

SERVICE MANUAL



Prizes not Included

PLACE SERIAL NUMBER LABEL HERE

Introducing Prize Hub Cloud!

Manage all your Prize Hubs online!

- Remote Configuration
- Prize Inventory Management
- Performance Monitoring
 - Vend Reports
 - ... And More!



Scan to learn more!

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

Fax: (920) 822-8936

Email:

baytek.parts@thevillage.bz

SERVICE

Phone: (920) 822-3951 Ext 1102

Fax: (920) 822-8936

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

TABLE OF CONTENTS

FACTORY CONTACT INFORMATION	2
GAME SPECIFICATIONS	4
SAFETY PRECAUTIONS	5
MACHINE DIMENSIONS	6
WELCOME TO PRIZE HUB	7
PRIZE HUB SETUP	8 - 14
MARQUEE INSTALLATION	15
MODULE DIMENSIONS AND CAPACITY	16
IMPORTANT INFO	17
USER INTERFACE	18
MAIN MENU FUNCTIONS	19 - 33
DIAGNOSTICS	34 - 35
TROUBLESHOOTING GUIDE	36 - 40
CONTROLLER BOARD INFO	41 - 42
WIRING DIAGRAMS	43 - 45
NETWORK TROUBLESHOOTING	46
SPECIFIC CARD SYSTEM INFO	47 - 59
MOTHERBOARD	60
POWER SUPPLY DIAGNOSTICS	61
HOW TO REPLACE SOFTWARE	62
LOADING PRIZES ERROR SCREEN	62
ZEBEX BARCODE SCANNER	63
PRIZE UNAVAILABLE MESSAGE	64 - 65
MODULE PARTS PICTURES	66 - 67
MAIN MODULE ART DIAGRAM	67
MAIN MODULE PARTS LIST	68
REPAIR / MAINTENANCE LOG	69
TECHNICAL SUPPORT / WARRANTY INFO	70

GAME SPECIFICATIONS

MODULE WEIGHT

Main Module	254 lbs	115 kg
Capsule Module	474 lbs	215 kg
Spindle Module	381 lbs	173 kg
Locker Module	298 lbs	135 kg
XL Locker	416 lbs	189 kg
Marquee Sign	23 lbs	10 kg

MODULE DIMENSIONS

Main Module	20" x 33" x 79"	51 x 84 x 201 cm
Capsule Module	34" x 33" x 79"	86 x 84 x 201 cm
Spindle Module	34.5" x 33" x 79"	88 x 84 x 201 cm
Locker Module	17" x 33" x 79"	43 x 84 x 201 cm
XL Locker	26.5" x 33" x 79"	65 x 84 x 201 cm
Marquee Sign	26" x 23" x 45"	66 x 59 x 114 cm

OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING MODULE WEIGHT

Main Module	344 lbs	156 kg
Capsule Module	564 lbs	256 kg
Spindle Module	471 lbs	214 kg
Locker Module	388 lbs	176 kg
XL Locker	506 lbs	229 kg
Marquee Sign	80 lbs	36 kg

SHIPPING MODULE DIMENSIONS

Main Module	40" x 40" x 86"	102 x 102 x 219 cm
Capsule Module	40" x 40" x 86"	102 x 102 x 219 cm
Spindle Module	40" x 40" x 86"	102 x 102 x 219 cm
Locker Module	40" x 40" x 86"	102 x 102 x 219 cm
XL Locker	40" x 40" x 86"	102 x 102 x 219 cm
Marquee Sign	68" x 38" x 22"	173 x 97 x 56 cm

POWER REQUIREMENTS

INPUT VOLTAGE RANGE	110 to 240 VAC
INPUT FREQUENCY RANGE	50/60 Hz

MAX OPERATING CURRENT

Main Unit - 1.4A @ 115 VAC / 0.7A @ 230 VAC
Capsule Unit - 1.1A @ 115 VAC / 0.55A @ 230 VAC
Spindle Unit - 0.7A @ 115 VAC / 0.35A @ 230 VAC
Locker Unit - 0.7A @ 115 VAC / 0.35A @ 230 VAC
Locker XL Unit - 0.7A @ 115 VAC / 0.35A @ 230 VAC

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.		
⚠	WARNING	⚠
This unit is capable of producing sound levels hazardous to human hearing. Consult local sound regulations and adjust volume accordingly.		

Cleaning Instructions:

Use mild glass cleaner for the windows
and a damp rag for the exterior wood.
The appliance should not be cleaned by
water jet.



MACHINE DIMENSIONS

All Modules 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 and refreshing established small game rooms into efficient and independent entities. This self-contained prize redemption center offers increased profits with its automated, low-maintenance and easy-to-use format.

With the flexibility to utilize many ticketless user interfaces, 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.

PRIZE HUB SET UP

Each Prize Hub Module will arrive on it's own pallet.

Please inspect all pallets for shipping damage and report immediately to the freight company if any damage found.

Unbox each pallet:

Remove the cardboard surround, plastic bag, and any attached banding straps.

Using 2 people, carefully remove the Module from the pallet and bring into position in the room.

Planning:

Prize Hub 2.0 can be configured and assembled with any module attached to either side of any other module.

Limitations:

- The Network Cable from each module must be routed through the lower side holes in the cabinet and plug into the main module's switch.
- The power cord from each module must come out the back of the module and plug into a power strip that can be accessed from the rear or side of cabinet.

This is an example of how the Prize Hub 2.0 can be configured:

From left to right: Capsule, Spindle, Main, Locker, Locker XL

It is recommended that the Main Module with the touchscreen be placed near the center so that the guest has easier access to all modules when shopping.



Instructions:

Place each module in the approximate location and position relative to each other.

Remove the small bag of keys taped to each module and unlock and open the front and back doors.

Each module will have 2 pieces of wood attached to the side of cabinet. If this module is to be used on an end, these pieces of wood will need to be removed with a #2 square bit.

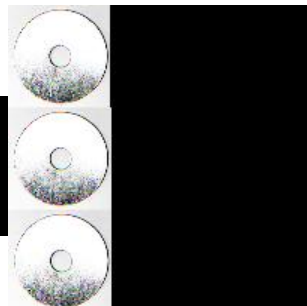
Locate mounting hardware kit inside each module. Part # A5KIT-PRIZEHUB

This hardware will be used to connect each module to the one next to it.

Locate 4 bolts, 8 washers, and 4 nuts from the hardware kit.



A5BOHH120



A5WAFE020



A5NULO060

PRIZE HUB SET UP

Working through the back door of the module, install a bolt, 2 washers, and 1 nut into the hole near the top into the Prize Hub module next to it. Tighten with a 1/2" wrench.

If this module is to be used on an end, install the bolt so the nut will be on the inside of the module next to it.

Install a bolt, 2 washers, and 1 nut into the hole near the bottom into the Prize Hub module next to it. Tighten with a 1/2" wrench.

The 2 front sets of hardware are installed in a similar way from the front door of the module.

Locate the network cable and power cable inside each module.

Remove the power cable from the module and plug into the power strip.

Position the power strip so that the rocker switch is accessible from the edge of the assembled modules, or from the back of the cabinet.

Route the network cable from the module through the side holes in cabinet toward the main module.

Plug the modules network cable into any socket on the hub located inside the main module.

Once all modules are connected and plugged in, power on the entire machine using the toggle switch on the power strip.

Locate the Hardware Finish Kit from inside the main module. Part # A5KIT-PH2-FINISH

Locate the 2 metal plates that will cover the holes on both the left and right sides of the fully assembled cabinets.

Install using 4 of black screws for each plate.

Install a side decal on the outside side walls of the fully assembled cabinets.

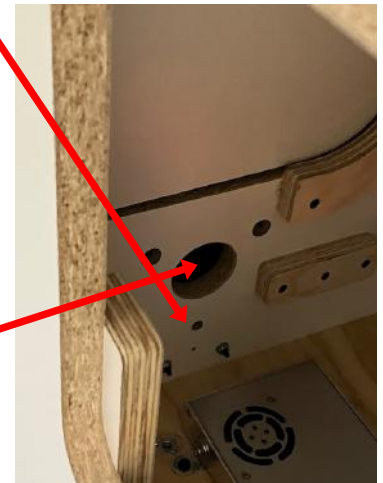
Place serial # stickers on main module

Each module will have an extra serial # sticker.

We recommend to place a serial # sticker inside the front door of the main module above the monitor.

This will help identify any module attached to the main unit in case of any future problems.

Serial #'s are important.



Network Cables from all Modules



PRIZE HUB SET UP

Load Prizes

Locate the following items from your prize supplier:

- USB flash drive
- Live product displays (for capsules)
- Prizes
- Itemized packing slip

Load all prizes in the appropriate locations according to the ticket value on the packing slip.

Extra ticket number decals are included in case ticket values need to be changed.

Capsule Module

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 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"

The pictures will be loaded from the USB flash drive later.

Menu settings will be done later.



Spindle Module

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.

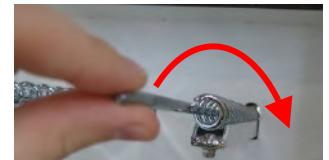
Remove the safety rods by turning CLOCKWISE.

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.

The pictures will be loaded from the USB flash drive later.

Menu settings will be done later.



Locker Module

Open the main hub door and enter the menu: Machine Setup, Modules.



Touch "Test Vend All" - This will open all of the locker doors.



Lift up on the doors and place the prizes inside.

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

The pictures will be loaded from the USB flash drive later.

Menu settings will be done later.



PRIZE HUB SET UP

Quick Set Up in Menu System

This is only a quick look at the important settings to get your Prize Hub set up and ready to be used. More detailed explanations of all menu functions are located in the Main Menu Section.

Insert the barrel key into the T Handle and turn until the handle pops out.

Turn the handle to open.

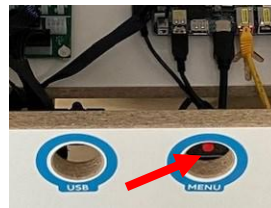
Press the red menu button inside the cabinet.

Close the door so you can view and touch the monitor.

Step 1: Set Up Modules

Touch "Machine Setup"

Touch "Dispensers"



Touch the circle to bring up the image picker and change the image of the module to match its type.

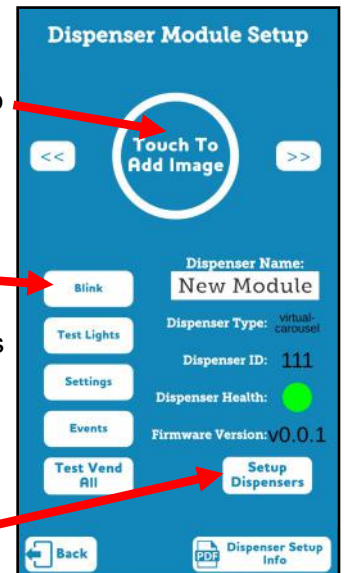
Each connected module can be scrolled through with the [< <] and [> >] buttons. Verify all modules are shown as you cycle through.

Touch "Blink": Will blink the lights inside the module to help identify it.

Note: If a module does not show on this page, verify that the network cable is secure from the module I/O board to the hub in the Main Module.

Important! If you have more than 1 of the same module type, you must input the start sequence of each module.

Touch "Setup Dispensers"



Start Sequence: This important setting will distinguish between multiple modules of the same type. Each module has vend slots assigned.

For Example:

The first spindle module's start sequence must be set to 1. It will show B1 - B21

The second spindle module's start sequence must be set to 22. It will show B22 - B42.

Locker and Locker XL modules are set up a similar way:

The C1-C5 Locker must be set to 1

The C6 - C14 Locker XL must be set to 6.

If there is another Locker unit with higher door numbers, it will be set to 15.



PRIZE HUB SET UP

Step 2: Set Up Prizes

From the main menu, touch "Prize Setup"

A prize can be created and set up in Prize Hub before it can be assigned a vend slot.

Touch "Create Prize"



Create/Edit Prize

All prizes for the Prize Hub will be created using this screen.

Pick a prize and start typing in the information.

Note: A keyboard and mouse may be used, but be aware that the mouse may interfere with the touchscreen. Press F9 on keyboard to show cursor on the screen. It's best to reboot the Prize Hub after removing the mouse or keyboard.

The following fields can be REQUIRED:

Name: Name of prize.

Description: Description of prize.

SKU: SKU number associated with prize. **Note: This can not be changed later.**

Actual Cost: Dollar value of prize.

Ticket Cost: Number of tickets needed to purchase the prize.

The following fields are optional:

Sale Ticket Cost: Number of tickets needed to purchase prize if prize is in a "Sale" state.

Stock: Amount of prizes in inventory.

A picture of the prize can be uploaded to Prize Hub or changed by touching "Change Image".

The Create/Edit Prize form includes fields for Name, Description, SKU, Actual Cost, Ticket Cost, Sale Ticket Cost, and Stock. It also features a 'Change Image' button and a 'Remove Image' button. A red arrow points from the 'Change Image' button to the text 'A picture of the prize can be uploaded to Prize Hub or changed by touching "Change Image"'. The form also has 'Cancel', 'Confirm', and 'Create New Prize Info' buttons at the bottom.

Prize Image Setup Menu

A picture can be assigned to a prize using this screen.

Scroll through the menu by swiping up or down on the screen.

If your picture is not in this list, it can be loaded using a USB dongle thumb drive. Push the USB drive into the socket next to the menu button.

Important! This screen needs to refresh to load the pictures from the thumb drive!

Touch the "Cancel" button, then retouch the "Change Image" button.

The prize pictures from the USB drive will now show on this screen.

After finding the correct picture, touch the "Select" button.

Then touch the "Confirm" button.

Repeat this process to create all Prizes.



PRIZE HUB SET UP

Step 3: Set Up Vend Slots

From Main Menu, touch "Inventory Setup"

This screen will show all vend slots available including all modules.

Touch the A1 vend slot.



Touch the center circle to add a prize to this Vend Slot



Prize Select Setup

This menu shows all of the prizes available to be added to this vend slot.

If prize is not in this list, touch "Create Prize"
Go back to "Create/Edit Prize" page.

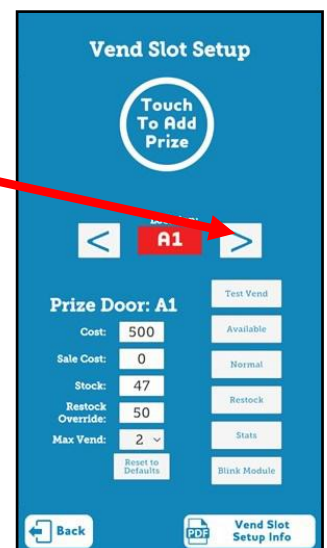
Scroll through the menu by swiping up or down on the screen.

After finding the correct picture, touch the "Select" button.
Then touch the "Confirm" button.



Verify prize cost and stock of prize, then touch the > to go to the next vend slot, A2.

Repeat this process for all vend slots.



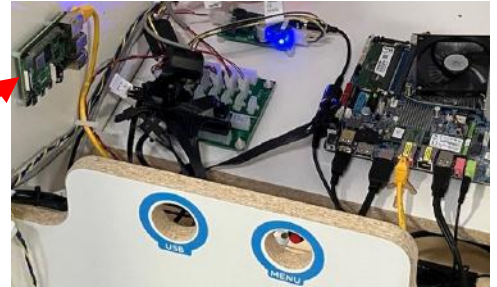
PRIZE HUB SET UP

Card System Setup

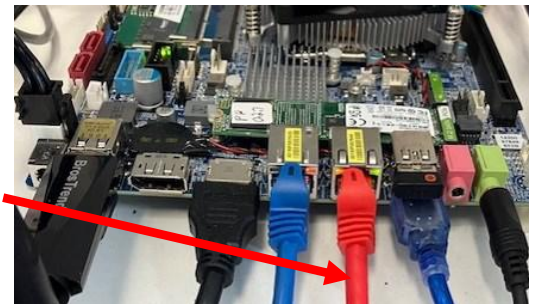
Every card system is different.
However, they all will interface through the card payment adapter.

Connect your card system to the Prize Hub:

Plug the card system's swiper or reader into the USB slot on the card payment adapter.



On card systems that have a network cable, this must be plugged into the right side network socket.



Set information in the “Payment Systems Setup” menu:

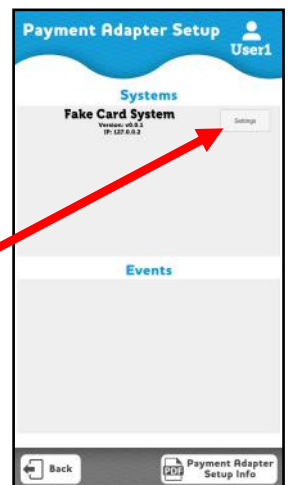
From main menu touch “Payment Systems Setup”.



This screen will show the card system and logs any events the system
(The most recent on the bottom)

If nothing shows, check power into the card payment adapter and network connection to hub switch and motherboard's left side network socket.

Touch the “Settings” button.

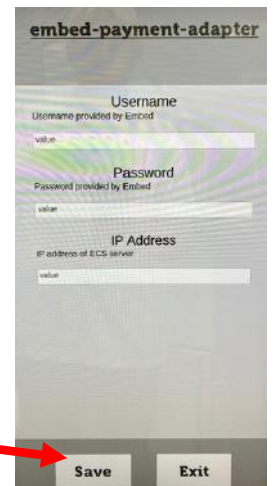


This screen will be different for the different card systems.

All fields must be filled out completely with the information provided by your card system company.

Refer to specific “Card System Information” sections in this manual.

Touch “Save” first to save your changes to the payment adapter.
Then touch and Exit”



MARQUEE INSTALLATION

Tools Needed:

2 people

Drill with #2 square bit

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

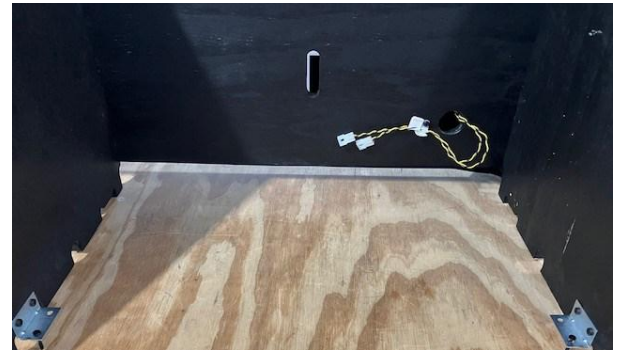
There are 2 wood slats that will be installed on top of the machine.

The marquee will be install on these slats in the center of the assembled machine.

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.



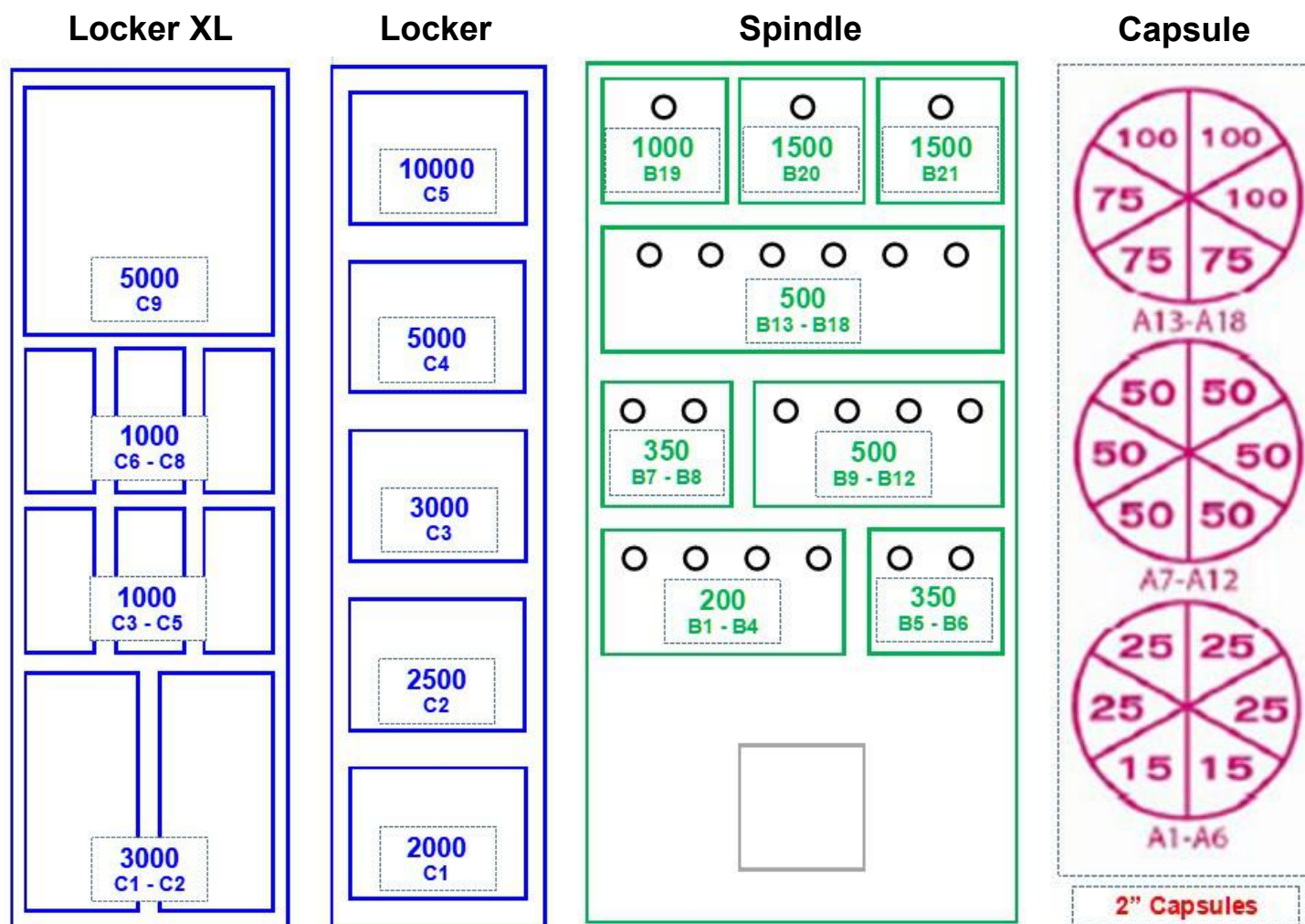
Plug the 2 cables from the sign labeled CE15575 into the 2 cables from the top of the main module labeled CE15510.

It does not matter which cable goes where.

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



Module Dimensions & Capacity



	Capacity Per	Variety	Total Capacity	Max Height	Max Width	Max Depth
Capsule Module	120	18	2160	2" Capsules		
Spindle Module						
Rows 1-3	**	18	54 - 252	9"	5"	**
Top Row	**	3	9 - 42	9"	10"	**
Locker Module	1	5	5	10.5"	14"	13.5"
Locker XL Module						
Bottom Row	1	2	2	19.75"	19.75"	13.5"
Middle Rows	1	6	6	11.5"	5.5"	13.5"
Top Row	1	1	1	19"	9"	13.5"

The capsule mechanism is compatible with 2" acorn, round, egg, candy capsules, and 2" foam and super balls.

**** Spindle capacity varies by prize depth:**

- 14 of flat items (one per coil)
- 10 of 1" thick items
- 5 of 2" thick items
- 3 of 3-4" thick items

IMPORTANT INFORMATION

Important info about the Prize Hub 2.0

- 1.) All card system interfaces must plug into the Payment Adapter on the Prize Hub.

In some cases you can have multiple readers for a single card system payment adapter.

The payment adapter has a micro SD card with a program that is specific for that card and only that specific card system.

In rare cases, 2 payment adapters are used because of multiple different input devices.



- 2.) The user interface on the Prize Hub is designed to only show available prizes.

A prize will be Unavailable if:

Stock quantity of prize is 0.

Cost of prize is 0.

Set to Unavailable in the Prize Setup Menu

- 3.) The user interface is normally in “Browsing Mode” - all available prizes will show and the user can use the filter functions to click and look at prizes.

The user interface will go to “Shopping Mode” as soon as tickets are added.

Only prizes that are available to guest will be shown.

For example, if they add 200 tickets, all prizes above 200 will not be shown on the screen. This make it more clear for guests.



- 4.) Menu screens have Info buttons, that will show detailed manual information.



- 5.) USB icon will be displayed when a USB stick connected to the machine.

This must be inserted while the machine is on.

When touched, this icon will submit the “Bug Report”

- 6.) An owner can set up many different users and passwords to restrict access to the menu options.

A User Profiles button will be displayed when you have users set up.



PRIZE HUB USER INTERFACE

Language Selection:

If more than one language selected, this shows the currently selected language.
When touched, options will slide out based on machine setup.
English, French, Italian, German, Hebrew and Spanish will be supported.

Prize Filters:

Menu option to show dispenser type buttons.
If all dispensers are shown, then clicking a button will disable all other dispenser types and only display the type selected.

If all dispensers are NOT shown, then clicking a button will toggle that type.

Only dispenser types connected to the machine will be displayed, so if the operator only has lockers connected, only "C" will be visible.

Menu option to show ticket slider which can manipulate the "price range" of what is visible.

Message Center:

Default welcome message cycles with custom message during browsing mode.
Shows tickets during shopping mode.

Operator Information:

Displays any location data provided for guest.
If no information is provided, the button is not shown.

Exit:

Touch to remove tickets from Prize Hub while in shopping mode.



Prize List:

This is a grid layout of prizes on the machine.

The location and amount of tickets needed are shown.

Pending the machines' setup, it may or may not include prizes that are unavailable.

Swipe up or down to scroll through the prizes.

Side slide bar can also be used to scroll through the prizes.

Each prize is a button that can be clicked.

If the prize is unavailable, it doesn't do anything.

If the prize is available and we are browsing, it will post a larger prize display with a cancel button.

If the prize is available and we are browsing with "Browse to Shop" enabled in menu, it will post a larger prize display with a select and cancel button.

If the prize is available and we are shopping, it will post a larger prize display with a select and cancel button.

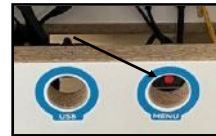
Pictures can be added to this list to make it more appealing to the guest. (Size of 600x600 recommended)

Prizes can be set up with different banners: "Sale", "Hot", and "New" can be added to the prize.

Prize Hub Main Menu

How to enter menu:

Press and hold the red menu button inside the front door of the cabinet.
The main menu will show on screen.



“User Profile” will only show if password is set up.

Software version is displayed.

Menu Options are available to touch.

“Information Center” Button:

Brings up tutorials explaining the operation of the Prize Hub

Videos & Manuals can be accessed by scanning QR code with phone.



Note: If any menu items are greyed out, they have been set to a non-standard value in Cloud.

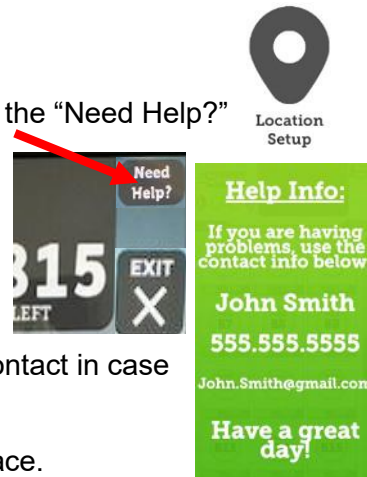
If they need to be changed, change in Cloud.

Location Setup Menu

Location Setup Menu

This information will show on screen when a guest touches the “Need Help?” icon on the main user interface.

All fields can be typed in at the touchscreen, or attach a USB keyboard to motherboard to enter information.



The operator would provide this information for guests to contact in case of an issue with the Prize Hub.

If none provided, the icon will not show on the user interface.



Machine Setup Menu

Machine Setup Menu

Main Hub

Settings for the main module and user interface.

Customize UI

Changes the custom message & background and the module & ticket slider filters.

Dispensers

Sets the individual settings for each Dispenser Module.

Sets the Start Sequence of dispenser modules in the Set Up Dispensers menu.

Dispenser Types

Options to change the dispenser type color

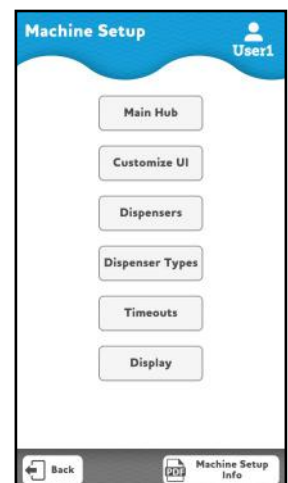
Settings that will be used for each prize that is associated with dispenser type.

Timeouts

Settings for how long the Prize Hub will wait for certain things.

Display

Ability to change the display orientation.



Machine Setup Menu

Main Hub Setup Menu

Expected Modules

Set to how many modules are attached to the main unit. Note above will inform the number of modules actually reporting at this time.

Prize Hub Cloud will post an error message if this does not match the number of modules that Cloud reports.

Show Unavailable Items

If checked, the User Interface will display the prizes that are out of stock.

These prizes will not show when tickets are added to the Prize Hub.

Allow Browse to Shop

If checked, a guest can touch a prize icon on the screen during Browsing, and it will allow a green check mark so that the guest can go to Shopping Mode.

This will then dispense 1 prize. (Not Multivend)

Confirm Before Shopping

If checked, at card swipe the Prize Hub will show the amount of tickets on card, and asks if you would like to continue to Shopping Mode.

Allow Multi-vending

If checked, a guest can change the quantity of the selected prize to dispense more than one at a time. Make sure the "Max Vend" is set in the "Dispenser Setup" menu in Machine Setup Menu

Days for a new item

If a "New Item" is checked in the Prize Setup, a banner declaring "New Item" will be shown on this picture for the selected number of days.

Reset Settings: Will restore all settings to the factory default settings. Users and Vend Slots will remain as set.

Test Lights: Option to change light colors on top and below main module to test.

Factory Reset: Option to erase all current settings and bring the Prize Hub back to it's original factory settings. (not recommended)

Main Hub

Main Hub Setup

5 Dispenser Modules Reporting

Expected Modules: 5

Show Unavailable Items: ☒

Allow Browse To Shop: ☒

Confirm Before Shopping: ☒

Allow Multi-vending: ☒

Days for new item: Off

RESET SETTINGS

TEST LIGHTS

FACTORY RESET

Back

Main Hub Setup Info

!!!WARNING!!!

You are about to reset your Prize Hub settings to their defaults. This action will reset all settings and close the menu. Users and vend slots will be left untouched.

THIS CAN NOT BE UNDONE!

Are you sure you want to reset your Prize Hub to defaults?



!!!WARNING!!!

You are about to factory reset your Prize Hub. This action will reset all settings to defaults, erase every custom image, and reboot the machine.

THIS CAN NOT BE UNDONE!

Are you sure you want to reset your Prize Hub to factory settings?



Customize UI Menu

2nd Browsing Message

A custom message can be shown on the user interface after "Welcome"

Filter Timeout

Amount of seconds that the Ticket Filter changes will show filtered selections before returning to show all prizes during browsing.

Enable Ticket Filtering

If checked, screen will show a ticket slider to narrow the range of prizes shown during browsing.

Ticket Filter Increment:

The distance that the sliders move.

Ticket Filter Min Distance:

How close the 2 sliders can come together.

Enable Dispenser Filtering

If checked, screen will show the dispenser letters to narrow the range of prizes shown during browsing.

Set Custom Background:

Ability to load via USB stick a background image to show on user interface. 1920 x 1080 Portrait Mode

Note: By disabling Ticket & Dispenser Filtering, space can be created in the top left corner of the user interface for custom background advertising or logos.

Customize UI

Customize UI

2nd Browsing Message:

Thanks for using the PrizeHub!

Filter Timeout: 15

Enable Ticket Filtering: ☒

Ticket Filter Increment: 25

Ticket Filter Min Distance: 25

Enable Dispenser Filtering: ☒

Set Custom Background

Back

Customize UI Info



Machine Setup Menu

Dispenser Module Setup Menu

Touch image to bring up image picker to change image.

Each connected dispenser can be cycled through with the [< and >] buttons

Dispenser Name: Can be named “Left Capsule”, “Right Capsule” etc.

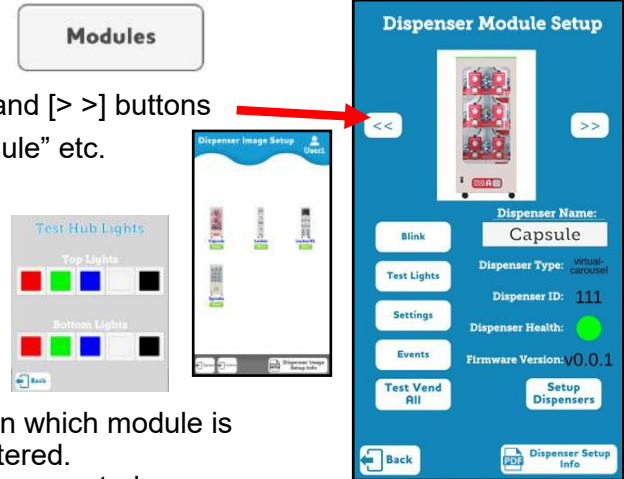
Blink: Will blink the lights inside the module to help identify it.

Test Lights:

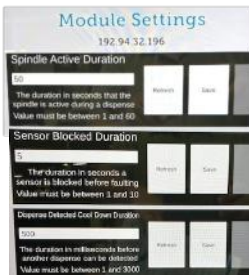
Option to change light colors on top and below module to test.
Touch color and the appropriate light will change color.

Settings:

Screen will appear showing the different timeouts depending on which module is selected. The new time in seconds or milliseconds can be entered.
Touch the “Save” icon to save. The bar will turn green if time is accepted.



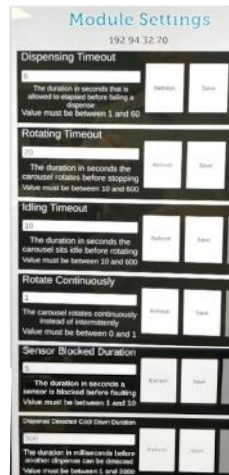
Spindle Module



Maximum amount of time (in seconds) the spindle will turn if it does not see a prize drop.
Amount of time (in seconds) that the prize chute sensors can be blocked before triggering an error.

Amount of time in milliseconds before another dispense is detected.
Too small and it may see one prize twice.

Capsule Module



Maximum amount of time (in seconds) the capsule motor will turn if it does not see a prize drop.

Amount of time (in seconds) that the carousel will rotate.

Amount of time (in seconds) that the carousel will stop rotating.

Set to 1 if you prefer the carousel to rotate constantly without stopping.
Max amount of time in seconds which the sensor can be activated before triggering error state.

Amount of time in milliseconds before another dispense is detected.
Too small and it may see one prize twice.

Lockers Modules



Amount of time (in seconds) the locker solenoid will be held open during dispense

Events:

Helpful diagnostic information specific to the module are listed.



Test Vend All:

This will dispense each vend slot - one at a time automatically.
Good for diagnosing issues, and extremely helpful for loading locker doors.

Dispenser Type/ Dispenser ID: Hard coded information from the dispenser I/O boards.

Dispenser Health: Normally green. If red, the dispenser has an error. Touch “Events” for more info.

Firmware Version: Shows the software version on the module controller board.

Set Up Dispensers:

Refer to “Set Up Dispensers” on next page.



Machine Setup Menu

Set Up Dispensers:

Easy reference that looks at details of all Dispensers in a Module.

Show or Hide Inactive:

Will only show active vend slots.

Restock All:

Will return all prize stock levels to value from Dispenser Type or Vend Slot Setup menus.

Reset All Statistics:

Will clear all prize statistics to zero.

Reset All States:

Will change all prizes to "Available" if possible.

Reset All Defaults:

Will change all Vend Slots to factory default values.

Warning: This will change all Vend Slots to factory default values.

Start Sequence: This important setting will distinguish between multiple dispensers of the same type. Each dispenser has a prize location assigned.

For Example:

The first spindle module's start sequence must be set to 1. It will show B1 - B21

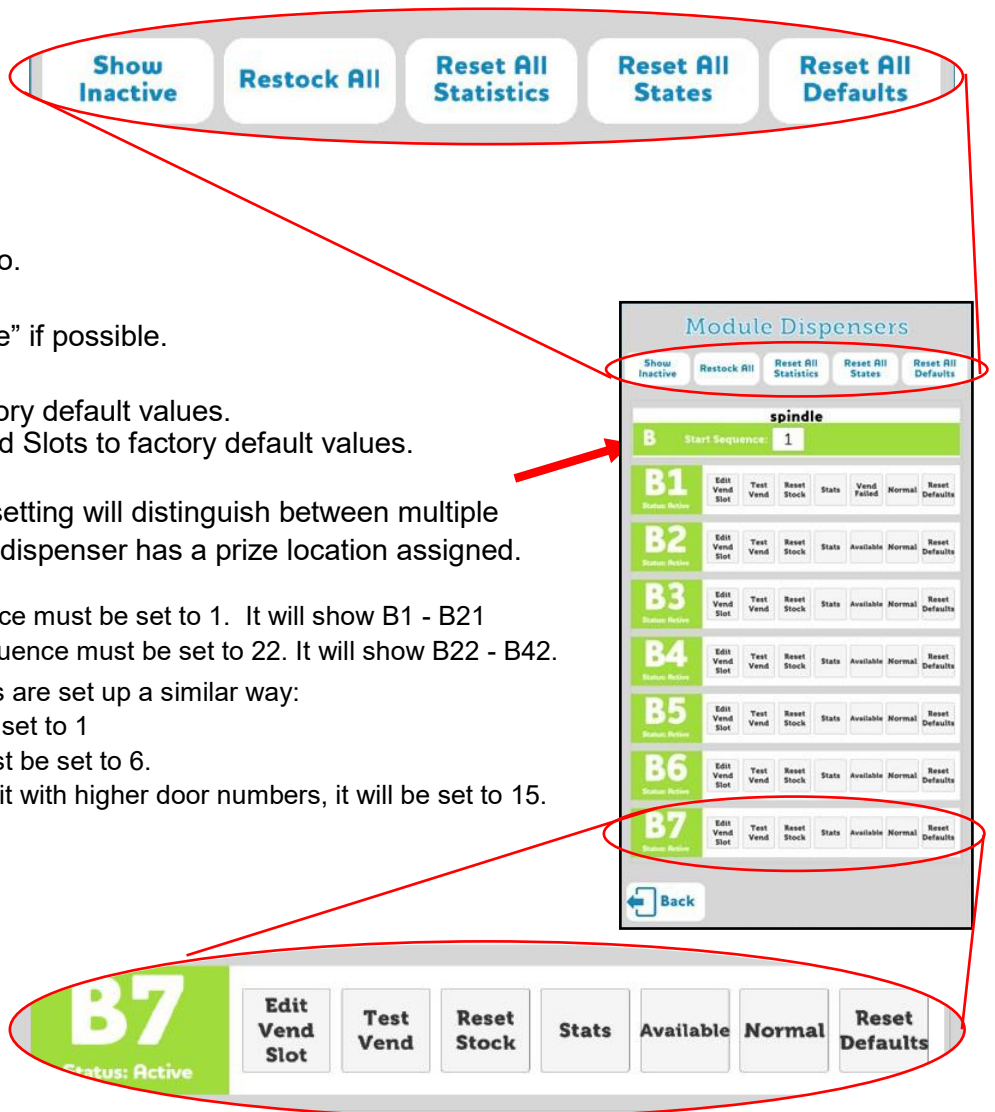
The second spindle module's start sequence must be set to 22. It will show B22 - B42.

Locker and Locker XL modules are set up a similar way:

The C1 - C5 Locker must be set to 1

The C6 - C14 Locker XL must be set to 6.

If there is another Locker unit with higher door numbers, it will be set to 15.



Buttons on each Dispenser Location allow:

Edit Vend Slot: Refer to "Vend Slot Setup" page.

Test Vend: The Prize hub will vend this prize location.

Reset Stock: Will set the stock level to the restock value.

Stats: Shows Statistics of the specific vend slot.

State: Shows state of the specific vend slot. Available/Empty/Vend Failed
Can be manually switched between empty and available.

Overlay Type: Shows Normal, On Sale, New Item, or Hot Item

Reset Defaults: Will reset the vend slot settings to the factory default.

Machine Setup Menu

Dispenser Types Setup Menu

Click the circle to bring up the color picker to change the dispenser type color shown on the user interface.

Each connected dispenser type can be cycled through with the [<<] and [>>] buttons.

The Dispenser can be named. Usually Capsule, Locker, or Spindle

Reset Color: Will reset the color of the dispenser to the default color.

Font Color: Will change color of letter between white and black.

Ignore Stock Value: If checked it will dispense items until runs empty. If Unchecked, it will dispense until the "Stock" value is zero.

Restock Value: The amount that the stock value will go to when "Restock" is touched. Note: Unless Restock override is populated in Vend Slot Setup.

Max Vend: The maximum amount allowed to dispense if "Allow Multi-Vends" is checked on the Main Hub setup page.

Dispense Door Location: Shows location as Letter Only, Letter & Number, or Prize Location

Days of non-vend for autosale: If desired, a prize can automatically go on sale if not dispensed for a set number of days.

Days on Autosale: If Autosale is enabled, select the amount of days that it will stay on sale.

Vends for a hot item: Once this amount of vends is reached in a 24 hour period, a "hot" banner will show on prize image.

Dispenser Types



Dispenser Setup

24

<< **A** >>

capsule Reset Color Font Color

Ignore Stock Value: ☐

Restock Value: 120

Max Vend: 2

Dispenser Door Location: Letter and Number

Days of non-vend for autosale: 30

Days on autosale: 3

Vends for hot item: 3

Back Dispenser Setup Info

1 2 3 4 5

Off 14 30 60

1 2 3 ... 14 15

Off 1 2 3 ... 24 25

Timeouts Menu

Menu Timeout:

The amount of time in seconds that the menu will show before going back to attract. A screen touch will reset this timer.

60 120 300 600

Shopping Timeout:

The amount of time in seconds after swiping a card that the tickets will remain on the screen. A screen touch will reset this timer.

20 30 40 60

Prize Details Timeout:

The amount of time in seconds after touching a prize during browsing, that it will remain full sized on the screen. A screen touch will reset this timer.

5 10 15

Prize Confirm Timeout:

The amount of time in seconds after selecting a prize, that the prize confirm screen will show before going back to attract. A screen touch will reset this timer.

10 15 20 25 30

Vend Timeout: The maximum amount of time the dispenser will run if it does not see a prize dispensed.

45 60 90 120 240

Note: This includes the time for all multi-vend items. If 5 spindle prizes are selected, depending on spacing on the spindle, it may take 120 seconds to dispense all 5 prizes.

Payment Adapter Popup Timeout: The amount of time in seconds that the all scan/print confirmations and errors shows on the screen.

5 6 7 ... 14 15

Receipt Printing Timeout: The amount of time of seconds that the printer will try to print.

60 90 120 240

Timeouts

Timeouts

Menu Timeout: 120

Shopping Timeout: 20

Prize Details Timeout: 10

Prize Confirm Timeout: 15

Vend Timeout: 120

Payment Adapter Popup Timeout: 5

Receipt Printing Timeout: 120

Back Timeouts Setup Info

Display and Input Settings Menu

For future use if the monitor ever changes and the display orientation needs to be changed.

Display

Display and Input Settings

Display Orientation: Left

Back Display and Input Settings Info

Inventory Setup Menu

Inventory Setup Menu

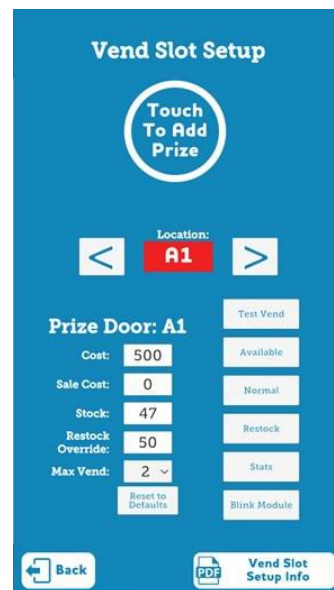


This menu shows all available vend slots, and the prizes associated with the vend slot.

Pictures can be loaded. (Size of 600x600 recommended)



Touching a vend slot shows the details. Refer to "Vend Slot Setup" page.



Vend Solt Setup Menu

Vend Slot Setup Menu

Touch the image or default circle to add or change a prize.
Refer to "Prize Select Setup" below.

Touch the [<] and [>] buttons to cycle through each vend slot.

Cost: The amount of tickets needed to receive prize.

Sale Cost: The amount of tickets needed to receive prize if "on sale".

Stock: Current amount of prizes on/in the location. (Lockers will max at 1)

Restock Override: Restock values are set in the Machine Setup --> Dispenser Setup Menu. A specific spindle can be set to a different restock value if desired "Restock All" will use this value if set.

Max Vend: Maximum Vends are set in the Machine Setup --> Dispenser Setup Menu. This value will override that value.

Test Vend: The Prize Hub will vend this vend slot.

Available/Empty: Can be toggled between "Available" and "Empty". Vend Failure may show if there is a problem with vend slot. Default may show if the prize has never been set up.

Normal/New Item: This will show a banner over the prize image on the user interface declaring a New Item.

Restock: When touched, it will set the stock levels to restock value.

Stats: Will show current statistics of this vend slot. Note: If this prize is used elsewhere inside the Prize Hub, those stats will be separate from this vend slot

Blink Module: Will blink the lights of the module to help identify it.

Prize Select Setup Menu

This menu shows all of the prizes available to be added to this vend slot.

If prize is not in this list, touch "Create Prize"
Refer to "Create/Edit Prize" page.

Scroll through the menu by swiping up or down on the screen.

After finding the correct picture, touch the "Select" button.

Then touch the "Confirm" button.

Prize Setup Menu

Prize Setup Menu

Lists all prizes available.
Prizes may be already assigned to vend slots in the Prize Hub.

If prize is not in this list, touch "Create Prize"
Refer to "Create/Edit Prize" page.

To assign a prize from list to a specific vend slot, touch "Assign Prizes"
Refer to "All Prizes Setup" page.



Prize Setup

Prize Setup

User1

Create Prize Assign Prizes Clear All Stats Prize Name (A-Z)

Image	Description	Tickets	Sale	Cost	Actions
	Headphones of various colors that will break after 100 uses	500	0	0.65	[Edit] [Trash]
	This is the same rainbow pinball, but I changed the ticket value	450	400	0.35	[Edit] [Trash]
	asdasd	600	0	2	[Edit] [Trash]
	asdfsdf	75	0	0.25	[Edit] [Trash]
	A variety of multi-colored balloons for kids to inflate, pop, and annoy their parents	350	300	0.45	[Edit] [Trash]
	Barbie branded jewelry set for kids	1500	0	1.19	[Edit] [Trash]
	A super huge prize that every kid wants but adults will never be able to afford	500000000	100000000	\$99.99	[Edit] [Trash]
	Tops that spin when kids blow into the tube	15	0	0.015	[Edit] [Trash]
	Random	500	0	1.49	[Edit] [Trash]
	the Chainaw				

Prize Setup Info

Clear All Stats: Will clear all the statistics of all Prizes.

Note: To view stats, touch the "Edit" icon, then touch the "Statistics" button.

Refer to "Create/Edit Prize" page.

Prize name (A-Z): Prizes can be sorted by Prize Name, Tickets, Stock, and SKU number.

Prize Name (A-Z)

Prize Name (A-Z)

Prize Name (Z-A)

Tickets (High-Low)

Tickets (Low-High)

Stock (High-Low)

Stock (Low-High)

Prize SKU (A-Z)

Prize SKU (Z-A)

Each prize line displays:

Name: Name of the prize.

Description: Description of prize.

Tickets: Number of tickets needed to win.

Sale: Number of tickets needed to win if "On Sale"

Cost: Actual dollar amount of prize when purchased.

Stock: Amount of prizes in inventory. Note: Shows when "Prize Name" is sorted by stock.

SKU: SKU number associated with prize. Note: Shows when "Prize Name" is sorted by SKU.

Image	Description	Tickets	Sale	Cost	Actions
	Tops that spin when kids blow into the tube	15	0	0.015	[Edit] [Trash]

Touch "Edit" Icon to edit the prize information.

Refer to "Credit/Edit Prize" page.

Touch "Trash Can" Icon to delete the prize.

Note: If using Cloud, delete the prize from Cloud or else it will come back onto the Prize Hub.

Note: To view stats, touch the "Edit" icon, then touch the "Statistics" button.

Create/Edit Prize

User1

* Required Fields

Name: * Affordable Headphones

Description: * Headphones of various colors that will break after 100 uses

SKU: * 74658461

Actual Cost: * 0.65

Ticket Cost: * 500

Sale Ticket Cost:

Stock:

Change Image Remove Image

Statistics

Cancel Confirm Create New Prize Info

Create/Edit Prize Menu

Create/Edit Prize Menu

All prizes for the Prize Hub will be created using this screen.

The following fields can be REQUIRED:

Name: Name of prize.

Description: Description of prize.

SKU: SKU number associated with prize. **Note: This can not be changed.**

Actual Cost: Dollar value of prize.

Ticket Cost: Number of tickets needed to win.

The following fields are optional:

Sale Ticket Cost: Number of tickets needed to win if prize is set to "On Sale"

Stock: Amount of prizes in inventory.

A picture of a prize (Size of 600x600 recommended) can be uploaded or changed by touching "Change Image".

Refer to "Prize Image Setup" below.

Statistics
A1

TODAY

- Successful Vends: 0
- Successful Multivends: 0
- Items Vended: 0
- Failed Vends: 0
- Failed Multivends: 0
- Failed Multivend Items: 0

TOTAL

- Successful Vends: 4
- Successful Multivends: 0
- Items Vended: 4
- Failed Vends: 1
- Failed Multivends: 1
- Failed Multivend Items: 2

MISC.

- Selected While Shopping: 5
- Selected While Browsing: 0
- Days Since Last Vend: 5

Exit **Reset**

The picture of the prize can be removed by touching "Remove Image".

Statistics:

Touch "Statistics" to show the total statistics for the prize.

Note: If the same prize is used in multiple vend slots, these statistics will be the total for all vend slots.

Create/Edit Prize **User1**

*** Required Fields**

Name: Affordable Headphones
Description: Headphones of various colors that will break after 100 uses
SKU: 74658461
Actual Cost: 0.65
Ticket Cost: 500
Sale Ticket Cost:
Stock:
Change Image Remove Image
Statistics
Cancel Confirm PDF Create New Prize Info

Prize Image Setup Menu

Prize Image Setup Menu

A picture can be assigned to a prize using this screen.

Scroll through the menu by swiping up or down on the screen.

If your picture is not in this list, it can be loaded using a USB dongle thumb drive. Push the USB drive into the socket next to the menu button.

Important! This screen needs to refresh to load the pictures from the thumb drive!

Touch the "Cancel" button, then retouch the "Change Image" button.

The prize pictures from the USB drive will now show on this screen.

After finding the correct picture, touch the "Select" button.

Then touch the "Confirm" button.

Prize Image Setup **User1**

BTH200 BLOOMIE PETZ Select
BTH200 ERASER BITS Select
BTH200 FIDGET TUBE Select
BTH200 MAGIC WORM Select
BTH200 HISS YOUR OWN BOUNCE BALL Select
BTH200 POP N' SPIN Select
BTH200 WALL CLIMBERS Select
BTH200 RUN RUN PLUSH Select
BTH200 SPLAT BALL Select
Cancel Confirm PDF Image Selection Setup Manual

All Prizes Setup Menu

All Prizes Setup Menu

This screen will assign the prize to a specific vend slot in the Spindle, Capsule, Locker or Locker XL Module.

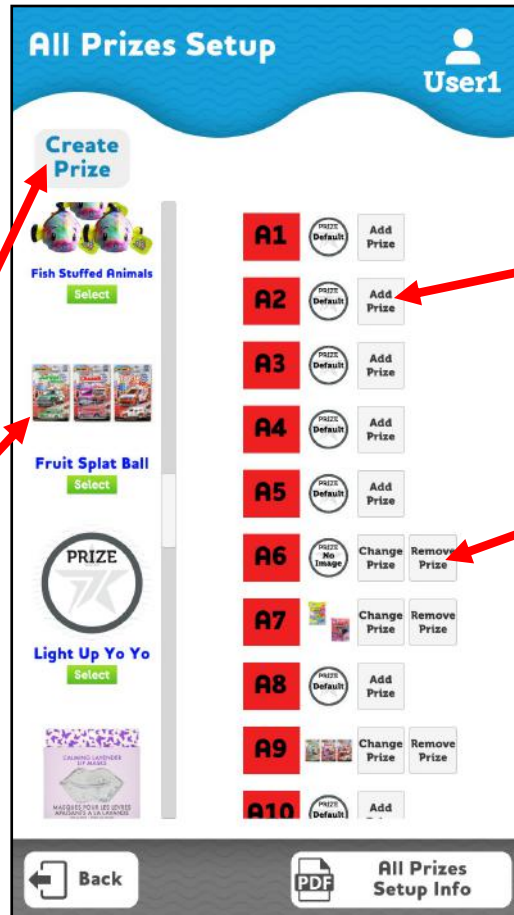
Left Column

The left side of the screen shows all prizes available.

Scroll up or down through the list to find the prize that you want to assign to a vend slot.

If the prize is not in this list, touch "Create Prize" button.
Refer to "Create/Edit Prize" page.

Touch the prize picture to show prize name and tickets to win.



Right Column

The right side of the screen shows all vend slots available.

After highlighting a prize from the left side, touch "Add Prize"

A prize already assigned to a vend slot can be changed or removed.

Currency Setup Menu

Currency Setup Menu

Currency is what is being redeemed for prizes. (Tickets, points, or coupons)

Tickets	Points	Coupons
---------	--------	---------

Add Currency will add the amount of tickets to the screen for testing.

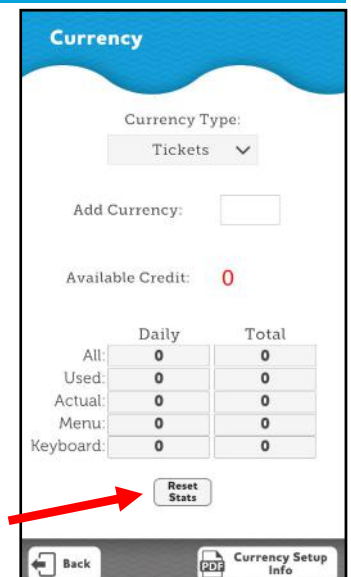
Shows amount of tickets added by the different input options.

Statistics show daily and total tickets added to Prize Hub and used.

Touch "Reset Stats" to clear to 0.



Currency Setup



Date & Time Setup Menu

Date & Time Setup Menu:

Ability to set to local time.

The option to set the hourly offset to match their particular time

This will not change automatically for day light savings time changes.

Note: If your Prize Hub is offline, a different screen will appear:
The time and date will have to be set manually.

Hint: If changing from a date too distant from the current date, first set the date to a closer date, then set current date.



Volume Setup Menu

Volume Setup Menu

Volume Sliders to adjust volume levels for:

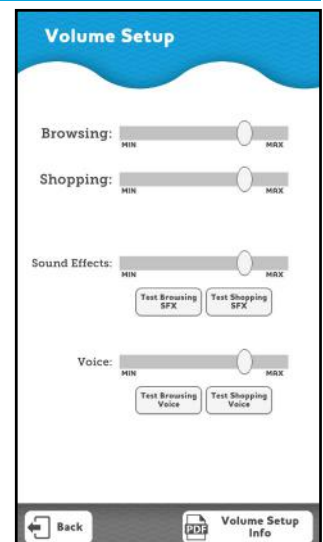
Browsing: Slider is a master volume adjustment for browsing mode.

Shopping: Slider is a master volume adjustment for shopping mode.

Sound Effects: Slider for Sound Effects volume level.

Voice: Slider for Voice volume level.

Touch the "Test" buttons to test the volume levels.



Language Setup Menu

Language Setup Menu

Idle Timeout:

Selects the amount of time in seconds that a language will revert back to the Default Language.

10	15	20	25	30	45	60
----	----	----	----	----	----	----

Default

Sets the normal default language for the user interface.

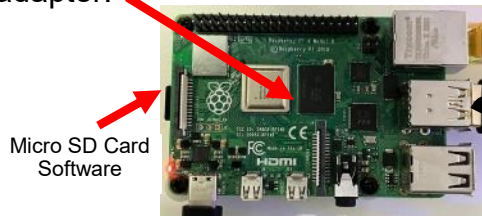
Check languages to have them appear as an option on the user interface.
If only one language is checked, this option menu will not show on the user interface.
This creates space for a custom background with your company logo.



Payment Systems Setup Menu

Payment System Setup Menu

Every card system is different.
However, they all will interface through
the payment adapter.

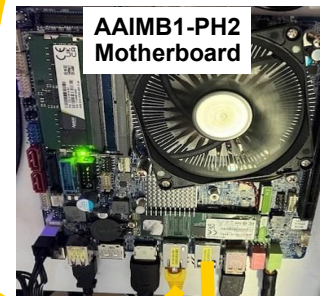


A5CORD53
Network Cable

USB cable from card
interface on door of
Prize Hub

Connect your card system to the Prize Hub:

Plug the card system's swiper or reader into the USB slot
on the card payment adapter.



External Network:

Some card systems require an external network.

Connect the **right** side network socket on motherboard to an external network if your
card system requires it.

Set information in the "Payment Systems Setup" menu:

From main menu, touch "Payment Systems Setup"



This screen will show the card system and logs any events the system
(The most recent on the bottom)

If nothing shows, check power into the card payment adapter and network
connection to hub switch and motherboard's left side network socket.

Touch the "Settings" button.

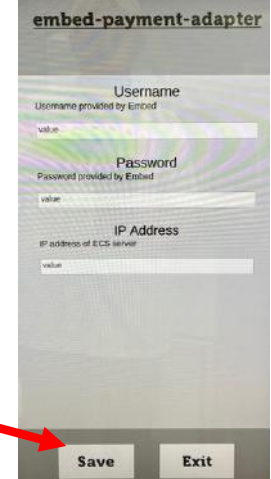


This screen will be different for the different card systems.

**All fields must be filled out completely with the information
provided by your card system company.**

Refer to specific "Card System Information" sections in this manual.

Touch "Save" first to save your changes to the payment adapter.
Then touch and Exit"



Advertising Setup Menu

Advertising Setup Menu

If the image is empty, no ad is present.

Touch advertisement to select from a group of advertisements.
Or load your own advertisements from a USB stick.

1920 x 1080 Portrait Mode

Select the advertisements to add to the user interface.

On Duration:

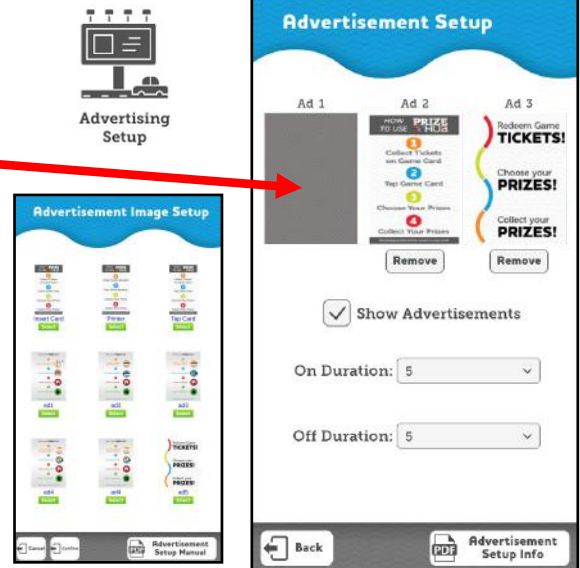
The amount of time in seconds the advertisement shows on the screen.

5	10	15	...	45	50	55	60
---	----	----	-----	----	----	----	----

Off Duration:

The amount of time in seconds for the advertisement to be off before the next ad shows.

5	10	15	...	45	50	55	60
---	----	----	-----	----	----	----	----



Prize Hub Cloud Setup Menu

Prize Hub Cloud Setup Menu

Cloud is an online portal that allows operators to analyze and manage their Prize Hub units remotely and in real time via computer or mobile.

This is an additional monthly fee.

Enable the Cloud functionality.

After account setup on the website, you can register your Prize Hub and it will ask for a code.

Touch "Register with Cloud" to give the code for the website registration.

Touch "Test Cloud Connection". The box will turn green if connection is good.

The "SYNC NOW" button will pull any changes made on the website down to the Prize Hub.

Note: Any changes made on the Prize Hub itself will be pushed up to the Cloud when you exit the Prize Hub menu.

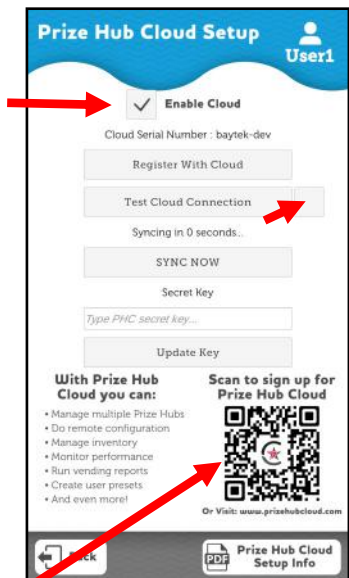
"Secret Key" is the code generated by the website that will link the Prize Hub to the website. **Warning - if this is changed, this Prize Hub will not appear on Cloud.**

This is originated by the Cloud website by the "Rotate Secret" button.

If this needs to change, the user would input the secret key, then press "Update Key". It would only be needed if the hard drive on motherboard was changed.

Set up your account on the website: www.prizehubcloud.com.

It can be reached by scanning the QR code on the front of the service manual, or scanning the QR code from this Prize Hub Cloud Menu.



Light Show Setup Menu

Light Show Setup:

Setup the order of modules to showcase the chase pattern by holding and dragging modules to match the correct orientation of the modules.

Touch "Refresh" after moving modules.

Touch Test Order to show lights sequence in the order left to right.

Browsing Sequence:

Select how the light show will behave during browsing.

Solid Color, Pulse between 2 colors, Chase (1st color chasing 2nd), or Rainbow

Set the speed for each type of pattern

Setup the 2 colors that all modules will cycle through.

Touch "Test" button to test and save changes.

Shopping Sequence:

Select how the light show will behave after a card swipe.

Solid Color, Pulse between 2 colors, Chase (1st color chasing 2nd), or Rainbow

Set the speed for each type of pattern

Setup the 2 colors that all modules will cycle through.

Touch "Test" button to test and save changes.



Light Show Setup

User Setup Menu

User Setup Menu

Setup usernames and passwords to allow employees access to the menu.

Each account has their own accessibility to certain menu options

Enables the secret menu entry from the touch interface - Touch 1, 2, 1, 2



An Owner must be set up before the secret menu entry is unlocked.

An Owner can set up users with their own specific username and password.

If "Require Strong Password" is checked, then the password needs to be at least 8 characters and contain one upper case letter, one lower case letter, and one number.

Password hint can not be contained in your password.

Multiple users can be set up, with capability to limit access to different menu options.

User permissions can be modified after setup.

Users can be deleted.



When entering the menu, you will now be required to enter your username and password.

Note: Using the service button inside the cabinet overrides the password entry.



User Setup

Network Setup Menu

Network Menu:

Show information regarding devices (including the main hub) connected to the machine



Button to test network availability

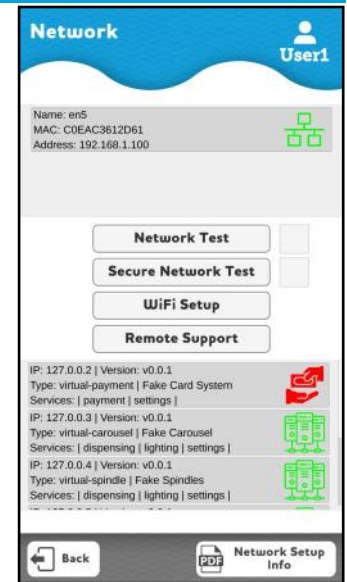
Button to test secure network availability.

Button to setup the WiFi adapter on the motherboard.

Button for Remote Support. (see below)

Section that lists all network connections seen by the motherboard.

Note: It is normal for the payment adapter to be red.
It will turn green if tickets are added.



Remote Support

Remote support is a feature that will allow a Baytek service tech access to your Prize Hub.

It is an optional feature that should be used as a last resort if a problem can not be identified.

Live troubleshooting with Baytek may help identify and resolve problems with your Prize Hub.

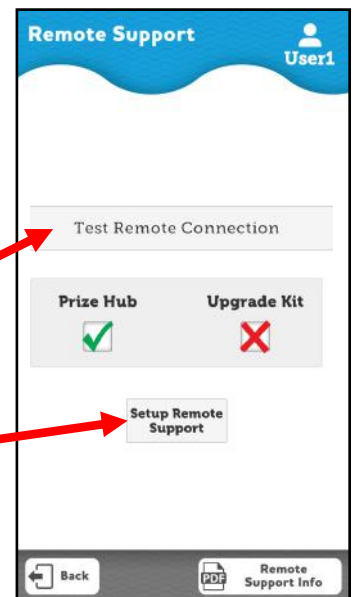
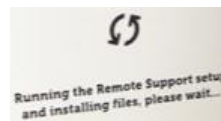
To set up remote support for the first time:

Ensure the Prize Hub has internet access. Touch "Test Remote Connection" to verify. The box will turn green if connected to internet.

Choose if this Prize Hub is the 2.0 version Prize Hub, or if it was an original Prize Hub converted with the Upgrade Kit into the 2.0 version.

Touch "Setup Remote Support".

Wait for the files to download.



Once files have loaded, the following information screen will appear.

The "Machine ID" is the code to inform the Baytek Service Technician. They will now be able to control the screen of the Prize Hub while on the phone with you.

The "Test Cloud Connection" button is available to test connection to the internet.



History Menu

History Menu:

Logs the activity on the machine.

Filters are available to narrow down results.



Diagnostics

A great source of information about a specific module issue will be the “Events” tab in the Module Setup Menu.

Enter the menu of Prize Hub and touch “Machine Setup”

Touch “Modules”

Touching the side arrows, scroll to the module with the issue.

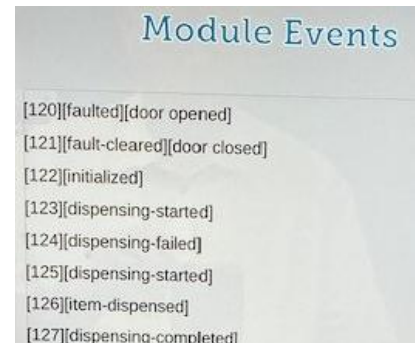
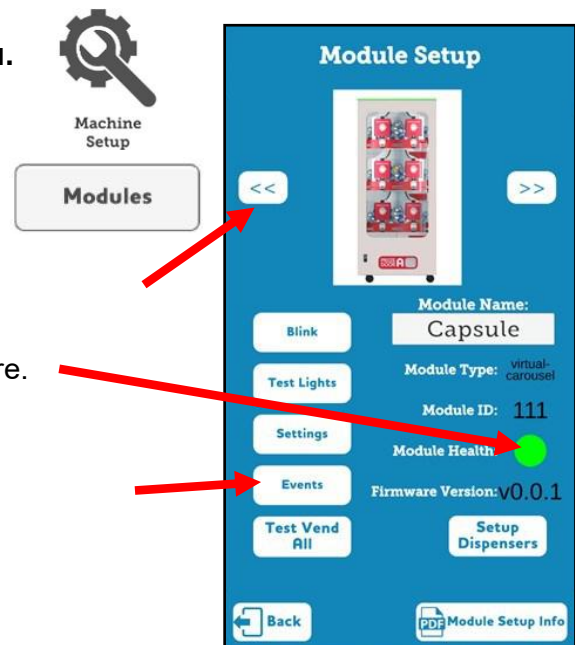
It will have a red indicator here.

Touch “Events”

This will list the last 100 events logged for this module. Scroll to the bottom of the list for more recent items.

Examples of the Events Log for the Capsule module:

- 120 - Front door is opened
- 121 - Front door is closed
- 122 - Capsule motors being cycled in and out
- 123 - Prize starting to be dispensed
- 124 - Failed dispensing a capsule
- 125 - Prize starting to be dispensed
- 126 - Prize dispensed
- 127 - Dispensing complete and tickets taken



Bug Report

Bug Report

A Report can be generated by Prize Hub and saved to a USB thumb drive. This file then can be brought to a computer and emailed to our service team to help diagnose an issue.

Instructions:

Enter the menu by pressing the menu button.

Insert a USB thumb drive into the slot next to the menu button.

A USB Icon will appear on the lower screen.

Touch the USB icon.



Use the monitor touchscreen to input:

Description of the Issue

Steps to Reproduce

Main Module Serial Number

Other Modules Serial Number (If the problem is with a connected module)

Any other additional details you wish to add,

Best way for our service team members to contact.

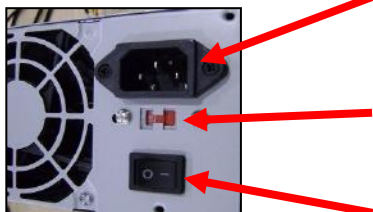
Touch the "Submit" button.

The Prize Hub will gather information from every module connected, gather menu settings, and other information about your Prize Hub. The files will be saved onto the USB drive.

Note: This process may take 5-10 minutes to complete.

Once complete, remove the USB thumb drive and bring to you computer and email the files to Baytek at service@baytekent.com

MAIN UNIT TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
No power to the game. No lights on at all. (Power Supply not ON) 	Unplugged Circuit breaker tripped Power strip faulty GFCI Outlet Plug defective. Line Filter defective Check AC cord from power strip into Power supply Ensure Power Supply switch is set to 115V (Some power supplies may not have this) Ensure power rocker switch is on. Power supply shutting down because of 12 V overload	Check wall outlet Reset power strip breaker switch or building circuit breaker Change plug position, replace if needed (A5OU5000) Ensure 110 Volts is getting to Power Strip Replace plug if needed. (A5PL1800) Ensure 110 Volts is getting to Power Strip Replace filter if needed. (A5FI9050) Ensure power in cord is tight Check this if applicable Set rocker switch to ON (-) Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.
Monitor shows nothing at all on power on. 	Power cable unplugged from monitor. Faulty power supply for monitor Power strip faulty Reboot game and check for any errors on monitor. Power game down, wait 10 seconds, then power game ON to reset. Faulty monitor.	Ensure power is screwed into side of monitor, down to power cord (CORD5001) and plugged into power strip. Monitor power supply is part of the monitor. A new monitor must be purchased. A5MO15500 Change plug position, replace if needed (A5OU5000) If error shows on monitor, the monitor may be working, but problem is from motherboard. If monitor has power, the touch works and makes touch sounds, the monitor is faulty Replace monitor. (A5MO15500)
	Blurry Monitor - Too bright, or dim. There is a satellite board that can be plugged into the monitor to make adjustments to the screen. Press the "Auto" button on control unit to select Auto Adjustment. This may take a few seconds. Verify that the screen looks good and image is centered.	

MAIN UNIT TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Monitor touchscreen is not touching where it should	Power off the entire Prize Hub, wait 10 seconds and power on.	The touchscreen will recalibrate at power on,
Monitor shows “No Signal” then black. Reboot 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 Small 12 Volt power connector unplugged on motherboard. Monitor HDMI 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
Monitor shows “UEFI Interactive Shell” on screen. Reboot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Hard Drive is not working.	 Faulty Hard Drive or faulty motherboard.	No M.2 software drive in motherboard. Check for good mounting in socket. Refer to “How to Update Software” Replace hard drive (A5HD1800) or motherboard as needed.
Touchscreen does not work. Reboot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	USB Connector unplugged Problem can be monitor or motherboard. Replace USB cable. (A5CORD5438) Replace monitor A5MO15500	Verify connector at monitor and motherboard 
Speaker does not work. Motherboard creates sound, A5CB9621A board amplifies it.	Disconnected, loose or broken wires. Faulty speaker. Determine if A5CB9621A board is good.	Refer to Wiring Diagram. Check connections and reseat audio cable from speaker to motherboard. Cable # AACE8811, AACE15555, A5CE2321 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 TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Menu Button does not work. Hold Menu button for 3 seconds A keyboard can be connected and press "m" to enter menu	Disconnected, loose or broken wires. Faulty button. Verify power into Controller Board. Verify USB communication to motherboard. Faulty AACB15500 board.	Check connections from button to AACB15500 controller board. Cables # AAPB2700 and AACE15554 Test button and replace. (AAPB2700) Test for 5V and 12V on CE15553 cable. Replace USB cable A5CORD14 Replace AACB15500 controller board.
Optional top marquee sign does not light up.	Disconnected, loose or broken wires. Faulty LED cables in sign.	Check connections from power distribution board to LED cables in sign (Cables #'s AACE15510 and AACE15575) Replace LED light cable AACE15575
LED strip inside main module does not light up.	Disconnected, loose or broken wires. Faulty LED cables inside unit.	Check connections from CB15500 Controller board to LED cables in ceiling of cabinet. (Cables #'s AACE15550 and AACE15551) Replace LED light cable AACE15551
RGB Color LED strip on top of game does not light up or missing colors.	Disconnected, loose or broken wires. Faulty LED cables.	Check connections from CB15500 Controller board to LED cable on top of game. (Cables #'s AACE15546 and AACE15535) Replace LED light cable AACE15535
RGB Color LED strip on bottom of game does not light up or missing colors.	Disconnected, loose or broken wires. Faulty LED cables.	Check connections from CB15500 Controller board to LED cable on bottom of game. (Cables #'s AACE15548 and AACE15547) Replace LED light cable AACE15547
Does not load picture files from USB stick.  Make sure to push in the USB stick while power is on. It will not work if the Prize Hub boots up with it plugged in.	File name is not recognized. Picture files are too large USB stick Faulty	Either .jpg or .png 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 TROUBLESHOOTING 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 AAIMB1-PH2)		
	Other items to check: - 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.				
Prize Unavailable on screen 		There are many reasons this may show up on monitor.		Please refer to “Prize Unavailable Message” in troubleshooting section.	

MAIN UNIT TROUBLESHOOTING GUIDE

Card System not showing in menu:

Every card system is different.
However, they all will interface through the payment adapter.



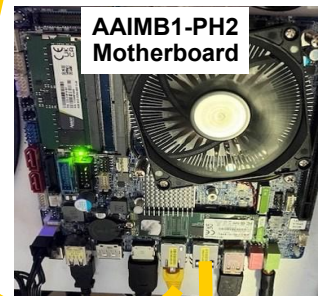
A5CORD53
Network Cable

USB cable from card
interface on door of
Prize Hub

Micro SD card with a
program that is specific
for that card and only that
specific card system.



A5PS23500
Power into
Rasp Pi



If the card system uses 2 different interfaces,
for example a NFC reader and scanner,
2 Payment Adapters must be used.
(In some cases you can have multiple readers
for a single card system software.)

Verify the card system's swiper or reader is plugged into the USB slot
on the card payment adapter.

External Network:

Some card systems require an external network.

Connect the **right** side network socket on motherboard to an external network if your card
system requires it.

Access the menu and go to Payment Systems Setup

The payment adapter will be shown on the screen with an event log.

If it does not show:

Check power into raspberry pi board, network cable from it to the hub.
The hub will be connected to the motherboard with a network cable
from the hub to the left socket on the motherboard.

If it shows, but is the wrong company, then the micro SD card must be
replaced with the correct software version.

Events are any processes or errors from the card system.
(The most recent on the bottom)

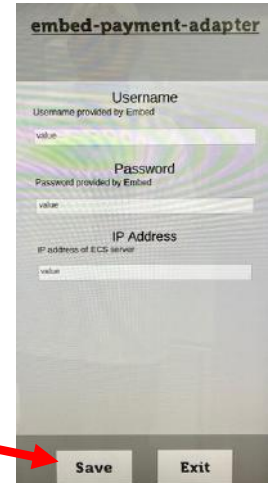
Click on the "Settings" tab to access the log in credentials for that specific card
system.

This screen will be different for the different card systems.

**All fields must be filled out completely with the information
provided by your card system company.**

Touch save to save changes and exit.

Test and make sure tickets are added when a card is swiped.



CONTROLLER BOARD INFORMATION

Each Module will have a controller board in the back of the cabinet.

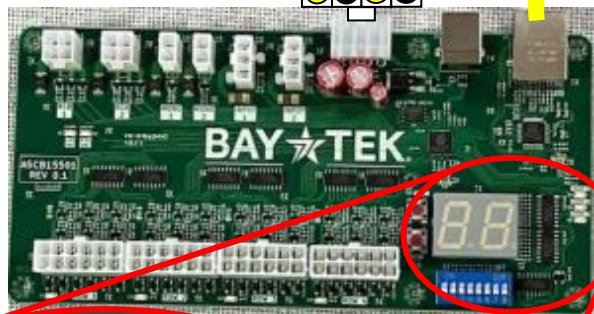
They may look different, but they have similar functions.

They are programmed specific to the module type, and each handles all of the input and output functions of the module.

**Ensure all boards have a 12 Volt DC power connector,
and a network cable to the switch in the main module.**

12 VDC Power
Into Board

A5CORD52
Network Cable
to switch in Main Module



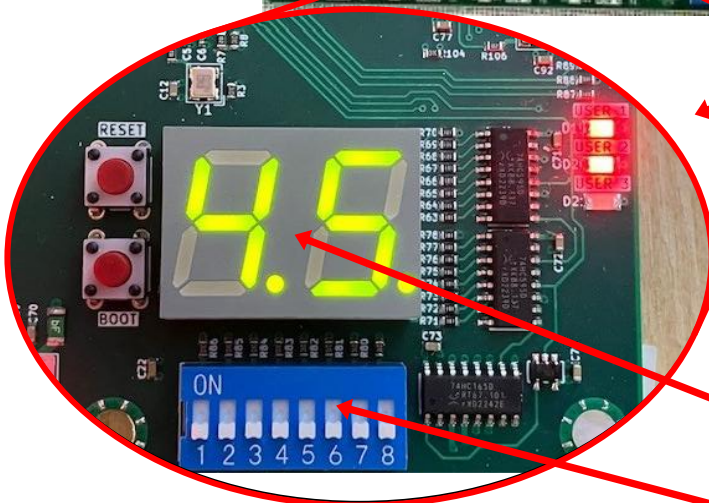
User LED 1 = Heartbeat - this will blink at a regular interval and indicates that the board is running

User LED 2 = Rx Comm - this will blink whenever it receives a request from the hub.

User LED 3 = Unused

Display = Displays the IP of the board (in hexadecimal). The decimal points indicate which position this byte is in the address.

Dipswitches = All dipswitches should be off.



MAIN UNIT TROUBLESHOOTING GUIDE

Entire Dispenser Module not recognized by Prize Hub

Troubleshooting sequence:

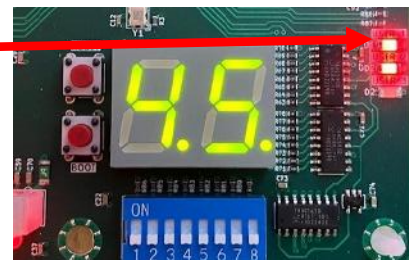
First - Make sure the module is powered on and all lights are on.

Remove the back door of the module and ensure the controller board has 12 volts DC. This board should have red LED's on and a display that will be flashing numbers.

Verify that User LED 1 is blinking at a regular interval.

This indicates that the board is running.

If the red LED is not blinking, power cycle the entire Prize Hub.



Ensure the network cable is plugged securely from the controller board to the network hub in the main module.



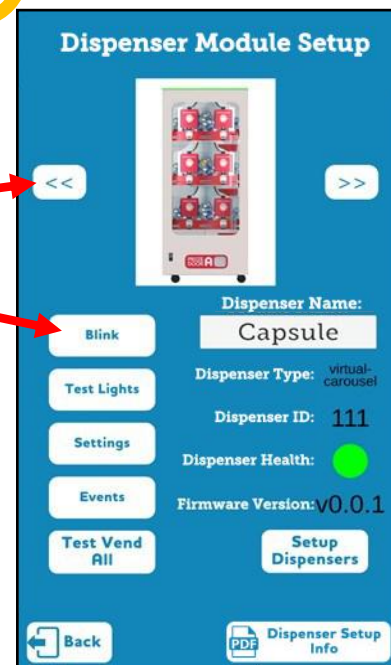
Enter the main menu - Machine Setup Menu - Dispenser Modules tab.

Cycle through the connected modules using the arrow tabs.

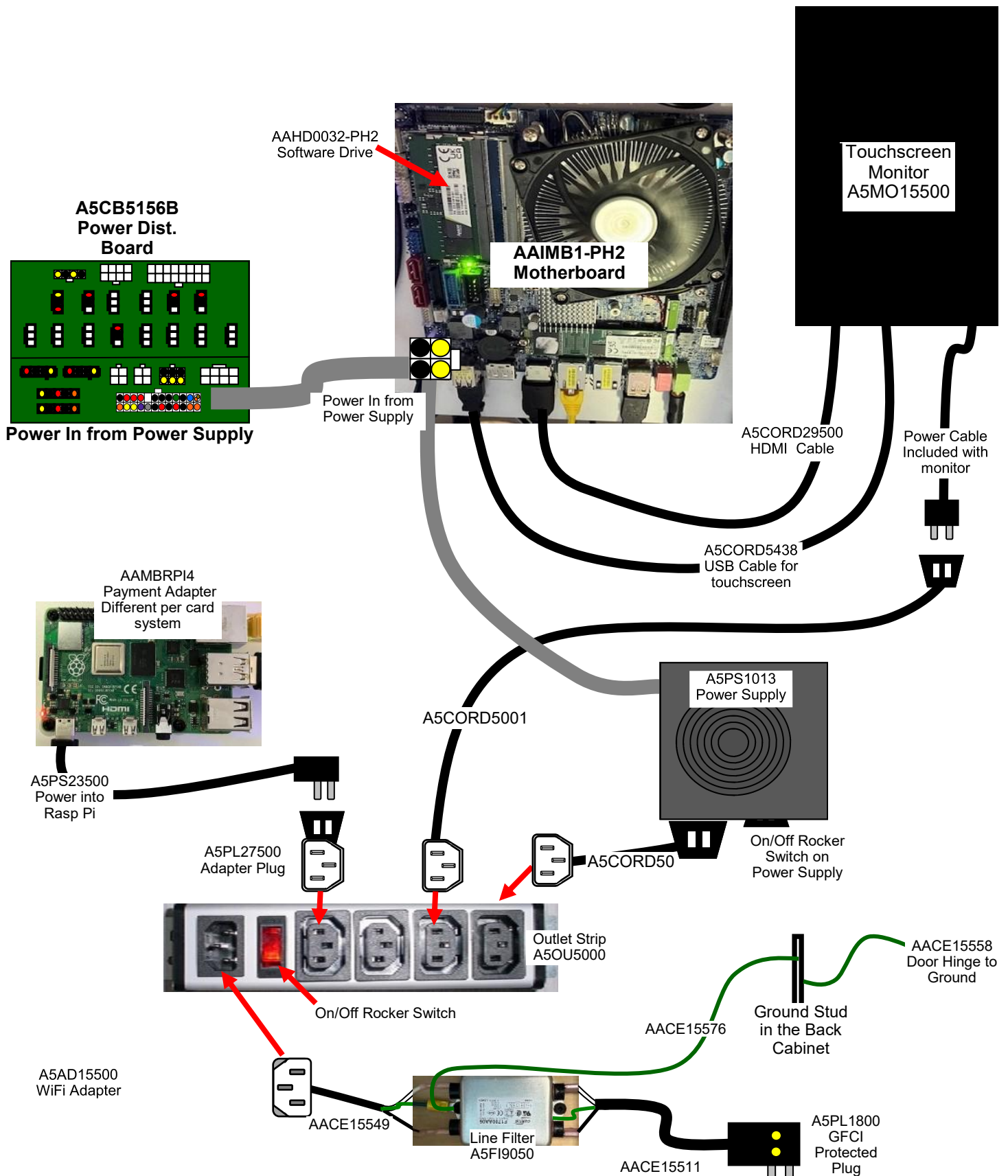
Touch "Blink" to help identify multiple modules.

The module must now show up here.

If it does not, then the problem is the network cable, or controller board.

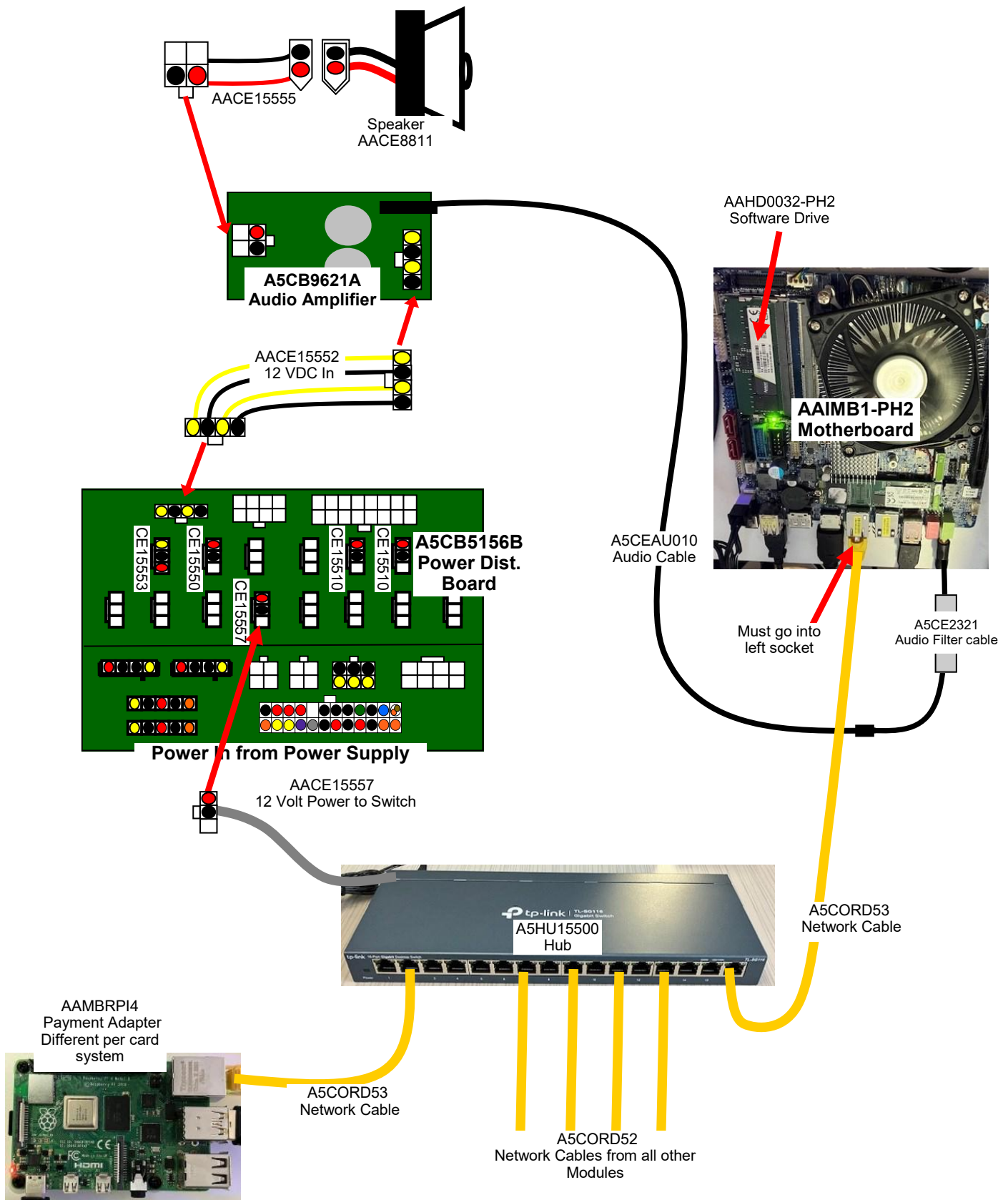


MAIN MODULE WIRING DIAGRAM

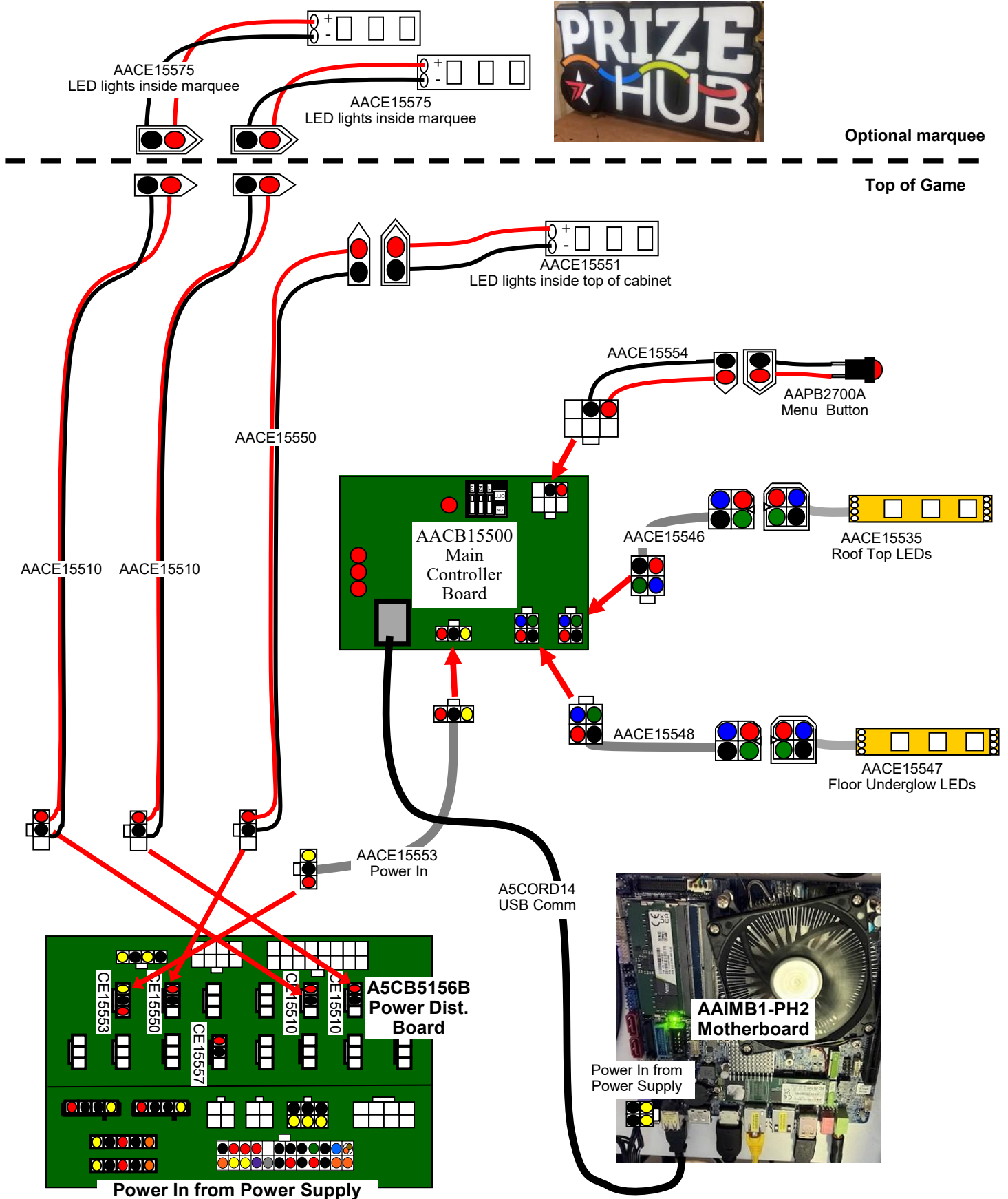


Note: 220 VAC has a different AC Power In cable and socket
A5CORD5 & A5CN1055

MAIN MODULE WIRING DIAGRAM



MAIN MODULE WIRING DIAGRAM



NETWORK TROUBLESHOOTING

Test connection to the Internet

Enter the menu and go to the Network Menu.



Buttons are available to test network availability, and to test secure network availability.

If a green color, then it is connected.

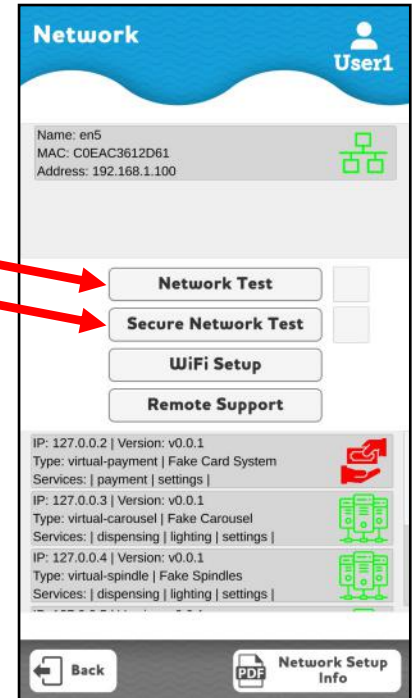


If a red color, then it is not connected.



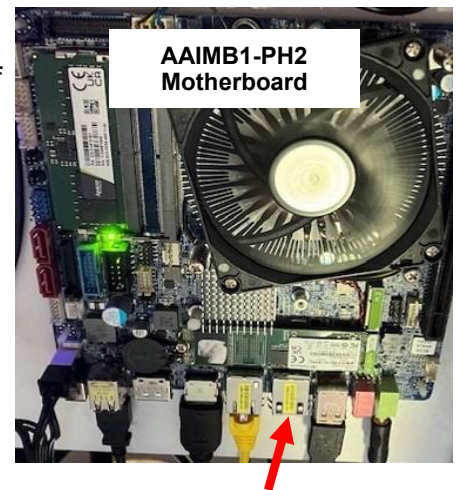
Bottom section lists all network connections seen by the motherboard.

Note: It is normal for the payment adapter to be red.
It will turn green if tickets are added.



Ensure the network cable is plugged from the wall to the right side socket of the motherboard.

(The left socket cable must go to the hub/switch)



PRINTER SCANNER SYSTEM INFORMATION

Ensure BOTH printer and scanner is plugged into the payment adapter - not a motherboard socket.

AASD0032-PRINTERSCANNER
Micro SD Card is different per card system



Printer Scanner Option - Part # AASD0032-PRINTERSCANNER

Go to Machine Setup Menu --> Timeouts to adjust timeouts if needed.

Payment Adapter Popup Timeout:

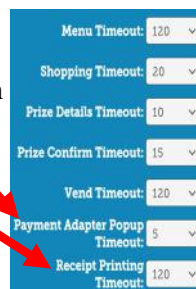
Amount of seconds (5-15) that the confirmation of scan shows on screen

Receipt Printing Timeout:

Amount of seconds (60-240) that the printer will try to print.

Go to Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch "Settings" to enter information to set up scanner options.



Machine Number:

A 2 digit number that will identify this Prize Hub. It will be coded to the first 2 numbers of the receipt printed, and will work in conjunction with the Machine ID lower and Upper below.

Checksum:

Will inform the Prize Hub if the receipts to be scanned include an extra number on the end of the bar code

For example: This receipt for 100 tickets has 14 digits with a check sum digit at the end.



Custom Header:

A optional message that will be printed on the Prize Hub receipts.

Bar Code Type:

Either 14 or 16 digits that are printed on the receipts being scanned into the Prize Hub.

Machine ID Lower:

The lower end of the first 2 digits of the receipts to be scanned into the Prize Hub. Any receipts with machine numbers below this will not be accepted.

Machine ID Upper:

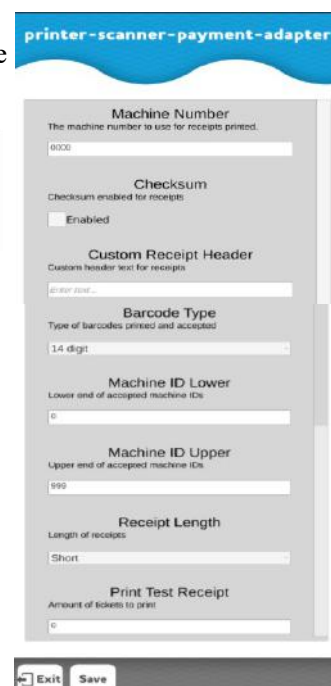
The upper end of the first 2 digits of the receipts to be scanned into the Prize Hub. Any receipts with machine numbers above this will not be accepted.

Bar Code Length:

Short or long receipts can be used to save paper.

Print Test Receipt:

Type in the number of tickets you would like to print, then touch "Save"



Scanning Instructions: Scan receipt to load tickets onto Prize Hub.

If guest is actively using Prize Hub, the tickets will stay on the Prize Hub.

If guest is not actively using PH:

The tickets will print after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

Examples of Error Codes:

Error parsing barcode: invalid barcode: checksum does not match

Invalid barcode - Check settings for "Checksum"

Error parsing barcode: invalid barcode length: expected XX but got YY

Invalid barcode - Check settings for "Bar Code Type"

Barcode is outside of the machine ID parameters

Invalid barcode - Check settings for "Machine Number", "Machine ID Upper", and "Machine ID Lower"

Error generating barcode: error printing the file: print job time out

Printer out of paper, Printer Error, or USB connection issue with the printer.

INTERCARD CARD SYSTEM INFORMATION

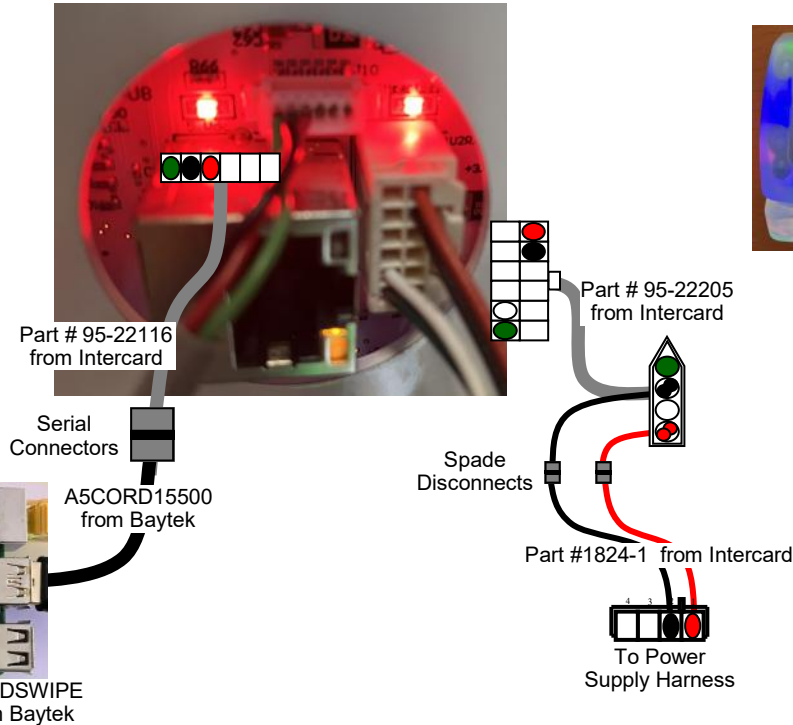
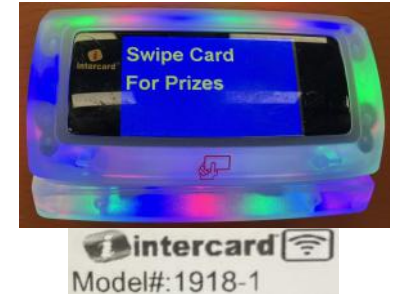
Ensure all card readers are plugged into the payment adapter - not a motherboard socket.

AASD0032-***
Micro SD Card is
different per card
system



Wiring Diagram:

This is for the magnetic swipe reader Model # 1918-1



AAMBRPI4-INTERCARDSWIPE
Payment Adapter from Baytek

Intercard Option - Part # AAIN-T-INTERCARDSWIPE

Swipe card to load tickets onto reader and Prize Hub.

Swipe card again to remove tickets from reader and Prize Hub.

If guest is actively using Prize Hub, the tickets will stay on the reader and PH.

If guest is not actively using PH:

The tickets will be removed from PH after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from the reader after 80 seconds or until guest swipes any card.

Card Reader **not** included.

Card reader is purchased from Intercard

Software is Intercard 1.0.1 for payment adapter

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch "Settings" - but it will have no information.

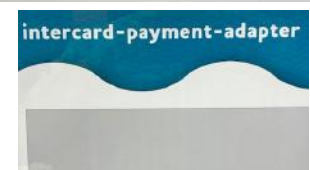
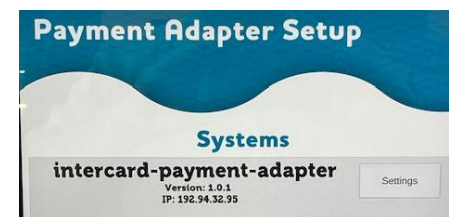
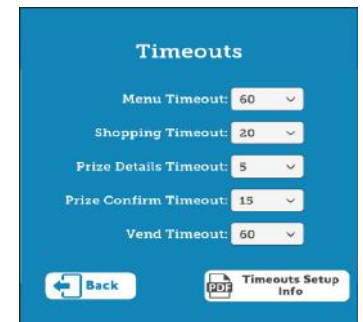
Examples of Error Codes:

Try Again

Ensure card is registered with the ticket server.

Ensure card is fully sliding across sensor. (It may be upside down)

Any undocumented errors should be resolved by contacting Intercard Support.



AMUSEMENT CONNECT CARD SYSTEM INFORMATION

Ensure all card readers are plugged into the payment adapter - not a motherboard socket.

AASD0032-***
Micro SD Card is
different per card
system

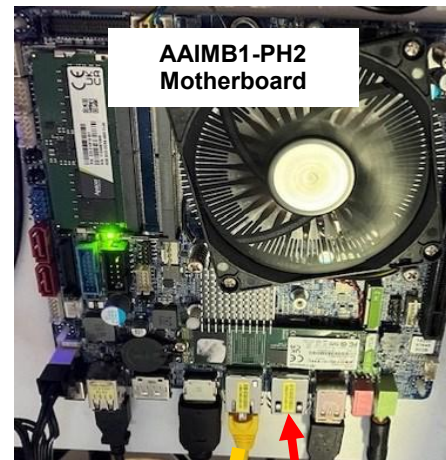


AASD0032-ACRFID
Micro SD Card for
Amusement Connect



A5CORD53
Network Cable

A5CORD53
Network Cable



Network cable from
external network.

Normally red led on reader.
This will blink green when a
card is scanned.



USB cable from
Amusement
Connect reader

Amusement Connect uses RFID cards.

The Prize Hub interface will be a metal plate with decal. The reader will mount to the outside of the metal plate/ decal assembly.

RFID Card Reader **not** included.

Card reader is purchased from Amusement Connect.

Software is Amusement Connect 1.0.1 for payment adapter

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch "Settings" to enter information to connect to the Amusement Connect server.

Machine ID is case sensitive.

Enter the Machine ID provided by Amusement Connect.

Tap card to load tickets onto Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then use the second cards tickets.

If guest is actively using Prize Hub, the tickets will stay on the reader and PH, and will be removed from Prize Hub if the guest touches the X Exit tab on screen.

If guest is not actively using PH:

The tickets will be removed from PH after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from the reader after 80 seconds or until guest swipes any card.

Examples of Error Codes:

Invalid RFID Card

Ensure card is registered with the ticket server.

Invalid Machine

Verify correct Machine ID in Payment Adapter menu. This is case sensitive.



Part # AAIN-T-ACRFID



IDEAL CARD SYSTEM INFORMATION

AASD0032-IDEALRFID or
AASD0032-IDEALSCAN
Micro SD Card for Ideal



A5CORD53
Network Cable

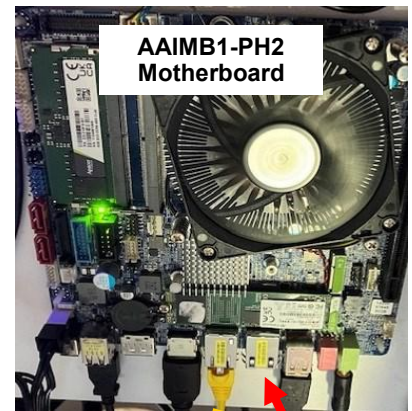
USB cable from
Ideal reader



Normally red led on reader.
This will blink green when a
card is scanned.



A5CORD53
Network Cable



AAIMB1-PH2
Motherboard

Network cable from
Ideal Network is
plugged into the right
side network socket.

Ideal Option - AAINIT-IDEALRFID or AAINIT-IDEALSCAN (Magnetic Swipe Card is not supported.)

There are 3 different type of cards:

SLXM: This card has both RFID chip and bar code, so that it can be read by Ideals' special RFID reader or our scanner with a special program that puts a ! In front of the string of numbers.

1108: This card has both RFID chip and bar code, so that it can be read by Ideals' special RFID reader or our scanner with a special program that puts a ! In front of the string of numbers.

No name: This card has only a bar code, it can be read by our scanner with a special program that puts a ! In front of the string of numbers.

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address



Part # **AAINT-IDEALRFID**
(RFID Reader is supplied by Ideal)



Part # **AAINT-IDEALSCAN**
(Scanner is included)

Touch "Settings" to enter information to connect to the Ideal server.
Enter IP address of the Ideal server.
Input the port # of the Ideal server.

Tap card or scan to load tickets onto reader and Prize Hub.

If guest is actively using Prize Hub, the tickets will stay on the reader and PH.

If guest is not actively using PH:

The tickets will be removed from PH after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached or X Exit is touched.

Multiple cards scanned right after each other will stack up and add together on the screen.
The first card scanned will have the tickets removed first.

Examples of Error Codes:

ICS Connection Error

Check Network Connection

Verify IP Address and Port # are correct.

May require restart of the Prize Hub

Prize Hub acting like the card system is attached, but not communicating errors or commands. (exit, scan card, etc.)

Check connection between motherboard and the network switch.

Check connection between the network switch and the payment adapter.



IDEAL CARD SYSTEM INFORMATION

Ideal Option - AAIN-IDEALSCAN

No name: This card has only a bar code, it can be read by our scanner with a special program that puts a ! In front of the string of numbers.

The Zebex scanner must be specially programmed.

How to:

Scan the following bar codes in this special order:

Scan "Prefix Data"



Scan "Scan Prefix"



Scan "1"



Scan "0"



Scan "3"



Scan "3"



SACOA CARD SYSTEM INFORMATION

Ensure all card readers are plugged into the payment adapter - not a motherboard socket.

Sacoa Options -

Sacoa cards may be a magnetic stripe card, RFID card, or bar code card.

The Prize Hub interface on the outside of the cabinet will vary depending on which interface is used.

Magnetic Stripe reader included

Set “Keyboard Emulator Input” to 1.

RFID card reader **not** included.

Scanner included.

Set “Keyboard Emulator Input” to 0.

Part # See above for different applications

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch “Settings” to enter information to connect to the Sacoa server.

Username and password are case sensitive.

Input the port # and the IP address of the Sacoa server.

Swipe card to load tickets onto reader and Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then use the second cards tickets.

Sacoa RFID reader - MIFARE READER V2

Blue Lights - Normal operation. Waiting for scan.

Yellow Lights - Reading a card

Red Lights - Failed a card read.

Green lights - Successful card read.

Examples of Error Codes:

Could not find RFID Reader, Error: No such file or director

Ensure the RFID scanner is connected, faulty cable or scanner

Failed to login to API, Reason: Invalid URL

IP in settings is not set or not valid.

Failed to login to API, Reason: Timed-out/No Conn

Ensure motherboard has internet access

Verify Username, Password, and Port # are correct. These are case sensitive.

Failed to decode card, Reason: Timed-out/No Conn

Check internet connection from motherboard.

Unusual Behavior:

Scanner lights remain red after appearing in the payment adapter menu.

Ensure login credentials and IP are correct. These are case sensitive.

Scanner lights turn red while the Prize Hub is in operation.

Ensure USB cable is secure. Restart machine.

Check internet connection.

AASD0032-SACOARFID
Micro SD Card



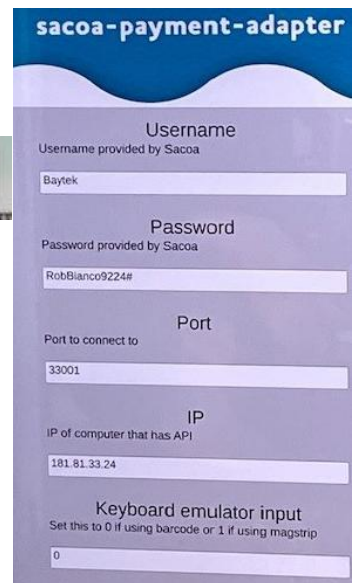
Part # AAIN-T-SACOASWIPE



Part # AAIN-T-SACOARFID



Part # AAIN-T-SACOASCAN



EMBED CARD SYSTEM INFORMATION

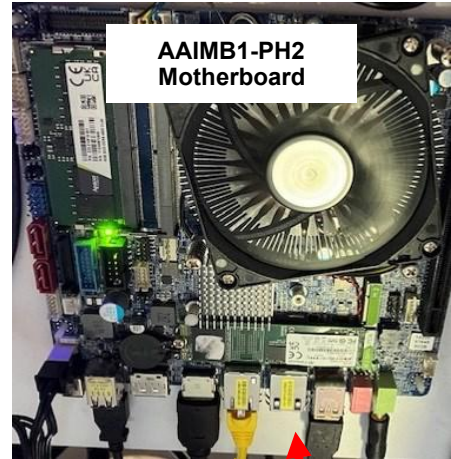
AASD0032-EMBEDSWIPE
Micro SD Card for Embed



A5CORD53
Network Cable



A5CORD53
Network Cable



AAIMB1-PH2
Motherboard

USB cable from
Embed reader



Normally red led on reader.
This will blink green when a
card is scanned.

Network cable from
Embed Network is
plugged into the
right side network
socket.



Part # AAINTE-EMBEDSWIPE



Part # AAINTE-EMBEDRFID

Embed Options -

Embed cards may be a magnetic stripe card or RFID card.
The Prize Hub interface on the outside of the cabinet will
vary depending on which interface is used.

Magnetic Stripe: Reader included

Card reader is magnetic swipe - Part # A5CR1800

Reader will beep when a scan is made.

RFID Card: Reader **not** included.

Card reader is purchased from Embed. NFC reader - Model ACR122U

Software is Embed 1.0.1 for payment adapter

Part # AAINTE-EMBEDRFID or AAINTE-EMBEDSWIPE

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch "Settings" to enter information to connect to the Embed server.

Username and password are case sensitive.

Enter the Username, Password, and IP address of the Embed server.

API Key and API Secret are only needed for RFID applications and readers.

Swipe or tap card to load tickets onto reader and Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then
use the second cards tickets.

If guest is not actively using PH:

The tickets will be removed from PH after the "Shopping Timeout" in the Machine Setup
Menu --> Timeouts has been reached or X Exit is touched.

The tickets will be removed from the reader after 80 seconds or until guest swipes any card.

Examples of Error Codes:

ECS login failed

Ensure username and password are correct in payment adapter menu. These are case sensitive.

ECS timeout

Ensure server IP, API key, and secret are correct in payment adapter menu. These are case sensitive.

Check network connection.



embed-payment-adapter	
Username	Username provided by Embed
Baytek	
Password	Password provided by Embed
B8yG3k	
IP Address	IP address of ECS server
10.1.3.125	
API Key	Provided by Embed (RFID)
b655R32-dada-4f35-8a45-5392146b3230	
API Secret	Provided by Embed (RFID)
cc2b624b-a33c-48bf-a740-5b177ef50c2f	

CORE CASHLESS CARD SYSTEM INFORMATION

Ensure all card readers are plugged into the payment adapter - not a motherboard socket.

Core Cashless Options -

Core cards may have a magnetic stripe, RFID chip, or bar code.

The Prize Hub interface on the outside of the cabinet will vary depending on which interface is used.

Magnetic Stripe Option: Reader included.
Only used for Core,2,4 protocol

RFID card Option: Reader **not** included.
Used if “StrongLink” is mentioned.

Scanner Option: Scanner included.
This is the default and most common use for Core.

AASD0032-***
Micro SD Card is
different per card
system



Part # AAIN-T-CORESWIPE



Part # AAIN-T-CORERFID



Part # AAIN-T-CORESCAN

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch “Settings” to enter information to connect to the Embed server.

Settings in Payment Adapter:

Enter the IP address of the Core Cashless server, Card Type, and Card Subtype.

Card Type & SubType:

The first digit indicates what type of credential is being used, and the second digit indicates any specifics about that type of credential.

For example CORE, 1,1 indicates a barcode (1) and the barcode type is CODE128 (as the second 1).

CORE,2,4 is a magstripe (2) and no details (4).

Swipe card to load tickets onto reader and Prize Hub.

If guest is actively using Prize Hub, the tickets will stay on the reader and PH.

If guest is not actively using PH:

The tickets will be removed from PH after the “Shopping Timeout” in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from the reader after 80 seconds or until guest swipes any card.

Examples of Error Codes:

Account registration-failed

Check network and internet connection.

Ensure Server IP address is correct.

Ensure card type and subtype are correct from Core Cashless.

Ensure the card is registered with the server.

Bar Code Scanner not working - turned off.

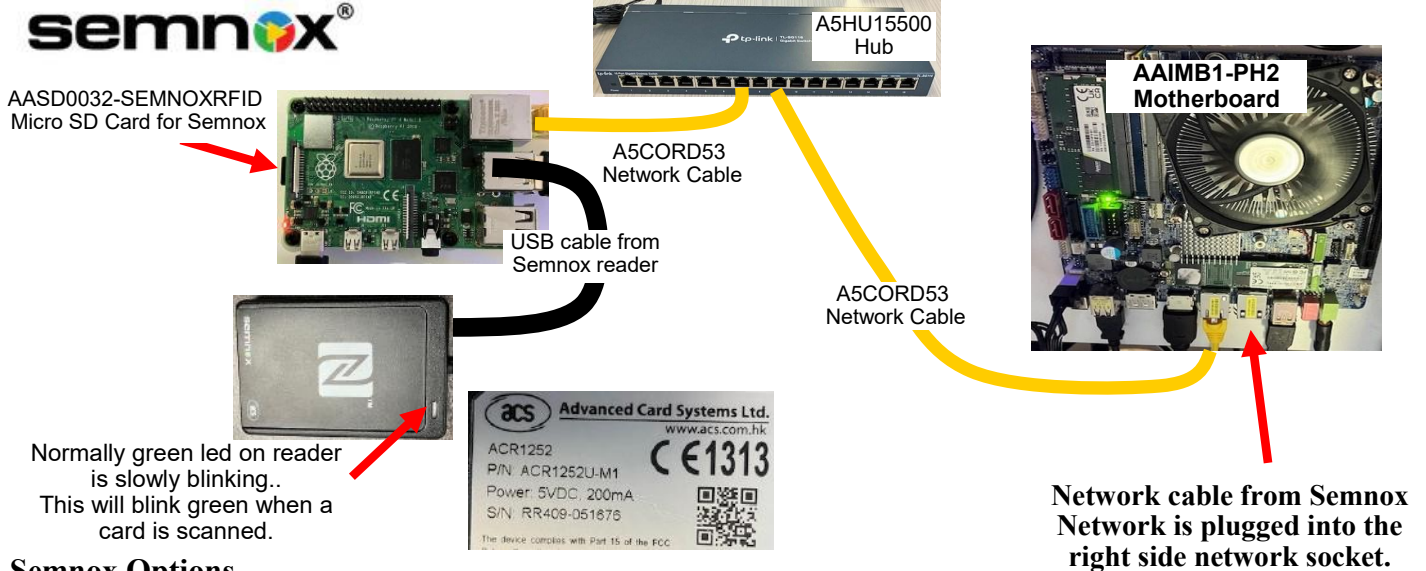
Reprogram scanner using bar codes located in service manual.

Unplug and plug back in device until it stays on.

Ensure there are no unnecessary USB devices are connected to the Payment Adapter.

A photograph of the Core Cashless Payment Adapter settings screen. It has a blue header with the text "Core Cashless Payment Adapter". Below the header, there are three sections: "IP Address" with a text input field containing "208.74.101.30", "Card Type" with a text input field containing "1", and "Card Subtype" with a text input field containing "1".

SEMNOX CARD SYSTEM INFORMATION



Semnox Options -

Semnox uses RFID cards. The Prize Hub interface will be a metal plate with decal. The reader will mount to the outside of the metal plate/ decal assembly.

RFID Card: Reader **not** included.

Card reader is purchased from Embed. NFC reader - Model ACR1252U-M1

Software is Semnox 1.0.1 for payment adapter

Part # AAINTE-SEMNOXRfid

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch "Settings" to enter information to connect to the Semnox server.

Username and password are case sensitive.

Enter the Server IP address, Server Port #, Username for the Login, Password for the Login, Unique MAC ID of the Prize Hub, and Prize ID received from Semnox.

Allow Employee Use: Set to 1 for Employee cards to add to Prize Hub, Set to 0 to not add.

Tap card to load tickets onto reader and Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then use the second cards tickets.

The tickets will be removed from Prize Hub after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from Prize Hub if the guest touches the X Exit tab on screen,

Examples of Error Codes:

[Execution Context/Site ID: -1 AxiosError

Ensure the Unique ID is correct.

Error retrieving balance for xxxx: TypeError

Scanned card is not registered with card server.

Login Error: TypeError [Invalid_URL]

Ensure the server address is correct in the payment adapter menu.

Login Error: AxiosError: Request failed with status code 400

Incorrect server port, username, or password in payment adapter menu. (Case Sensitive)

Login Error: Error: Connect[ENETUNREACH]

Check network cable connection between motherboard and network.

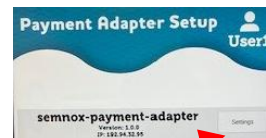
Unusual Behavior:

Vending not removing tickets from the card.

Verify the Prize ID setting in the payment adapter setting is correct.



Part # AAINTE-SEMNOX RFID



Server IP
The IP address of the Semnox server
10.1.3.125

Server Port
The port number of the Semnox server
447

Username Login
The username created to log into the Semnox server
Baytek

Password Login
The password created to log into the Semnox server
Baytek

Unique ID (MAC)
This id is from the hardware, and is required for access to the Semnox server
b8:27:be:67:09:31

Prize ID
Contact Semnox to receive this specific ID to indicate a prize being redeemed from the Prize Hub
1

Allow Employee Use
Toggles the behavior to allow access to the Prize Hub with an employee card
1

KIOSOFT CARD SYSTEM INFORMATION



AASD0032-KIOSOFT
Micro SD Card for Kiosoft



A5CORD53
Network Cable

A5CORD15500
USB to DB9

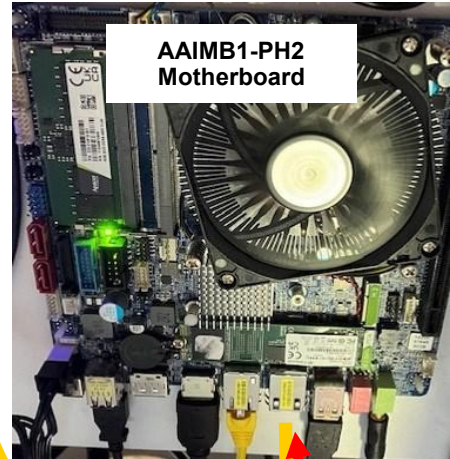
Serial Cable from
Kiosoft reader



Network cable from
Kiosoft reader to hub.



A5CORD53
Network Cable



Network cable from Kiosoft
Network is plugged into the right
side network socket.

Kiosoft Options -

Kiosoft uses RFID cards.

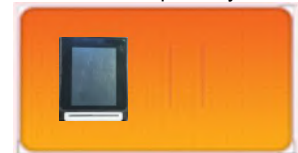
The Prize Hub interface will be a metal plate with decal. The reader will mount to the outside of the metal plate/ decal assembly. A scanner is a possibility on the same plate. Both readers connect to the payment adapter board using USB cables.

RFID Card: Readers **not** included.

Card reader is purchased from Kiosoft

Software is Kiosoft 1.0.1 for payment adapter

RFID Reader and possibly Scanner



For Game Orders # **AAINT-KIOSOFT**

Parts & Service: To swap to this card system,
order AAKIT-PH-KIOSOFT-P & AASD0032-KIOSOFT

Part # AAIN-T-KIOSOFT

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address



Tap card to load tickets onto reader.

The reader will show instructions to tap another card, or to add tickets to the Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then use the second cards tickets.

The tickets will be removed from Prize Hub after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from Prize Hub if the guest touches the X Exit tab on screen.

All error codes will show on the screen of the reader and resolved through Kiosoft support.



TIGAPO CARD SYSTEM INFORMATION



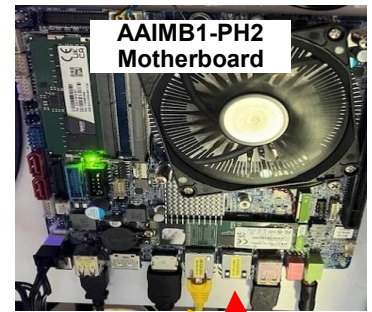
AASD0032-TIGAPORFID
Micro SD Card for Tigapo



A5CORD53
Network Cable

USB cable from
Tigapo reader

A5CORD53
Network Cable



Network cable
from Tigapo
Network is
plugged into the
right side network
socket.

Tigapo Options -

Tigapo cards may be a RFID card or bar code card.

The Prize Hub interface on the outside of the cabinet will vary depending on which interface is used.

RFID card: reader **not** included.

Card reader is purchased from Tigapo

NFC reader - Model ACR122U

Software is Tigapo 1.0.1 for payment
adapter

Scanner:

Scanner included.



Part # AAIN-TIGAPORFID



Part # AAIN-TIGAPOSCAN

For Game Orders # AAIN-TIGAPORFID

Parts & Service: To swap to this card system,
order AAKIT-PH-RFID-P & AASD0032-TIGAPORFID

For Game Orders # AAIN-TIGAPOSCAN

Parts & Service: To swap to this card system,
order AAKIT-PH-READERCOREB & AASD0032-TIGAPOSCAN

Part # See above for different applications

The Prize Hub interface will be a metal plate with decal. The reader will mount to the outside of the metal plate/ decal assembly.

The reader connect to the payment adapter board using USB cables.

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch "Settings" to enter information to connect to the Tigapo server.

Username and password are case sensitive.

Enter the Username for the Login and Password for the Login received from Tigapo.

Tap card to load tickets onto reader and Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then use the second cards tickets.

The tickets will be removed from Prize Hub after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from Prize Hub if the guest touches the X Exit tab on screen,

Examples of Error Codes:

account-registration-failed

Check network connection

Check login credentials in payment adapter settings (These are case sensitive)

Ensure card is linked with Tigapo app



GAMER GREEN/AC SYSTEM INFORMATION

AASD0032-GGACRFIDSCAN
Micro SD Card for Gamer Green



RFID Reader
with USB cable

AASD0032-ACRFID
Micro SD Card for Amusement Connect



USB cable from
Amusement
Connect reader

Normally red led on reader.
This will blink green when a
card is scanned.



A5CORD53
Network Cable

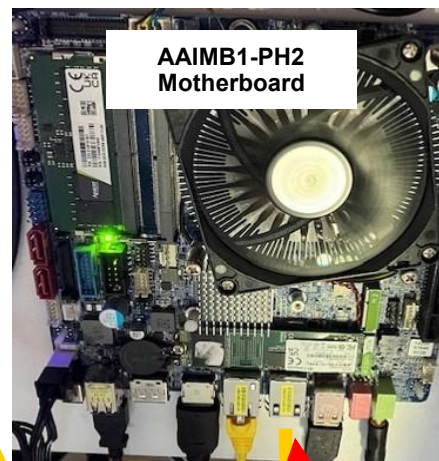
A5CORD53
Network Cable

A5CORD53
Network Cable

A5HU15500
Hub



AAIMB1-PH2
Motherboard



Network cable from External
Network

Gamer Green Amusement Connect

The Prize Hub interface on the outside of the cabinet will accept either Amusement Connect cards or Gamer Green tickets from your phone.

RFID card: reader **not** included.
Scanner included.



For Game Orders # AAIN-T-GGACRFIDSCAN

Parts & Service: To swap to this card system,
order AAKIT-PH-GG &
AASD0032-GGACRFIDSCAN

The Prize Hub interface will be a metal plate with decal and scanner assy. The RFID reader will mount to the outside of the metal plate/ decal assembly.

The reader connect to the payment adapter board using USB cables.

Payment Adapter Setup - Raspberry Pi software version
Raspberry Pi IP address

Touch "Settings" to enter information to connect to the server.

Username and password are case sensitive.

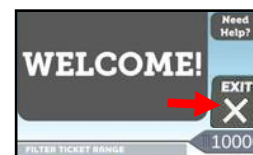
Enter the Username for the Login and Password for the Login received from Amusement Connect

Tap card to load tickets onto reader and Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then use the second cards tickets.

The tickets will be removed from Prize Hub after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from Prize Hub if the guest touches the X Exit tab on screen.



CARD SYSTEM INFORMATION

(Depending on card system)

A5DE15516 InterCard

A5DE15518 Gamer Green

A5DE15519 Reader

A5DE15520 InterCard Swipe

A5DE15521 RFID

A5DE15526 Readercore

A5DE15527 Printer Scanner

A5DE15528 Intercaard Kiasoft



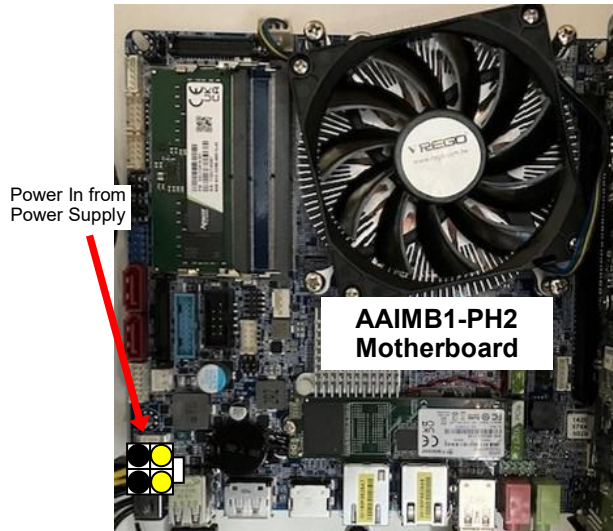
AAIMB1 MOTHERBOARD

Prize Hub 2.0 uses the AAIMB1 motherboard.

There are a few differences from Bay Tek's other games' motherboards.

Difference # 1:

The power in from the power supply connection is only a 4 pin plug.



Difference # 2:

Jumpers on the motherboard need to be in these positions:

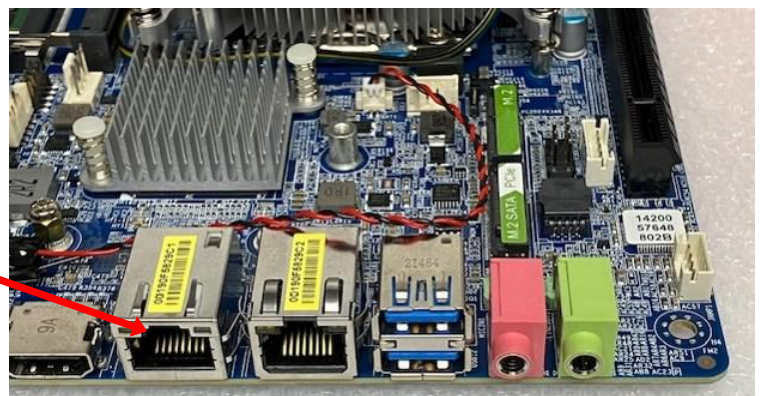


Difference # 3:

2 network cable sockets.

The left socket must be used for cable going to the hub switch.

The right socket is optional and would plug to network from wall.



POWER SUPPLY DIAGNOSTICS

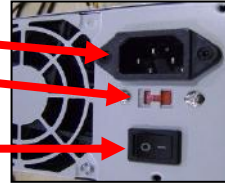
1.) Verify AC power to game. Check power strip in front door. The rocker switch should be illuminated.



2.) Check connection to power supply.

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

4.) Ensure Power switch is on.



5.) Ensure fan is turning.

- If power supply fan is turning and there is no 12 Volt out:

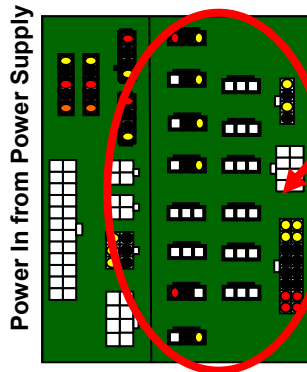
Check power supply cables to the Power Distribution Board.

This board takes the power in, and directs it to the different 12 volt loads.

- Replace power supply if this board is not receiving 12 volts. (A5PS1013)

- Unplug all power out connectors from the right side of the Power Distribution Board.
Turn on game and if it boots correctly, plug one cable in at a time until the issue is found.

- If power supply fan is not turning, then continue to "Verify Power to Motherboard"



A5CB5156B
Power Dist. Board

AAIMB1-PH2

Make sure the 4 pin power connector is plugged in.

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.

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



AAIMB1-PH2
Motherboard

Minimize load on power supply and isolate short

Unplug the power supply cables going to the Power Distribution Board.

This will leave the power supply, motherboard, and monitor left plugged in together.

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

Plug in the Power Distribution Board to power supply, but unplug all of the outputs from the board.

Turn on game and verify the 12 volts is good.

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

If power supply still does not power on:

Replace power supply (A5PS1013), or motherboard. (AAIMB1-PH2)

HOW TO REPLACE SOFTWARE

The Prize Hub 2.0 motherboard software is programmed onto a M.2 drive

To replace the game software, this M.2 drive will need to be replaced on the motherboard.

Instructions:

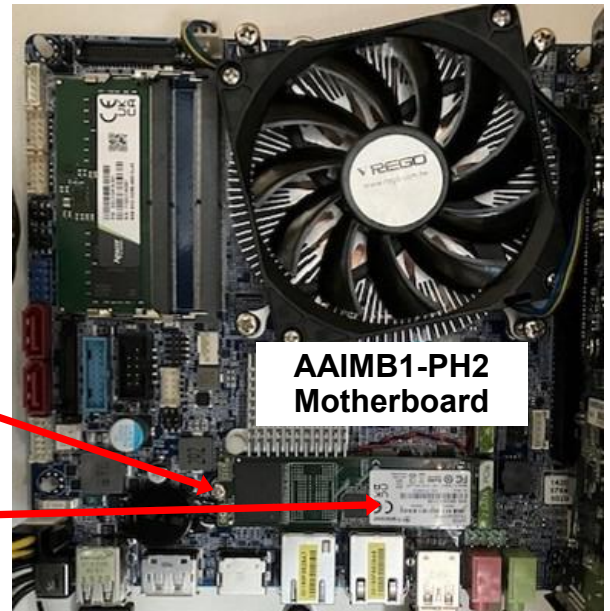
Power down the game by unplugging it from the wall.

Carefully remove the small Phillips head screw holding down the M.2 drive. Set aside for later installation.

The M.2 drive will now slide out of it's socket and be removed from the motherboard.

Install the new M.2 drive in the socket and secure it by re-installing the small Phillips screw.

If using Cloud, and a snapshot has been set up, restore the snapshot.
- the Secret will need to be reset. Rotate Secret and Update Key.



LOADING PRIZES MESSAGE

The "Loading Prizes" message will normally appear at power on.

It will disappear within seconds as the prizes are loaded onto the screen.

If it stays on the screen:

- 1.) the main module is not seeing any connected hubs.
Refer to "Entire Module is not recognized by Prize Hub" troubleshooting section.
- 2.) Prizes are not set up with ticket Cost and Stock quantity.
Refer to Prize Menu, Go to Prize Menu.

Loading
Prizes...

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



I 2 of 5 - Two Discrete Lengths



1



4



6

Prize Unavailable Message

Prize Unavailable will show for a variety of reasons:

- A.) Location is actually empty of prizes.
- B.) Prize dispensing malfunction.
- C.) Timeout Setting in Menu.
- 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.) Timeout Setting in Menu

Located in the "Machine Setup" Menu:

Capsule Unit:

Dispensing Timeout: If set too low, the dispenser will not have enough time to drop a capsule. The Prize Hub interprets this as an empty capsule location, so it removes this capsule from service.

Dispense Detected Cool Down Duration: If this is set too low, the sensors may count one prize as two prizes.

Spindle Unit:

Spindle Active Duration: If set too low, the prize on the spindle will not have enough time to drop. The Prize Hub interprets this as an empty spindle, so it removes this spindle from service.

Dispense Detected Cool Down Duration: If this is set too low, the sensors may count one prize as two prizes.

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

Prize Unavailable Message



D.) 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 choose a different prize.

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

E.) Stock Quantity is set too low.

Enter Owner Menu and go to Prize Menu.

There is a selection for "Stock Quantity" -

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

F.) Motor/Sensor self test failed at power on.

Capsule Unit

At power on and when door closes - 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.

G.) 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 & MARQUEE PARTS PICTURES



A5CA1002



A5KIT-PH2-FINISH



A5KIT-PRIZEHUB



A5LK6000



A5PL1805



A5RVNY070



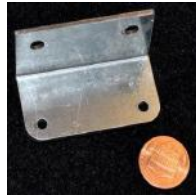
AAHA1001



W5KE5000



W5TM4001



A5BK6035



A5BK9999



A5ME15509



A5ME15510



A5ME1810



A5ME1810-BLK



A5ME1869



A5ME1870



A5ME1886



A5ME1889



A5ME1894



A5ME4439-WHT



A5ME4439-BLK



A5CE2321



A5CE6602



A5CEAU010



A5CORD14



A5CORD29500



A5CORS5001



A5CORD53



A5CORD5438



A5OU5000



A5PL1800



A5SPS23500



AACE15510



AACE15511



AACE15535



AACE15546



AACE15547



AACE15548



AACE15549



A5CORD5



A5CN1055



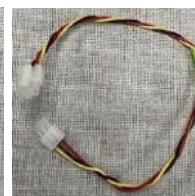
AACE15550



AACE15551



AACE15552



AACE15553



AACE15554



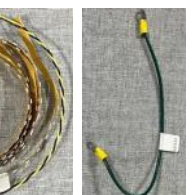
AACE15555



AACE15557



AACE15558



AACE15575



AACE15576



AACE8811A



AAPB2700A



A5DE15500



A5DE15502

MAIN & MARQUEE PARTS PICTURES



A5DE15503



A5DE15504



A5DE15505



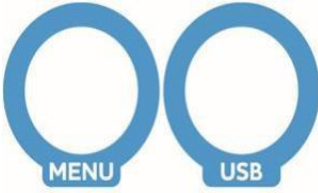
A5DE15522



A5DE15523



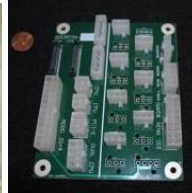
A5DE15523-B A5DE15524



A5DE15529



A5PT15500



A5CB5156B



A5AD15500



A5CB9621A



A5FI9050



A5HU15500



A5MO15500



A5PS1013



AACB15500



AAIMB1-PH2



AAHD0032-PH2

MAIN MODULE ART DIAGRAM

(Depending on color of units)
A5DE15502 White Logo Decal
A5DE15503 Black Logo Decal



A5DE15500 Monitor Frame Decal

(Depending on card system)

A5DE15516 Interboard

A5DE15518 Gamer Green

A5DE15519 Reader

A5DE15520 Interboard Swipe

A5DE15521 RFID

A5DE15526 Readercore

A5DE15527 Printer Scanner

A5DE15528 Interboard Kiasoft

A5DE15522 Serial Number Placeholder (Inside door)

A5DE15529 Menu USB Button Decals (Inside door)

MAIN & MARQUEE MODULE PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5CA1002	Caster With Swivel & Brake (4 Per)	AACE15551	Overhead LED Light
A5KIT-PH2-FINISH	Hardware Finish Kit	AACE15552	Audio Power Cable
A5KIT-PRIZEHUB	Hardware Kit	AACE15553	Controller Board Power Cable
A5LK6000	Lock, B10, Back Doors	AACE15554	Menu Button Cable
A5PL1805	Plug, Round Push In, White	AACE15555	Speaker Cable
A5RVNY070	Plastic Rivets, Push In (28 Per) Used In Marquee Only	AACE15557	Hub Switch Power Cable
AAHA1001	T Handle Lock Assy	AACE15558	Door Hinge to Ground Stud Cable
W5KE5000	Keeper, Lock	AACE15575	Marquee LED Lights, (2 Per) Used In Marquee Only
W5TM4001	T-Molding, 7/8" White (7 Feet Per)	AACE15576	Line Filter to Ground Stud Cable
A5BK6035	Bracket (3 Per)	AACE8811A	Speaker
A5BK9999	Bracket, Power Supply Mounting	AAPB2700A	Menu Button
A5ME15509	Metal, White Front Door, White Version Only	A5DE15500	Decal, Monitor Frame
A5ME15510	Metal, Black Front Door, Black Version Only	A5DE15502	Decal, Logo, White, White Version Only
A5ME1810	Metal, Side White Guard, (2 Per) White Version Only	A5DE15503	Decal, Logo, Black, Black Version Only
A5ME1810-BLK	Metal, Side Black Guard, (2 Per) Black Version Only	A5DE15504	Decal, Logo, Printed Plexi, Used In Marquee Only
A5ME1869	Lock Arm	A5DE15505	Decal, BayTek Star, Printed Plexi, Used In Marquee Only
A5ME1870	Metal Door Lock Rail	A5DE15522	Decal, Serial Number Placeholder
A5ME1886	Metal, Lock Link	A5DE15523	Side Decal, White (2 Per) White Version Only
A5ME1889	Metal, Lock Bracket	A5DE15523-B	Side Decal, Black (2 Per) Black Version Only
A5ME1894	Metal, Short Bottom Door Guard	A5DE15524	Decal, Unplug Warning
A5ME4439-WHT	Metal, Bill Validator Cover (2 Per) White Version Only	A5DE15529	Decal, Menu/USB Buttons
A5ME4439-BLK	Metal, Bill Validator Cover (2 Per) Black Version Only	A5PT15500	Vacuum Form, Used In Marquee Only
A5CE2321	Cable, Audio Noise Eliminator	A5CB5156B	Power Distribution Board
A5CE6602	Cable, USB Ext, 3', A Male to A Female	A5AD15500	WiFi Adapter
A5CEAU010	Cable, Audio Stereo, 3.5mm, 2ft	A5CB9621A	Audio Amplifier Board
A5CORD14	Cord, 3' USB Right Angle	A5FI9050	Line Filter
A5CORD29500	Cord, HDMI, 4', Male To Male	A5HU15500	Hub, 16 Switch Ethernet Port
A5CORD5001	Cord, Extension, C14 To C13, 3ft. (2 Per)	A5MO15500	Monitor, 22" Touch, Goldfinger
A5CORD53	Cable, Cat5e Ethernet, Yellow, 3ft (2 Per)	A5PS1013	Power Supply, EVGA 500
A5CORD5438	USB A To USB B, Black, 6ft	AACB15500	Controller Board Main Unit
A5OU5000	Outlet Strip	AAIMB1-PH2	Motherboard Assy. Prize Hub 2.0
A5PL1800	Wall Socket Plug GFCI, Auto Reset	AAHD0032-PH2	M.2 Drive Software Prize Hub 2.0
A5PS23500	Power Supply for Rasp Pi		
AACE15510	Marquee Power Jumper Cable, (2 Per)		
AACE15511	Line Filter to Power Plug, 110 Volt Version Only		
AACE15535	Roof Top LED Lights		
AACE15546	Underglow Bottom Light Jumper		
AACE15547	Underglow Bottom LED Lights		
AACE15548	Roof Top Light Jumper		
AACE15549	Line Filter To Powerstrip, 110 Volt Version Only		
A5CORD5	Cord, AC Computer Cord, 6.5', 220 Volt Version Only		
A5CN1055	Inlet Plug for Power Cord, 220 Volt Version Only		
AACE15550	Overhead 12v Power Jumper		

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.

[illegible]

NOTES

[illegible]

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 it's 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 it's 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