needs a Goldfinger monitor, and the “Touch USB” option to be set to HID. There is no calibration option. It will auto calibrate at power on.



HOW TO CHANGE SOFTWARE IN MB7 & MB8

Description:

These instructions will show how to install software and calibrate touchscreen on the older, MB7 and MB8 boards.

The latest monitor will definitely require calibration, and may need the menu of the monitor to be adjusted.

A keyboard will be needed if the touchscreen needs to be calibrated.

Important - These instructions will only work with the following 3 motherboard types.

If you have a motherboard with yellow sockets and a large fan in the middle of the board, this software will not work.



AAMB7



AAMB7-D



AAMB8

Step 1: Hard Drive Update

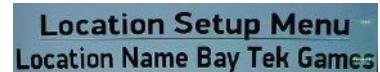
The hard drive contains all the information in your prize hub. Different versions of software have different options to save Prize Images, Advertisements, Machine Settings, Prize Settings, History, or a “back-up all” option.

The backup/restore option may not work because of version conflicts, but the instructions are here

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.

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 and remove the USB stick with the saved data.

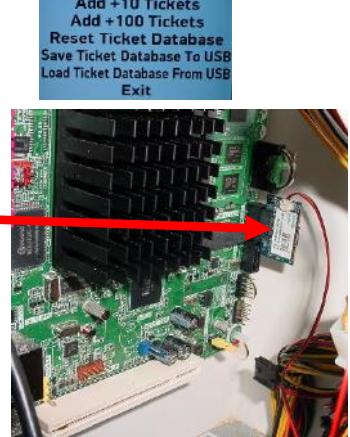
Power down the Prize Hub by unplugging from the wall.

Locate hard drive on motherboard.

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



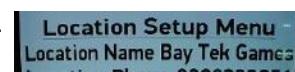
Unplug power supply jumper connector and remove old hard drive from unit.



Plug in Prize Hub, turn 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 name to the same as before.



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.

The data may still be restored even if the machine says failure.



Refer to “How to Calibrate Touchscreen” if needed.

HOW TO CHANGE SOFTWARE IN MB12

Description:

These instructions will show how to install new software in the MB12 version motherboard. The MB12 motherboard has yellow sockets and a large fan in the middle of the board.

If your Prize Hub has a different style motherboard, this software will not work.

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.

The backup/restore option may not work because of version conflicts.

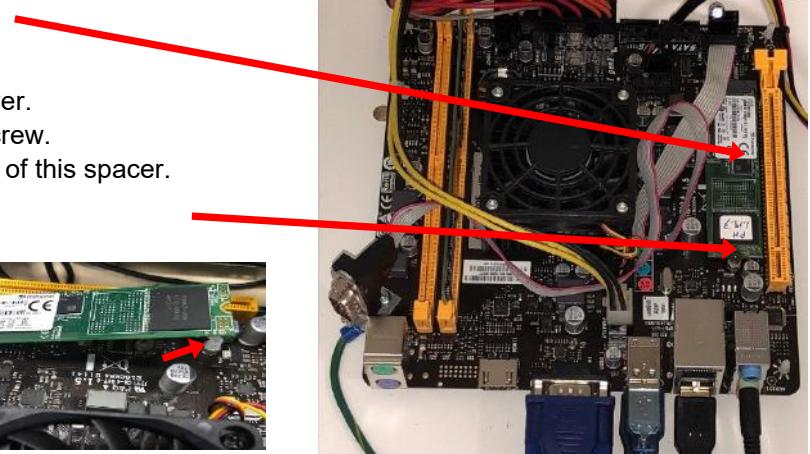


Instructions:

The MB12 motherboard in Prize Hub uses a M.2 Drive as a hard drive with software.



This M.2 Drive is located here on the motherboard.



Remove the old M.2 drive.



Slide the M.2 new software drive into the slot on the motherboard as shown.

Notice the white spacer is still on the motherboard.



Using a small # 1 screwdriver, re-insert the screw into the motherboard to secure the software.

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.

Note: The MB12 does not support older printers and older monitors.

The MB12 needs a Goldfinger monitor, and the “Touch USB” option to be set to HID.

There is no calibration option. The touchscreen will auto calibrate at power on.



HOW TO CHANGE SOFTWARE IN MB11

Description:

These instructions will show how to install new software in the MB11 version motherboard. The MB11 motherboard is wider and a large fan in the middle of the board.

This software will only work in the MB11 & MB12 motherboards.

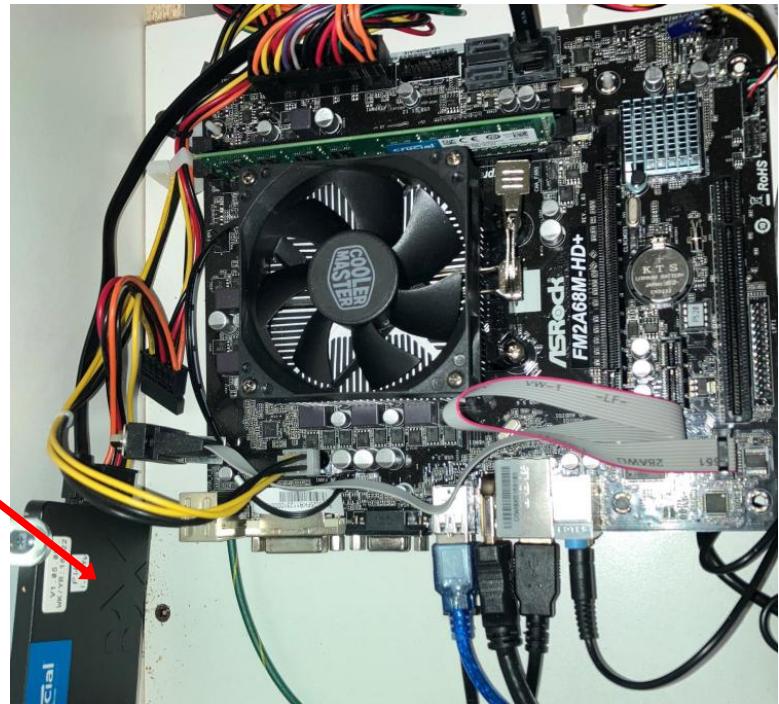
The hard drive contains all the information in your prize hub. Different versions of software have different options to save Prize Images, Advertisements, Machine Settings, Prize Settings, History, or a “back-up all” option.

The backup/restore option may not work because of version conflicts.



Instructions:

The MB11 motherboard in Prize Hub uses a SATA Hard Drive as a hard drive with software.



The SATA Hard Drive is mounted to the side wall next to the motherboard.

It has a power supply cable plugged into it, and a extension cable to any motherboard SATA socket.

To change, remove the 2 screws holding the brackets to the side wall using a #2 square bit.

Remove the 2 brackets from the old hard drive using a small Phillips screwdriver.

Install the new hard drive to the brackets and the brackets to the side wall.

Turn game ON and allow game to boot normally.

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

Note: The MB11 does not support older printers and older monitors.

The MB11 needs a Goldfinger monitor, and the “Touch USB” option to be set to HID.

There is no calibration option. The touchscreen will auto calibrate at power on.





AAHD0240-PH Prize Hub Software Update



Description:

This new software version 1.20.09 will not work the MB8, it is obsolete and unsupportable.

If your Prize Hub has this version motherboard, please call for a replacement.

All other motherboards will work with few important considerations:

- 1.) This software may look different from the software in your Prize Hub.
- 2.) If the Prize Hub boots up and shows “No Boot Device Detected” then the “UEFI Boot” must be Enabled in the Bios.
- 3.) If the Prize Hub has a Goldfinger monitor, it must be set to HID in the touchscreen touch menu.



MB

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 or if the Bios needs to be adjusted.

1.) This software may look different from the software in your Prize Hub.

There have been many different versions of hard drive used in the Prize Hub machine. This is the hard drive that is now being sent and will work in any machine.

It will take the place of other versions of hard drive:



The hard drive contains all the information in your prize hub, including card swipe connection info and prize info.

Instructions:

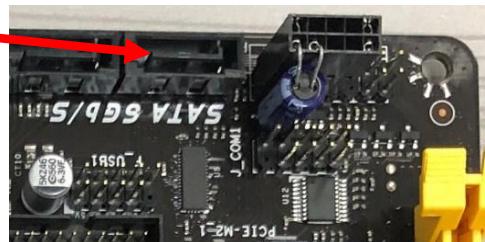
Remove the old software and use this new software as the only boot device attached to the motherboard.

This black cable will already be attached to the hard drive.

Locate a “SATA” cable from the power supply wiring and plug it into the hard drive as shown. It will only plug in one direction!



Gently push the other end of the black cable into any SATA drive socket on the motherboard.



Locate the 2 black screws included.



Using a #2 square bit, mount the new hard drive to the side wall cabinet as shown.



Turn on the Prize Hub and allow to boot up. **If it boots up fine, skip to “Touchscreen Calibration”**

Older motherboards (MB7 & MB8) will display this error, if you have a newer motherboard, there may be a different problem.

to boot device has been detected, please press any key to reboot!

2.) If the Prize Hub shows “No Boot Device Detected” then the “UEFI Boot” must be Enabled in the Bios.

A keyboard will be needed to adjust the Bios. Plug in a USB keyboard into a USB port on the motherboard.

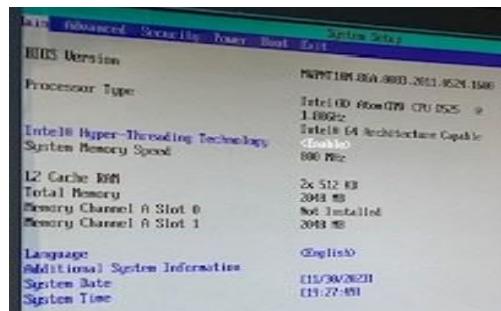
The Bios can only be accessed within the 10 seconds of boot up.

This will only work with the MB7 motherboards.

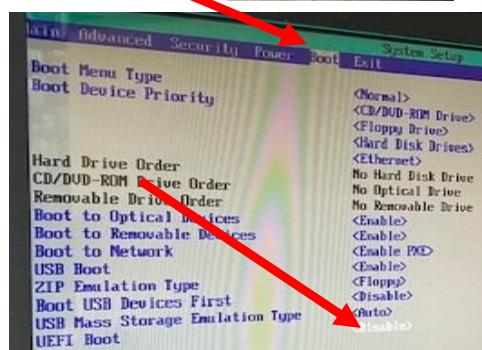
Power the game on and continuously press and alternate between the F2 and Delete keys rapidly.



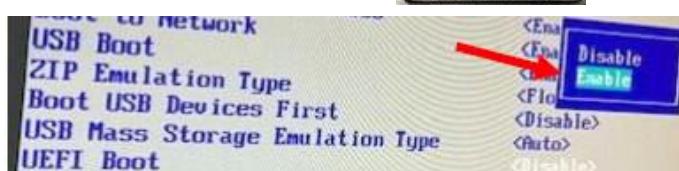
Within 10 second, this screen will pop up and you can stop pressing the F2 and Delete keys rapidly.



Use the arrow keys on the keyboard to scroll over to the “Boot” Tab
And down to the UEFI Boot option.



Press the “Enter” key on the keyboard and press arrow key down to “Enable”

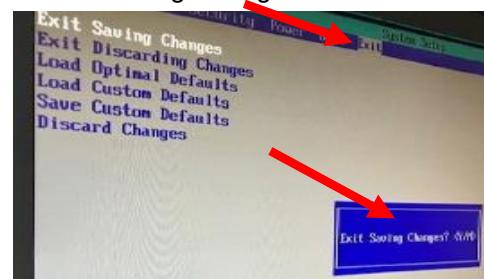


Use the arrow keys to scroll over to “Exit” and press the enter key on “Exit Saving Changes”

Press the “Y” key to accept the exit saving changes command.

The Prize Hub will now reboot automatically and load to the Prize Hub attract screen.

Continue to touchscreen calibration.



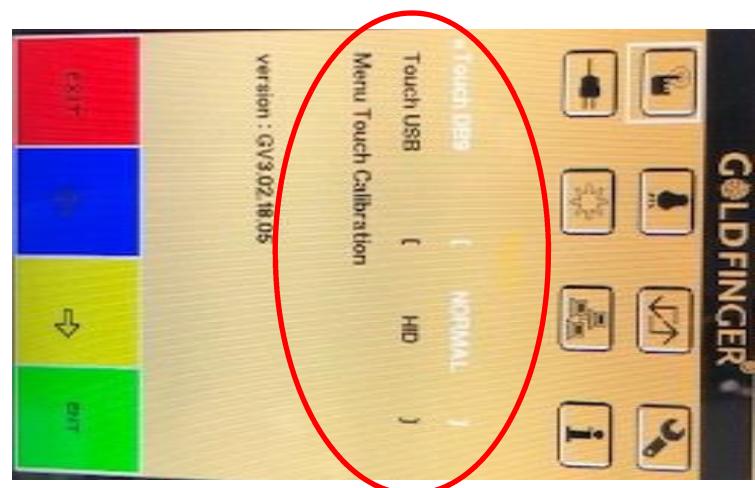
3.) If the Prize Hub has a Goldfinger monitor, it must be set to HID in the monitor menu before calibration.

The General Touch brand of monitors will not need any changes, continue to touchscreen calibration.

There are a few different menu interfaces for the Goldfinger monitors.

Follow the instructions that match your menu layout:

Press the menu button on the back of the monitor and select and the “Touch USB” option to be set to HID.



Your monitor may have a different menu interface.

To change from E-Type to HID

Press the menu button on the monitor itself.

Press the down arrow to get to Touch USB



Then press the Enter space



Press arrows to cycle to HID or E-Type



Then press the Enter space



Once set, press the return space a couple times to



Continue to touchscreen calibration.

Touchscreen Calibration

If the touchscreen works just fine, then this installation is complete.

If your touchpoint is not accurate, the touchscreen needs to be calibrated.

Plug in a USB keyboard into a USB port on the motherboard and press the **F9** key.

This screen will appear:

Touch the center of the target in the top left corner of the screen.

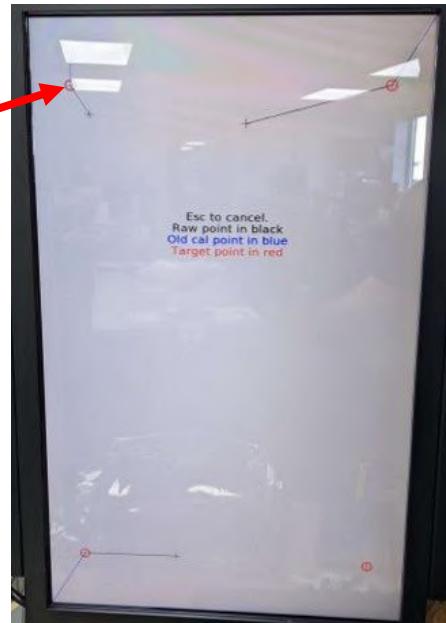
Then touch the next target.

As the calibration process proceeds there will be 4 separate target locations to touch. The next target will appear as the first is pressed.

Once your calibration touch is pressed lines and cross shapes will appear in Black and Blue. The Black is the point you pressed for calibration, The Blue is the previous calibration point.

Once all 4 points have been pressed calibration mode will automatically end and the software will return to the main Prize Hub screen.

Important: Multiple calibration runs may be needed to properly calibrate the program to the monitor.



The touchscreen will be properly calibrated when the black and blue points overlap. When the program returns you to the main Prize Hub screen, test the touch screen by pressing on a prize selection and ensuring the program responds.

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



I2 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 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.

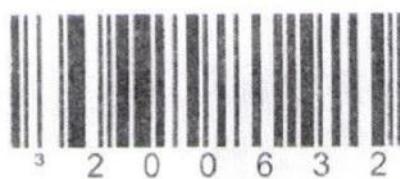
CODE 1/5

Enter Exit Configuration Mode



CODE 2

Enable
Normal and Inverse QR Code



CODE 3

Disable IR Object Detection



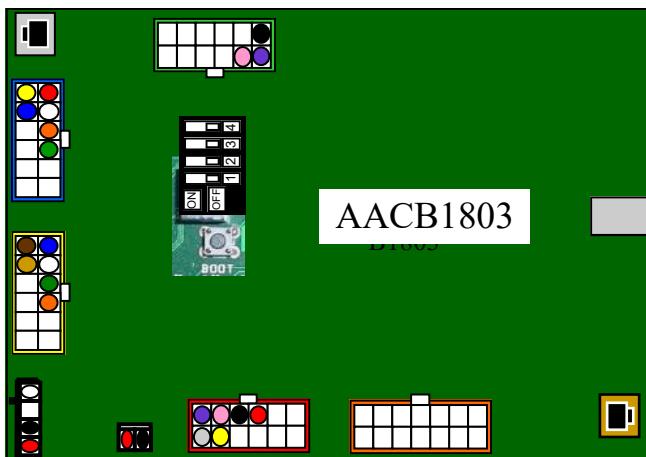
CODE 4

Enable Camera Based Object Detection

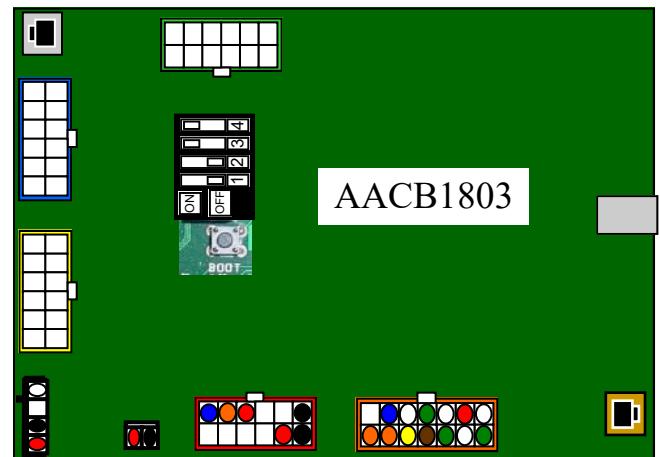


CIRCUIT BOARD PINOUTS

Spindle Unit Board

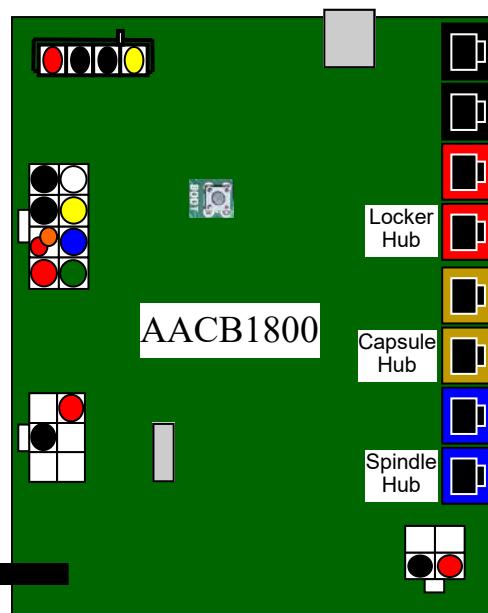


Capsule Unit Board

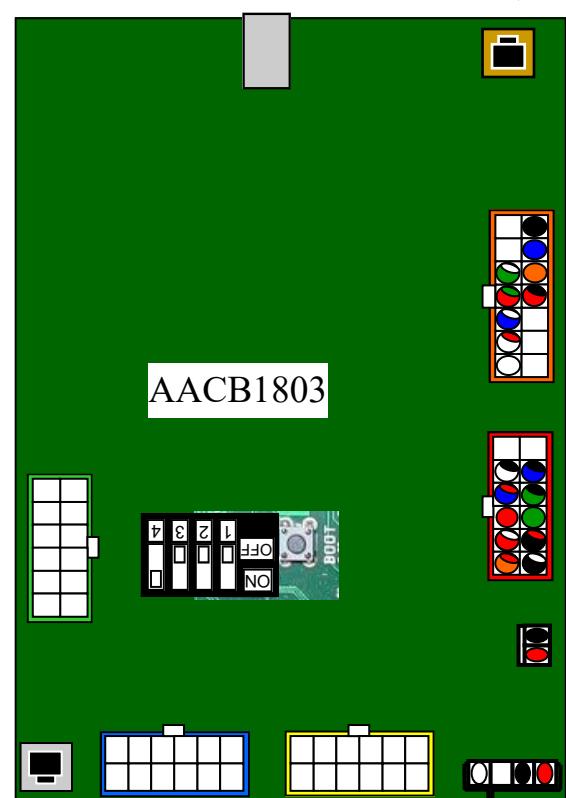


Yellow light is communication, red is prize chute sensor blocked, or door locker open, or other error.

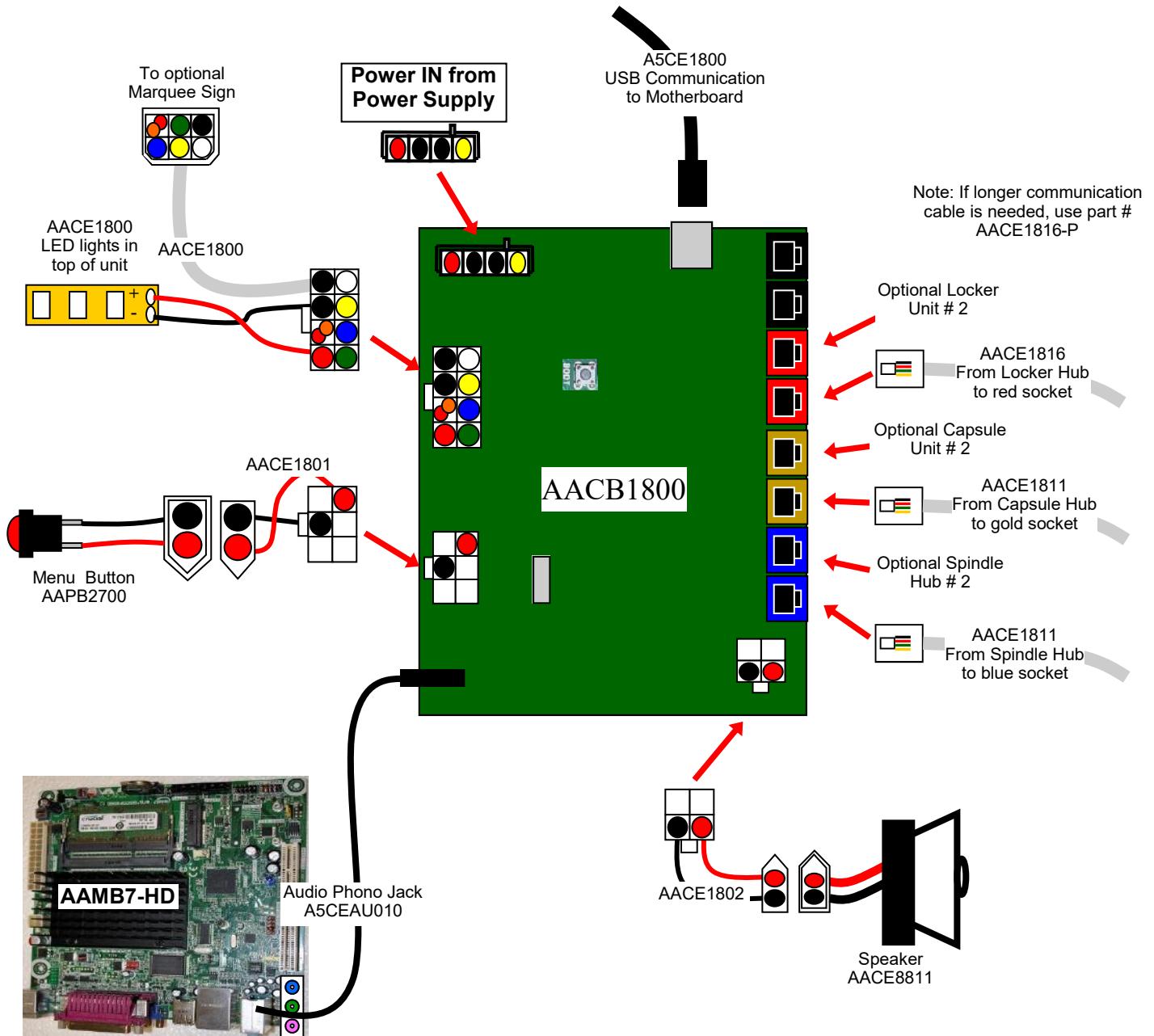
Main Unit Board



Locker Unit Board

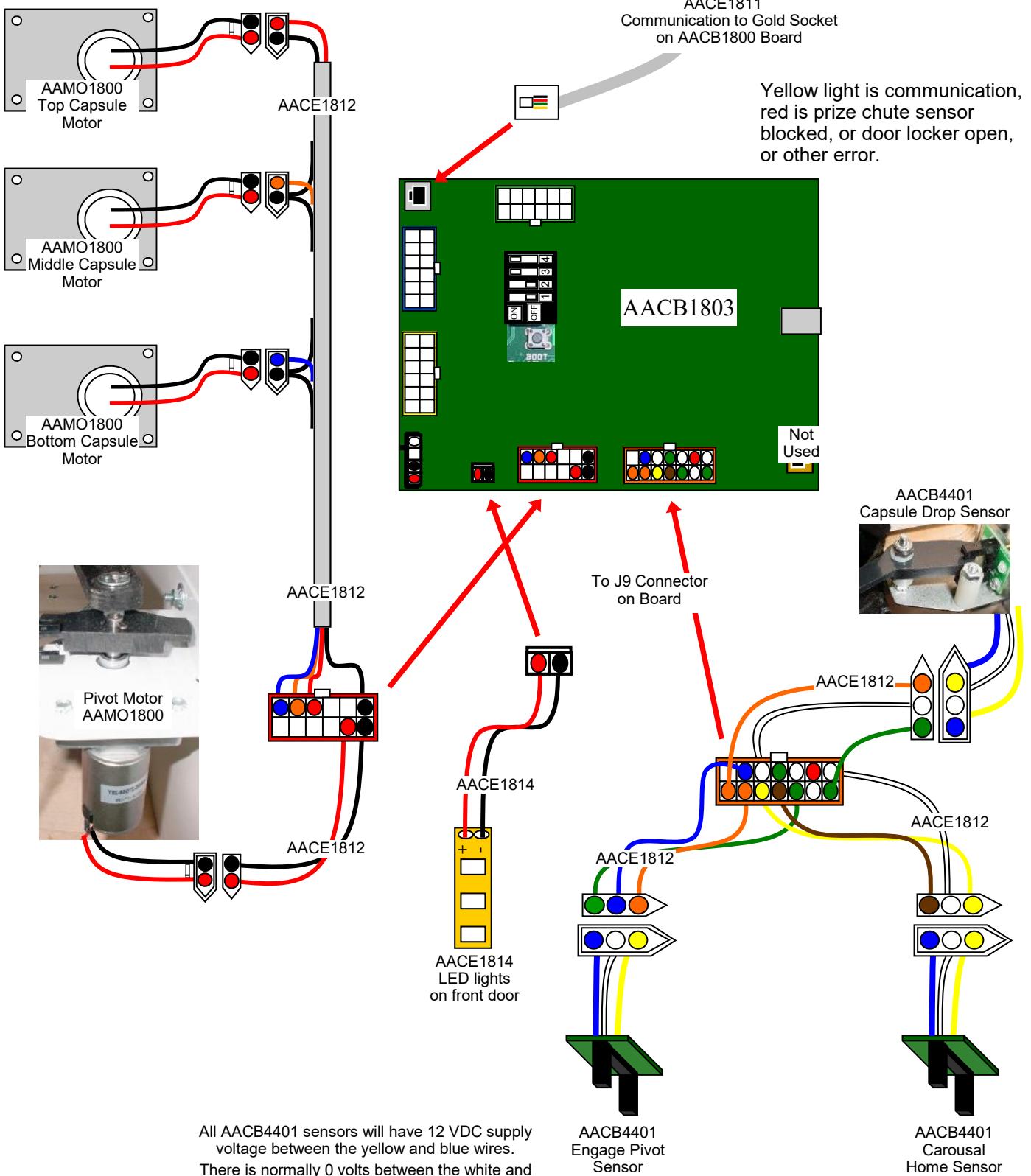


MAIN HUB WIRING DIAGRAM



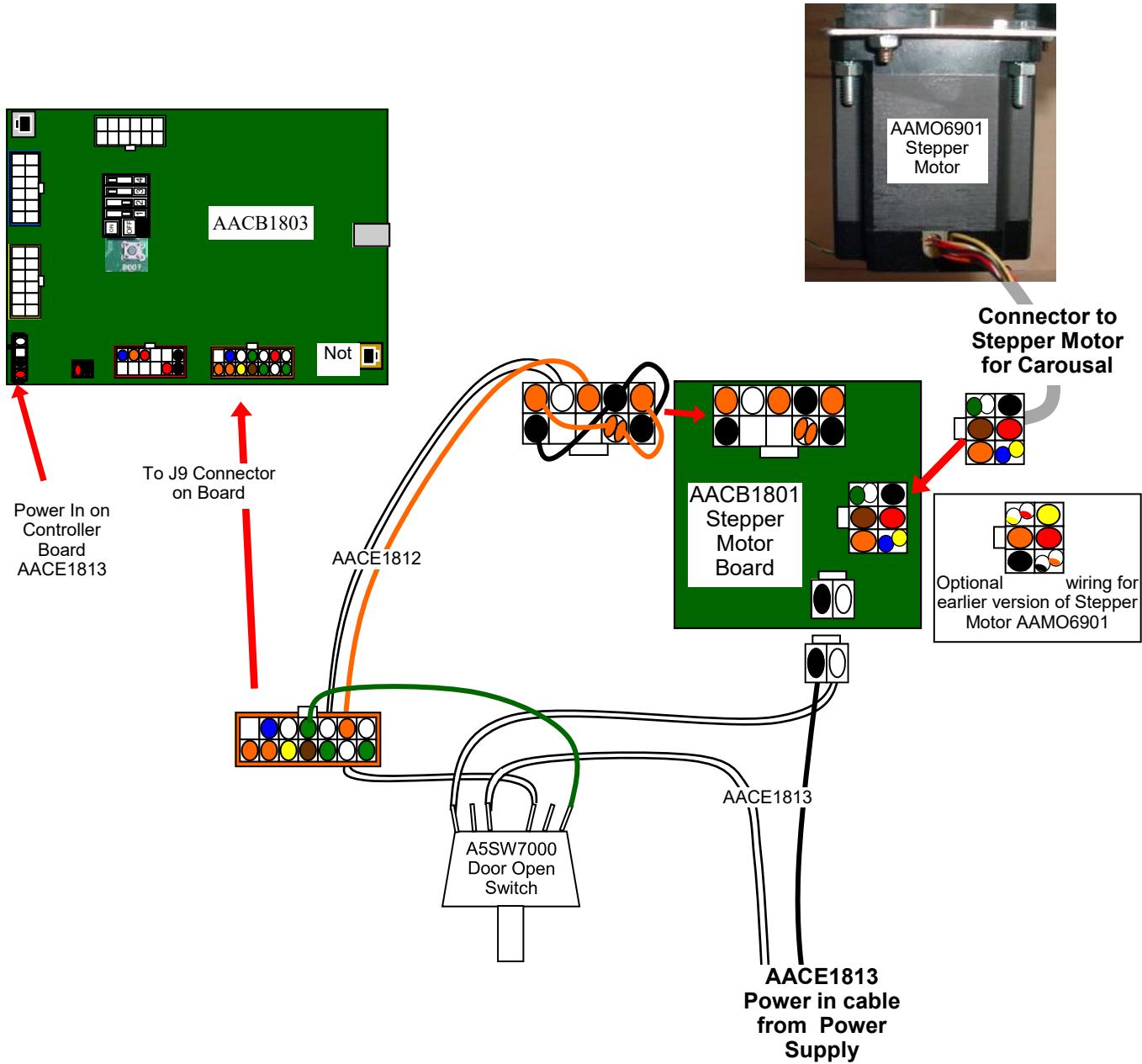
CAPSULE HUB WIRING DIAGRAM

Note: If longer communication cable is needed, use part #
AACE1816-P

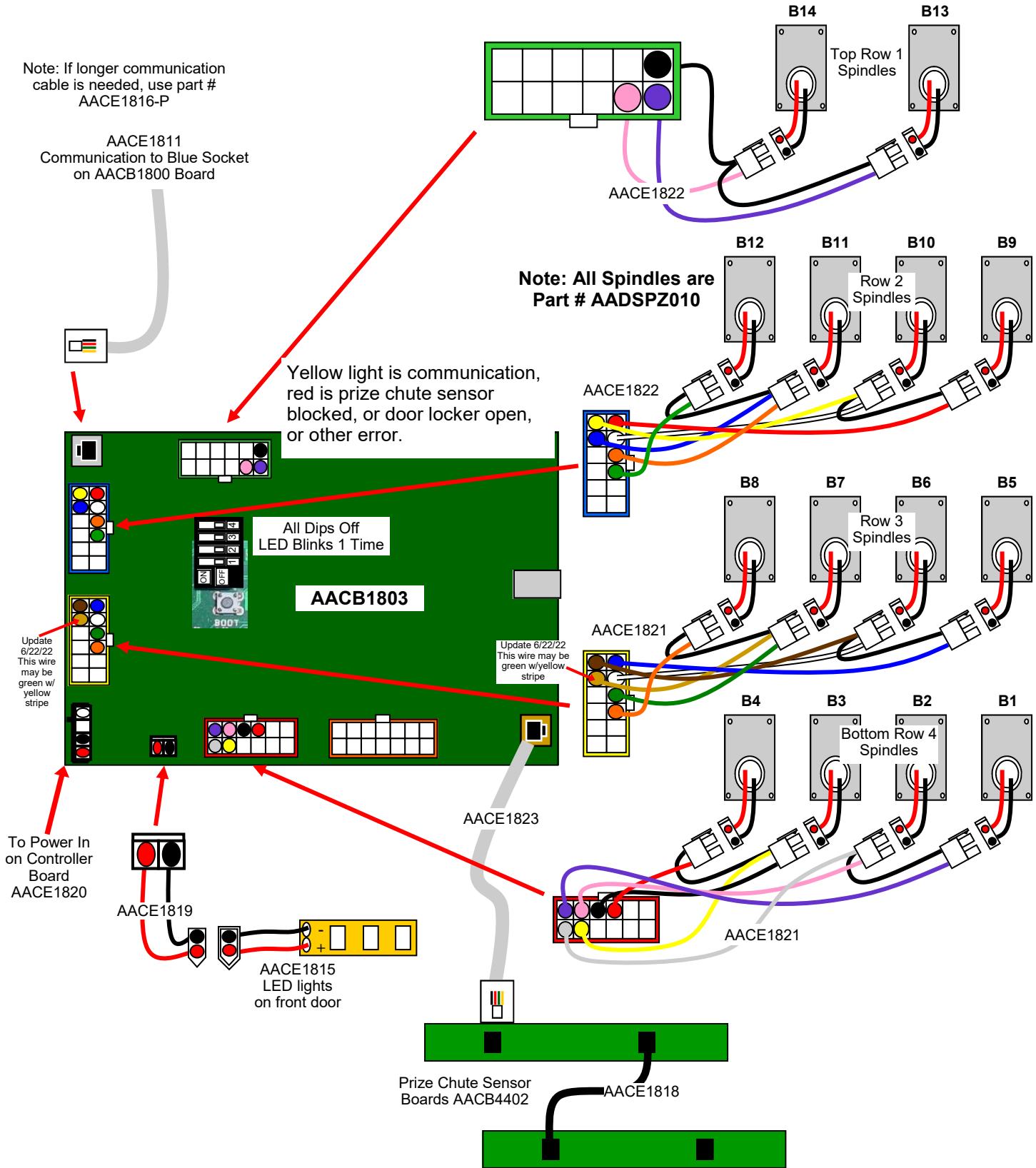


CAPSULE HUB WIRING DIAGRAM

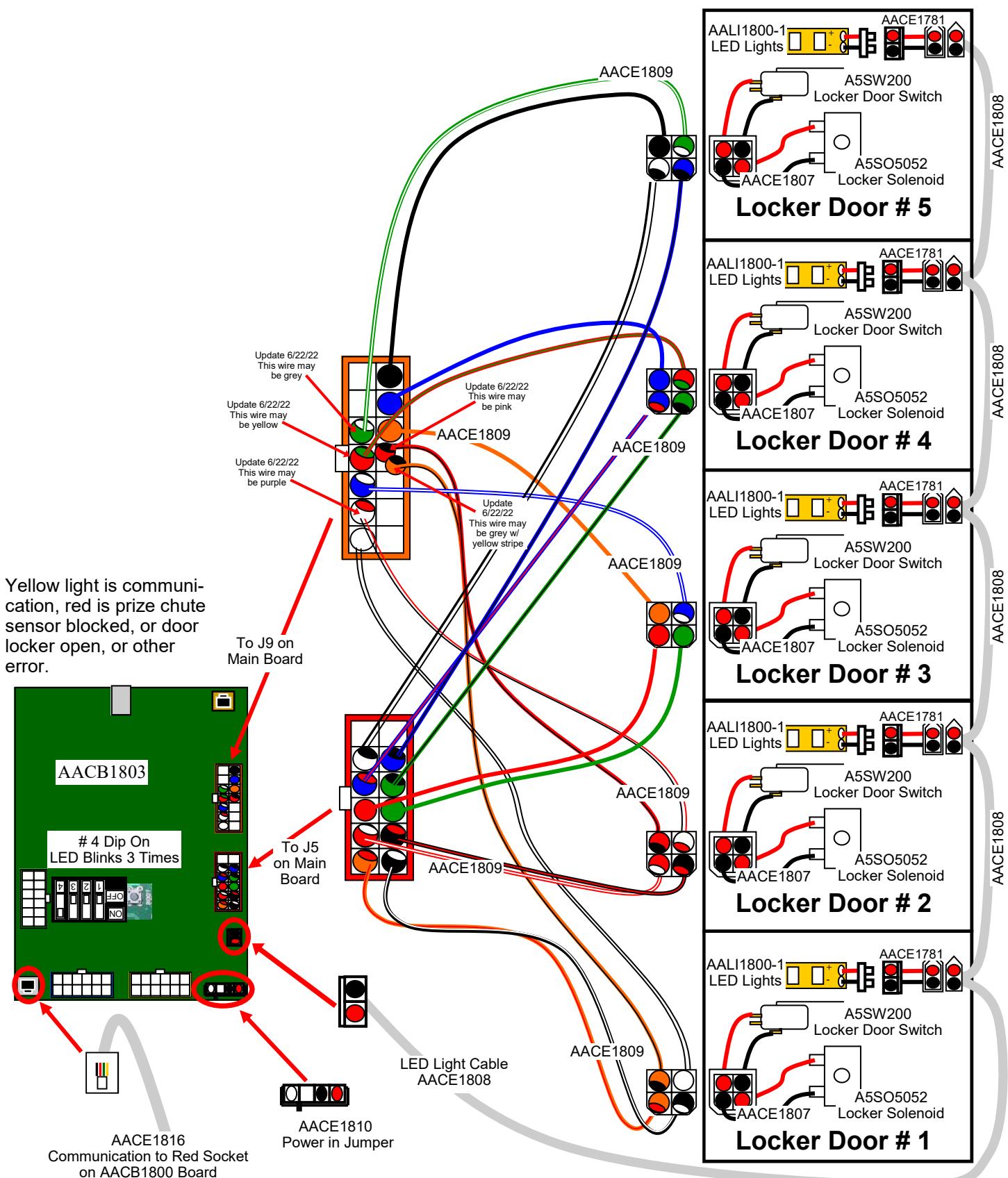
STEPPER MOTOR WIRING



SPINDLE HUB WIRING DIAGRAM

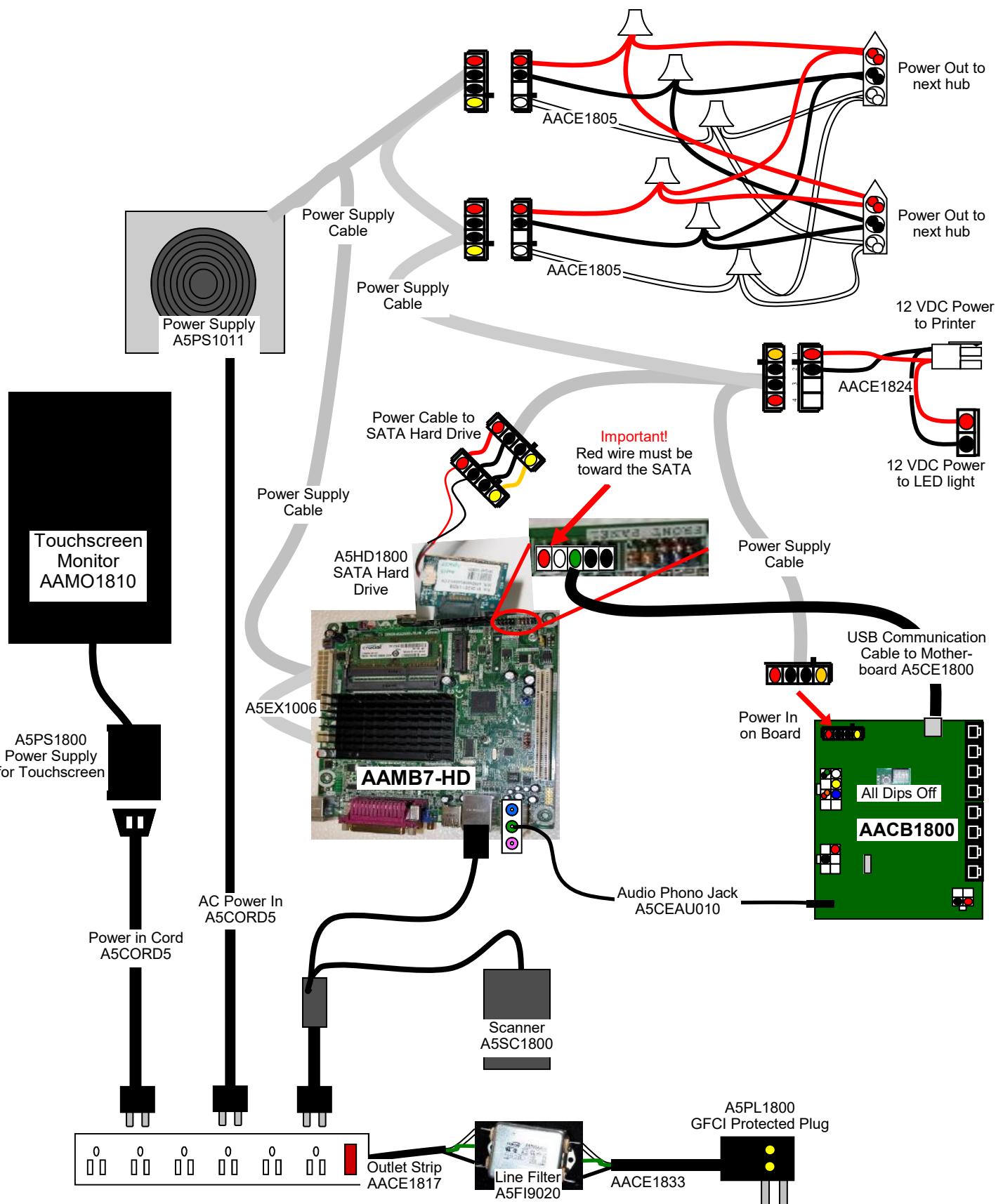


LOCKER HUB WIRING DIAGRAM

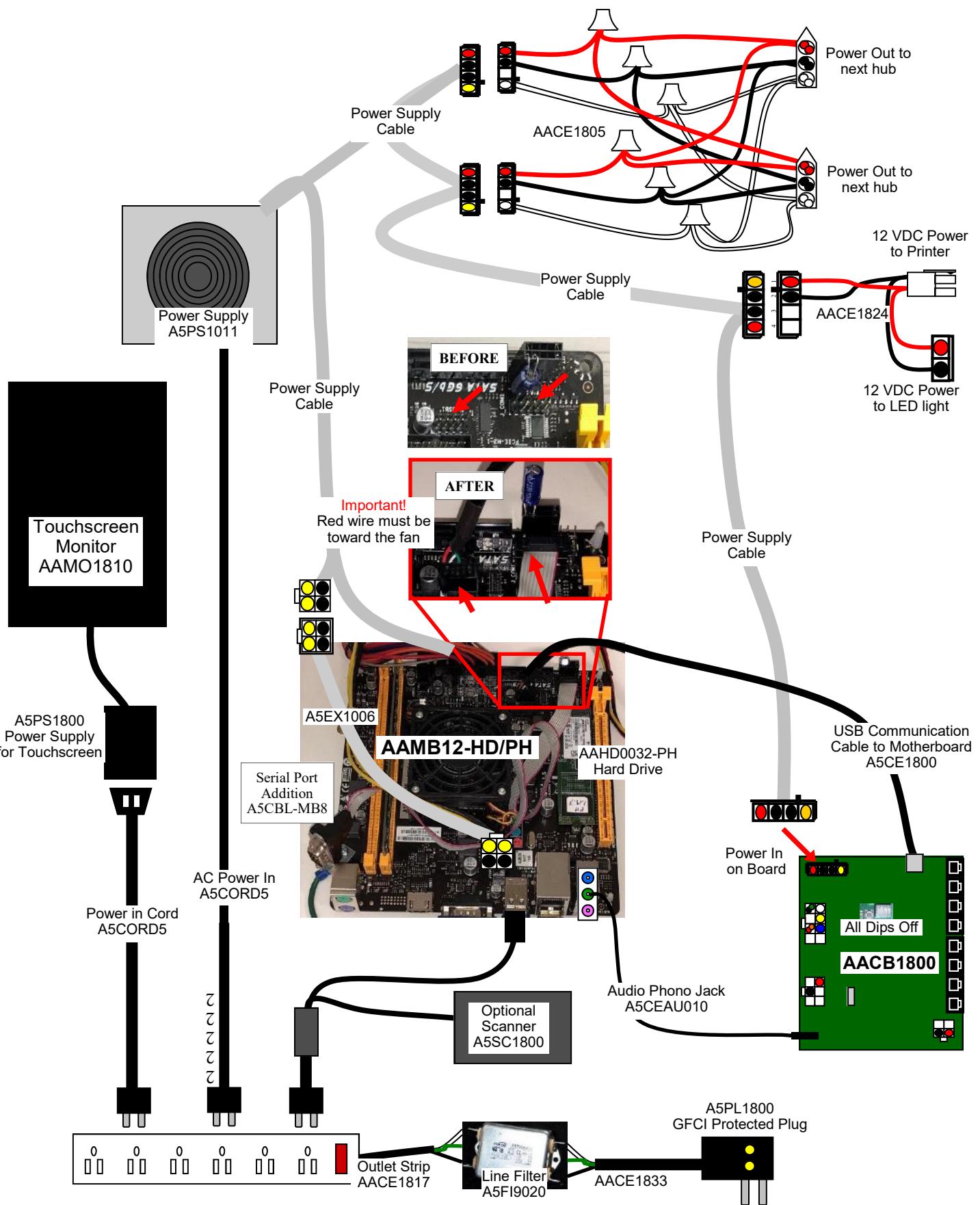


Note: If longer communication cable is needed, use part # AACE1816-P

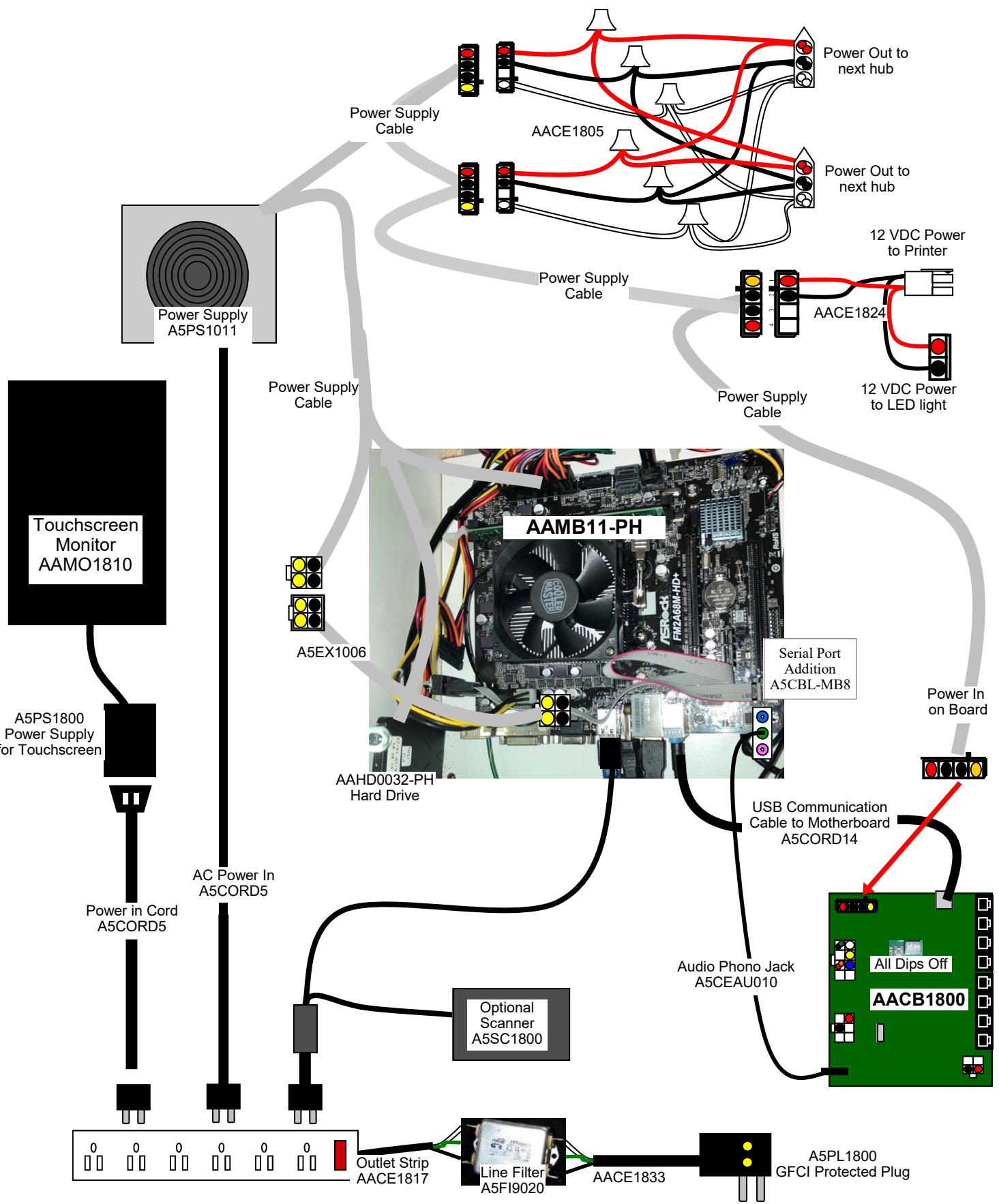
OLDER MB7 POWER SUPPLY WIRING DIAGRAM



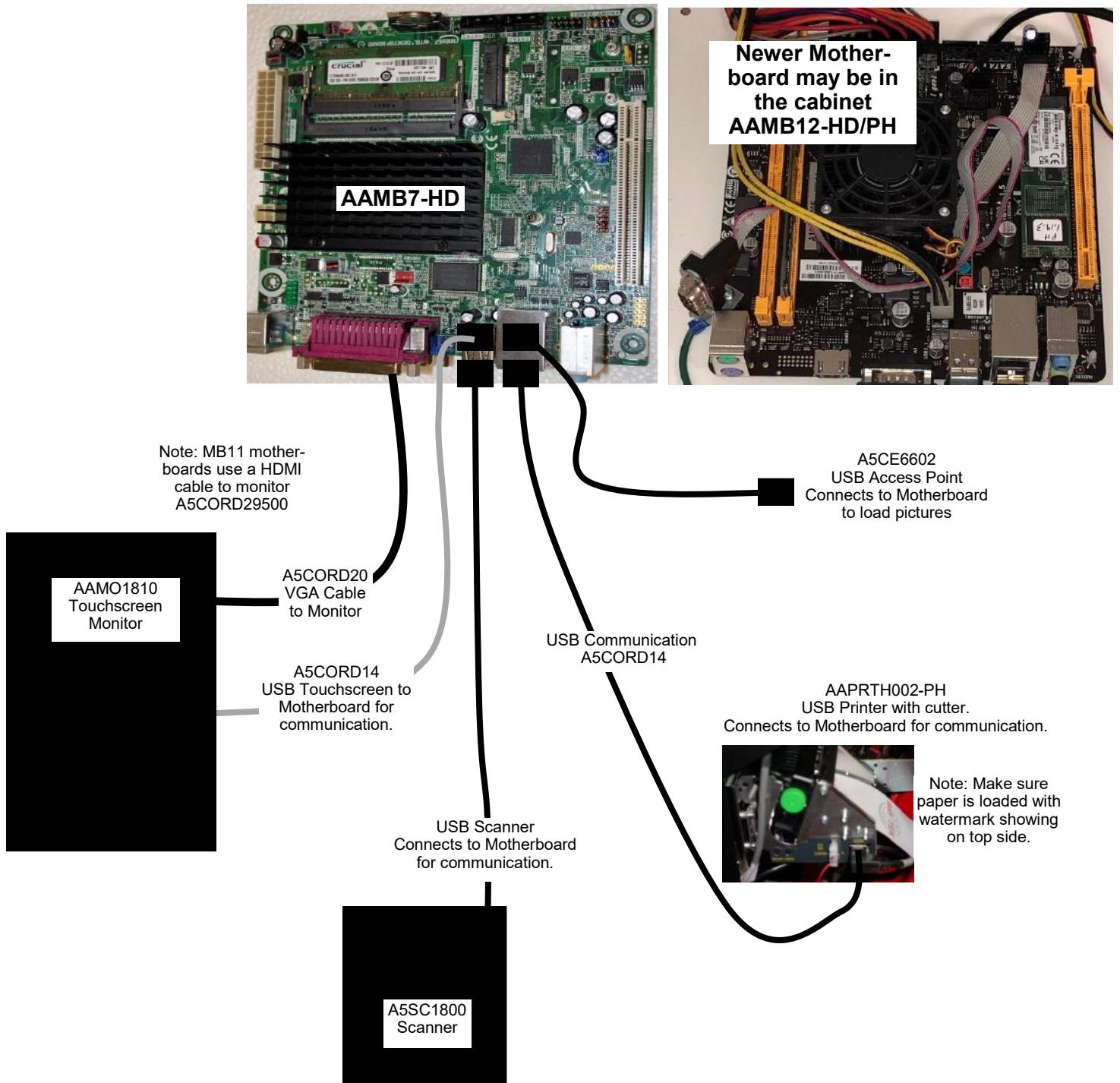
NEWER MB12 POWER SUPPLY WIRING DIAGRAM



NEWER MB11 POWER SUPPLY WIRING DIAGRAM



MOTHERBOARD 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

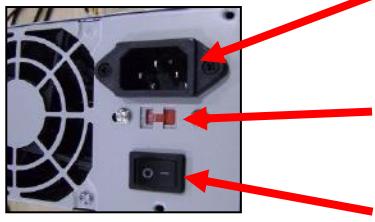
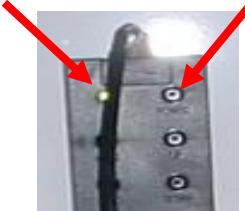


Capsule Hub

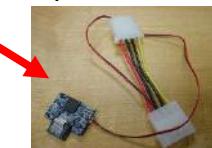
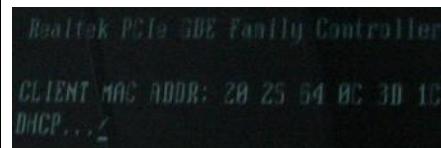


Spindle Hub

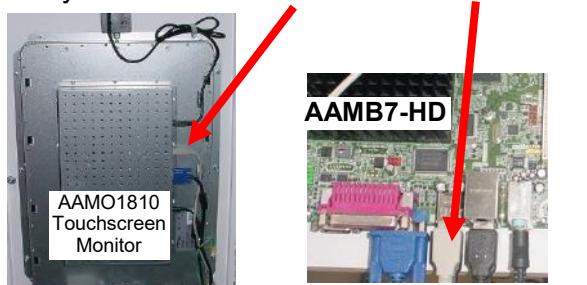
MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>No power to the game. No lights on at all. (Power Supply not ON)</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 if 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>Monitor shows nothing at all on power on. Check for green LED on monitor control unit.</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>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>
	<p>Blurry Monitor - Too bright, or dim. 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>	

MAIN UNIT TROUBLE SHOOTING GUIDE

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

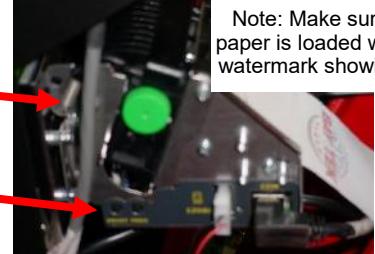
MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Monitor shows “GNU Grub,” on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.</p>	Internal Linex software not detecting boot loader. 	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>Monitor shows “Kernel panic-unable to mount root” on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.</p>	Faulty or loose RAM 	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>Monitor shows anything else other than Prize Hub program on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.</p>	Motherboard has trouble loading or running program	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>Touchscreen does not work. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Could also be a bad SATA drive</p>	USB Connector unplugged Problem can be monitor or motherboard. Try re-calibrating touchscreen Replace monitor AAMO1810 and/or motherboard AAMB7-HD	Verify connector at monitor and motherboard 
<p>Speaker does not work. Motherboard creates sound, AACB1800 board amplifies it.  </p>	Disconnected, loose or broken wires. Faulty speaker. Determine if AACB1800 board is good. 	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.

MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
Menu Button does not work. Hold Menu button for 15 seconds A keyboard can be connected and press F6 to enter menu	Disconnected, loose or broken wires. Faulty button. Faulty AACB1800 board.	Check connections from pushbutton to AACB1800 board. Cables # AAPB2700 and AACE1801 Test button and replace. (AAPB2700) Replace AACB1800 board.
Optional top sign does not flash.	Disconnected, loose or broken wires. Faulty LED boards in sign. Faulty AACB1800 board.	Check connections from AACB1800 board to top sign boards. (Cables #'s AACE1800, AACE1851, AACE1851) Replace AACB1800 board.
Prize Unavailable on screen 	There are many reasons this may show up on monitor.	Please refer to "Prize Unavailable Message" in troubleshooting section.
Does not load picture files from USB stick 	File name is not recognized. Picture files are too large USB stick Faulty	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
Entire Hub not being seen by Prize Hub	Please refer to "Entire Hub not Recognized by Main Hub" in troubleshooting section.	

MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
Scanner does not work. Check for lights on scanner itself. A red light beam should come from scanner when paper is inserted	No lights on scanner. Power problem to scanner. Disconnected, loose or broken wires. Faulty power supply or outlet plug. Check for voltage at scanner.	Check connections from scanner to motherboard and power. Connect scanner into different power source. If scanner has power, but still no indicator light, replace scanner. (A5SC1800)
	Yes - Lights are on scanner. Ensure QR Code is enabled. Faulty USB communication. Problem can be scanner or motherboard.	Refer to "How to Register Evolve Units." Check USB from scanner to motherboard. Replace one at a time. (A5SC1800 and AAMB7-HD)
Other items to check: <ul style="list-style-type: none"> - Ensure the LED light board is on and lighting up the scanner area. - Ensure the receipt printed is dark. Printer may need to be cleaned. - Try reprogramming the scanner. Refer to "scanner programming" - 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. 		
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. Note: Newer software will have a printer option in the menu. Please set to your model printer and then power cycle the machine.	Top door on printer lifting up. This spring provides tension for the door. 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.(AACE1824) Replace printer.(AAPRTH002-PH)	 Note: Make sure paper is loaded with watermark showing
	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 Ticket

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



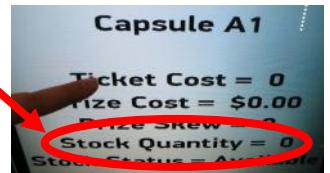
D.) Stock Quantity is set too low.

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.

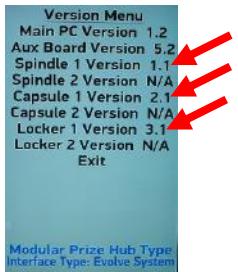
(Cable part #'s: AACE1805, AACE1810, AACE1813, AACE1820)



Enter menu and got to “Diagnostic Menu”

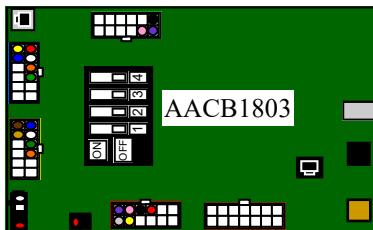


Verify Unit is has version number in the #1 slot.
(#2 slot is for additional optional units)
Software version should start with:
1 for Spindle
2 for Capsule
3 for Locker



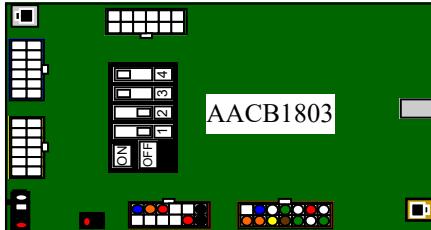
Verify dipswitches and flashing LED on unit's 1803 boards.

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



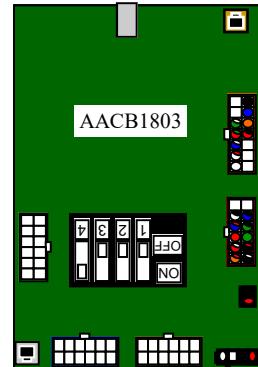
Spindle Unit

1 Flash from LED
All Dips OFF



Capsule Unit

2 Flashes from LED
Dips 3 & 4 ON

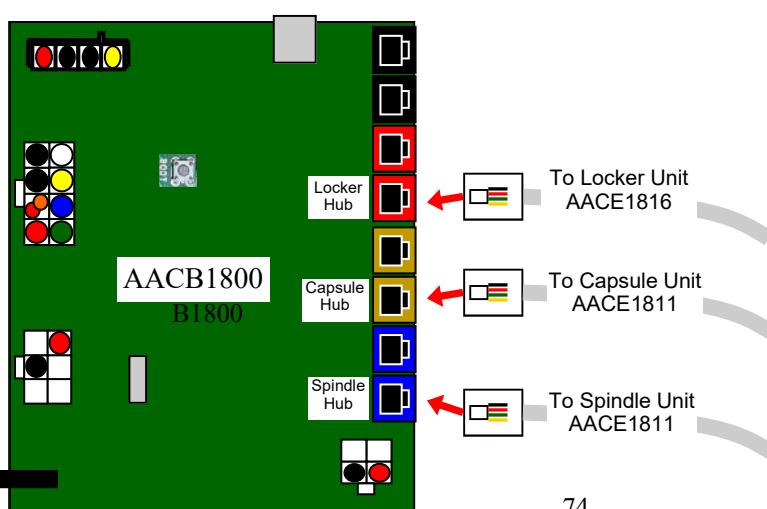


Locker Unit

3 Flashes from LED
Dip 4 ON

Yellow light is communication, red is prize chute sensor blocked, or door locker open, or other error.

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



MAIN HUB TROUBLESHOOTING GUIDE

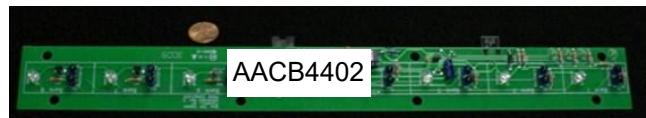
Entire Hub Not Recognized

Step # 2

Troubleshooting topics specific to a unit.

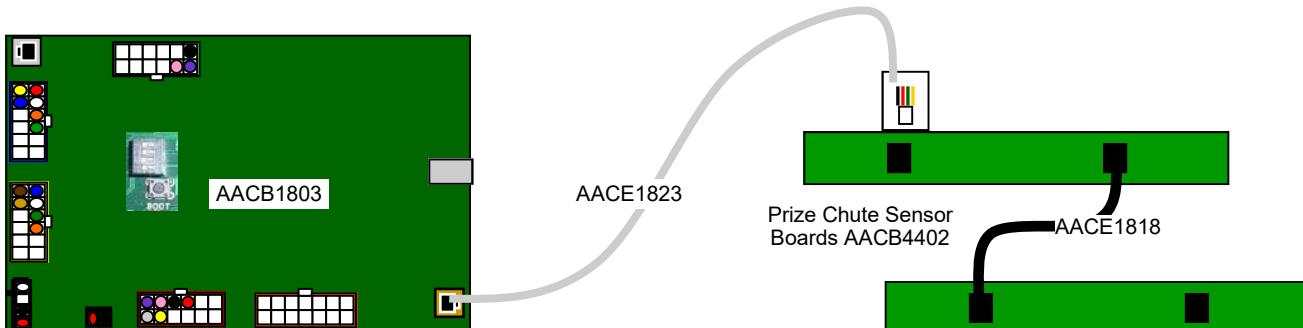
Spindle Unit Only:

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. (AACE1818, AACE1823) Replace if needed.
- 3.) Ensure AACE1823 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. (AACE1812, 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.

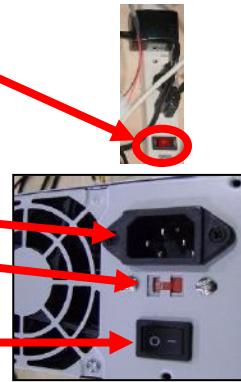
Replace if needed. (AACE1812, AACB4401)

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.

3 - Motherboard "Jump Start"

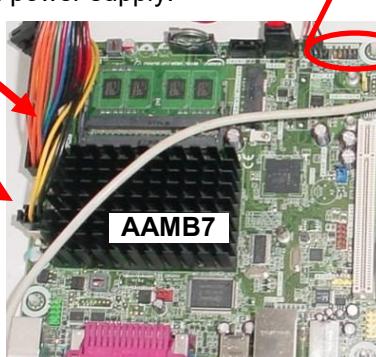
If green Led is ON, but game not on, you may start motherboard by quickly touching these 2 red pins at the same time. Motherboard may turn ON and boot normally.

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

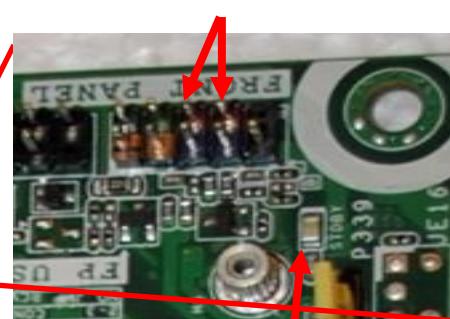
2 - Check BOTH connections from power supply.

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.

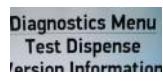
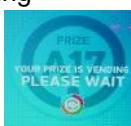


1 - Green LED on motherboard should be ON

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)

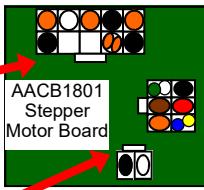
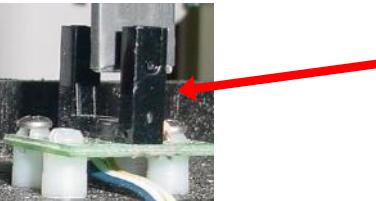
SPINDLE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
No lights on at all in Spindle Unit	12 Volt power comes from Main Unit's power supply. Disconnected, loose or broken wires. Faulty 1803 board.	Verify main unit has 12 Volt lights. Verify 12 Volt jumper cables that feed 12 volts are connected to Spindle Unit Check connections from LED lights to 1803 board. Replace if needed. (AACE1815, AACE1819, AACE1820) Replace AACB1803 board
Spindle Not Turning Test dispense a prize by going into menu and selecting a locker. 	Check for 12 Volts DC on spindle motor Disconnected, loose or broken wires. Faulty controller board.	If spindle motor has 12 VDC, and does not move - Replace spindle. (AADSPZ010) If no 12 VDC: Check connections from spindle to controller board. (AACE1821, AACE1822) Replace controller board. (AACB1803)
Spindle Always Turning	Spindle will time out and stop spinning after 35 seconds in any mode.	If spindle continues to spin, the controller board is faulty. Replace board. (AACB1803)
Prize does not Drop or More than One Prize Drops at a time. Spindle will turn off after prize chute sensors "sees" prize drop. 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 choose a different prize.	Prize is stuck on spindle. Prize stuck in prize chute Prize chute sensors are dirty, misaligned, or faulty.	Make sure prize hanger is UNDER retaining pin. Inspect prize chute and clear jam.  Clean emitters and detectors. Ensure they are pointing straight out and no components on boards are bent 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.) Inspect cables between sensors and to 1803 board. (AACE1818, AACE1823) Replace if needed. Ensure AACE1823 cable is plugged into correct socket on 1803 board. (Gold socket) See diagram. Replace both Prize Chute Sensors.  Replace 1803 Control Board. (AACB1803)
Screen stays locked on "Dispensing Spindle" Prize Hub is attempting spindle drop but something is disrupting the process. 	The spindle will turn for 35 seconds while showing this message. If this shows longer, a spindle is retrying or faulty control board.	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.

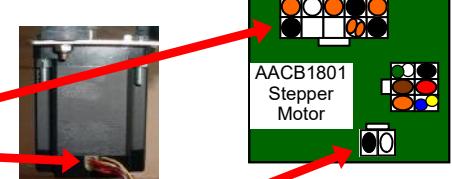
SPINDLE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Prize Dispense Failure on screen. Prize does not drop after Prize Hub tries to drop it. Prize will go to "Unavailable"	Prize did not dispense when Prize Hub expect it. 	Refer to "Prize Unavailable on screen" troubleshooting section.
Entire row of prizes show "Prize Unavailable" 	Entire Unit Not Recognized by Main Hub No communication from a Capsule Unit to Main Hub Unit.	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section. Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
Prize Unavailable on screen 	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.	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.

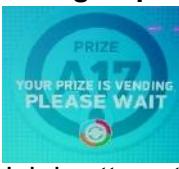
CAPSULE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
No lights on at all in Capsule Unit	<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>
Carousel Motor Not Turning	<p>Door Switch is Open</p> <p>Module Status Information</p> <p>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>  <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.</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 (AAMO6901)</p>
Carousel Motor Always Turning or does not slow down.	<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. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC 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
Capsule does not Drop Go to Menu and try "Test Dispense" 	<p>Carousel Motor is not turning</p> <p>Door Switch is Open Module Status Information 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> <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.</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 (AAMO6901)</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. There is normally 0 volts between the white and blue wires.</p> <p>This will rise to 3.3 VDC 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>
	<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:</p> <p>Replace motor (AAMO4401)</p> <p>If no 12 Volts DC:</p> <p>Check for disconnected, loose or broken wires. (Cable #'s AAMO4401, AACE1812)</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>
Carousel Motor is hard to turn by hand	<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>Screen stays locked on “Dispensing Capsule”</p>  <p>Prize Hub is attempting capsule drop but something is disrupting the process.</p>	<p>Carousel keeps turning until 2 minute time out and then gives Prize Dispense Failure</p> <p>Capsule motor is turning, but no capsules falling.</p>	<p>Carousel Home sensor faulty. Refer to “Carousel Motor Always Turning or does not slow down” troubleshooting section.</p> <p>Refer to “Capsule does not drop” troubleshooting section.</p>
<p>Prize Dispense Failure on screen.</p>  <p>Capsule does not drop after Prize Hub tries to drop it. Prize will go to “Unavailable”</p>	<p>Carousel Home sensor unplugged or blocked.</p> <p>Capsule Jam</p>	<p>Refer to “Capsule Does Not Drop” troubleshooting section.</p>
<p>Too many Capsules dropping.</p>  <p>Capsule drop sensor is not being seen.</p>	<p>Dirty, blocked, or faulty Drop Sensor</p> <p>Disconnected, loose or broken wires.</p>	<p>Inspect AACB4401— Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires.</p> <p>This will rise to 3.3 VDC when blocked. Replace if it stays at 3.3 VDC or 0 VDC.</p> <p>Check for disconnected, loose or broken wires from sensor to 1803 board.</p> <p>Replace if needed. (AACE1812, AACB4401)</p>
<p>Motor/ Sensor self test failed at power on.</p> <p>Power game down, wait 10 seconds, then power game ON.</p>	<p>Pivot Motor does turn at power on.</p> <p>Home Sensor (AACB4401)</p> <p>Disconnected, loose or broken wires.</p>	<p>Inspect AACB4401— There should be 12 volts DC between yellow and blue wires.</p> <p>There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked.</p> <p>Replace if it stays at 3.3 VDC or 0 VDC.</p> <p>Check for disconnected, loose or broken wires from sensor to 1803 board.</p> <p>Replace if needed. (AACE1812, AACB4401)</p>
	<p>Pivot Motor does NOT turn at power on.</p>	<p>Check connections from motor to 1803 board. (AACE1812, AAMO1800)</p> <p>If 12 V is at motor - Replace motor (AAMO1800)</p> <p>If no 12 V at motor - Replace AACE1812 cable and/or AAMO1800 motor.</p>

CAPSULE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Prize Unavailable on screen 	Location is actually empty of prizes. Prize dispensing malfunction. Front door opens while it is dispensing prize. Prize jam. Stock Quantity is set too low. Motor/Sensor self test failed at power on. Entire Unit Not Recognized by Main Hub No communication from a Capsule Unit to Main Hub Unit.	Capsules will hold 120 of the 2" capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable. 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. Refer to "Carousel motor not turning" in troubleshooting guide. 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 We usually leave capsules set to zero, it will dispense capsules until it tries to dispense an empty bin. 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. Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section. Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
Entire row of prizes show "Prize Unavailable"	Entire Unit Not Recognized by Main Hub Pivot Motor/Sensor self test failed at power on. No communication from a Capsule Unit to Main Hub Unit.	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section. Refer to "Motor/Sensor self test failed at power on." in troubleshooting section. Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.

LOCKER HUB TROUBLESHOOTING GUIDE

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

LOCKER XL

The Prize Hub Locker XL is a 9 door option that can be attached to either side of the row of modules.

The AACE1816-P communication phone cable should be plugged from the 1800 board in the main hub to the controller board in the bottom of this locker XL unit.

The power cord from this new Locker XL unit should be plugged into the power strip of the main unit.

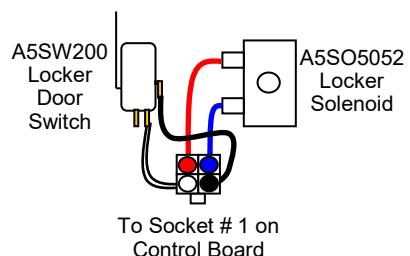
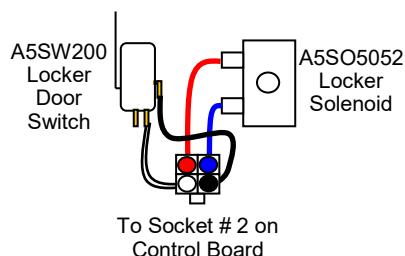
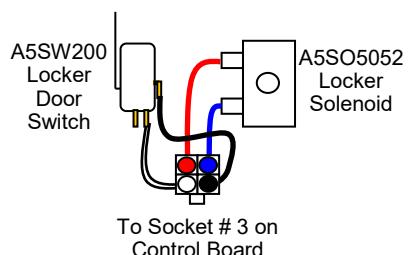
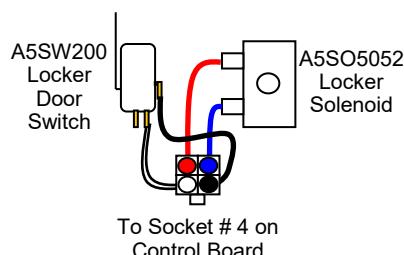
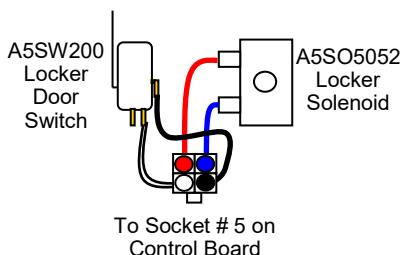
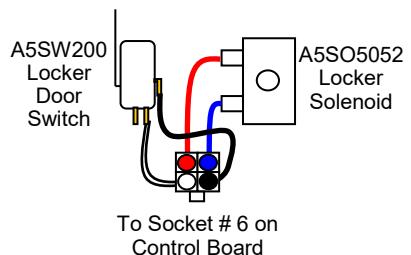
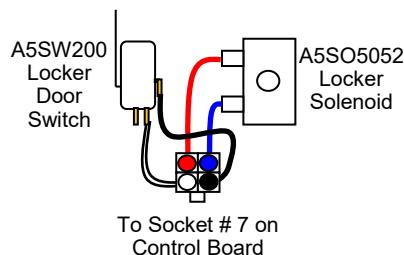
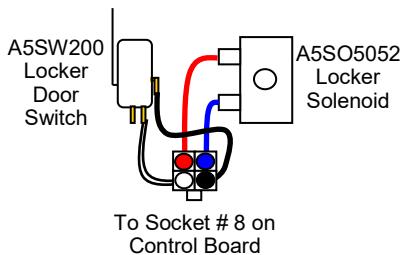
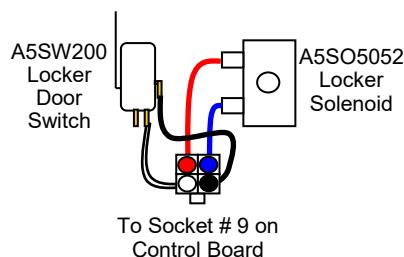
Refer to Prize Hub Locker XL installation instructions for further information.



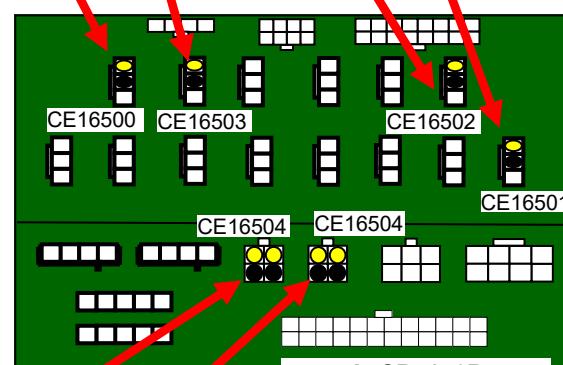
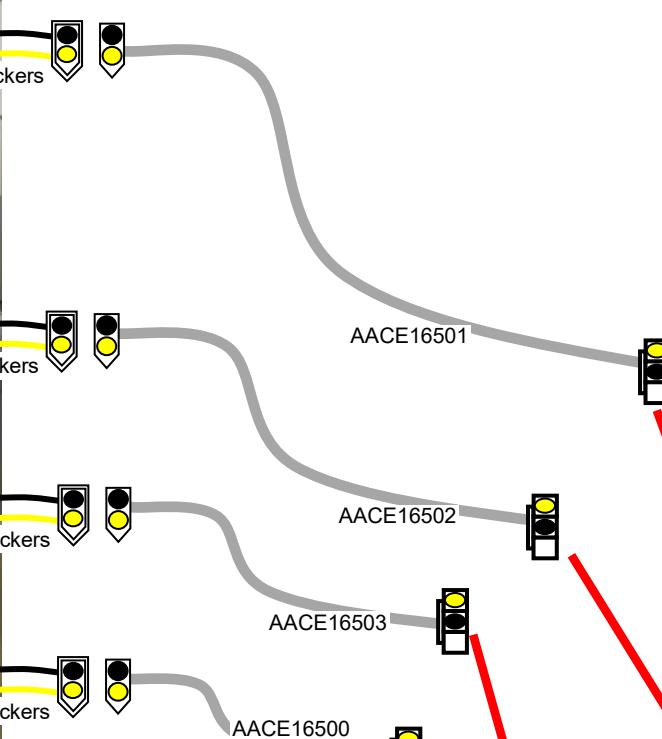
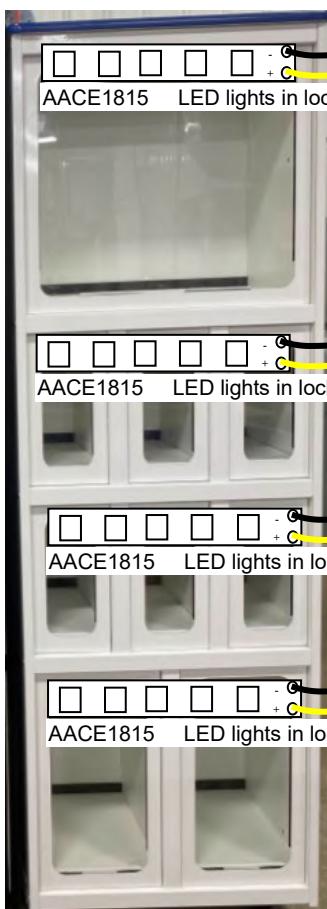
GAME SPECIFICATIONS

WEIGHT			POWER REQUIREMENTS			
NET WEIGHT	lbs.	kg	INPUT VOLTAGE RANGE	100 to 240 VAC		
SHIP WEIGHT	lbs.	kg	INPUT FREQUENCY RANGE	50/60 Hz		
GAME DIMENSIONS			MAX OPERATING CURRENT			
WIDTH	25.5 inches	65 cm	1.8 Amps @ 115 VAC / 3.6 Amps @ 230 VAC			
DEPTH	34 inches	86 cm				
HEIGHT	79 inches	201 cm				
OPERATING TEMPERATURE						
FAHRENHEIT	45 - 80 F					
CELSIUS	7.2 - 26.7 C					
SHIPPING DIMENSIONS						
PALLET						

WIRING DIAGRAMS



WIRING DIAGRAMS



AACE16504

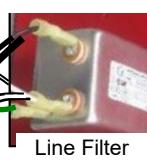
AACE16504



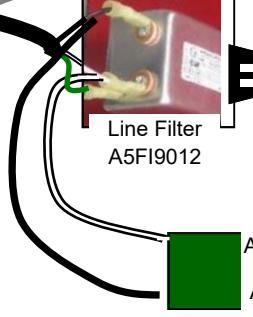
AACE16515

AACE16504

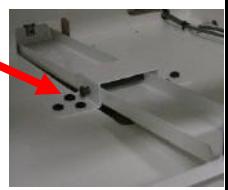
If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service



Power In Cord
From Wall
Part # A5CORD29



LOCKER XL HUB TROUBLESHOOTING GUIDE

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

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
Q12V		J15	5
Q12V		J15	6
GND		J15	7
GND		J15	8

SPINDLE HUB

Q12V		J5	1
Q12V		J5	2
Q12V		J5	3
Q12V		J5	4
Q12V		J5	5
Q12V		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
Q12V		J6	1
Q12V		J6	2
Q12V		J6	3
Q12V		J6	4
Q12V		J6	5
Q12V		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
Q12V		J7	1
Q12V		J7	2
Q12V		J7	3
Q12V		J7	4
Q12V		J7	5
Q12V		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
Q12V		J8	1
Q12V		J8	2
Q12V		J8	3
Q12V		J8	4
Q12V		J8	5
Q12V		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
Q12V		J14	1
PA9	PRIZE CHUTE MOTOR SENSOR	J14	2
GND		J14	3
Q1	PRIZE CHUTE MOTOR ENABLE	J14	4
PA12	PRIZE SENSE 1	J15	1
PA13	PRIZE SENSE 2	J15	2
Q12V		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
Q6	ENGAGE MOTOR	J5	12

LOCKER HUB

Q12V		J5	1
Q12V		J5	2
Q12V		J5	3
Q12V		J5	4
Q12V		J5	5
Q12V		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
GND		J9	5
GND		J9	6
GND		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	Circr 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
A5BKS001	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		
A5SLLO070	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 Xllocker/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



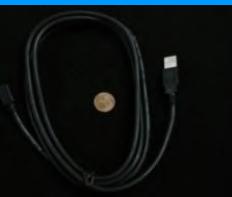
A5BK6035



A5CA1002



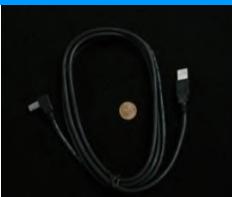
A5CE1800



A5CE6602



A5CEAU010



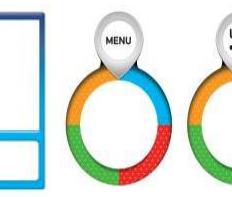
A5CORD14



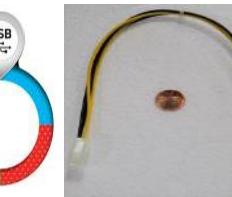
A5CORD5



A5DE1802



A5DE1803



A5DE1812



A5EX1006

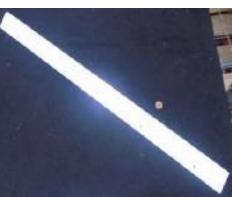


A5FI9020

A5LK1001



A5LK6000



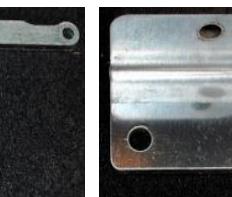
A5ME1810



A5ME1869



A5ME1894



A5ME1886



A5ME1889



A5ME1870



AAMO1810



A5PL1800



A5PL1805



A5PS1011



A5PYTH0010



A5HLP001



AACB1800



AACE1800



AACE1801



AACE1802



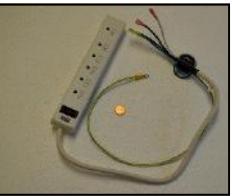
AACE1803



AACE1804



AACE1805



AACE1817



AACE1824



AACE1833



AACE8811



AAPB2700



AAMB7-HD



AAPRTH002-PH



W5TM4002



AAHD1900-PH



AAHD0032-PH



AAHD0240-PH

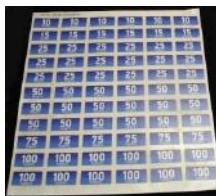
SPINDLE HUB PARTS PICTURES



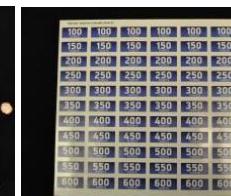
A5BK6035



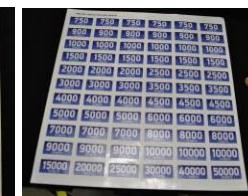
A5CA1002



A5DE1800



A5DE1810-1



A5DE1810-2



A5DE1806



A5DE1808-1

A5DE1808-2

A5DE1808-3

A5DE1808-4

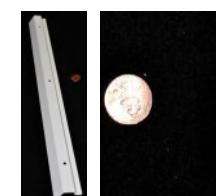
AAHA1001



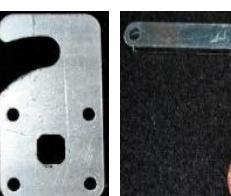
A5LK6000



A5ME1810



A5ME1823



A5ME1869



A5ME1886



A5ME1889



A5ME1870



A5ME1894



A5ME44407-WHT



AAME4408-WHT



A5ME4409



A5SHZN010



A5TR1801-C



AACB1803



AACB4402A



AACE1811



AACE1815



AACE1818



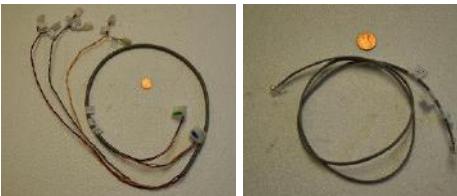
AACE1819



AACE1820



AACE1821



AACE1822



AACE1823



AADSPZ010



A5DSPN010



A5KE5000



W5TM4002

CAPSULE HUB PARTS PICTURES



A5BK6035



A5BKSW001



A5BR1001



A5CA1002



A5CH1800



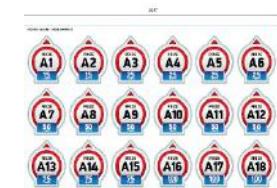
A5DE1800



A5DE1810-1



A5DE1810-2



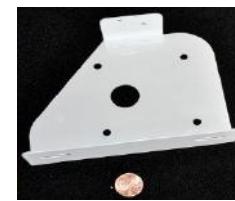
A5DE1815-1



AAHA1001



A5LK6000



A5ME1727



A5ME1728



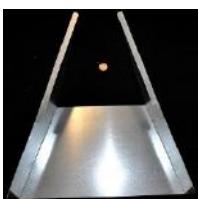
A5ME1729



A5ME1761



A5ME1810



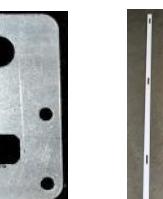
A5ME1831



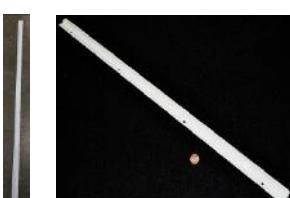
A5ME1865



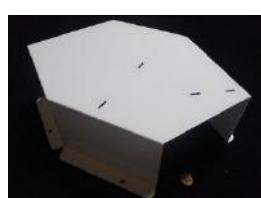
A5ME1869



A5ME1870



A5ME1872



A5ME1873



A5ME1874



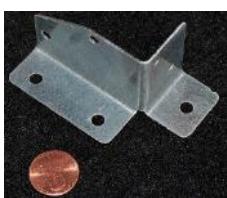
A5ME1875



A5ME1876



A5ME1877



A5ME1880



A5ME1881



A5ME1882



A5ME1886



A5ME1889



A5ME1895



A5ME4439-WHT



A5SLLO070



A5SP1006



A5SP1007



A5SP1801



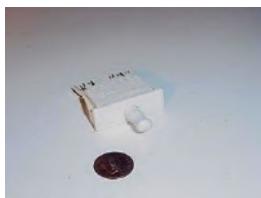
A5SP1802



A5ST1800



CAPSULE HUB PARTS PICTURES



A5SW7000



A5VI1800



AACB1801



AACB1803



AACB4401



AACE1811



AACE1812



AACE1813



AACE1814



AAMO1800



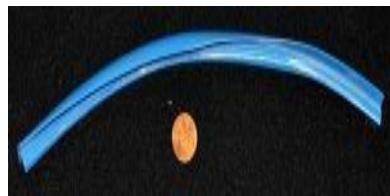
AAMO6901



W5KE5000



W5TM4002



W5TM8000

LOCKER HUB PARTS PICTURES



A5CA1002



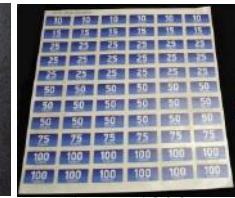
A5CH1700



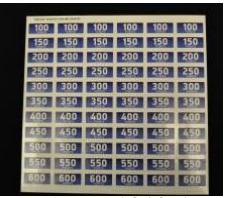
A5CL1003



A5CL1005



A5DE1800



A5DE1810-1



A5DE1810-2



A5DE1811-1



A5DE1811-2



A5DE1811-3



A5DE1811-4



A5DE1811-5



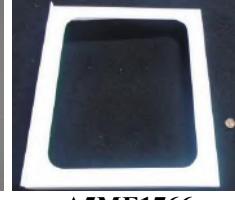
A5LK6000



A5ME1763



A5ME1765



A5ME1766



A5ME1767



A5ME1770



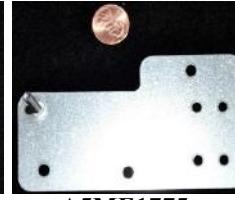
A5ME1771



A5ME1773



A5ME1774



A5ME1775



A5ME1776



A5ME1810



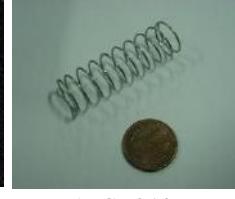
A5ME4439-WHT



A5SO5052



A5SP1801



A5SP9107



A5SW200



AACB1803



AACE1807



AACE1808



AACE1809



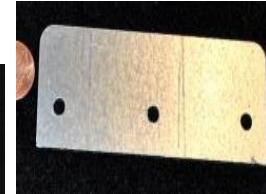
AACE1810



AACE1816



W5HG1030



W5KE5000



W5TM4002

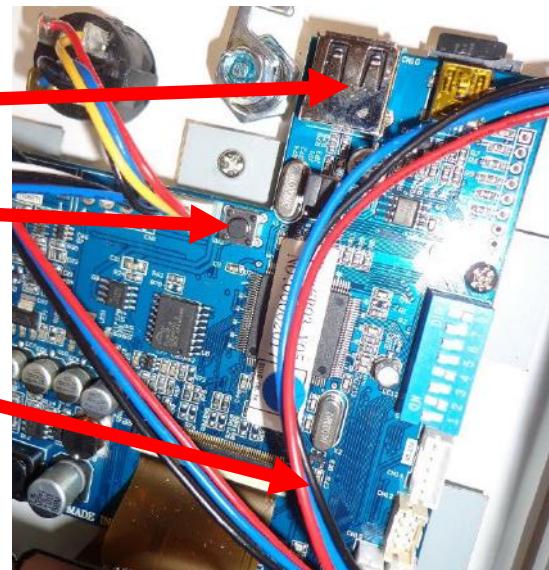
HOW TO UPDATE EVOLVE UNITS

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 TEST SWIPE

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.

Verify Card Swipe System is 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.

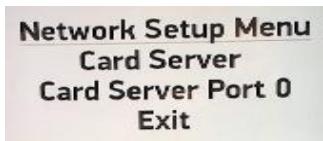
Enter Location Menu and ensure the Kiosk Interface is set to your card system.

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

MB7 & MB8 MOTHERBOARD INSTRUCTIONS

Test swiper to ensure it is communicating to motherboard:

Install USB Keyboard to motherboard, and turn ON Prize Hub and allow game to boot normally.

Once Prize Hub program is running, press F5 on the keyboard, and press Alt and space at the same time, then arrow down to select "Kill PrizeHub". This will stop the game program from running again. You have 6 seconds to do this.

Press Alt and space at the same time, then arrow down and select "Terminal".

Swipe a card or receipt:

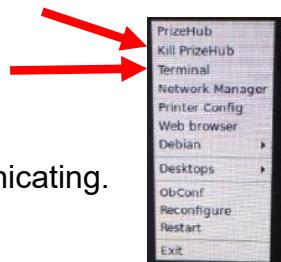
If the terminal window displays the code, then the swiper is ok.

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

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.



MB12 MOTHERBOARD INSTRUCTIONS

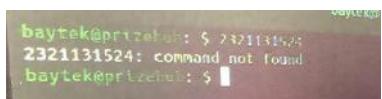
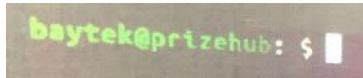
Test swiper to ensure it is communicating to motherboard:

Install USB Keyboard to motherboard, and turn ON Prize Hub and allow game to boot normally.

Once Prize Hub program is running, press 3 keys at the same time:

Control + Alt + T

A terminal window will pop up.



Swipe a card or receipt:

If the terminal window displays something and "command not found", then the swiper is ok.

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

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.

ADVANCED CARD SYSTEM - PING THE SERVER

MB7 & MB8 MOTHERBOARD INSTRUCTIONS

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:

Install USB Keyboard to motherboard.

Turn ON Prize Hub and allow game to boot normally.

Once Prize Hub program is running, press F5 on the keyboard, and press Alt and space at the same time, then arrow down to select "Kill PrizeHub". This will stop the game program from running again. You have 6 seconds to do this.

Press Alt and space at the same time, then arrow down and select "Terminal".

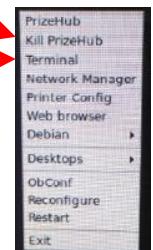
Type ping (space) (name of server) Example: ping www.google.com

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.



MB12 MOTHERBOARD INSTRUCTIONS

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:

Install USB Keyboard to motherboard.

Turn ON Prize Hub and allow game to boot normally.

Once Prize Hub program is running, press 3 keys at the same time:

Control + Alt + T

A terminal window will pop up.

```
baytek@prizehub: $ ping www.google.com
PING www.google.com (142.250.191.161) 56(84) bytes: 
64 bytes from ord38s30-in-f4.1e100.net (142.250.191.161): icmp_seq=1 ttl=64 time=16.3 ms
64 bytes from ord38s30-in-f4.1e100.net (142.250.191.161): icmp_seq=2 ttl=64 time=16.1 ms
```

Type ping (space) (name of server) Example: ping www.google.com

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.

ADVANCED CARD SYSTEM - OPEN DEBUG WINDOW

MB7 & MB8 MOTHERBOARD INSTRUCTIONS

How to open debug window:

Install USB Keyboard to motherboard and allow the machine to boot normally.

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



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

Type cd PrizeHub then press enter

Type sudo ./prizehub s 1 then press enter

(Note: On older software, Type sudo ./tics s 1 then press enter)

```
baytek@baytek-desktop:~$ cd PrizeHub/
baytek@baytek-desktop:~/PrizeHub$ sudo ./tics s 1
Option=Show mouse
Option=Windowed
Audio Opened!
*** Compiled against SDL version 2.0.3 ...
*** Linked against SDL version 2.0.3.
*** The desktop display mode is 768 x 1366, 6 Hz, 2
*** Renderer name opengl
*** Renderer flags 14
*** Renderer SDL_RENDERER_ACCELERATED
*** Renderer Max Texture Width = 2040
```

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.

MB12 MOTHERBOARD INSTRUCTIONS

How to open debug window:

Install USB Keyboard to motherboard and allow the machine to boot normally.

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

Touch the "Stop" Icon 3 times very fast.

The screen should stay, without Prize Hub coming back.

Now, press 3 keys at the same time:

Control + Alt + T



A terminal window will pop up.

Type cd PrizeHub then press enter

Type sudo ./prizehub s 1 then press enter

```
baytek@prizehub:~$ cd PrizeHub/
baytek@prizehub:~/PrizeHub$ sudo ./prizehub s 1
```

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 card.

Press Alt and Tab at the same time again to bring up the terminal screen that shows the progress.

ADVANCED CARD SYSTEM - IFCONFIG

MB7 & MB8 MOTHERBOARD INSTRUCTIONS

Ifconfig to show the network information. (DHCP server is required)

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

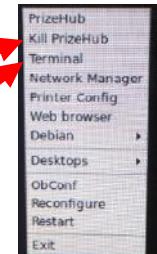
Install USB Keyboard to motherboard and allow the machine to boot normally.

With Prize Hub 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

Now you can press Alt and Space at the same time to show window again and then 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:~$ ifconfig
eth14      Link encap:Ethernet  HWaddr 20:25:64:0c:3d:1c
           inet6 addr: fe80::2229:64ff%eth14 brd fe80::ff:fe0c:3d1c/64 Scope:Link
           inet  addr:10.1.2.236  Bcast:10.1.3.255  Mask:255.255.252.0
           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
           inet6 addr: ::1/128 Scope:Host
           inet  addr: 127.0.0.1  Mask:255.0.0.0
           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:~$
```

MB12 MOTHERBOARD INSTRUCTIONS

Ifconfig to show the network information (DHCP server is required)

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

Install USB Keyboard to motherboard and allow the machine to boot normally.

Once Prize Hub program is running, press 3 keys at the same time:

Control + Alt + T

A terminal window will pop up.

Type ifconfig

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				

REPAIR/MAINTENANCE LOG

If you need to make repairs or order replacement parts it is a good idea to keep a log. Below is a chart you can use to track repairs and maintenance.

NOTES

TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Entertainment! 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. When you do need us, it's important that you know what to expect. We offer options that fit your needs.

Electronics / Circuit Boards:

· **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:

Sometimes the issue isn't what it seemed to be. If you need to return a circuit board, just give us a call to get Return Authorization. You will be credited for the cost of the board and charged only the bench fee for our processing and retesting that board.

Note: Bench fees apply regardless of whether the repair was your choice or a recommendation from a Bay Tek Entertainment technician.

It's a small price to pay for troubleshooting the issues with your game.

You can count on our Technical Support Team for service and support!

WARRANTY OPTIONS

Bay Tek Entertainment warrants to the original purchaser that the game will be free of defects in workmanship and materials for a period of 12 months from the date of shipping

Bay Tek Entertainment will, without charge, repair or replace at its option defective product or component parts upon notification to the parts/service department.

New, purchased parts have a 30 day warranty.

Any labor expended is not included in this warranty.

Warranty replacement part(s) will be shipped immediately via ground service, along with a Return Material Authorization (RMA) number for the return of defective part(s). Defective part(s) must be shipped back to Bay Tek Entertainment unless otherwise instructed.

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 the serial number decal is altered, defaced, or removed from its original position.

Should you need your game serviced, determine the serial number from the decal on the back of the game cabinet or main board, and call **920.822.3951 Ext. 1102**

or e-mail to: **service@baytekent.com**

CERTIFICATE OF COMPLIANCE



Total Quality. Assured.

AUTHORIZATION TO MARK

This authorizes the application of the Certification Mark(s) shown below to the models described in the Product(s) Covered section when made in accordance with the conditions set forth in the Certification Agreement and Listing Report. This authorization also applies to multiple listee model(s) identified on the correlation page of the Listing Report.

This document is the property of Intertek Testing Services and is not transferable. The certification mark(s) may be applied only at the location of the Party Authorized To Apply Mark.

Applicant: Bay Tek Entertainment Inc
Address: 1077 East Glenbrook Drive
Pulaski, WI 54162
Country: USA
Contact: Josh Bonnin
William Jensen
Phone: 920-822-3951
FAX: NA
Email: jbonnin@baytekent.com
wjensen@baytekent.com

Manufacturer: Bay Tek Entertainment Inc
Address: 1077 East Glenbrook Drive
Pulaski, WI 54162
Country: USA
Contact: Josh Bonnin
William Jensen
Phone: 920-822-3951
FAX: NA
Email: jbonnin@baytekent.com
wjensen@baytekent.com

Party Authorized To Apply Mark: Same as Manufacturer
Report Issuing Office: Minneapolis, MN

Control Number: 3176692

Authorized by: Dean Davidson

for Dean Davidson, Certification Manager



This document supersedes all previous Authorizations to Mark for the noted Report Number.

This Authorization to Mark is for the exclusive use of Intertek's Client and is provided pursuant to the Certification agreement between Intertek and its Client. Intertek's responsibility and liability are limited to the terms and conditions of the agreement. Intertek assumes no liability to any party, other than to the Client in accordance with the agreement, for any loss, expense or damage occasioned by the use of this Authorization to Mark. Only the Client is authorized to permit copying or distribution of this Authorization to Mark and then only in its entirety. Use of Intertek's Certification mark is restricted to the conditions laid out in the agreement and in this Authorization to Mark. Any further use of the Intertek name for the sale or advertisement of the tested material, product or service must first be approved in writing by Intertek. Initial Factory Assessments and Follow up Services are for the purpose of assuring appropriate usage of the Certification mark in accordance with the agreement, they are not for the purposes of production quality control and do not relieve the Client of their obligations in this respect.

Intertek Testing Services NA Inc.
545 East Algonquin Road, Arlington Heights, IL 60005
Telephone 800-345-3851 or 847-439-5867 Fax 312-283-1672

Standard(s):	Vending Machines [UL 751:2016 Ed.9 +R:04Aug2016] Vending Machines [CSA C22.2#128:2016 Ed.4]
Product:	Prize Hub
Brand Name:	Bay Tek Games
Models:	AAPH-; may be followed by PHM, may be followed by M; may be followed by C; may be followed by S; may be followed by L; followed by -110V.