

SERVICE MANUAL



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FACTORY CONTACT INFORMATION



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1077 East Glenbrook Drive
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WELCOME TO DIPPIN' DOTS DROP

Congratulations on your purchase of Dippin' Dots Drop – The Coolest Game on the Floor!

This fast-paced, multi-station game lets up to 3 players race the clock to catch 50 colorful “Dots” in the rotating ice cream bowls. The more Dots caught, the more tickets won and a progressive bonus for a perfect game keeps players chasing the ultimate payout.

Please take the time to read this manual and learn the many adjustments that can be made to fine-tune the game for maximum earning potential.

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















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 Entertainment's Service Department at
(920) 822-3951 Ext. 1102

Or email us at service@baytekent.com for further assistance.

SAFETY PRECAUTIONS

 NOTICE 
Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.
This appliance is suitable for INDOOR, DRY locations only. This product is NOT to be cleaned by water jets.
 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 sever 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. A shielded power cable must be used for the game to retain EU/EMC compliance.
 IN CASE OF EMERGENCY 
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.

WARNING

Always turn **OFF** AC power and unplug the game before opening or replacing any parts.

Always grasp the plug, not the line cord, when unplugging the game from an electrical outlet.

Always connect the Game Cabinet to a grounded electrical outlet with a securely connected ground line.

Do Not install the Game Cabinet outdoors or in areas of high humidity, direct water contact, dust, high heat or extreme cold.

Do Not install the Game Cabinet in areas that would present an obstacle in case of an emergency, i.e. near fire equipment or emergency exits

CAUTION

Always use a Digital Multimeter, logic tester or oscilloscope for testing electrical connections. The use of a continuity tester is not permitted.

Do Not connect or disconnect any internal electrical connections while the power is **ON**.

Do Not use any fuse or circuit breaker that does not meet the specified rating.

Do Not subject the game cabinet to extreme temperature variations. Reliability of electrical components deteriorates rapidly over 60°C

GAME SPECIFICATIONS

WEIGHT

NET WEIGHT	603 lbs.	273 kg
SHIP WEIGHT	875 lbs.	397 kg

GAME DIMENSIONS

WIDTH	57 inches	145 cm
DEPTH	57 inches	145 cm
HEIGHT	107 inches	272 cm

OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING DIMENSIONS

PALLET #1	64"L x 64"W x 84.5"H 688 lbs. class 250
PALLET #2	40"L x 40"W x 77"H 187 lbs. class 250

POWER REQUIREMENTS

110 Volt Blower Version	
INPUT VOLTAGE RANGE	100 -127 VAC
INPUT FREQUENCY RANGE	50/60 Hz
220 Volt Blower Version	
INPUT VOLTAGE RANGE	220 - 240 VAC
INPUT FREQUENCY RANGE	50/60 Hz

MAX OPERATING CURRENT

7.6 Amps @ 115 VAC / 3.8 Amps @ 230 VAC



DIPPIN' DOTS DROP GAME SETUP

The game will arrive on 2 pallets.

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

Important:

There are sections of the marquee that need to be installed at the top of the game.

Assembly requires 2 people to lift components, and ladders that are tall and

TOOLS NEEDED:

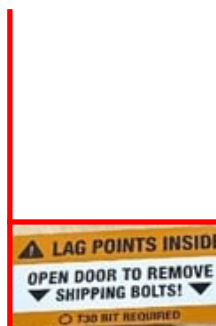
7/16" wrench/socket Wire Snips T-30 Star Bit

Assembly time is about 1 hour.

Instructions:

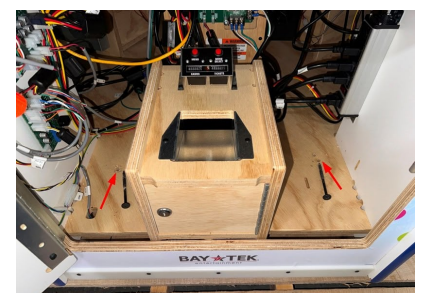
Remove the blocks in front of the game cabinet using a #2 Square bit.

Taped to the console of the cabinet is a bag of keys. Locate the H95 key from the bag and open the front door with the lag bolt decal.



Within the front door remove the 2 lag bolts from the bottom of the game. One of the bolts will be located underneath the service manual.

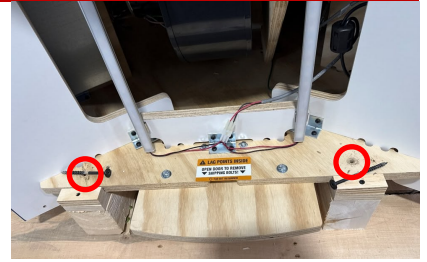
Remove the lag bolt decal from the panel on the front door.



DIPPIN' DOTS DROP GAME SETUP

Move to the other side of the cabinet where there is an open access door. Remove the last two lag bolts from the wooden panel within that opening using a T-30 Star Bit.

The lag point decal can be removed.



With the lag bolts securing the cabinet removed you are now free to slide the cabinet off of the pallet.

Important: DO NOT use a forklift to do this. The forks may potentially damage the cabinet decals or the electronics on the cabinet's underside.



Remove the banding and the shrink wrap from the second skid. With two people, carefully remove the box on top and set it to the side.



Open the box on the bottom and remove the box's supporting frame with a #2 Square bit.

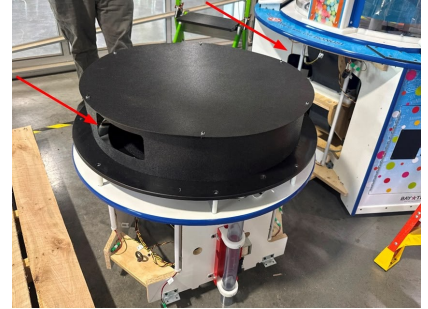
Once you are able to, remove the decal from the box first and set it to the side.



DIPPIN' DOTS DROP GAME SETUP

Remove the top sorter assembly out of the box.

Before installing the sorter assembly, make sure the cut out for the ball chute is on the same side as the open cabinet corner.

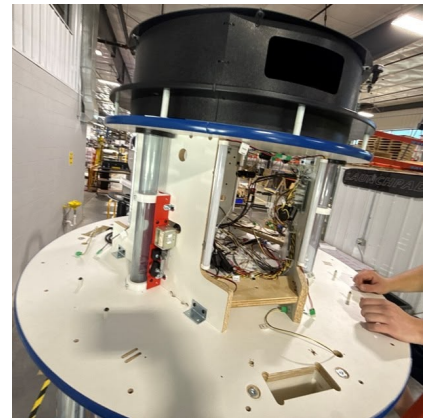


Set up two ladders, one on each side of the open cabinet corner. The closer the ladders are together, the easier it will be to lift the assembly up with two people.

On the roof of the cabinet will be a bundle of cables. Be sure to make sure no cables on the top of the cabinet are trapped under the sorter assembly as you set it in place.

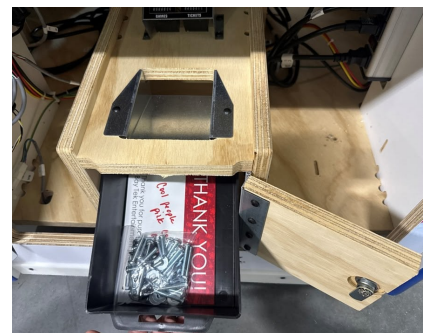


Set the tabs of the sorter assembly into the slots on the roof of the cabinet. Again, ensure that the gap in plastic side wall at the top of the sorter is facing the same direction as the corner opening in the cabinet.



Within the key bag, locate a key labeled **A05**.

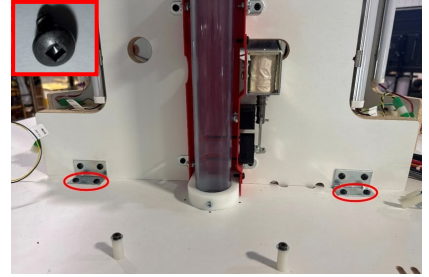
Located within the front door of the cabinet is the game's cash box. Open the cash box and retrieve the hardware kit from within.



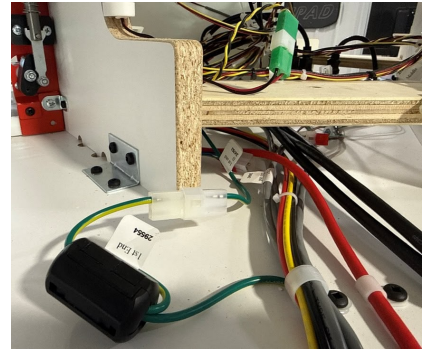
DIPPIN' DOTS DROP GAME SETUP

From the hardware kit locate 12 **A5SCPH152** screws.

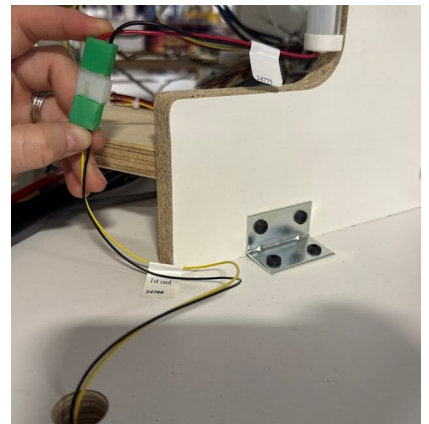
Use a **#2 Square bit** to secure the brackets on the sorter assembly to the roof of the game's cabinet.



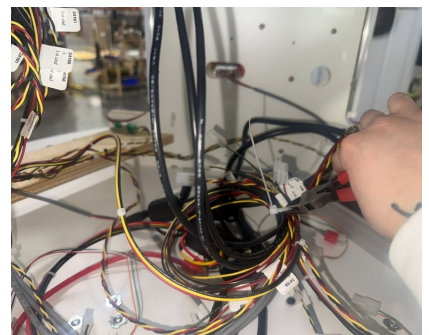
Locate cable **29554** (Green and Yellow) on the roof of the cabinet. Connect it to cable **24753** from the sorter assembly.



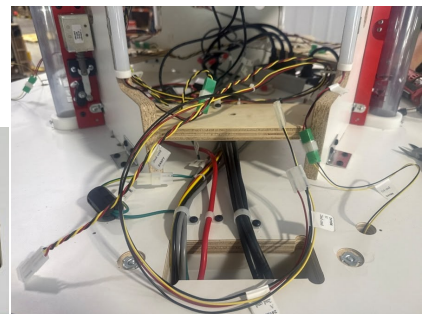
There will be three (3) **24766** cables on the roof of the cabinet. These will plug into the three (3) **24775** stick lights attached to the sorter assembly.



Locate the bundle of wires secured together by a zip tie. Very carefully, cut the zip tie securing these cables together

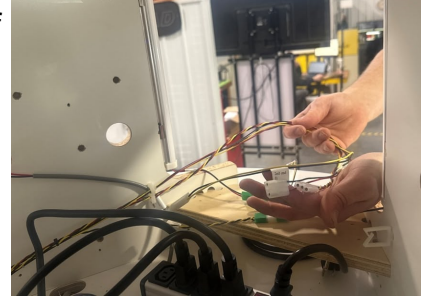


Route the cable bundle with the **24156** and **24377** cables out of the Player 1. You can determine the player location from the roof by looking for the I, II, or III notches on the roof.

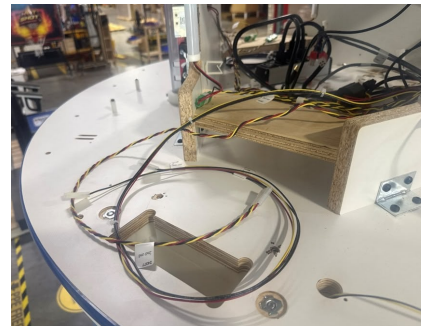


DIPPIN' DOTS DROP GAME SETUP

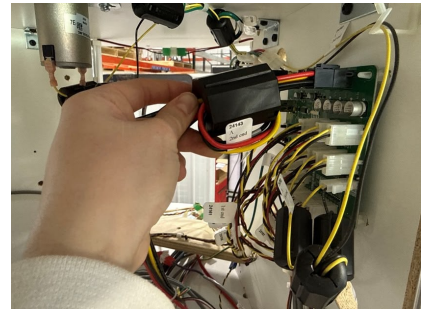
Route the bundle of cables with cable numbers **24156** and **24378** out of the player 2 opening by the power strip.



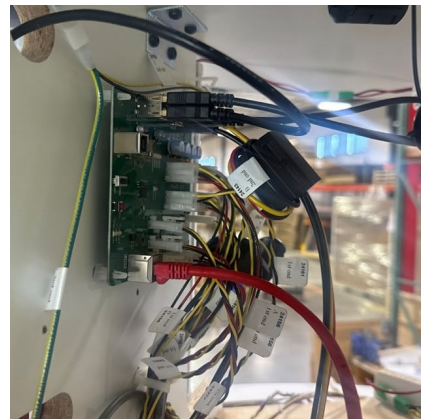
Route the remaining cables with cable numbers **24156** and **24377**



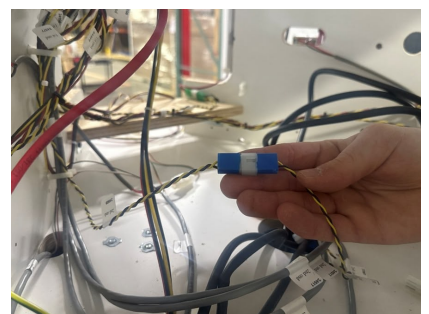
Plug the **24143** wire into the 4-pin power connector on the controller board.



Plug the Ethernet cable into the Ethernet port on the controller board.

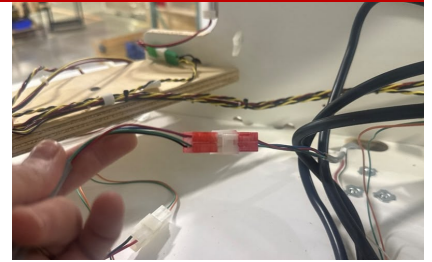


Plug the **24770** monitor light cable into the **24589** cable.

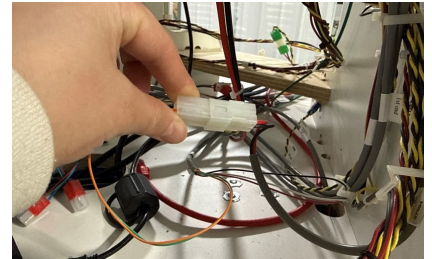


DIPPIN' DOTS DROP GAME SETUP

Plug the three (3) **24768** light cables into the three (3) **24517** cables.



Plug the three (3) **27894** cables into the two (2) **23997** cables and the one (1) **24042** cable.



Locate the corner art decal that was set aside earlier and peel the film off of both sides. Locate ten (10) **A5BOPH210** bolts from the hardware kit.



Install the corner art to the open cabinet corner with the ten (10) **A5BOPH210** using a **#2 Phillips bit**.



Open the last box and remove the frame surrounding the items using a **#2 Square bit**.



Pull out the Yeti Marquee wraps from the box, along with the ball chute and set all of these to the side for now.



DIPPIN' DOTS DROP GAME SETUP

Take the three (3) Dippin' Dots marquees out of the box.

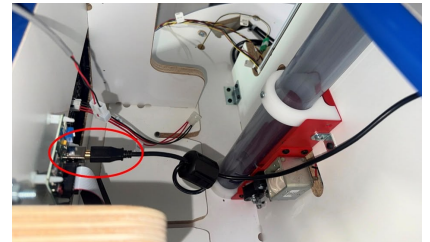


Locate six (6) **A5BOPH320** bolts and six (6) **A5WAFL060** flat washers from the hardware kit.

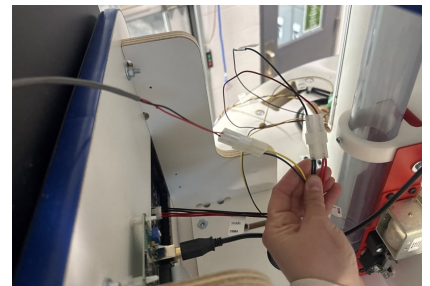
Install the marquees on the cabinet roof by running two (2) **A5BOPH320** bolts and two (2) **A5WAFL060** flat washers up through the bottom of each marquee. Secure with a **#3 Phillips bit**.



Locate the USB Type B cables coming from the sorter assemblies and plug them into the large silver port put into the circuit board on the back of the marquees.



Plug the three (3) **24156** wires into the three (3) **24584** cables from the displays and the three (3) **24774** cables from the marquee vacuum forms.



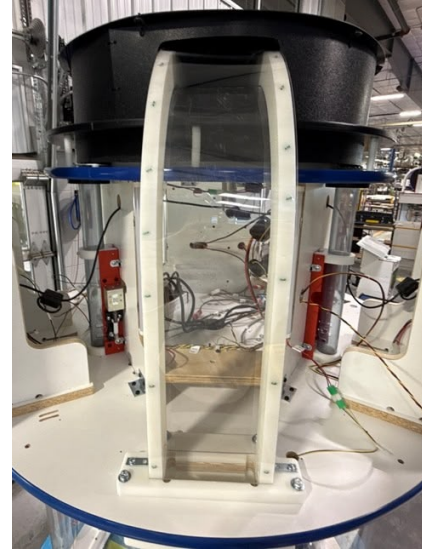
Locate and unwrap the ball chute.

Take this time to also locate and collect four (4) **A5BOHH060** hex head bolts, four (4) **A5WASI020**, and four (4) **A5WAFL060** flat washers from the hardware kit.



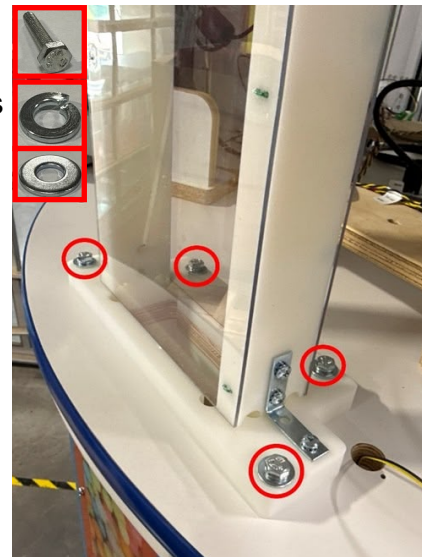
DIPPIN' DOTS DROP GAME SETUP

Slide the closed end of the ball chute into the top sorter and set the other end on the roof.



Secure the ball chute to the roof with the four (4) **A5BOHH060** hex head bolts, four (4) **A5WASI020**, and four (4) **A5WAFLO60** flat washers you gathered from the hardware kit earlier.

Secure these with a 7/16" Wrench / Socket



Unwrap the marquee Yeti wraps that you unpacked earlier.



As you begin to install on the roof of the game, plug the three (3) **24772** egg lights into two (2) **24377** wires and one (1) **24738** wire.



DIPPIN' DOTS DROP GAME SETUP

Slide the marquee Yeti wraps to the inside of the marquee displays on the cabinet roof.

Install by running two (2) **A5BOPH320** bolts and two (2) **A5WAFLO60** flat washers up through the bottom of each marquee wrap.

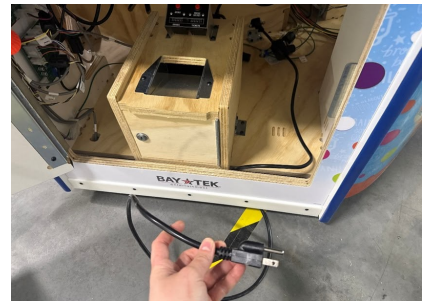
Secure with a **#3 Phillips bit**.



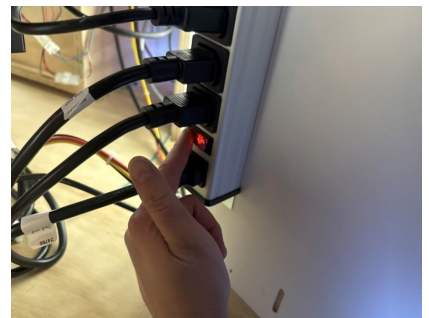
Open the Player 3 station door to locate the power cord.

Run the cord down through the open slot between the door frame and the floor.

(For a power drop from above, there is an additional power cord coiled up on the roof. Just unplug the current cord plugged into the line filter and plug in the one clamped above it)



Turn on the power strip from the Player 1 station door.



The game setup is now complete.

Important!

If this game is to be disassembled and moved to another location - all balls must be drained from the upper ball hopper into the bottom of the game!

Balls will drop out everywhere if not drained down into the bottom of the game..

Refer to "How to Replace Balls" section to drain the balls by unplugging the blower and playing all 3 sides until no balls are left in the upper hopper and in the 3 ball tubes.



CARD SWIPE SYSTEM INSTALLATION

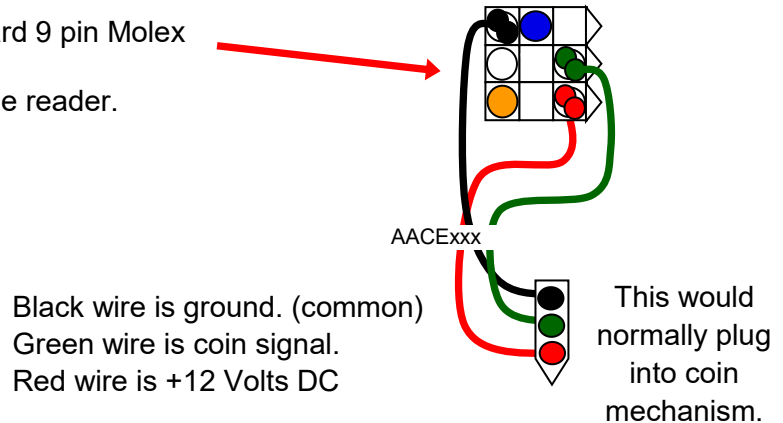
The Dippin' Dots Drop game is pre-wired with a UCL (Universal Card Link) connector to accept Card Swipe systems from many different manufactures.

Please follow these instructions to make full use of this capability.

Option #1:

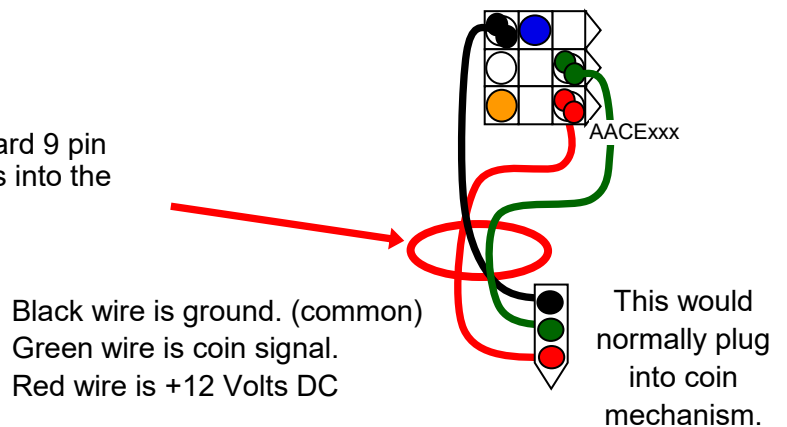
Card swipe systems may come with a standard 9 pin Molex connector. This is the UCL connector.

Simply plug this connector into your card swipe reader.



Option #2:

If your card swipe systems does not have a standard 9 pin Molex connector, then you will have to splice wires into the harness.



Notes:

- 1.) Many card swipe systems have a voltage threshold that can be adjusted in the card swipe menu. Please set this "Game Drive Threshold" to 2 Volts.
- 2.) There are ticket dispenser extension cables located in the left side coin door if needed.

Menu Changes

Enter menu, Go to "Game Settings" Menu

Set "Game Mode/ Payment" to desired option

Go to "Payout Settings" Menu

Change "Credits" to 1

Change "Swipe Prompt" to "Enabled"

HOW TO PLAY

Bringing the world's most famous beaded ice cream brand to your arcade with Dippin' Dots!

This fast-paced, multi-station game lets up to 3 players race the clock to catch 50 colorful "Dots" in the rotating ice cream bowls.

The more Dots caught, the more tickets won and a progressive bonus for a perfect game keeps players chasing the ultimate payout.

With its bright, open-concept cabinet and instantly recognizable Dippin' Dots branding, this game is a magnet for families and kids of all ages.

Easy to learn yet endlessly replayable, Dippin' Dots delivers the perfect mix of fun, familiarity, and high-earning potential that operators can count on.



Station sides are identified by etching on the wood inside the doors.



The heart of the game is the Central Control Board - this programmed board controls the blower and communicates with the 3 stations and marquee via network cables.



Each Station Control Board has the same programmed micro SD card for software and separate dipswitch settings to distinguish it from the other stations.

Working with the nearby Door Board, they control all aspects of that particular station.

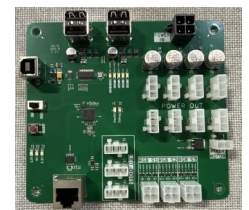
Coin up, ball dropping, scoring, and ticket dispensing.

These boards are identical and can be swapped from station to station to aid in troubleshooting issues.



The programmed upper control board receives information via network cable and distributes the information to all 3 sides of the marquee and the 3 Display Driver Boards which drive the display modules on the marquee.

Note: Next to the red button there is a switch with options "Run" and "Boot". If the switch on the board is set to "Boot" it will prevent many of the game's mechanics from functioning.



Each Display Driver Board has the same programmed micro SD card for software and separate dipswitch settings to distinguish it from the other stations.



MAIN MENU FUNCTIONS

The Menu and Menu Select buttons are located inside each player's door.

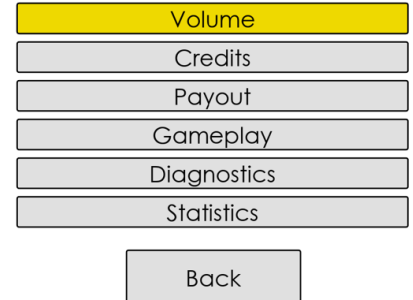
Hold the MENU button down for 1 second to open the main menu on the display.

Press MENU to scroll through the menu sections, and MENU SELECT to change the options

Software versions will show as you enter the menu.

Station Control Board Version: **1.1.1**
 Door Board Version: **1.7**
 Server: **0.1** } Not Needed
 Aux: **0.1** }
 Central Control Board Version: **1.0**
 Marquee Control Board Version: **1.0**

Main Menu



ERR If one shows "ERR" then the circuit board is not communicating to motherboard.

VOLUME MENU

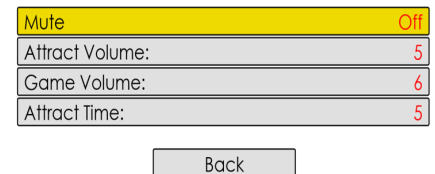
Scroll through the options by pressing the "MENU" button.

Change selection with the "SELECT" button.

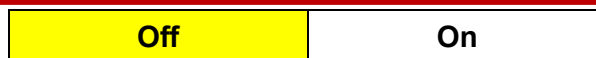
Scroll to "BACK" and press the "SELECT" button to go back to the main menu.

Default settings are highlighted in yellow below.

Volume



MUTE



Mute will silence all game sounds.

ATTRACT VOLUME



Sets the volume level of the attract loop when the game is not being played.

"0" means the attract volume is off.

GAME VOLUME



Sets the game's playing volume. "0" means the volume is off.

ATTRACT TIME



Sets the time in minutes between attract sound cycles.

CREDITS MENU

Credits

Scroll through the options by pressing the "MENU" button.
 Change selection with the "SELECT" button.
 Scroll to "BACK" and press the "SELECT" button to go back to the main menu.

Default settings are highlighted in yellow below.

Credits:	1
Input Type:	Coin
Output Type:	Tickets

Back

CREDITS

Free Play	1	2	3	4	5	6	7	...	19	20
-----------	---	---	---	---	---	---	---	-----	----	----

Sets the amount of credit pulses needed to start a game.

INPUT

TAP	SWIPE	COIN
-----	-------	------

Will change the verbiage on the screen to correspond with selection.

OUTPUT

TICKETS	POINTS
---------	--------

"TICKETS" means the game will pay out tickets, and show the word "TICKETS" on screen.

"POINTS" means the game will pay out tickets, and show the word "POINTS" on screen.

Average Tickets Per Game

2-5	5-10	10-25	25-40	40-55	55-70	70-80	80-100	100-130	130-160
-----	------	-------	-------	-------	-------	-------	--------	---------	---------

Ticket Settings

0 - 20	1	2	3	5	10	15	20	25	25	50
21 - 30	2	3	4	10	20	30	40	50	50	75
31 - 40	3	4	5	15	30	40	60	75	100	125
41 - 45	4	5	10	20	40	50	80	100	125	150
46 - 49	5	7	15	25	50	75	100	125	150	200
Bonus Min	15	100	200	350	450	500	500	500	1000	1000
Bonus Max	30	200	400	800	1000	1000	1000	1000	1500	2000

Estimated Payout

Price/Play	\$0.10	\$0.25	\$0.50	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00	\$4.00	\$5.00
Ticket Value	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01
Avg Payout %	33%	33%	31%	30%	32%	30%	30%	30%	30%	30%

PAYOUT MENU

Scroll through the options by pressing the "MENU" button.
 Change selection with the "SELECT" button.
 Scroll to "BACK" and press the "SELECT" button to go back to the main menu.

Default settings are highlighted in yellow below.

Payout

Bucket 1 Tickets:	10
Bucket 2 Tickets:	20
Bucket 3 Tickets:	30
Bucket 4 Tickets:	40
Bucket 5 Tickets:	50
Progressive Start:	450
Progressive Max:	1000
Progressive Step:	5

Back

BUCKET 1 TICKETS

0	1	2	3	4	5	10	15	20	25	30	...	45	50
---	---	---	---	---	---	----	----	----	----	----	-----	----	----

Sets the amount of tickets awarded with a score of 0 - 10 balls scored.

BUCKET 2 TICKETS

0	1	2	3	4	5	10	15	20	...	45	50	75	100
---	---	---	---	---	---	----	----	----	-----	----	----	----	-----

Sets the amount of tickets awarded with a score of 11 - 20 balls scored.

BUCKET 3 TICKETS

0	1	...	5	10	...	30	35	...	50	75	100	125	150
---	---	-----	---	----	-----	----	----	-----	----	----	-----	-----	-----

Sets the amount of tickets awarded with a score of 21 - 30 balls scored.

BUCKET 4 TICKETS

0	1	...	5	10	...	40	45	50	75	100	125	150	200
---	---	-----	---	----	-----	----	----	----	----	-----	-----	-----	-----

Sets the amount of tickets awarded with a score of 31 - 40 balls scored.

BUCKET 5 TICKETS

0	1	...	5	10	...	45	50	75	100	125	150	200	250
---	---	-----	---	----	-----	----	----	----	-----	-----	-----	-----	-----

Sets the amount of tickets awarded with a score of 41 - 49 balls scored.

PROGRESSIVE START

0	1	2	3	4	5	10	15	20	...	50	75	...	150	200	...	450	500	...	950	1000
---	---	---	---	---	---	----	----	----	-----	----	----	-----	-----	-----	-----	-----	-----	-----	-----	------

Sets the lowest value of the bonus tickets. Game will reset to this value when bonus is won.

PROGRESSIVE MAX

0	1	2	3	4	5	10	15	20	...	50	75	...	150	200	...	1000	1100	...	1900	2000
---	---	---	---	---	---	----	----	----	-----	----	----	-----	-----	-----	-----	------	------	-----	------	------

Sets the highest value of the bonus tickets. Game will not increment above this value.

PROGRESSIVE STEP

0	1	2	3	4	5	6	...	18	19	20
---	---	---	---	---	---	---	-----	----	----	----

Sets the amount of tickets that the bonus will increment per game played.

GAMEPLAY MENU

Scroll through the options by pressing the "MENU" button.

Change selection with the "SELECT" button.

Scroll to "BACK" and press the "SELECT" button to go back to the main menu.

Default settings are highlighted in yellow below.

Gameplay

Platter Speed	30
Min Game Length	20.00s
Max Game Length	30.00s
Game Length Step	0.02s
Counting Time:	5s

Back

PLATTER SPEED

Off	5	10	15	20	25	30	...	90	95	100
-----	---	----	----	----	----	----	-----	----	----	-----

Turning on platter speed will vary the speed of the platter.

MIN GAME LENGTH

15	16	17	18	19	20	21	...	33	34	35
----	----	----	----	----	----	----	-----	----	----	----

The length of the game in seconds.

MAX GAME LENGTH

20	21	22	...	29	30	31	...	38	39	40
----	----	----	-----	----	----	----	-----	----	----	----

The longest a game will last in seconds.

GAME LENGTH STEP

0	.01	.02	.0316	.17	.18	.19	.2
---	-----	-----	-----	-----	-----	-----	-----	-----	----

The amount of time in seconds that the game time increases until a bonus is won.

COUNTING TIME

3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	----

The amount of seconds after the game ends that it will wait to count balls scored.

DIAGNOSTICS

Diagnostics Menu will show:

Diagnostics Menu

Doorboard Version: **ERR**
Credits: **0**
Tickets: **0**
Low Tickets: **False**

Clear Credits & Tickets
Reset Progressive & Game Length
Deactivate Dropper
Reset Settings to Default
Stop Platter
Reset Station Counts
Empty hopper
Fill hopper
Back

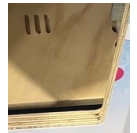
Doorboard version #
Credits currently on station
Tickets owed on station
Low Tickets Flag: False/True
Ability to Clear Credits & Tickets if selected.
Ability to Reset Progressive and Game Length if selected.
Activate Hopper will allow "Drop Button" to drop balls from hopper.
Ability to Reset Settings to Default if selected.
Stop Platter will stop the platter motor. This allows positioning of bucket under drop tube to allow more accurate testing of the score sensor.
Reset Station Counts will clear the diagnostic counts of "Balls to Drop" and "Balls Scored" below.
Empty Hopper will drain all of the balls from the upper chamber and leave them in the bottom of the game. This is useful if game is to moved to a different location. Balls in the top will fall out during disassembly.
Fill Hopper will turn on the blower and send all of the balls back up into the top of the game.

Diagnostics Menu

Drop Button: **Released**
Drop Sensor: **Unblocked**
Score Sensor: **Unblocked**
Progressive: **450**
Game Length: **20.00**
Locked: **False**
Station ID: **3**
Balls to Drop: **50**
Balls Scored: **0**

DMD 1 Version: **9.3**
DMD 2 Version: **9.3**
DMD 3 Version: **9.3**

Drop Button will flash "Pressed" when button is held down.
Drop Sensor will flash "Blocked" quickly when a ball passes the drop sensor.
Score Sensor will flash "Blocked" quickly when a ball passes the score sensor.
Progressive displays the current value of the bonus.
Game Length displays the current value of the length of the game.
Locked:
Station ID: Displays the current Station Controller Board side number. This should correspond to the number etched inside the wood inside the door.
Balls to Drop: A counter only used when activating hopper and testing station.
Balls Scored: A counter only used when activating hopper and testing station.
Display Driver Board Version: Displays the software version of the Display Driver Boards in the top of the game.



Procedure for testing ball drop solenoid, drop sensor, and score sensor:

From Diagnostic Menu, select **Fill Hopper**

Select **Activate Hopper**

Press the ball drop button and verify the "Drop Button" indication flashes "Pressed"

If it does not show "Pressed", then the ball drop button wiring or button itself is faulty.

As the balls drop down, verify the Drop Sensor indication flashes "Blocked" quickly.

If it does not show "Blocked", then the Ball Drop Sensor wiring or sensor itself is faulty.

As the balls drop into the scoring bucket, verify the Score Sensor indication flashes "Blocked" quickly.

If it does not show "Blocked", then the Score Sensor wiring or sensor itself is faulty.

Note: The "Doink" sound of balls dropping comes from the drop sensor, not the ball drop button.

Drop Button speed: The button press will activate the solenoid, but if there are no balls in the tube, a ball will not drop.

A game of a player constantly pressing the button quickly will result in a tube that may be empty for a short time.

This type of gameplay is not encouraged as many balls will not score.

STATISTICS

Shows Statistics for the particular station:

Total Games: Total games played for this station.

Total Tickets;

Average Tickets:

Average Score:

Bonuses Won: Bonus Wins: ???

Bucket 1 Wins:

Bucket 2 Wins:

Bucket 3 Wins:

Bucket 4 Wins:

Bucket 5 Wins:

Statistics

Total Games: 0

Total Tickets: 0

Average Tickets: 0.00

Average Score: 0.00

Bonuses Won: 0

Bucket 1 Wins: 0

Bucket 2 Wins: 0

Bucket 3 Wins: 0

Bucket 4 Wins: 0

Bucket 5 Wins: 0

Reset Statistics


Back

Reset Statistics: Press the menu select button 3 times to reset all statistics.



TROUBLESHOOTING GUIDE

Troubleshooting Strategy

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

Troubleshooting Chart		
Problem	Probable Cause	Remedy
<p>No power to the game No lights on at all.</p> <p>There are 2 power switches in the game.</p> <p>1.) The rocker switch on the power supply in the game.</p> <p>2.) The rocker switch on the outlet strip.</p>	<p>Unplugged.</p> <p>Circuit breaker tripped.</p> <p>Wrong power cable to Line Filter</p> <p>Line Filter Faulty.</p> <p>Power strip faulty.</p> <p>Disconnected, loose or broken wires.</p>	<p>Check wall outlet.</p> <p>Reset power strip breaker switch or building circuit breaker.</p> <p>Ensure the correct power cable is plugged into the line filter. One coming from top of game or one coming from bottom of game.</p> <p>Replace Line Filter (Part # 10026125)</p> <p>Change plug position, replace power strip if a section does not work. Part # 10026577</p> <p>Check rocker switch on power strip.</p> <p>Refer to wiring diagram. Check connections and reseal cables from line filter to outlet strip. Cables # 10024755, 10000502</p> <p>If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.</p>
<p>Monitor is on But everything else off</p> <p>(Power Supply not ON)</p>	<p>Power supply unplugged.</p> <p>Rocker Switch.</p> <p>Power supply shutting down because of 12 V overload.</p> <p>Faulty power supply.</p> <p>Faulty Control Board</p>	<p>Insure power supply is plugged into power strip</p> <p>Make sure rocker switch is set ON. </p> <p>See power supply diagnostics to isolate bad component. A bad motor or 12 volt short would cause this.</p> <p>See Power Supply Diagnostic section.</p> <p>Replace Central Control Board (10032657)</p>
<p>All 3 of top Monitors are OFF</p>	<p>Power Strip Unplugged</p> <p>Rocker Switch.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty Power Strip</p>	<p>Power Strip in the top of the game supplies voltage to the monitors.</p> <p>Ensure rocker switch on power strip is set ON.</p> <p>Refer to wiring diagram. Check connections and reseal cables from lower power strip to top outlet strip. Cables # 10025301, 100025300</p> <p>If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.</p> <p>Replace Power Strip (10026577)</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Dollar Bill Acceptor not functioning</p> <p>Ensure Bill Acceptor is set to "Always Enable"</p> <p>Important : Only 12 Volt DC DBA is to be installed.</p> <p>Model # AE 2454 U5E Part # 10029655</p>	<p>Check for power to Bill Acceptor.</p> <p>Dirt or debris in acceptor slot.</p> <p>Pinched, broken, or disconnected wiring.</p> <p>Bill acceptor problem. Part # 10029655</p>	<p>Acceptor should cycle stacker at game power up. If not, check cable connections.</p> <p>Refer to "How to Clean Bill Acceptor" Or clean with bill reader cleaning card. (A5CC9000)</p> <p>Check wiring from bill acceptor to I/O Aux Board. (10027179)</p> <p>Refer to troubleshooting section of dollar bill acceptor manual included with this game or the diagnostics label of the back of the unit.</p>
<p>Game not coining up</p>	<p>Look for communication and power on the Door Board for that station.</p> <p>Ensure game makes sound when coin switch is triggered.</p> <p>Game set to large amount of credits per game.</p> <p>Coin Input stuck ON</p>	<p>Refer to "I/O Aux Board Issue" diagnostic section. </p> <p>Check coin switches—both should be wired normally open. If one switch is "closed" the other will not work either. Check wiring to Door Board. (10028588, 10024376)</p> <p>Check Game Setup Menu. Ensure Credits is set to proper value.</p> <p>Ensure only 5 volts on coin switch green and black wires. Replace Door board if needed. Part # 10024858</p>
<p>No Sound</p> <p>Each Station Control Board creates sound.</p>	<p>Game volume/attract volume set to zero.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty speaker.</p>	<p>Enter Main Menu and verify: Game Volume & Attract Volume is not zero.</p> <p>Refer to wiring diagram. Check connections and reseal audio cable from Main Board to speakers. Cables # 10024583 & 10001360</p> <p>Replace speaker. 10001360</p>
<p>I/O Door Board Issue</p> <p>Game does not coin up, and has no other functions. ERR shows in menu.</p> <div style="text-align: center;">  <p>Red and Yellow Green Power</p> </div>	<p>Green power LED should be flashing.</p> <p>Red LED should be on solid, with yellow LED's randomly blinking.</p> <p>Faulty I/O Door Board.</p> <p>Ensure Dip is set correctly on Board</p>	<p>If it is off, then check 12 & 5 Volts DC coming into board from Controller Board. Cables 10023846</p> <p>If not on, then it is not communicating with the motherboard. Check 10025288 USB cable..</p> <p>Replace if needed. Part # 10024858</p> <p>Each station needs dipswitches set differently. Refer to Wiring Diagram for details.</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Low Tickets indicator on display	<p>Tickets are empty in ticket tray</p> <p>Faulty cable. Disconnected, loose or broken wires.</p> <p>Faulty low ticket switch.</p> <p>Dipswitch on Door Board.</p> <p>Faulty Door Board.</p>	<p>Load tickets into tray. Ensure tickets hold down the micro switch wire.</p> <p>Check connectors from low ticket switch to Door Board. Check for continuity. Part # 10024376</p> <p>Inspect switch and replace if needed. (10029284)</p> <p>Check dipswitch settings on the Door Board. If the game has a card swipe system, Dipswitch # 5 should be ON.</p> <p>Replace Door Board. Part # 10024858</p>
Tickets do not dispense or Wrong amount dispensed	<p>Tickets on Display does not match tickets coming out of game.</p> <p>Opto Sensor on ticket dispenser dirty.</p> <p>Faulty ticket dispenser.</p> <p>Notch on tickets cut too shallow.</p> <p>Faulty cable. Disconnected, loose or broken wires.</p> <p>Faulty Door Board.</p>	<p>Blow dust from sensor and clean with isopropyl alcohol.</p> <p>Replace with working dispenser to isolate the problem. (10003690)</p> <p>Flip tickets and load upside-down to have large cut notch toward opto sensor.</p> <p>Check connectors from ticket dispensers to Door Board. Check for continuity. 10024376</p> <p>Ensure issue is not with a card swipe system - Replace Door Board. Part # 10024858</p>
<p>Check for the correct amount of tickets showing on display</p>	<p>Tickets on display do match tickets coming out of game</p> <p>Settings in Menu are incorrect.</p>	<p>Enter Menu and check certain areas: Entertainment Only set to Off Payout Settings Menu</p> <p>Door Board Dipswitch Settings: 1/2 Ticket Fixed tickets</p>
Meters does not work <p>Each side has its own meters. Game meter will click as the game starts. Ticket meter will click as tickets are being dispensed.</p>	<p>Ensure correct number of tickets are being dispensed</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty counter.</p>	<p>Check ticket values in menu. Refer to Tickets not dispensing troubleshooting section.</p> <p>Refer to wiring diagram. Check connections and reseal cables from meters to Door Board Cables # 10007575 and 10024751</p> <p>Replace counter. 10007575</p>
Menu Buttons do not work.	<p>Swap connectors at the 2 buttons.</p> <p>Pinched, broken, or disconnected wiring</p> <p>Door Board faulty.</p>	<p>Replace button if problem stays with button.(10029198)</p> <p>Inspect crimp to ensure good connection. Check connections from menu buttons to I/O Aux Board. Check cables (10029198, 10024751)</p> <p>Replace Door Board if needed. Part# 10024858</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>All LED Strips are not Working in Marquee</p> <p>Upper Controller Board issue</p>	<p>Ensure upper Controller Board is receiving voltage from Power Supply</p> <p>Ensure communication to Central Controller Board</p> <p>Faulty Upper Control Board</p>	<p>Refer to wiring diagram. Check connections & reseal cables from Central Control Board to Upper Control Board. 10024143</p> <p>Check Ethernet cable 10032695.</p> <p>Replace Upper Control Board. Part # 10032658</p>
<p>All LED Strips are not working in lower cabinet</p> <p>Station Controller Board issue</p>	<p>Ensure Station Controller Board is receiving voltage from Power Supply</p> <p>Ensure communication to Station Controller Board</p> <p>Faulty Station Control Board</p>	<p>Refer to wiring diagram. Check connections & reseal cables from Central Control Board to Station Control Board. 10024139, 10024140, 10024141</p> <p>Check Ethernet cable 10027430 or 10027439</p> <p>Replace Station Control Board. Part # 10032656</p>
<p>Egg Lights in Marquee not working</p>	<p>Loose or bad connection.</p> <p>Faulty LED</p>	<p>Refer to wiring diagram. Check multiple connections and reseal cables from Upper Control Board to Egg lights.</p> <p>Cables # 10024377, 10024378, 10024772, 10027749, 10024771, 10024752, 10024772 or 10027749</p> <p>Replace faulty LED. Part # 10024772, 10027749 or 10024771</p>
<p>White Lights in Marquee not Working</p>	<p>Loose or bad connection.</p> <p>Faulty LED</p>	<p>Refer to wiring diagram. Check multiple connections and reseal cables from Upper Control Board to white lights in marquee.</p> <p>Cables # 10024156, 10024774, 10024773, 10033363</p> <p>Replace faulty LED. Part # 10024774, 10024773 or 10033363</p>
<p>White Lights Next to Marquee not Working</p>	<p>Loose or bad connection.</p> <p>Faulty LED</p>	<p>Refer to wiring diagram. Check multiple connections and reseal cables from Upper Control Board to white lights next to marquee.</p> <p>Cables # 10024163, 10024161, 10024775</p> <p>Replace faulty LED. Part # 10024775</p>
<p>Lights under monitors not Working</p>	<p>Loose or bad connection.</p> <p>Faulty LED</p>	<p>Refer to wiring diagram. Check multiple connections and reseal cables from Upper Control Board to lights under monitors</p> <p>Cables # 10024589, 10032789 and 10024770</p> <p>Replace faulty LED. Part # 10024770</p>
<p>Lights in drop tube not Working</p>	<p>Loose or bad connection.</p> <p>Faulty LED</p>	<p>Refer to wiring diagram. Check multiple connections and reseal cables from Upper Control Board to lights in drop tube.</p> <p>Cables # 10024156, 10024774, 10024773, 10033363</p> <p>Replace faulty LED. Part # 10024768</p>
<p>Lights on top window edge not Working</p>	<p>Loose or bad connection.</p> <p>Faulty LED</p>	<p>Refer to wiring diagram. Check multiple connections and reseal cables from Upper Control Board to lights on top window edge.</p> <p>Cables # 10024163, 10024161, 10024775, 10024766</p> <p>Replace faulty LED. Part # 10024766</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Lights on bottom window edge not Working	Loose or bad connection.	Refer to wiring diagram. Check multiple connections and reseal cables from Station Control Board to lights on bottom window edge. Cables # 10024750, 10024776, 10024766
	Faulty LED	Replace faulty LED. Part # 10024766
White Lights in Pillar not Working	Loose or bad connection.	Refer to wiring diagram. Check multiple connections and reseal cables from Station Control Board to white lights in Pillar. Cables # 10024750, 10024776, 10024761
	Faulty LED	Replace faulty LED. Part # 10024761
White Lights in Bottom Wrap not Working	Loose or bad connection.	Refer to wiring diagram. Check multiple connections and reseal cables from Station Control Board to white lights in Bottom Wrap. Cables # 10024750, 10024776
	Faulty LED	Replace faulty LED. Part # 10024776
RGB Lights on right side Pillar not Working	Loose or bad connection.	Refer to wiring diagram. Check multiple connections and reseal cables from Station Control Board to RGB lights on right side pillar. Cables # 10024379, 10024762
	Faulty LED	Replace faulty LED. Part # 10024762
RGB Lights on left side Pillar not Working	Loose or bad connection.	Refer to wiring diagram. Check multiple connections and reseal cables from Station Control Board to RGB lights on left side pillar. Cables # 10024458, 10024762
	Faulty LED	Replace faulty LED. Part # 10024762
Scoring Bucket RGB not Working	Loose or bad connection.	Refer to wiring diagram. Check multiple connections and reseal cables from Station Control Board to RGB lights on scoring bucket. Cables # 10024652, 10024765
	Faulty LED	Replace faulty LED. Part # 10024765
Button Panel RGB not Working	Loose or bad connection.	Refer to wiring diagram. Check multiple connections and reseal cables from Station Control Board to RGB lights on button panel. Cables # 10024703, 10024764
	Faulty LED	Replace faulty LED. Part # 10024764
Floor Underglow RGB not Working	Loose or bad connection.	Refer to wiring diagram. Check multiple connections and reseal cables from Station Control Board to RGB lights under cabinet. Cables # 10024749, 10024769
	Faulty LED	Replace faulty LED. Part # 10024769

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Monitor does not Work</p> <p>(No Signal on screen)</p>	<p>Loose or bad connection on Power cables between Controller Board and Display</p> <p>Faulty Display.</p>	<p>Check connection, reseal HDMI cable from Station Controller Board to Display. Part # 10025290</p> <p>Ensure power cable is plugged into power strip securely # 10025302. Ensure power strip rocker switch is ON.</p> <p>Swap Monitor with another to determine if Station Controller Board (10032656) is faulty.</p> <p>Replace Monitor if needed. Part # 10026525</p>
<p>Platter Motor not turning</p> <p>Motor should turn all the time</p>	<p>Check for DC voltage to the motor. It should be 8-12 VDC</p> <p>Pinched, broken, or disconnected wiring</p> <p>Faulty Central Control Board.</p>	<p>The voltage sent to motor will vary to keep the motor at ?RPMs. If voltage is present and the motor does not turn, replace motor. Part # 10032652</p> <p>Refer to wiring diagram. Check from central control board to motor. Cables 10024145, 10023445</p> <p>Check 3.5 amp fuse inside the 10023445 cable.</p> <p>If still no voltage to the motor, Replace Central Control Board. Part # 10032657</p>
<p>Balls Not Dropping</p>	<p>Verify "Drop Button" works</p>	<p>Enter Diagnostic Menu and press button - "Drop Button" should show "Pressed"</p> <p>If no change: Inspect/clean or replace button. 10032762</p> <p>Check wires from button to Station Control Board. Check for continuity on cable 10024147</p> <p>Replace Station Control Board. 10032656</p> <p>If input changes, Verify balls are in the tube. Verify solenoid is not working correctly.</p> <p>Refer to "How to Replace Ball Drop Solenoid" for instructions on how to access solenoid.</p> <p>Check wires from ball drop solenoid to Station Control Board. 10024042 or 10023997</p> <p>Inspect/clean or replace solenoid. 10027894</p> <p>Replace Station Control Board. 10032656</p>
<p>Verify balls are in the tube</p>	<p>Balls are in the tube.</p>	<p>Drop button or solenoid is faulty. Refer to "Verify Drop Button works" above.</p>
<p>Verify balls are in the tube</p>	<p>No balls in the tube.</p>	<p>Blower is not operating correctly. Most of the balls should be in the hopper in the top of the game. Refer to "Blower not working"</p> <p>Top Mixing Motor not operating correctly. This motor fills the tube until the sensor tells it to stop. Refer to "Mixing Motor not working"</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Mixing motor not working</p> <p>Motor will turn at power on, during attract mode, and during game play.</p>	Ball jammed in hopper on top of game.	Broken ball jamming motor Inspect ball hopper and remove any broken balls. It is best to replace the balls as a complete set. Part # 10032643
	Power issue to top mixing motor	12 Volts DC must be present at motor at all times. Check cable # 10024753, 10023445, and 10023756 from Upper Control Board for continuity. Check inline fuse in cable # 10023445. Replace 3.5 fast blow fuse if needed.
	Component failure	If 12 Volts DC at the motor: Replace the Mixing Motor. 10026531 If no 12 volts at the motor: Check cables and fuse from Upper Control Board. Replace Upper Control Board 10032658 if needed.
<p>Bad Ball Score Sensor</p> <p>Game always paying 10 tickets per game.</p>	Check for 12 volts to sensor and 3.3 volt signal return. Pinched, broken, or disconnected wiring Faulty Sensor Board.	There should always be 12 volts on the red and black wires for power in. Signal wires have 3.3 volts on the white and black wires when sensor is clear, and 0 volts when blocked. Refer to wiring diagram. Check connections from sensor to Station Control Board. Cable # 10024154 Replace Sensor Board. # 10023001
<p>Bad Ball Count Sensor</p> <p>Player can drop more than 50 balls Ensure ball drop solenoid is working.</p>	Check for 12 volts to sensor and 3.3 volt signal return. Pinched, broken, or disconnected wiring Faulty Sensor Board.	There should always be 12 volts on the red and black wires for power in. Signal wires have 3.3 volts on the white and black wires when sensor is clear, and 0 volts when blocked. Refer to wiring diagram. Check connections from sensor to Station Control Board. Cables 10024042 or 10023997 Replace Sensor Board. # 10023001
<p>Blower Not Working</p> <p>Blower is specific to AC Voltage 110V = 10024614 220V = 10024613 Blower will blow at power on, during attract mode, and during game play.</p>	Blower is connected to Central Control Board on a terminal block. Loose or bad connection to Central Control Board. Faulty Blower	Ensure terminal block connections have correct placement, are tight and secure. Refer to wiring diagram. Check multiple connections and reseat cable from Power Strip to Central Control Board to blower. Cables # 10024758, AABLOWER Check fuse on Central Control Board and replace if needed. Replace blower with correct blower for wall AC voltage. 110V = 10024614 / 220V = 10024613

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>All Display Modules in game are not working.</p> <p>No power or communication</p>	<p>No power to marquee.</p> <p>No communication to marquee.</p> <p>Loose or bad connection.</p> <p>Faulty Upper Control Board.</p>	<p>Check for 5v & 12v on 10024143 cable to Upper Control Board.</p> <p>Check ethernet cable 10032695 to Upper Control Board.</p> <p>Refer to wiring diagram. Check multiple connections and reseal cable from Upper Control Board to Display Modules Cables # 10025288, 10024760, 10024156, 10024584</p> <p>Replace Upper Control Board. #10032658</p>
<p>One Display Modules in game is not working.</p>	<p>Loose or bad connection.</p> <p>Faulty part.</p>	<p>Refer to wiring diagram. Check multiple connections and reseal cable from Upper Control Board to Display Module</p> <p>Check 5 VDC power in on cables 10024156 & 10024584</p> <p>Check signal in on USB cable 10025288 & 10024760</p> <p>Swap components from one side to another to find the bad component. Replace if needed.</p>

POWER SUPPLY DIAGNOSTICS

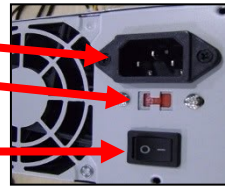
1.) Verify AC power to game. Check power strip in front door. The rocker switch should be illuminated.



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 the power supply is plugged into the Central Control Board.
The load of the Central Control Board will turn on the power supply.

6.) Ensure fan is turning.

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

Check power supply cables to the Central Control Board.

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

Replace power supply (10032651) if the control board is not receiving 12 volts.

- If power supply fan is not turning:

Minimize load on power supply and isolate short

Unplug the all cables going out of the Control Board except monitor.

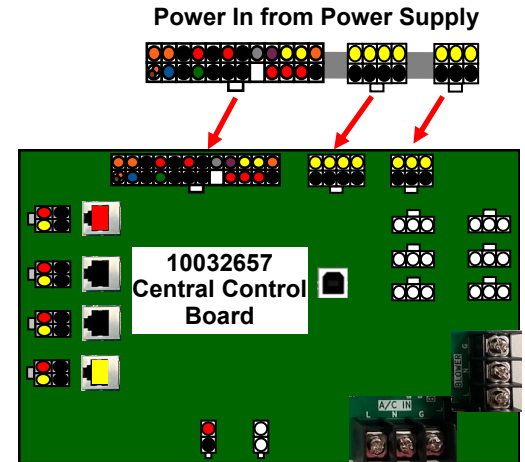
This will leave the power supply, control board, and monitor left plugged in together.

If power supply, control board, and monitor now turn on:

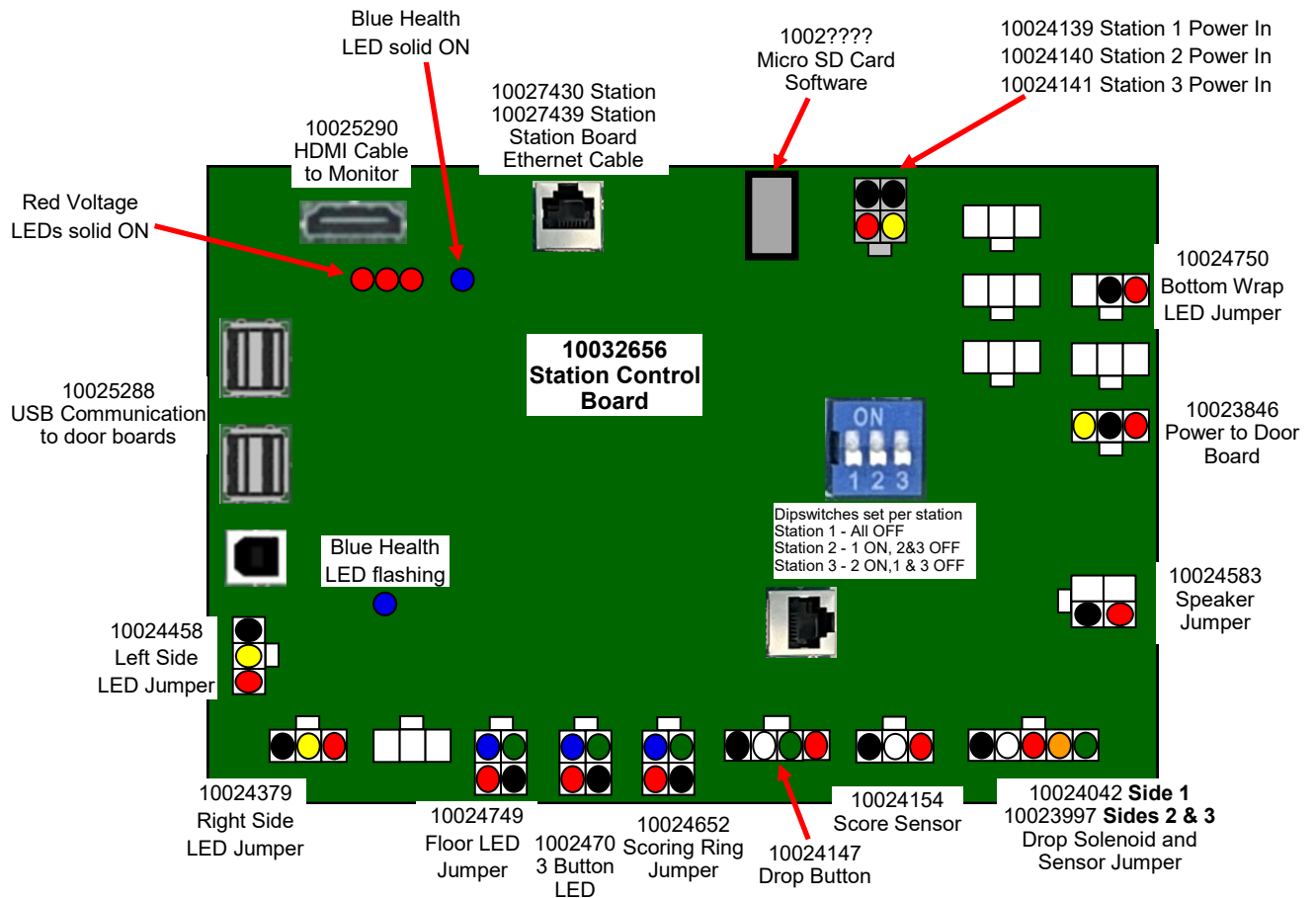
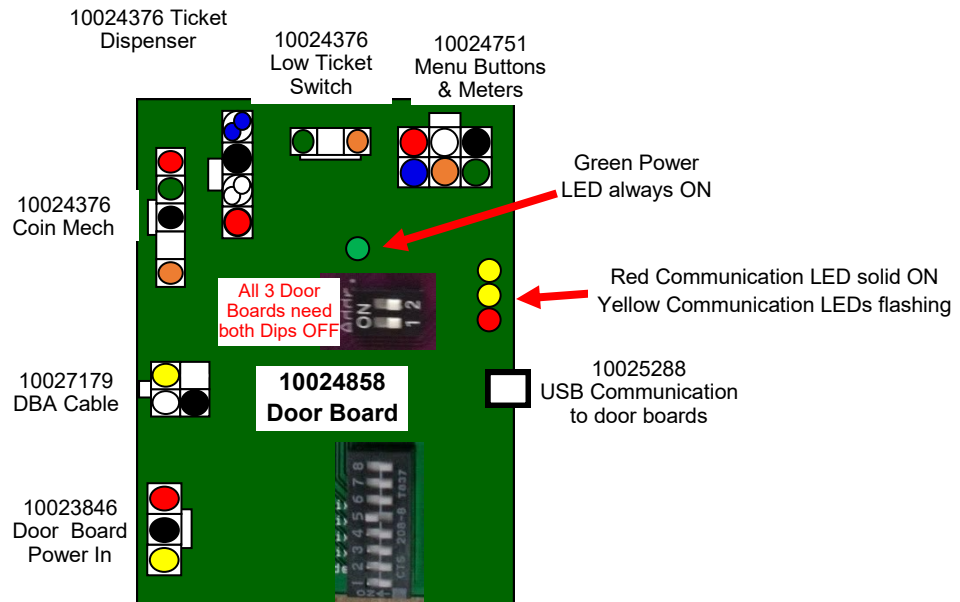
Plug in one cable at a time to the controller Board to locate short.

If power supply still does not power on:

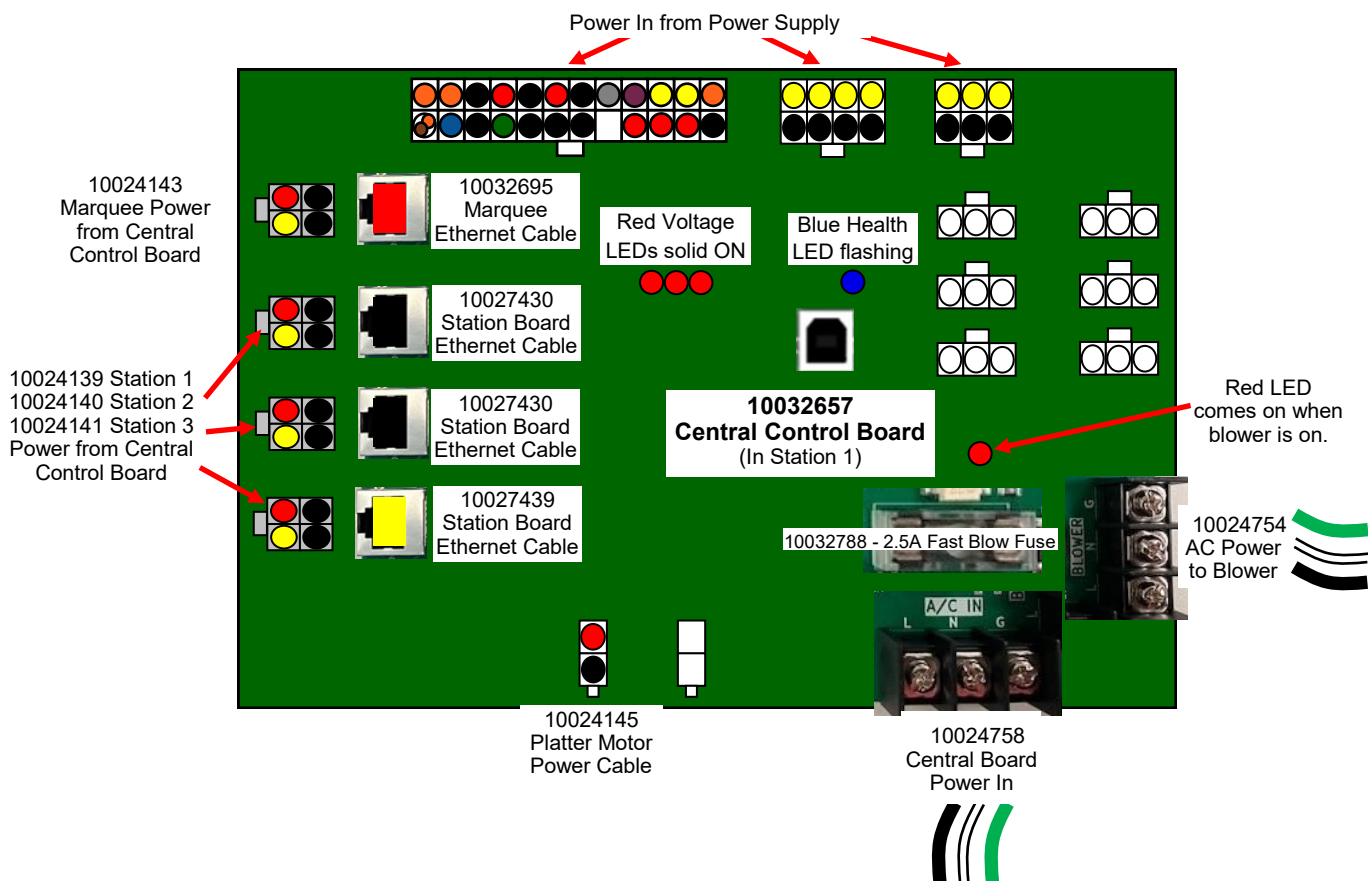
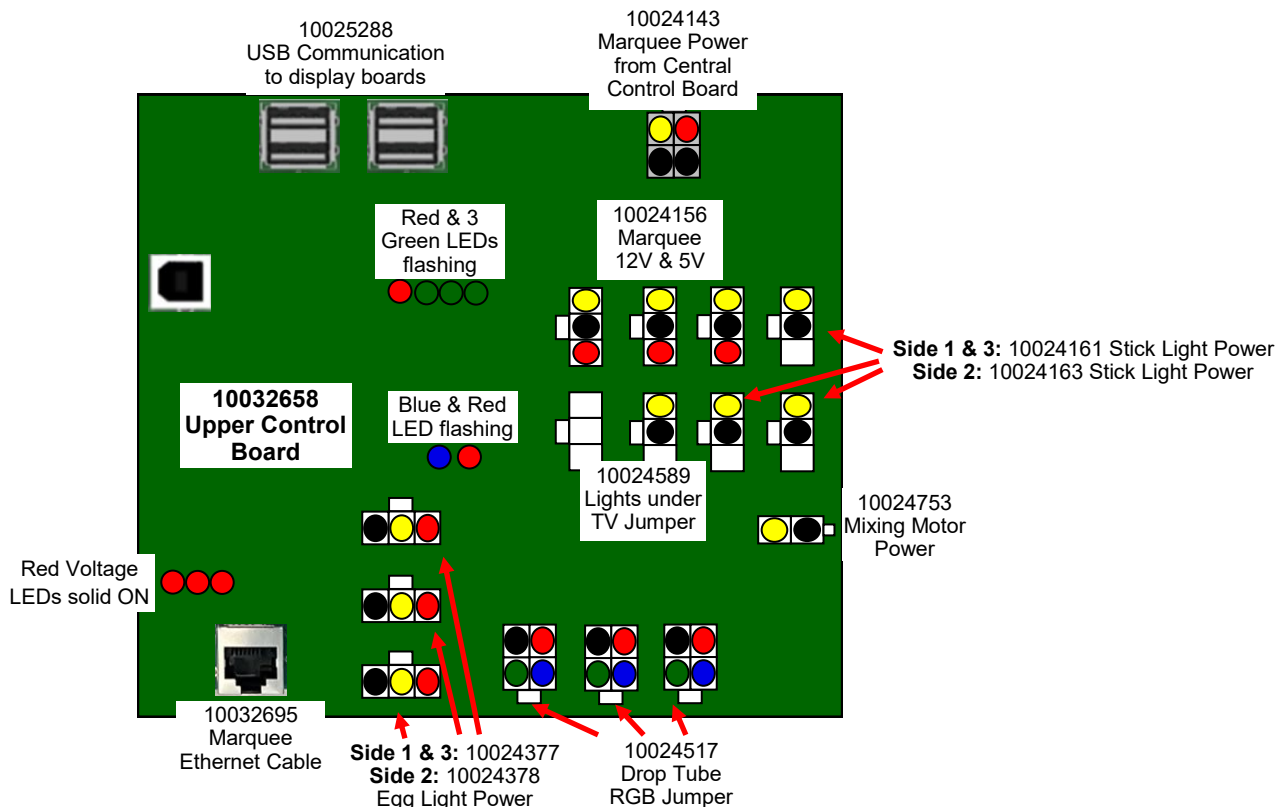
Replace power supply (10032651), or central control board. (10032657)



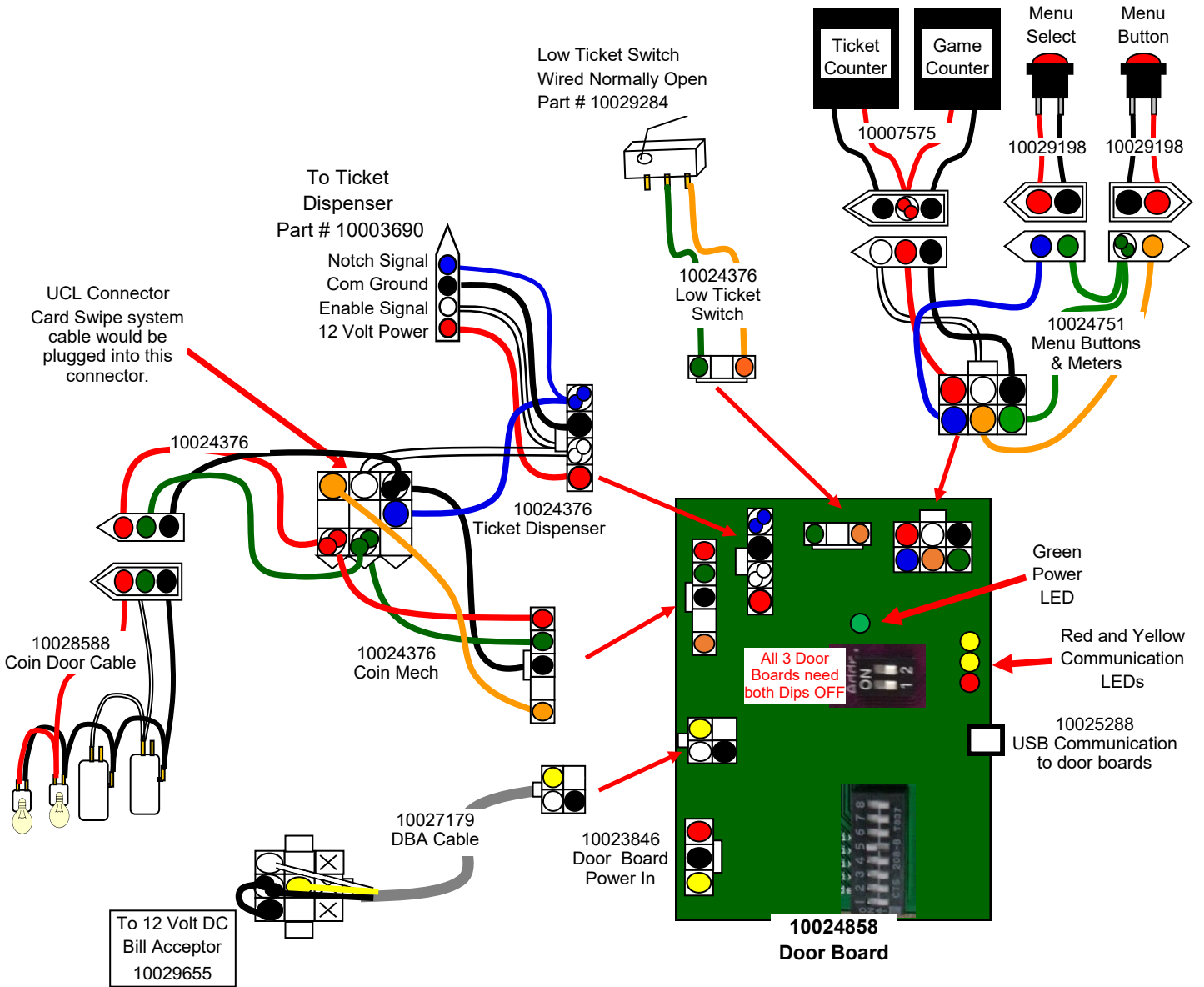
CIRCUIT BOARD PINOUTS



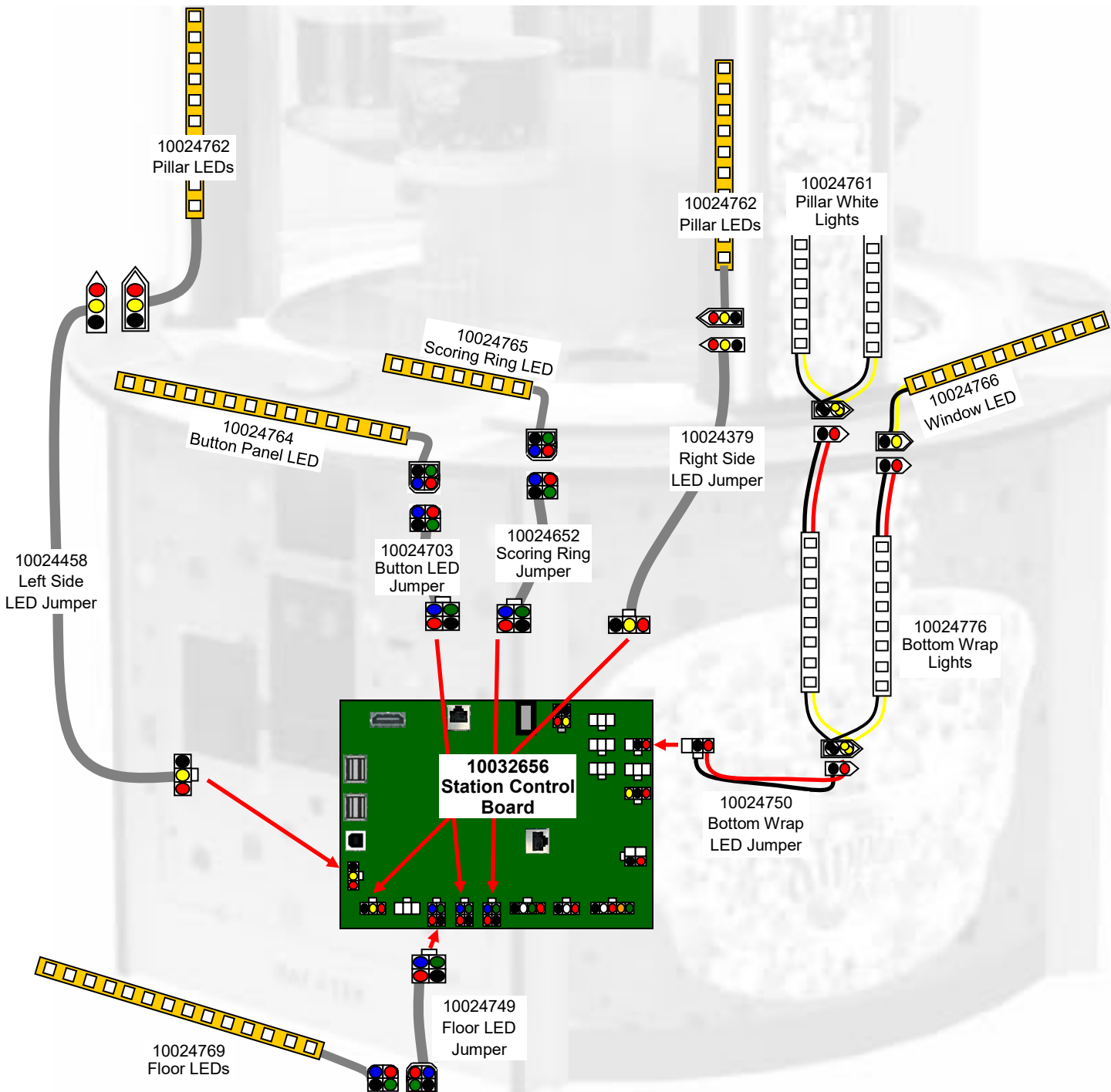
CIRCUIT BOARD PINOUTS



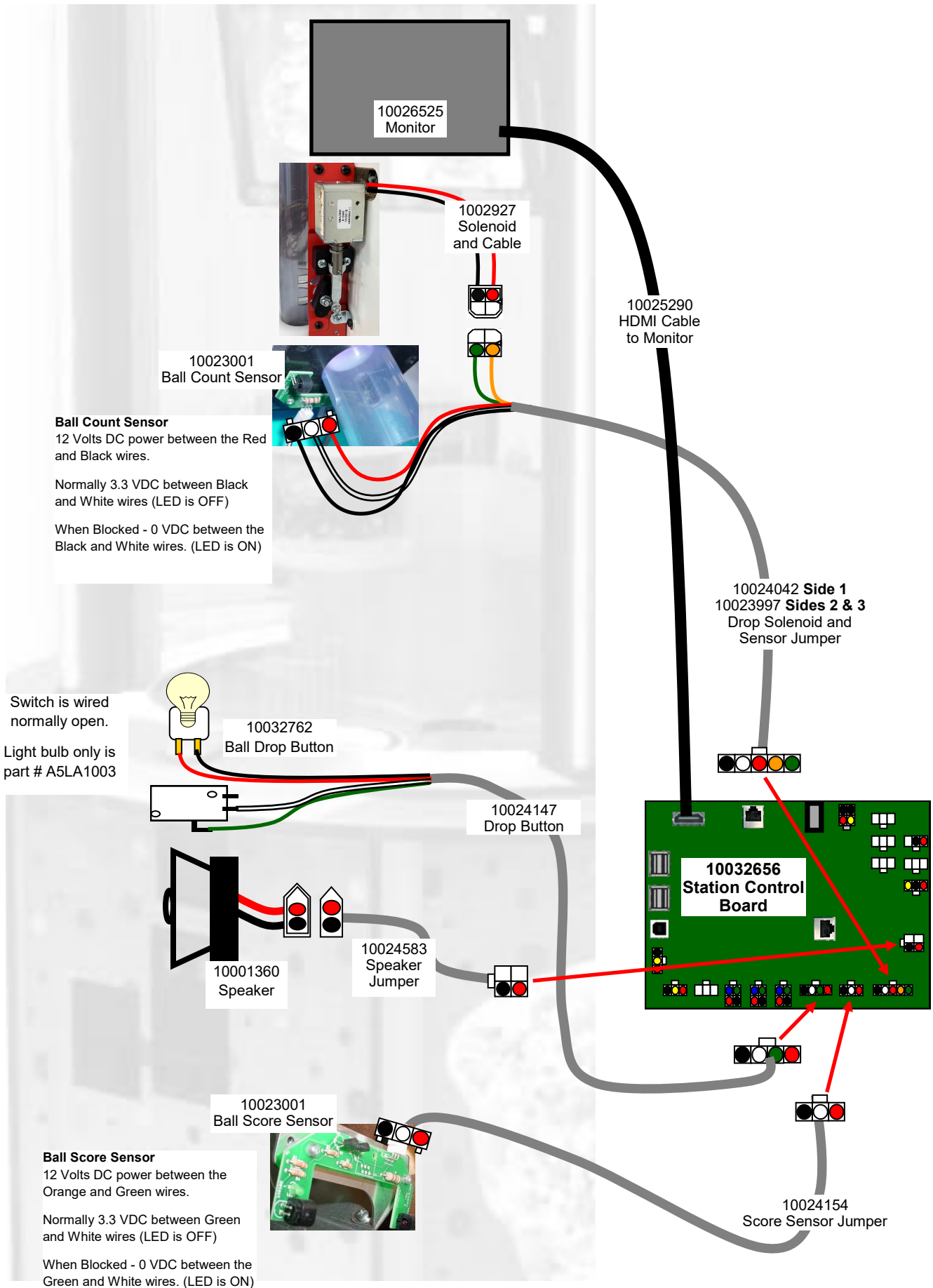
WIRING DIAGRAM



WIRING DIAGRAM

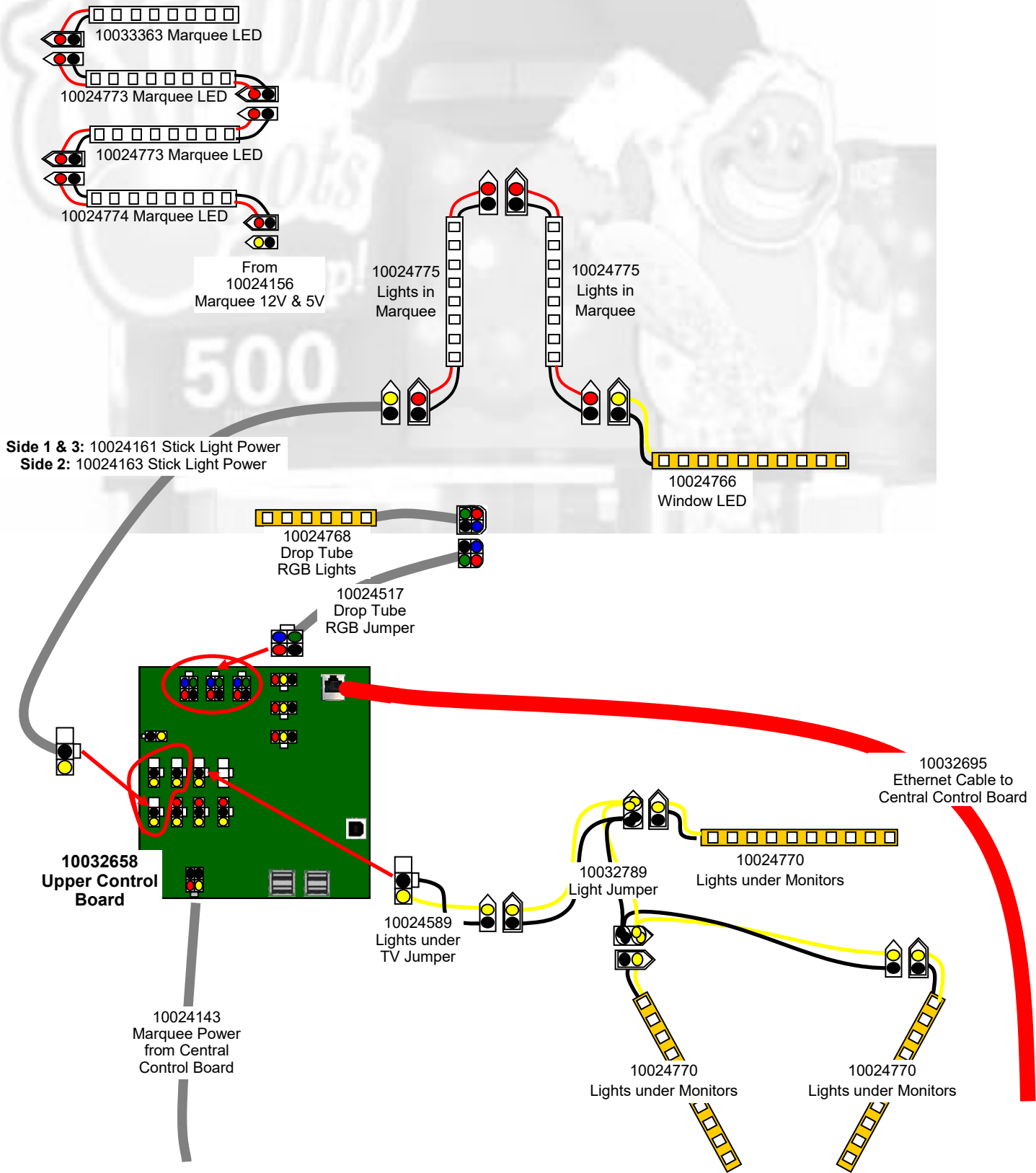


WIRING DIAGRAM

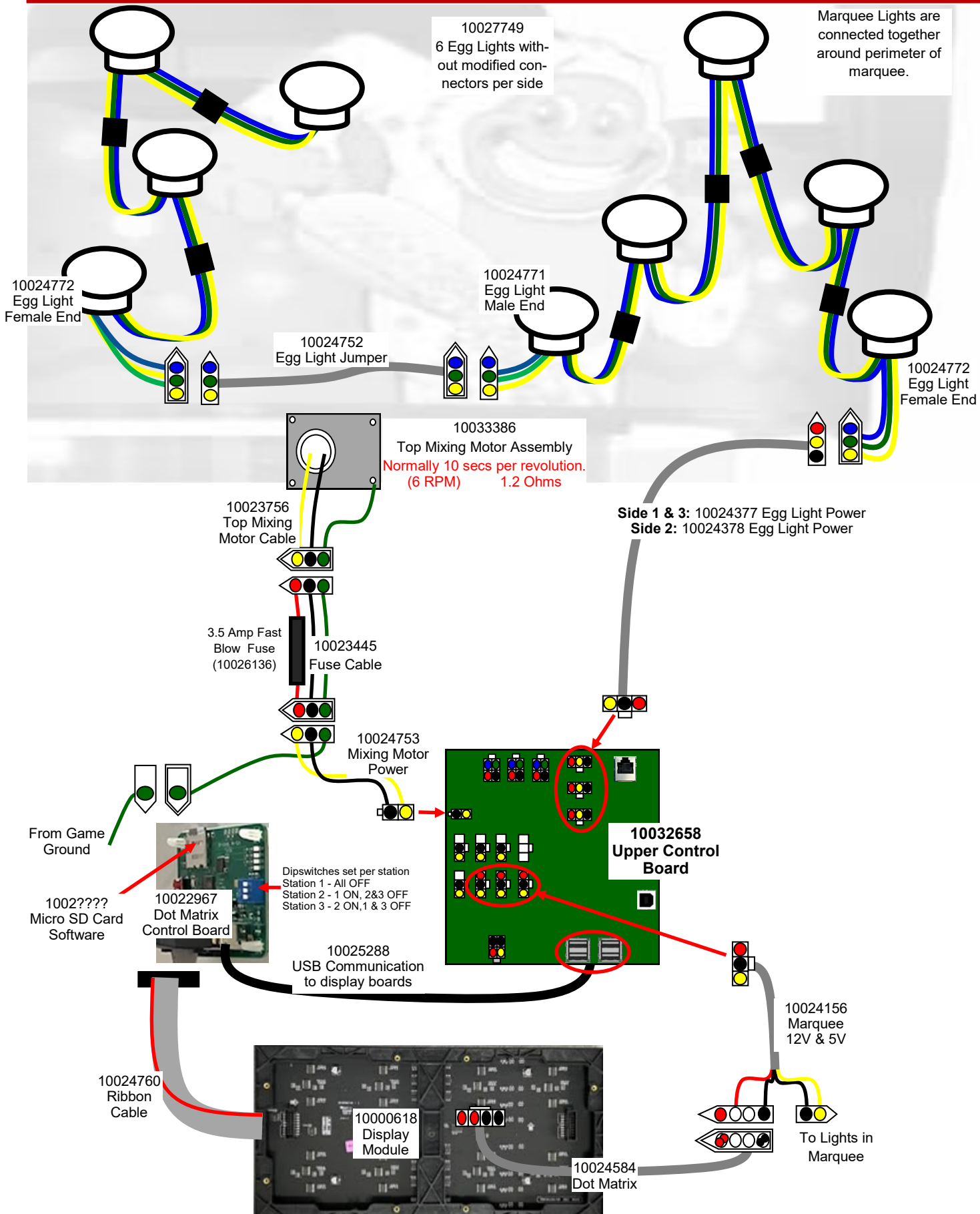




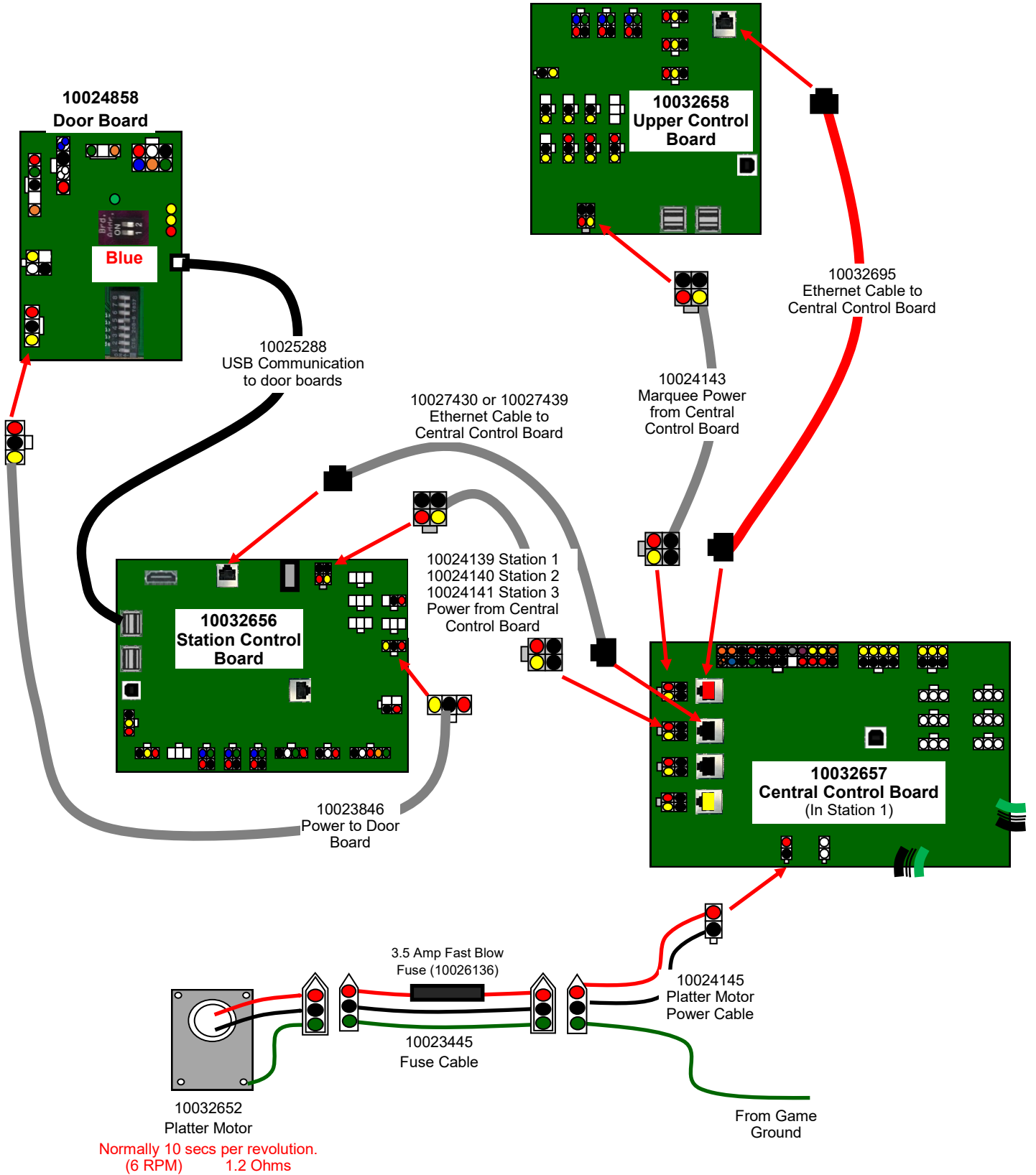
WIRING DIAGRAM



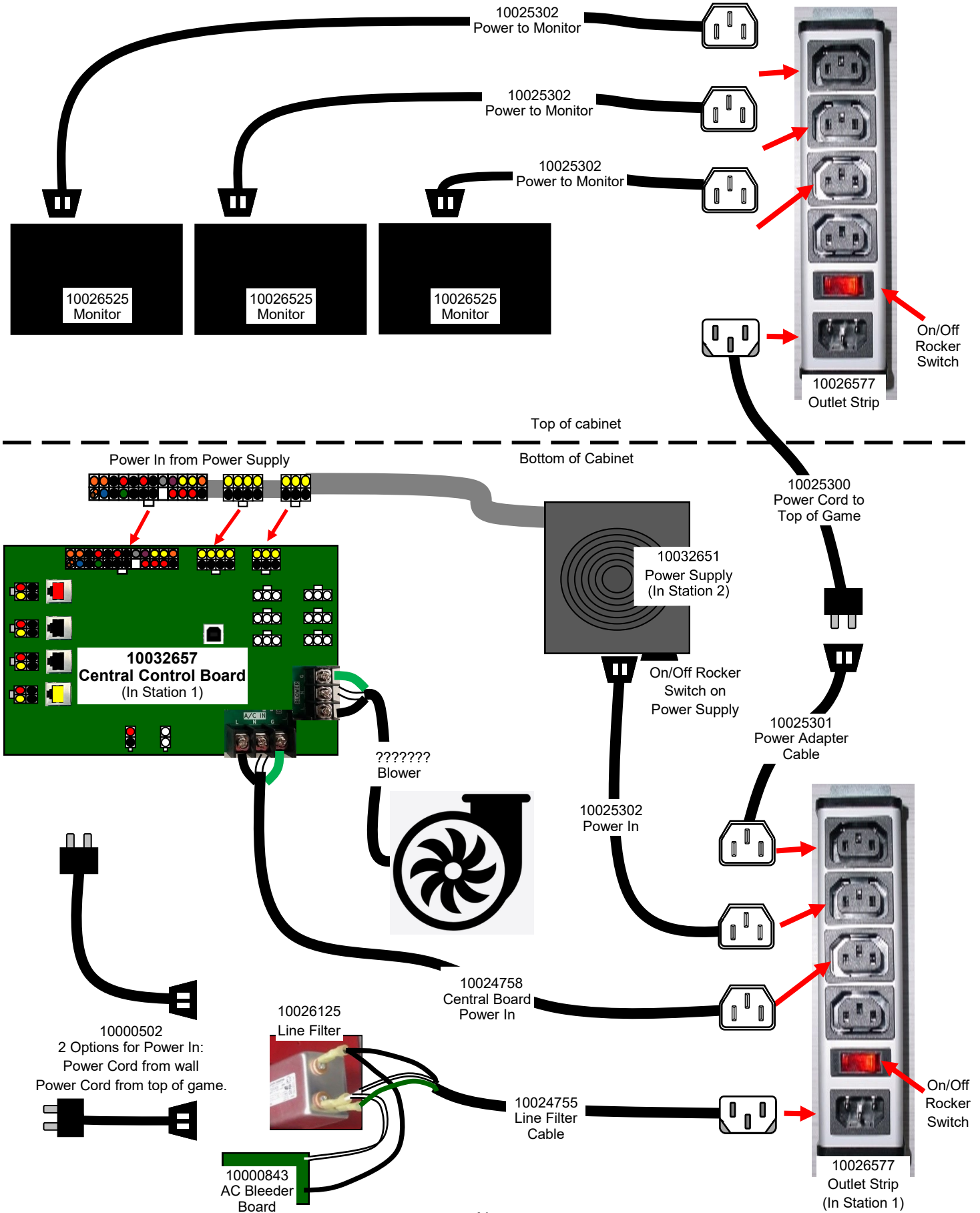
WIRING DIAGRAM



WIRING DIAGRAM



WIRING DIAGRAM



HOW TO REPLACE BALLS



How to Replace Balls in Dippin Dots Drop



Dippin Dots Drop balls will wear down over time.

If balls begin to break, it is best to replace all 210 balls at the same time to prevent ball jams.

Tools Needed:

2 Square Bit 6-8 foot ladder Box/Bag to collect old balls

Instructions:

1.) Enter Diagnostic Menu and select “Empty Hopper”

All 3 stations will drop balls from the tubes.

After a few seconds, the ball reservoir up top will be empty.

Diagnostics Menu

Doorboard Version: **ERR**
Credits: **0**
Tickets: **0**
Low Tickets: **False**

Clear Credits & Tickets
Reset Progressive & Game Length
Deactivate Dropper
Reset Settings to Default
Stop Platter
Reset Station Counts
Empty hopper
Fill hopper
Back

2.) Remove Balls:

Open bottom door on Station 3.

Remove the plexi by removing 3 screws using #2 square bit.

Note: The old balls will spill out of cabinet.

Use box or bags to collect and remove from cabinet.

Physically remove all the old balls from the cabinet, including the few that are closest to the blower.

Re-install plexi and install the 3 screws using #2 square bit.

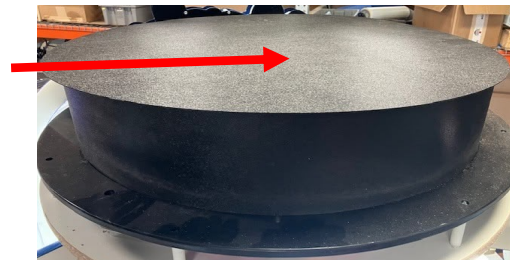


3.) Load New Balls into Game:

Using a ladder, carefully climb to the top of the game.

Remove the round black plexi top.

Empty the entire bag of 210 new balls into the top hopper.



Diagnostics Menu

Doorboard Version: **ERR**
Credits: **0**
Tickets: **0**
Low Tickets: **False**

Clear Credits & Tickets
Reset Progressive & Game Length
Deactivate Dropper
Reset Settings to Default
Stop Platter
Reset Station Counts
Empty hopper
Fill hopper
Back

4.) Enter Diagnostic Menu and select “Fill Hopper”

The blower will blow all of the balls into the top reservoir.

Play the game a few times to ensure it is operating normally.

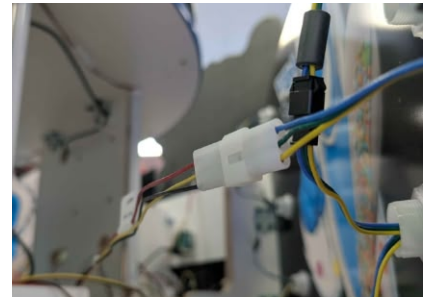
Please call Baytek Entertainment with any questions or issues. (920) 822-3951 Ext. 1102

HOW TO REPLACE BALL SORTER MOTOR

Using a **#2 Square bit** remove any of the three yeti decals to give an easier access point to the sorting assembly



Be careful of the left side of the decal as this is where the power cables for the lights are connected. Disconnect these cables and the decal should freely come away.



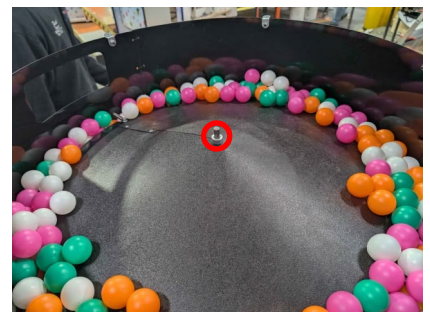
A tall ladder will be required for the next few steps

Using a **3/8" Socket**, remove the nuts keeping the cap secured on the ball sorting mechanism.



Using a **1/8" Hex Key**, loosen the set screw in the shaft collar and remove the shaft collar from the central post.

With this the cone can be removed.



Using a **#2 Phillips bit**, remove the four bolts around the central post.

Be sure to clear out any balls that have fallen between the spokes of the sorting gear.



HOW TO REPLACE BALL SORTER MOTOR

Using a **#2 Square bit**, remove the black screw from the plastic p-clamp holding the motor's power cable in place.



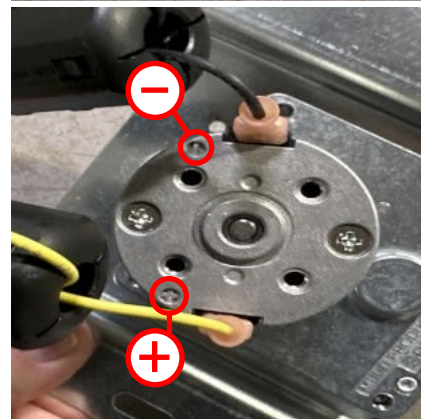
Using a **#2 Phillips bit**, remove the three bolts holding the motor bracket in place. Once the bracket is removed and the motor is dropped, you can unplug the motor and remove it from the cabinet.



Using a **5/16" Nut Driver or Socket**, remove the mounting bracket from the old motor. You can discard the old motor and attached cables.



Transfer the motor mounting bracket to the new motor using the same hardware.



Before mounting the new motor into the cabinet, verify that the cables are connected properly.

Marked on the bottom of the motor will be positive and negative polarity symbols. Make sure that the black cable is connected to the negative terminal and the yellow cable is connected to the positive terminal.

If these connections are right, follow these steps in reverse to reinstall the motor and return the ball sorting mechanism to operating condition.

HOW TO REPLACE PLAYFIELD MOTOR

Using a **#3 Phillips Bit**, remove any one of the front windows of the game cabinet in order to access the playfield turn table platter.



The turntable platter itself has a metal shaft on the underside that fits into the motor. With both of your hands under the turntable platter, carefully lift the platter out of the motor.



Be careful as you do this as there are free standing parts within this assembly that could potentially shift or slip out of place. The plastic ring spacer fits onto the platter shaft. Installed into the platter shaft itself is a metal spacer slotted into the shaft's groove.



Using a **7/16" Socket**, remove the three hex head bolts securing the top of the central assembly.

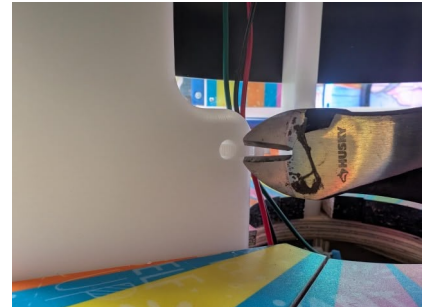


HOW TO REPLACE PLAYFIELD MOTOR

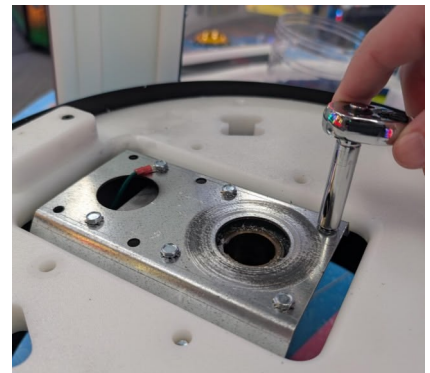
Lift the motor assembly top. There should be enough leeway to allow the top to shift and rest on the assembly's legs.



There should be enough room beneath the assembly's surrounding decal to a pair of snips in to cut the zip ties securing the cable to one of the assembly's legs. This should give enough freedom to adjust the top so that you can reach in and disconnect the motor's power cable.



Using a **5/16"** socket remove the six bolts securing the motor to the motor bracket.

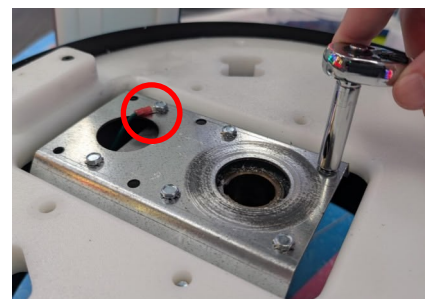


Before installing the new motor, something important to confirm the arrangement of the two primary cables connected to the motor.
The black cable should be plugged in next to the red dot on the motor.



Once the cables are confirmed reuse the bolts from the old motor to connect the new motor to the bracket.
Be sure to secure the grounding cable is connected to one of the bolts.

Reconnect the power cable within the cabinet.

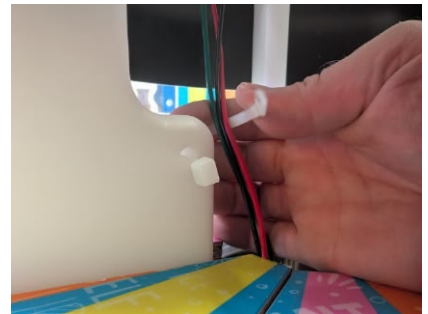


HOW TO REPLACE PLAYFIELD MOTOR

Seat the motor assembly top on top of the legs of the assembly somewhat askew to leave room under side decal. This will leave room under the decal to fit your hands.



Secure the cables of the motor to the nearest leg. There should be a hole in the leg to allow for this.



Shift the top back into place to fit the top back into place and secure it back in place with the hex head bolts removed earlier. Secure the bolts using a **7/16" socket**.



With the motor assembly back in place position pick the platter back up and ensure that the white plastic motor ring is in place on the platter shaft.



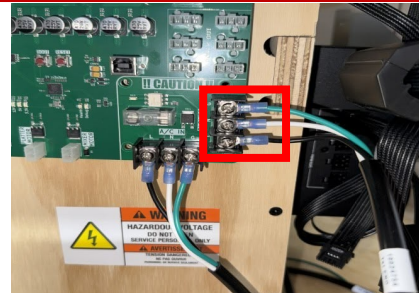
Align the motor shaft so that it fits and slides into the motor. This will likely require some adjustment, but when the shaft is aligned right it will fall into place.



HOW TO REPLACE BLOWER

Removing the blower will require opening all of the game's doors to get at the relevant parts.

Locate the power control board. Situated to the bottom right will be a section labeled as "Blower". Using a Flathead screwdriver release the power connectors from the board.

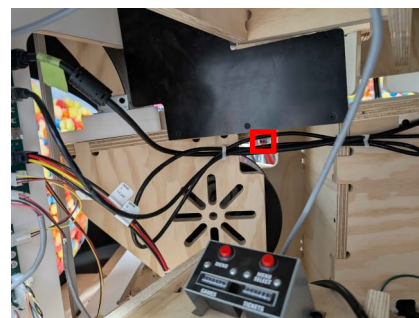


From the next cabinet door to the right you should have full view of the side of the blower. The blower is secured into the cabinet via a multilayered wooden mounting assembly.



Using a **7/16"** socket remove the four bolts in the corners of the lower board will allow for the blower to be removed.

A couple of these bolts may be a struggle to get at. One of them can be more easily accessed from the remaining door.



With the old blower now released you can remove it from the cabinet.

With the blower removed from the cabinet you will be free to separate the mounting panel from the old blower with a **#3 Phillips bit**.

You can transfer the mounting panel to the new blower and reverse these steps to mount the new blower back into the cabinet.



When hooking the power cables back up to the control board, arrange them as pictured.

Green = G

White = N

Black = L



HOW TO REPLACE PLAYER BUTTON

To change the button, the first thing to do is remove the panel that the button is installed in. This panel is held in place by four (4) screws located on the underside of the playfield table.

The first pair are located outside of the player station's door.

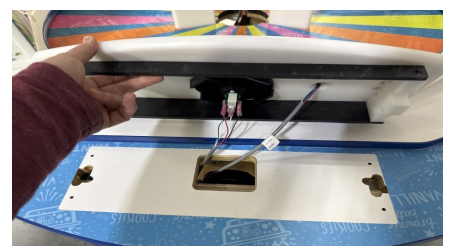
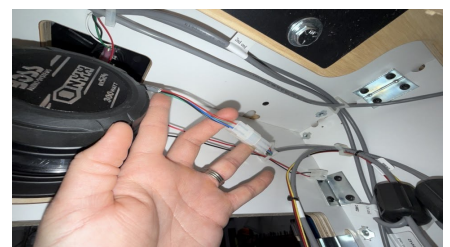
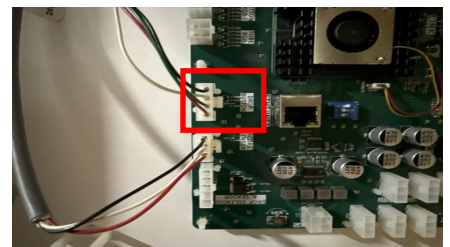
The second pair are located within the player station's door.

To the left of the door will be the player station's control board. Locate the port labeled "Drop Button" and unplug the cable.

Release the button cable from the cable harness.

Locate cable **24764**. This cable powers the LED's installed into the button panel. Disconnect this cable.

With these cables disconnected and the screws removed, this should allow the button panel to be removed from the cabinet entirely.



HOW TO REPLACE PLAYER BUTTON

With the button panel removed, flip it over.

Turn the switch and light mechanism to the left to release it from the button housing.

Disconnect the cables from the switch and light mechanism.

To replace the button housing itself, twist the locking nut in the center to the left in order to release it. This will allow you to remove the back of the button and pull the button housing out of the button panel.

Reverse this step to install the new button housing into the panel.

To wire up the new switch and light mechanism, plug the colored cables in as pictured.

White = Rearmost plug, opposite the light,

Green = Middle plug below the white cable.

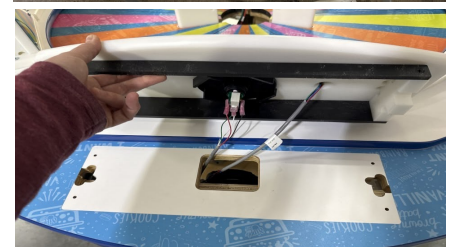
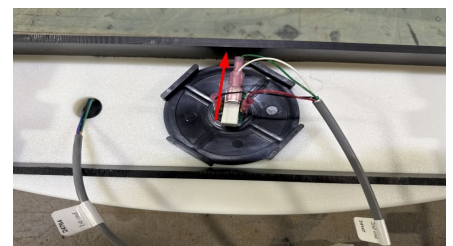
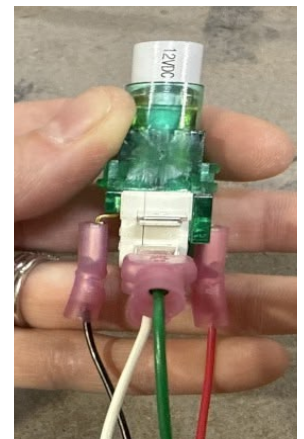
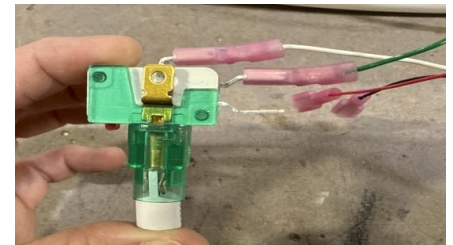
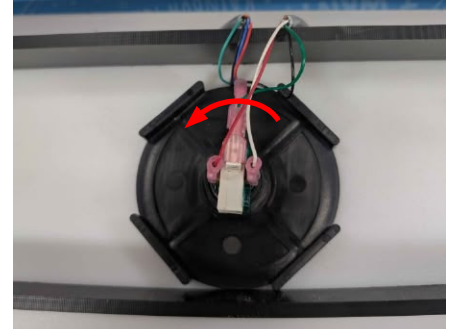
With those landmarks, attach the colored cables in the arrangement pictured:

Black = Left of the switch (Negative as indicated on the light)

Red = Right of the switch (Positive as indicated on the light)

Insert the light and switch mechanism into the button housing, with the rear most cables pointed toward the flat edge of the white panel body.

Flip the panel back over and feed the cables back through the opening in the middle of the player station.



HOW TO REPLACE PLAYER BUTTON

Insert the tabs on the bottom of the button panel into the open holes in the tabletop.



Resecure the button panel with the four screws that were removed earlier to release it. Remember that there are two just inside the door above the speaker, as pictured.



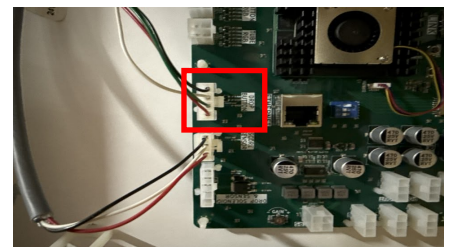
The other two are outside of the door.



Secure cable **24147** into the cable harnesses located along the upper wall of the cabinet interior.



Plug cable **24147** into the connector labeled “Drop Button” on the control board to the left of the door.



Plug cable **24764** into cable **24703** to reconnect the lights.



With this the installation of your new button is complete.

HOW TO REPLACE SOLENOID

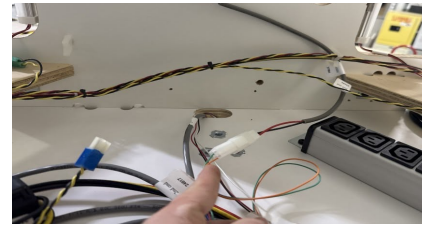
The solenoid is located behind the player monitor, connected to the upper sorting mechanism assembly that sits on top of the game cabinet. The best way to access the solenoid is by removing the flexible yeti decal panel located immediately to the right of the monitor.



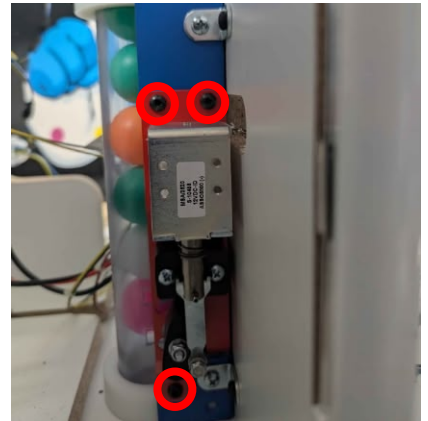
Remove the five screws at the bottom of the relevant yeti decal with a **#2 Square bit** to remove the decal from the cabinet.



Unplug the **27894** solenoid wires from the orange and green **23997** cable



Remove the old solenoid from side of the ball tube using a **#2 Square bit**.



Repeat these steps in reverse with your new solenoid to install it.

HOW TO REPLACE MONITOR

To access the monitors remove the window using a **#3 Phillips bit**.

It may be required to remove two of the three windows that encase the playfield. The positioning and angle of the monitors themselves could make accessing the mounting bracket awkward from straight on.

Under each monitor is a light strip that is attached via double sided tape. Remove this light strip and let the light dangle from the ceiling of the game.

To avoid dropping the monitor, it would be best to have a second person assist with this step.

Using a **#2 Phillips Bit**, remove the screws from the back of the mounting bracket to release the monitor. Disconnect the Power and HDMI cables from the monitor and allow them to hang freely.

The decal around the monitor will have to be swapped to the new monitor. This can just be peeled off, but the adhesive on the back of the foam will likely have to be replaced.

This can be done with any double sided tape.

Note that the light that was removed earlier will also need to have new tape applied.



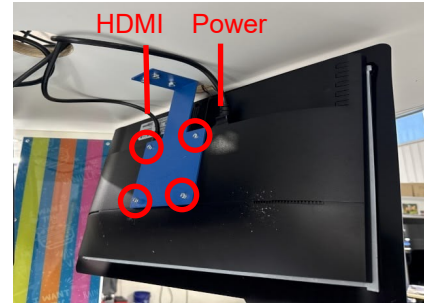
HOW TO REPLACE MONITOR

When applying the decal onto the monitor, keep in mind that the monitor is installed upside down, with the connection ports for the cables facing up toward game's ceiling.



Once the decal has been replaced secure the new monitor to the mounting bracket. The power and HDMI cables can now be reconnected.

Power is on the right
HDMI is on the left.



With the new monitor installed, reattach the light strip to the monitor.

As with the foam, be sure to apply a new layer of double-sided tape to make sure it adheres properly.



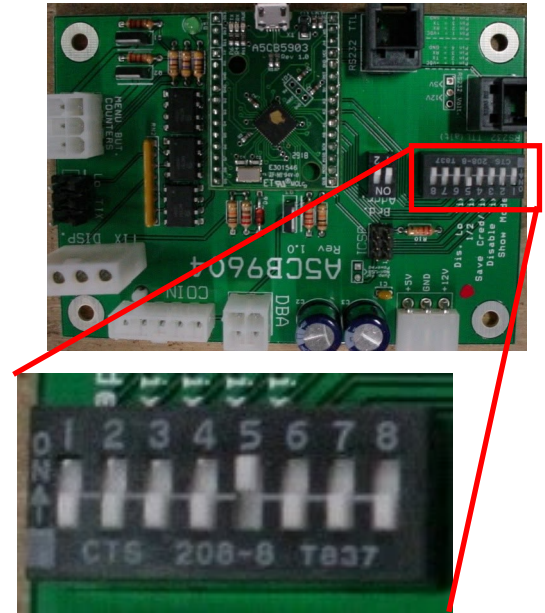
Check to make sure the connectors are all secure and power on your game to ensure that the monitor properly works.

Your new monitor is now installed.

DIPSWITCH SETTINGS

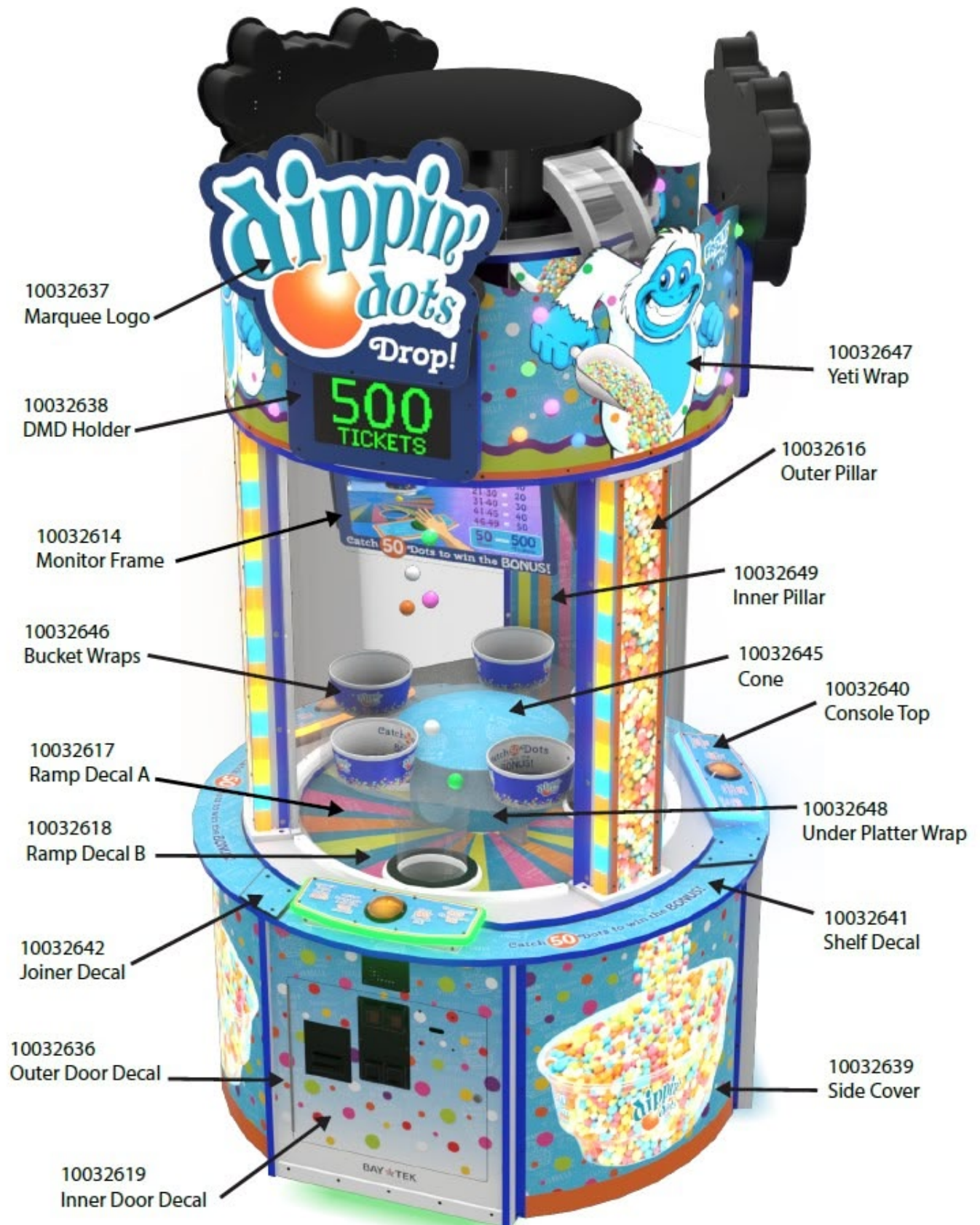
There is a 8 dip bank of dipswitches on the I/O Door Boards.

SWITCH	DESCRIPTION	ON	OFF
1	SHOW GAME Does not dispense tickets and clears all accumulated credits if ON		X
2	AMUSEMENT ONLY Does not dispense tickets if ON		X
3	NJ COIN LOCKOUT Saves tickets owed and unused credits after a power loss if ON		X
4	1/2 TICKET PAYOUT Dispenses 1/2 the amount of tickets as shown on screen. It will round up odd amounts of tickets if ON		X
5	DISABLES LOW TICKET INPUT Disables the low ticket message on screen if ON. This option should be enabled when using a card swipe system	X	
6	NOT USED		
7	NOT USED		
8	NOT USED		



GAME ART DIAGRAM

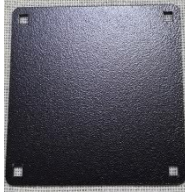
Dippin' Dots Drop! Art Diagram



PARTS PICTURES



10000625



10000678



10001316



10002709



10003690



10003709



10004444



10023878



10033384



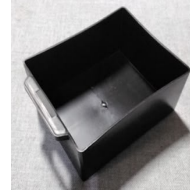
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10024708



10024744



10024824



10026525



10033386

10026634



10027115



10027156



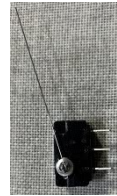
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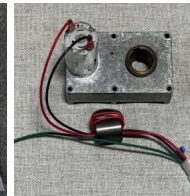
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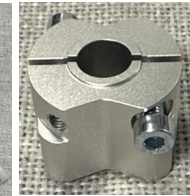
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10032643



10032652



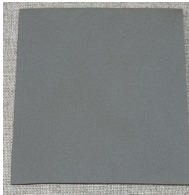
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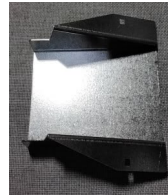
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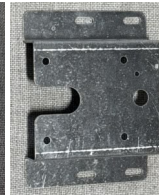
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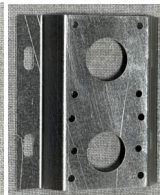
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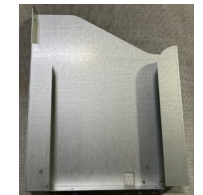
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10029065



10026356



10026366



10028459



10032604



10032605



10032693



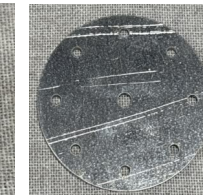
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10032696



10032697



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10001360



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10023445

????????



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10023997



10024042



10024139



10024140



10024141



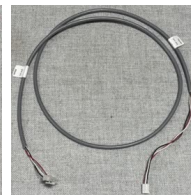
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10024145



10024147



10024154



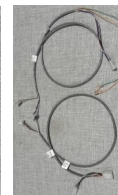
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10024161



10024163



10024376



10024377

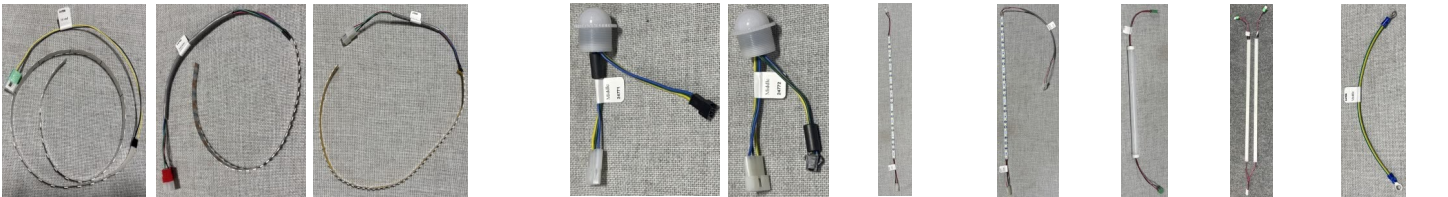
PARTS PICTURES



10024378 10024379 10024458 10024517 10024583 10024584 10024589 10024652 10024703 10024749



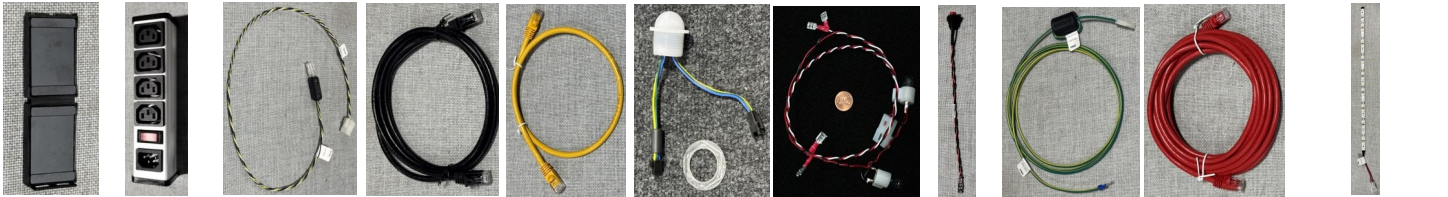
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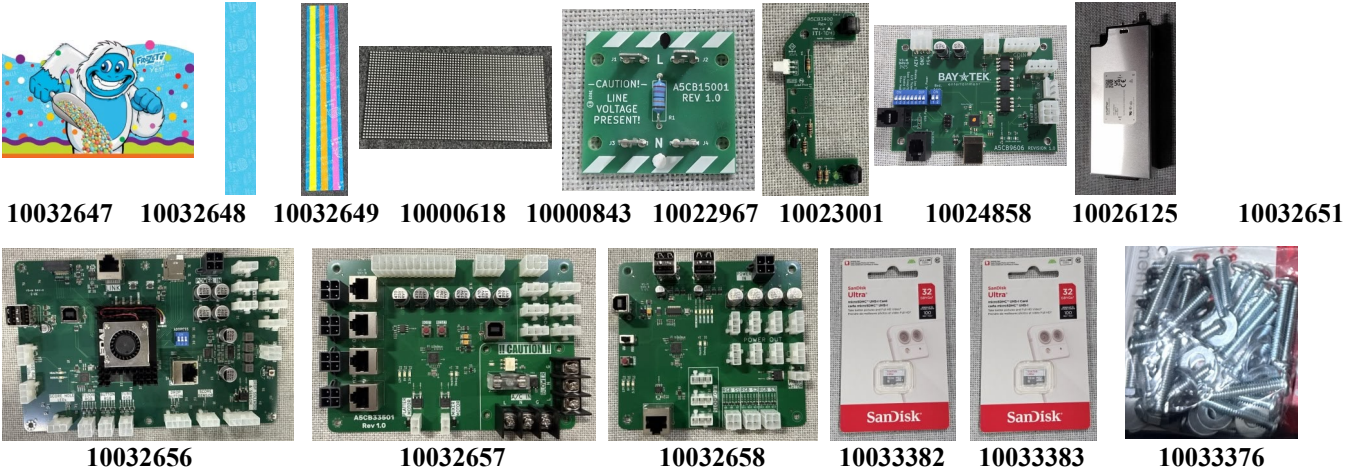


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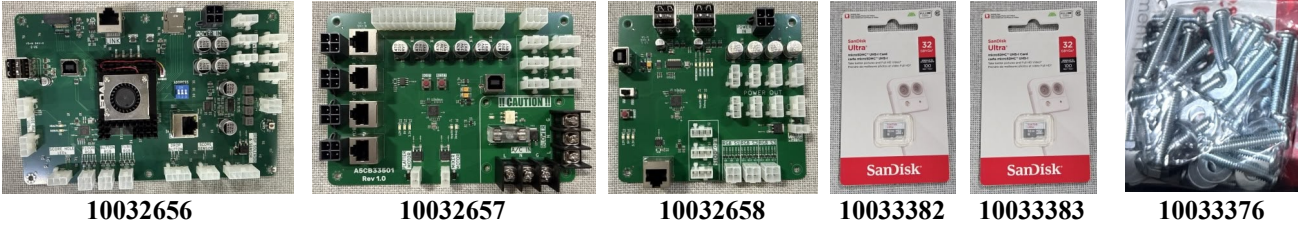


10032637 10032638 10032639 10032640 10032641 10032642 10032644 10032645 10033392

PARTS PICTURES



10032647 10032648 10032649 10000618 10000843 10022967 10023001 10024858 10026125 10032651



10032656 10032657 10032658 10033382 10033383 10033376

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
10000625	Lock, H95 Key Code (3 per game)	10002684	Metal, Gear Motor Bracket
10000678	Blanking Plate, Ticket Dispenser (3 per game)	10003991	Metal, Motor Bracket
10001316	Cover, Speaker Grill (3 per game)	10029065	Metal, Capsule Shear Assy (3 per game)
10002709	Plate, Bill Validator Blanking Plate (3 per game)	10026356	Metal Rod
10003690	Ticket Dispenser (3 per game)	10026366	Ticket Tray (3 per game)
10003709	Lock, E00 Key Code (3 per game)	10028459	Bracket, Pushbutton/Counters (3 per game)
10004444	Lock Keeper (3 per game)	10032604	Metal, Ball Trough (3 per game)
10023878	Bucket (3 per game)	10032605	Metal, Bracket, Trough Sensor (3 per game)
10033384	Blower Assy, 115 Volts	10032693	Metal, Window Bracket Assembly (6 per game)
10033385	Blower Assy, 230 Volts	10032694	Metal, Monitor Mounting Bracket (3 per game)
10024708	Braiding, 3/4", (45 inches per game)	10032696	Metal, Bottom Cabinet Art Rails (6 per game)
10024744	Caster Wheels (7 per game)	10032697	Metal, Central Motor Shaft
10024824	Coin Box, Black (3 per game)	10032698	Metal, Platter Mounting Flange
10026525	Monitor, 22" (3 per game)	10000502	Power Cord (2 per game)
10033386	Top Mixing Motor Assy, 12V	10000596	Ferrite (4 per game)
10026634	Ball Tube (3 per Game)	10001360	Speaker (3 per game)
10027115	Wire, (1/2 inch per game)	10007575	Counter Assy (3 per game)
10027156	Hinge, 16", Double Bend (3 per game)	10023445	Cable Assy, Motor Fuse Holder (2 per game)
10027163	Hinge, 5-75, Single Bend (3 per game)	10023846	Cable Assy, Door Board Power (3 per game)
10027177	T-Molding, 7/8" Blue, (1205 inches per game)	10023997	Cable Assy, Solenoid/Sensor, Side 2 & 3 (2 per game)
10029277	Solenoid Assy w/bracket (3 per game)	10024042	Cable Assy, Drop Solenoid and Sensor, Side 1
10029284	Low Tickets Switch (3 per game)	10024139	Cable Assy, Station 1 Power
10032643	Balls, 210 Pack, Mixed Green, White, Orange, Pink	10024140	Cable Assy, Station 2 Power
10032652	Platter Motor, 12V	10024141	Cable Assy, Station 3 Power
10032699	Hub, 3/8" Bore	10024143	Cable Assy, Marquee Power
10032762	Ball Drop Button (3 per game)	10024145	Cable Assy, Platter Motor Power Cable
10032766	Trim, Edge, Rubber, White (128 inches per game)	10024147	Cable Assy, Drop Button (3 per game)
10032767	Carpet, Ball Return (3 per game)	10024154	Cable Assy, Score Sensor Jumper (3 per game)
10000421	Power Supply Mounting Bracket	10024156	Cable Assy, Marquee 12V & 5V (3 per game)
10002666	Metal, Cashbox Guide (3 per game)	10024161	Cable Assy, Light Power, Sides 1 & 3 (2 per game)

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
10024163	Cable Assy, Stick Light Power, Side 2	10025302	Cord, Power to Monitor (4 per game)
10024376	Cable Assy, Coin Door Harness (3 per game)	10026111	Ferrite, Flat (3 per game)
10024377	Cable Assy, Egg Light Power, Sides 1 & 3 (2 per game)	10026577	Outlet Strip (2 per game)
10024378	Cable Assy, Egg Light Power, Side 2	10027179	Cable Assy, DBA Cable (3 per game)
10024379	Cable Assy, Right Side LED Jumper (3 per game)	10027430	Station Board Ethernet Cable, Black, 5 Ft (2 per game)
10024458	Cable Assy, Left Side LED Jumper (3 per game)	10027439	Station Board Ethernet Cable, Yellow, 2 Ft
10024517	Cable Assy, Drop Tube RGB Jumper (3 per game)	10027749	Egg Lights Unmodified (18 per game)
10024583	Cable Assy, Speaker Jumper (3 per game)	10028588	Coin Door Cable (3 per game)
10024584	Cable Assy, Dot Matrix (3 per game)	10029198	Menu Button (6 per game)
10024589	Cable Assy, Lights Under TV Jumper	10029554	Cable Assy, Marquee Motor Disconnect Ground to Stud
10024652	Cable Assy, Scoring Ring Jumper (3 per game)	10032695	Marquee Ethernet Cable, Red, 14 Ft
10024703	Cable Assy, Button LED Jumper (3 per game)	10033363	Cable Assy, LED. Marquee Sign Short Tail (3 per game)
10024749	Cable Assy, Floor LED Jumper (3 per game)	10000514	Decal, Menu/Volume Decal (3 per game)
10024750	Cable Assy, Bottom Wrap LED Jumper (3 per game)	10032602	Vacuum Form, Marquee (3 per game)
10024751	Cable Assy, Menu Button & Meters (3 per game)	10032614	Decal, Monitor Frame (3 per game)
10024752	Cable Assy, Egg Light Jumper (3 per game)	10032616	Decal, Cover, Outside Pillar, Printed Plexi (3 per game)
10024753	Cable Assy, Mixing Motor Power	10032617	Decal, Ramp A (3 per game)
10024755	Cable Assy, Line Filter Power	10032618	Decal, Ramp B (3 per game)
10024758	Cable Assy, Central Board Power In	10032619	Decal, Front Door, Inner (3 per game)
10024760	Cable Assy, Display Ribbon (3 per game)	10032636	Decal, Door, Front (3 per game)
10024761	Cable Assy, LED. Pillar White Lights (3 per game)	10032637	Decal, Logo, Marquee. Printed Plexi (3 per game)
10024762	Cable Assy, LED. Pillar RGB Lights (6 per game)	10032638	Decal, Display Holder, Printed Plexi (3 per game)
10024764	Cable Assy, Button Panel LED (3 per game)	10032639	Decal, Cover, Side, Printed Plexi (3 per game)
10024765	Cable Assy, Scoring Ring LED (3 per game)	10032640	Decal, Console Top, Printed Plexi (3 per game)
10024766	Cable Assy, LED. Window Lights (6 per game)	10032641	Decal, Shelf (3 per game)
10024768	Cable Assy, LED. Drop Tube Lights (3 per game)	10032642	Decal, Joiner, Printed Plexi (3 per game)
10024769	Cable Assy, Underglow Floor Lights (3 per game)	10032644	Decal, Platter, Plexi
10024770	Cable Assy, LED, Lights Under Monitors (3 per game)	10032645	Decal, Cone, Printed Plexi
10024771	Cable Assy, Egg Light Male End (3 per game)	10033392	Platter Cup, Complete (5 per game)
10024772	Cable Assy, Egg Light Female End (6 per game)	10032647	Decal, Wrap, Yeti, Printed Plexi (3 per game)
10024773	Cable Assy, Lights in Marquee (6 per game)	10032648	Decal, Wrap, Under Platter, Printed Plexi
10024774	Cable Assy, LED. Marquee Sign Long Tail (3 per game)	10032649	Decal, Pillar, Inner, Printed Plexi (3 per game)
10024775	Cable Assy, LED. Marquee Wrap (6 per game)	10000618	Display Module (3 per game)
10024776	Cable Assy, LED. Bottom Wrap Lights (3 per game)	10000843	Bleed Resistor Board
10024786	Cable Assy, Coin Ground to Stud (3 per game)	10022967	Dot Matrix Control Board, Programmed (3 per game)
10024787	Cable Assy, DBA Ground to Stud (3 per game)	10023001	Ball Score/Count Sensor (6 per game)
10024788	Cable Assy, Door 1 Ground to Stud	10024858	Door Interface Board (3 per game)
10024789	Cable Assy, Door 2 Ground to Stud	10026125	Line Filter
10024790	Cable Assy, Door 3 Ground to Stud	10032651	Power Supply 650W
10024791	Cable Assy, Line Filter Ground to Stud	10032656	Station Control Board, w/Software (3 per game)
10024792	Cable Assy, Ticket Disp Ground to Stud (3 per game)	10032657	Central Control Board, Dippin Dots Drop, Programmed
10025288	Cable, USB-A TO USB-B Communication (6 per game)	10032658	Upper Control Board, Dippin Dots Drop, Programmed
10025290	HDMI Cable to Monitor (3 per game)	10033382	SD Card, Prgm for Dot Matrix Control Board (3 per game)
10025300	Power Cord to Top of Game	10033383	SD Card, Programmed for Station Control Board
10025301	Cord, Power Adapter	10032788	2.5 Amp Fast Blow Fuse for Central Control Board

TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Entertainment! We know that keeping your games in great operating condition is important to your business. When you need us, we are here to help. You can call us for free technical assistance, and you can count on us to have parts on-hand to support your game. When you do need us, it's important that you know what to expect.

We offer options that fit your needs.

Electronics / Circuit Boards:

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

Call our technicians to get recommendations for what you should keep on hand for spare parts!

Technical Support:

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

troubleshooting steps and convey to them exactly what's happening with your game.

Returns & Credits:

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

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

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

[You can count on our Technical Support Team for service and support!](#)

WARRANTY OPTIONS

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

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

New, purchased parts have a 30 day warranty.

Any labor expended is not included in this warranty.

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

This warranty does not apply in the event of any misuse or abuse to the product, or as a result of any unauthorized repairs or alterations. The warranty does not apply if the serial number decal is altered, defaced, or removed from its original position.

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

or e-mail to: service@baytekent.com