

SERVICE MANUAL

Grand PIANO KEYS



FACTORY CONTACT INFORMATION



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WELCOME TO GRAND PIANO KEYS

Congratulations on your purchase!

Please take a moment to read through this manual and be sure to contact us if you have any questions, or would like 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

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.

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

GAME SPECIFICATIONS

POWER REQUIREMENTS

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

MAX OPERATING CURRENT

3.5 Amps @ 115 VAC / 2 Amps @ 230 VAC

WEIGHT

NET WEIGHT	870 lbs.	395 kg
SHIP WEIGHT	1020 lbs.	463 kg

GAME DIMENSIONS

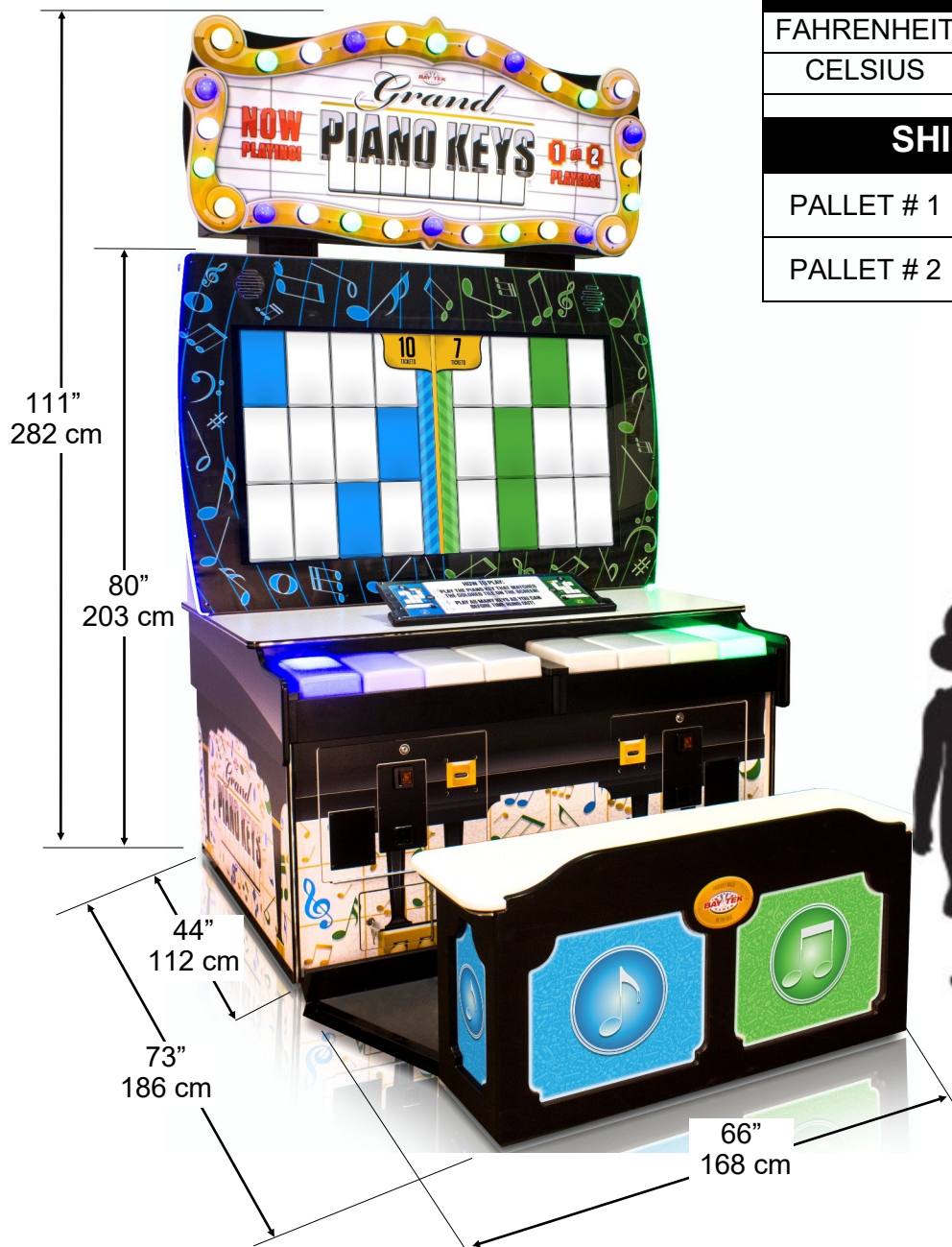
WIDTH	66 inches	168 cm
DEPTH	73 inches	186 cm
HEIGHT	111 inches	282 cm

OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING DIMENSIONS

PALLET # 1	90"L x 45"W x l 93" H 880 lbs. class 125
PALLET # 2	68"L x 38"W x l 23" H 140 lbs. class 125



GRAND PIANO KEYS GAME SETUP

The game will arrive on 1 pallet. Please inspect for shipping damage and report immediately to the freight company if any damage found.

Tools Needed:

2 Square head bit

7/16" Wrench

2 people

1 step ladder (6-8 foot)

5/32" Allen Hex bit

T-30 Torx Bit

Wire Snips

Phillips Screwdriver

Important:

Portions of this game are heavy, bulky and large. Assembly requires 2 people to lift heavy components, and ladders that are tall and strong enough to position components to the top of the game.

Instructions:

- From the large pallet, remove the cardboard surround, and plastic wrapping.

- Using 2 people, carefully remove the bench from the top of cabinet and set aside for later installation.

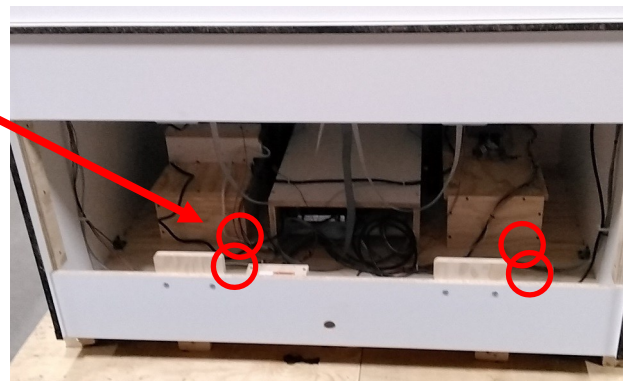
- Remove the bag of keys taped to the top console.

- Unlock and open the coin box to remove the hardware kit.

- Unlock and open the lower back door.

- Remove the 4 lag screws using a T-30 Torx bit.
The lag bolts can be discarded.

- Using 2 people, slide the game backwards off of the pallet, and place in final game room position.



- From the large pallet, remove the cardboard top, and remove the bubble wrapped instruction panel and unwrap.



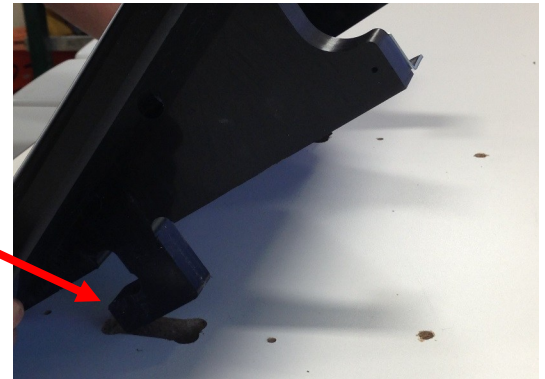
- Locate 2 small bolts from the hardware kit.



- The instruction panel will be attached here.



- Attach the instruction panel by inserting the tabs into the top of the cabinet and slide it towards the front of the cabinet.

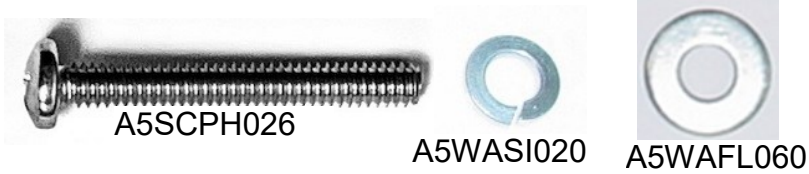


- Secure with Phillips bolts from the hardware kit using a Phillips screwdriver.

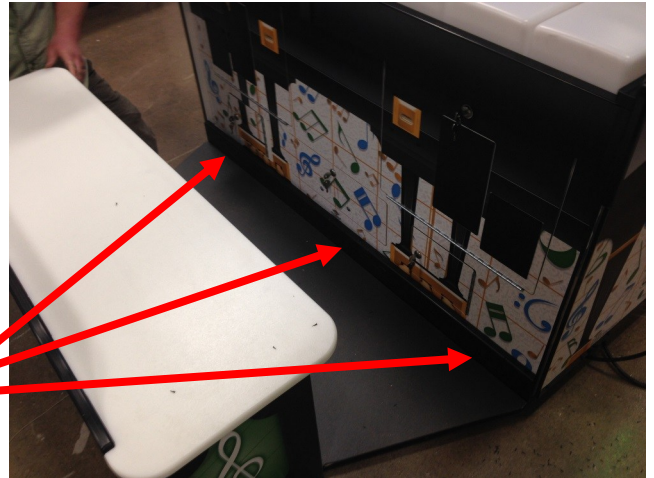


- Slide the bench up to the cabinet.

- Locate 3 Phillips bolts and 3 lock washers, and 3 washers from the hardware kit.

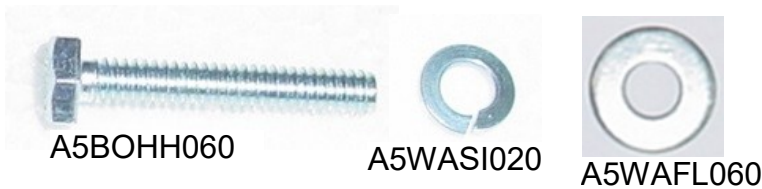


- Install the 3 sets of bolts, lock washers, and washers to secure the bench to the cabinet using a Phillips screwdriver.



- Using 2 people, carefully lift the marquee up to the top of the game. One person should hold the marquee in place, as the other person installs the hardware to secure.

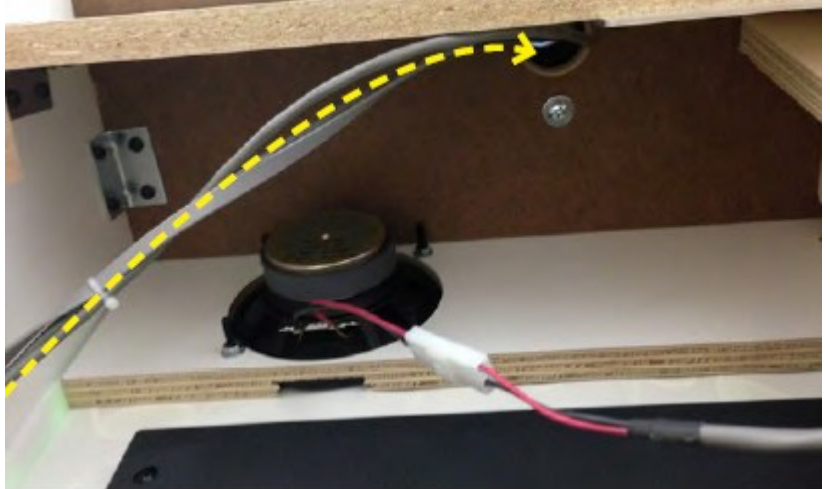
- Locate 4 bolts and 4 lock washers, and 4 washers from the hardware kit.



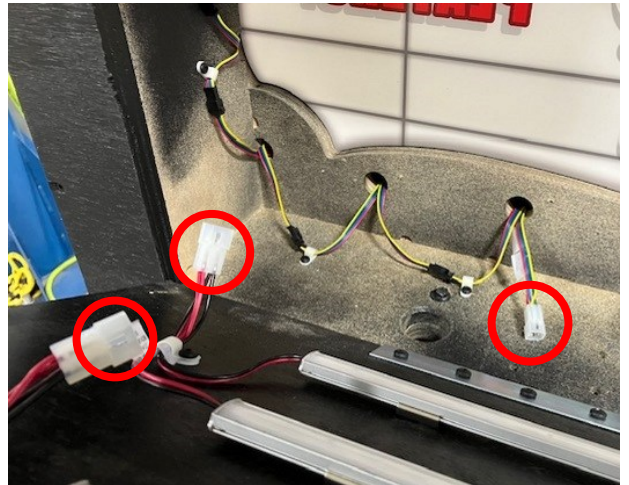
- Secure the marquee with the 4 bolts, lock washers, and washers using a 7/16" wrench.



- Route the cables from the upper left corner of the cabinet up through the hole into the marquee.



- Plug in the cables to the connectors in the marquee:
CE5324 to CB5325
CE5326 to CE5303 (2 connectors)



- Power game on by flipping the rocker switch on the power strip located inside the right side station door.



- The game is now set up and ready to play!
Enter the menu to adjust settings to your specific location.
Price per play / Ticket Settings / etc..

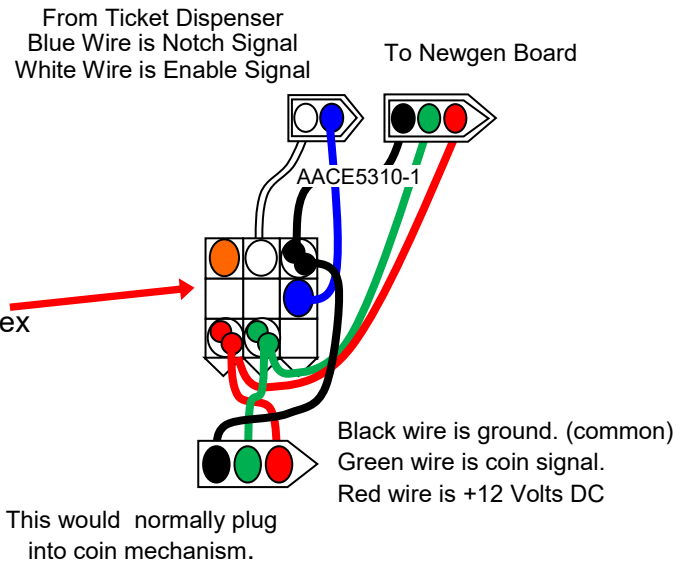
CARD SWIPE SYSTEM INSTALLATION

The Grand Piano Keys 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.

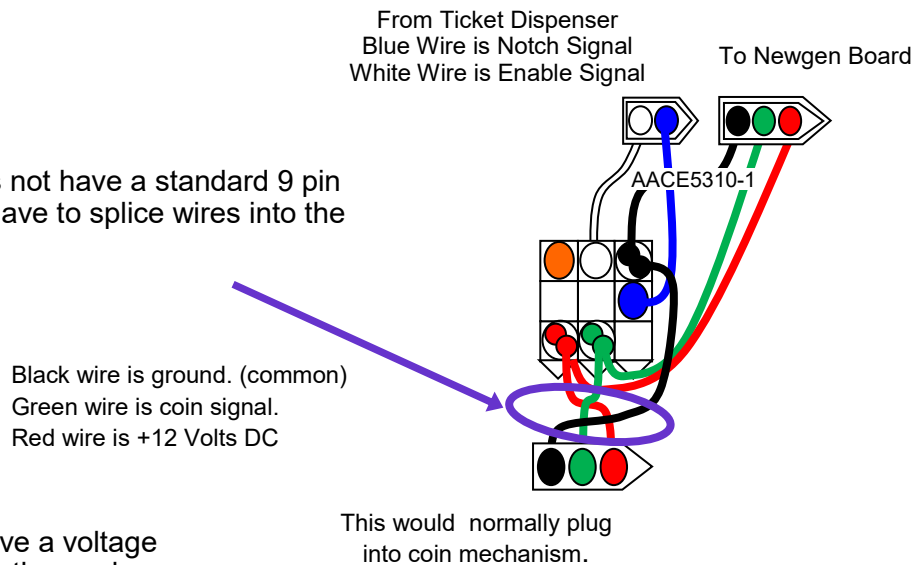
Option #1:

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 A5CE14003 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.

Menu Changes

Enter menu, go to "Pay In/Out" Menu
Change "Credits" to 1
Change "Card Reader" to Enabled

Go to "Game Settings" Menu
Set "Payout Type" to either Tickets, coupons

HOW TO PLAY

Worthy of a Standing Ovation!

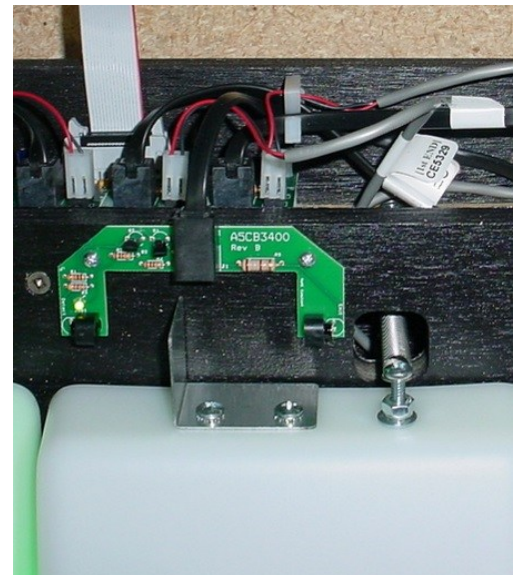
Grand Piano Keys' beautifully lit, attention-grabbing cabinet and marquee, along with the fun, simple game play will have aspiring musicians flocking back time and again to beat their high scores!

With the option of a 1-player solo or a 2-player duet, the competitive nature and player-paced play of Grand Piano Keys appeals to all ages.

Simply hit the oversized novelty key that matches the colored square on the 60" monitor to play a variety of well-known tunes, accumulating tickets as you go!

Hidden under the oversized keys are sensor boards that recognize which key is played and send the signals to the motherboard.

The faster and more accurately you play, the more tickets you win!



MAIN MENU FUNCTIONS

The Menu and Menu Select buttons are located inside the front door.



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

Press MENU to scroll through the options, and MENU SELECT to change the settings.

Default settings are highlighted in yellow below.

MAIN MENU

Game Volume: 40

Attract Volume: 30

Attract Timing: Sound on every 60 Seconds

Clear Credits & Tix: 3x's

Pay In/Out Menu >>

Game Settings Menu >>

Songbook Settings Menu >>

Date Time Menu >>

Statistics Menu >>

Diagnostics Menu >>

Restore Factory Settings: 3x's

Exit

MAIN MENU

Game Volume	Press the Menu Select button to cycle through sound level options from 0 to 100. "0" means no game volume. Default level is 40.
Attract Volume	Press the Menu Select button to cycle through sound level options from 0 to 100. "0" means no attract volume. Default level is 30.
Attract Timing	Press the Menu Select button to cycle through options for the timing between attract mode cycles. 30 Seconds, 60 Seconds, 90 Seconds, 120 Seconds, and the default of "Always On"
Clear Credits & Tickets	Press the Menu Select button 3 times to clear any accumulated credits and tickets
Pay In/Out Menu	Press the Menu Select button to enter the Pay In/Out Menu
Game Settings Menu	Press the Menu Select button to enter the Game Settings Menu
Songbook Settings Menu	Press the Menu Select button to enter the Songbook Settings Menu
Date Time Menu	Press the Menu Select button to enter the Date and Time Menu
Statistics	Press the Menu Select button to enter the Statistics Menu
Diagnostics	Press the Menu Select button to enter the Diagnostics Menu
Restore Factory Settings	Press the Menu Select button 3 times to restore factory default settings
Exit	Press the Menu Select button to exit the menu.

Software version is shown on the display as you enter the menu.

If it shows **Not Found**, then the circuit board is not communicating to motherboard.

Software Version 1.1.9

Aux Version 1.17

PAY IN/OUT 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.

PAY IN/OUT MENU

Credits: 4

Payout Pattern: #7 - 3 tickets every 4 keys (Avg:30) _-1_-2-

Card Reader: Disabled

Divide By 2: Disabled

Fixed Ticket Payout: Not Fixed

Ticket Cap: None

Back

Credits

0	1	2	3	4	5	6	...	9	10
---	---	---	---	---	---	---	-----	---	----

Sets the amount of credit pulses needed to start a game. “0” means the game will play continuously

Payout Patterns

PATTERN	TICKETS PER	KEYS HIT	AVERAGE TICKETS
0	NO TICKETS- AMUSEMENT ONLY		
1	1	10	4
2	1	5	8
3	1	3	13
4	2	5	16
5	1	2	20
6	4	7	23
7	5	8	25
8	4	6	27
9	3	4	30
10	7	8	35
11	5	4	50
12	7	4	70

Card Reader

Disabled

Enabled

Sets the wording on the screen to “Swipe Card”

Divide by 2

Disabled

Enabled

If Enabled, the game will dispense 1/2 the amount of tickets that it shows on the screen.

Fixed Tickets

Not Fixed	2	4	6	8	...	46	48	50
-----------	---	---	---	---	-----	----	----	----

This option will over rule any other options set and give the same amount of tickets for each game.

Ticket Cap

None	50	100	150	200	250	300	...	950	1000
------	----	-----	-----	-----	-----	-----	-----	-----	------

Option to set the most amount of tickets that the game will dispense per game.

GAME SETTINGS 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.

GAME SETTINGS MENU

Time Per Game: 20 SECONDS

Fine Tune Payout: 0.5 SEC LONGER Game Time (about 1 more key hit per game)

Payout Type: TICKETS

Game Start Timeout: 30 SECONDS

Back

Time Per Game

10	15	20	25	30	35	40	45	50	55	60
----	----	----	----	----	----	----	----	----	----	----

Amount of time (in seconds) per game.

This time directly affects payout. (Approximately 2 keys per second)

Fine Tune Payout

-2.5	-2	-1.5	-1	-.5	0	+0.5	+1	+1.5	+2	+2.5
------	----	------	----	-----	---	------	----	------	----	------

Allows the game to adjust the game time (in seconds) to make the game a bit longer or shorter.

Payout Type

Tickets	Points	Points
---------	--------	--------

Changes the wording on the screen for game payout.

Game Start Timeout

0	10	20	30	40	50	60
---	----	----	----	----	----	----

Sets the amount of time (in seconds) before the game starts without an input from the player.

0 means that the game will not start until the player hits a key.

SONGBOOK 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.

SONGBOOK MENU

[Next Song >>](#)

[Prev Song >>](#)

[Disable / Enable Song](#)

[Back](#)

**Chopsticks
Enabled**

Individual songs can be enabled or disabled from this song list.

Select “Next Song” to cycle through the song list.

Select “Disable / Enable Song” to disabled the song, or enable the song.

SONG BOOK		
DEMO SCALE	ENABLED	DISABLED
FUR ELISE	ENABLED	DISABLED
BA BA BLACK SHEEP	ENABLED	DISABLED
CAN CAN	ENABLED	DISABLED
TWINKLE TWINKLE	ENABLED	DISABLED
TEN GREEN BOTTLES	ENABLED	DISABLED
C3	ENABLED	DISABLED
ODE TO JOY	ENABLED	DISABLED
AULD LANG SYNE	ENABLED	DISABLED
CHOPSTICKS	ENABLED	DISABLED
HAPPY BIRTHDAY	ENABLED	DISABLED
STAR SPANGLED BANNER	ENABLED	DISABLED

DATE TIME 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.

This menu allows you to change the Hour, Minute, Month, Day, and Year.
Select “Apply Changes” to save the settings.

DATE TIME MENU

[Change Hour: 15](#)

[Change Minute: 7](#)

[Change Month: 11](#)

[Change Day: 1](#)

[Change Year: 2014](#)

[Apply Changes](#)

[Back](#)

STATISTICS 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.

STATISTICS MENU
Total Games: 32
Total Games Left: 21
Total Games Right: 11
Total Tickets: 383
Average Tickets: 11
Keys Played: 469
High Score: 20
HS Beat: 0
Reset Stats: 3x's
Reset High Score: 3x's
Back

Overall Summary

Total Games - Shows the total number of games played.

Total Games Left - Shows the total number of games played on the left cabinet side.

Total Games Right - Shows the total number of games played on the right cabinet side.

Total Tickets - Shows the total number of tickets dispensed.

Average Tickets - Shows average number of tickets per game.

Keys Played - Shows the total number of correct keys played.

High Score - Displays the current high score.

HS Beat - Displays the total number of times the high score was beat.

RESET STATS

Press the “SELECT” button 5 times to reset all statistics.

RESET HIGH SCORE

Press the “SELECT” button 5 times to reset the high score to the minimum value.

GAME DIAGNOSTIC MENU

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

This menu shows the status of different switches and sensors in the cabinet.


Press the individual keys to show the Key as “Down”

DIAGNOSTICS MENU
Menu Button: Up
Select Button: Up
P1 Key 1: Up
P1 Key 2: Up
P1 Key 3: Up
P1 Key 4: Up
P2 Key 1: Up
P2 Key 2: Up
P2 Key 3: Up
P2 Key 4: Up
Back

TROUBLESHOOTING GUIDE

Troubleshooting Strategy


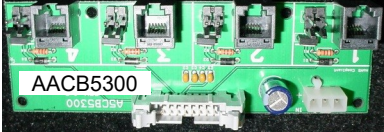
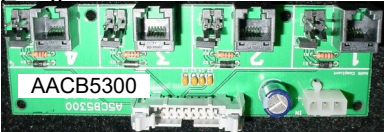
Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and remedy. Use the process of elimination to find the faulty component. Always check for the simple and obvious causes first such as unplugged, loose or broken wires and bad sensors, bent, pinched,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

Troubleshooting Chart		
Problem	Probable Cause	Remedy
<p>No power to the game. No lights on at all.</p>	<p>Unplugged. Circuit breaker tripped. Line Filter Faulty. Power strip faulty. Faulty cable/power supply.</p>	<p>Check wall outlet. Reset power strip breaker switch or building circuit breaker. Replace Line Filter (Part # A5FI9010) Change plug position, replace if needed. See Motherboard Power Supply diagnostics</p>
<p>Bill Acceptor on. But everything else off. (Power Supply not ON)</p>	<p>Power supply unplugged. Rocker Switch. Power supply shutting down because of 12 V overload. Faulty power supply.</p>	<p>Insure unit is plugged into power strip. Make sure rocker switch is set ON.  See power supply diagnostics to isolate bad component. A 12 volt short would cause this. See Motherboard Power Supply diagnostics</p>
<p>Dollar Bill Acceptor not functioning.</p> <p>Ensure Bill Acceptor is set to "Always Enable"</p>	<p>Look for "Minigen Comm error" on screen. Check for power to Bill Acceptor. Dirt or debris in acceptor slot. Pinched, broken, or disconnected wiring. Bill acceptor problem. Part # A5AC9091</p>	<p>Refer to "Minigen Comm error" diagnostic section. Acceptor should cycle stacker at game power up. If not, check cable connections. Refer to "How to Clean Bill Acceptor" Or clean with bill reader cleaning card. (A5CC9000) Check wiring from bill acceptor to NewGen Board. (AACE5310) Repair or replace wiring harness. Check J8 connector on Main Board for left side Bill Acceptor. Check J21 connector on Main Board for right side Bill Acceptor. Make sure wires are secure in connectors. 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>Meters do not work.</p> <p>Game meter will click as the game starts. If 5 dollars are inserted it will click once, then at the start of next 4 games. Ticket meter will click as tickets come out of game and notch is "seen" by dispenser.</p>	<p>Ensure correct number of tickets are being dispensed. Disconnected, loose or broken wires. Faulty counter.</p>	<p>Check ticket values. Refer to Tickets not dispensing troubleshooting section. Check connections and reseat J25 on Newgen board. Cables # AACE5305 and AACO3320 Replace counter. AACO3320</p>

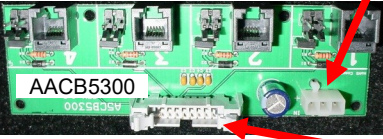


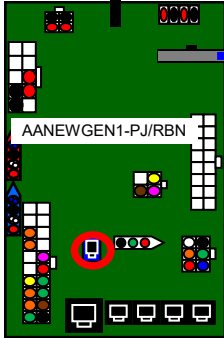
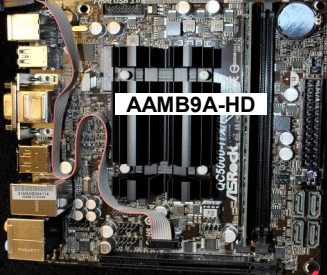
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Menu Buttons do not work</p> <p>Press and hold for 5 seconds.</p>	<p>Is “MiniGen Comm Err” on screen?</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty push button</p>	<p>Check ticket values. Refer to “MiniGen Comm Error” troubleshooting section.</p> <p>Check connections and reseat J25 on Newgen board. Cables # AACE5305 and AAPB2700</p> <p>Replace pushbutton. Part # AAPB2700</p>
<p>Left (Blue) or Right (Green) Lights around Monitor do not light.</p>	<p>Disconnected, loose or broken wires.</p> <p>Check for 12 Volts to LED’s</p>	<p>Check connections and reseat J24 on Newgen board. Cables # AACE5312, AACE5309 (Left) and AACE5308 (Right)</p> <p>If no 12 VDC, replace NewGen Board</p>
<p>Some Marquee Light Bulbs do not operate correctly.</p>	<p>One Marquee Bulb is faulty and causing others down the line to malfunction.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty Marquee Bulb</p>	<p>Remove faulty bulb and plug in next one in line to verify. Replace Bulb. A5LD6065.</p> <p>Check connections in between bulbs for broken or loose wires.</p> <p>Replace Marquee Bulb: The first bulb is part # AACE5325, all the others are part # A5LD6065.</p>
<p>All Marquee Light Bulbs do not operate correctly.</p>	<p>Power In cable from power supply is disconnected, loose or has broken wires.</p> <p>Communication cable from NewGen is disconnected, loose or has broken wires.</p>	<p>Check cable # AACE5324</p> <p>Check cable # AACE5324, AACE5331, and SPI filter board part # AACB9502</p>
<p>LED illumination in Marquee is not on.</p>	<p>Power In cable from power supply is disconnected, loose or has broken wires.</p> <p>LED Strip faulty.</p>	<p>Check connection to power supply. Cables # AACE5326 and AACE5303</p> <p>Replace LED strip. Part # AACE5303</p>

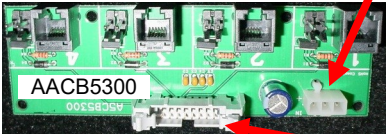
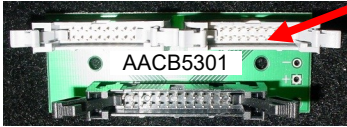
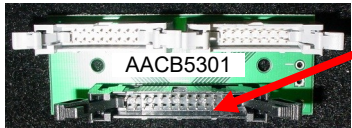
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Scoring Incorrectly</p> 	<p>Each key pressed is sensed by a metal tab on the back of key breaking an opto sensor.</p> <p>Refer to sections below to identify specific scoring problem.</p>	<p>Sensor is normally blocked, and LED indicator on board is ON.</p> <p>When key is pressed, sensor becomes unblocked and LED is OFF.</p>
<p>One key does not score</p> <p>Sensor is faulty behind key.</p>	<p>Remove piano tray to inspect sensor.</p> <p>Opto dirty or misaligned.</p> <p>Faulty cable.</p> <p>Faulty sensor.</p> 	<p>Refer to “How to access Piano Keys and Sensor” section.</p> <p>Clean optos and re-align optos.</p> <p>Inspect and reseat cable, swap with working key’s cable.</p> <p>Plug non-working sensor and cable into different socket on the Piano Keys Interface Board.</p> <p>If problem follows sensor - replace sensor (AACB3400)</p> <p>If problem stays with socket - replace Interface Board (AACB5300)</p>
<p>One key is scoring by itself or double scoring</p> <p>Sensor behind key is weak or misaligned.</p>	<p>Remove piano tray to inspect sensor.</p> <p>Opto dirty or misaligned.</p> <p>Faulty cable.</p> 	<p>Refer to “How to access Piano Keys and Sensor” section.</p> <p>Clean optos and re-align optos.</p> <p>Inspect and reseat cable, swap with working key’s cable.</p> <p>Plug non-working sensor and cable into different socket on the Piano Keys Interface Board.</p> <p>If problem follows sensor - replace sensor (AACB3400)</p> <p>If problem stays with socket - replace Interface Board (AACB5300)</p>
<p>Game not coining up.</p>	<p>Look for “Minigen Comm err” on screen.</p> <p>Ensure game makes sound when coin switch is triggered.</p> <p>Game set to large amount of credits per game.</p>	<p>Refer to “MiniGen Comm Err” error diagnostic section.</p> <p>Check coin switches—both should be wired normally open. If one switch is “closed” the other will not work either.</p> <p>Check wiring to NewGen Board. (AACBL4A-DOOR, AACE5310)</p> <p>Check Pay In/Out Menu. Ensure Coins/ Credits per Game is set. Default = 4.</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Entire side of keys do not score</p> <p>Interface Board faulty or disconnected</p> 	<p>Check for 12 Volts DC power into Interface board.</p>  <p>Check ribbon cable to Splitter Board</p>	<p>Check cable # AACE5323 for 12 volts DC Follow back to power supply and ensure good connection.</p> <p>Plug ribbon cable into a different socket on the Splitter Board. If problem follows ribbon cable - replace Interface Board (AACB5300) If problem stays with socket - replace Splitter Board (AACB5300), ribbon cable to NewGen (AACE5306) or NewGen (AANEWGEN1-PJ/RBN)</p>
<p>Both sides of keys do not score</p> <p>Ribbon cable or NewGen Board faulty</p> 	<p>Check for 12 Volts DC power into both Interface boards.</p> <p>Check ribbon cable from Splitter Board to NewGen Board</p>	<p>Check cables # AACE5323 for 12 volts DC Follow back to power supply and ensure good connection.</p> <p>Reseat ribbon cable on both ends. If problem persists - replace Splitter Board (AACB5300), ribbon cable to NewGen (AACE5306) and NewGen (AANEWGEN1-PJ/RBN)</p>
<p>No Sound</p> <p>Motherboard creates sound, NewGen board amplifies it.</p> 	<p>Volume set to zero in menu.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty speaker.</p>	<p>Enter Main Menu and verify: Game Volume & Attract Volume are not zero</p> <p>Check connections and reseat audio cable from motherboard to NewGen board. Cables # AACE8811, AACE5311, and A5CE2300, A5CORD21.</p> <p>Unplug audio jack cable (A5CORD21) 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 NewGen may be faulty.</p> <p>Determine if NewGen board is good.</p> <p>Replace speaker. AACE8811</p> 

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>One key does not light up</p> <p>LED strip is faulty behind key.</p>	<p>Remove piano tray to inspect sensor.</p> <p>LED strip unplugged from CB5300 board.</p> <p>Faulty cable.</p>	<p>Refer to “How to access Piano Keys and Sensor” section.</p> <p>Inspect and reseat cable, swap with working key’s cable.</p> <p>Plug non-working LED cable into different socket on the Piano Keys Interface Board.</p> <p>If problem follows LED - replace LED (AACE5330)</p> <p>If problem stays with socket - replace Interface Board (AACB5300)</p>
<p>Entire side of keys do not light up</p> <p>Interface Board faulty or disconnected</p> 	<p>Check for 12 Volts DC power into Interface board.</p>  <p>Check ribbon cable to Splitter Board</p>	<p>Check cable # AACE5323 for 12 volts DC Follow back to power supply and ensure good connection.</p> <p>Plug ribbon cable into a different socket on the Splitter Board.</p> <p>If problem follows ribbon cable - replace Interface Board (AACB5300)</p> <p>If problem stays with socket - replace Splitter Board (AACB5300), ribbon cable to NewGen (AACE5306) or NewGen (AANEWGEN1-PJ/RBN)</p>
<p>Both sides of keys do not light up</p> <p>Ribbon cable or NewGen Board faulty</p> 	<p>Check for 12 Volts DC power into both Interface boards.</p> <p>Check ribbon cable from Splitter Board to NewGen Board</p>	<p>Check cables # AACE5323 for 12 volts DC Follow back to power supply and ensure good connection.</p> <p>Reseat ribbon cable on both ends.</p> <p>If problem persists - replace Splitter Board (AACB5300), ribbon cable to NewGen (AACE5306) and NewGen (AANEWGEN1-PJ/RBN)</p>
<p>Low Tickets message on monitor</p>	<p>Tickets are empty in ticket tray</p> <p>Faulty cable. Disconnected, loose or broken wires.</p> <p>Faulty low ticket switch.</p> <p>Faulty NewGen Board</p>	<p>Load tickets into tray. Ensure tickets hold down micro switch wire.</p> <p>Check connectors from low ticket switches to NewGen board. Check for continuity. (AACE5310)</p> <p>Inspect switch and replace if needed. (AASW200)</p> <p>Replace NewGen Board. (AANEWGEN1-PJ/RBN)</p>


TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Tickets do not dispense or Wrong amount dispensed. Check for the correct amount of tickets showing on monitor	Tickets on monitor does not match tickets coming out of game.	Opto Sensor on ticket dispenser dirty. Faulty ticket dispenser. Notch on tickets cut too shallow. Faulty cable. Disconnected, loose or broken wires. Faulty Main Board.
	Tickets on monitor does match tickets coming out of game.	Settings in Menu are incorrect.
		Enter Menu and check certain areas: Payout Pattern Divide By 2 Fixed Ticket Payout Ticket Cap

MiniGen Comm Error

MINIGEN COMM ERR

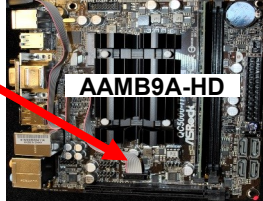
Game does not coin up and error shows on screen



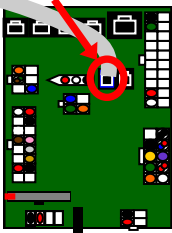
RX is receiver communication from Newgen Board. It should be flashing rapidly and dim.

TX is transmitter communication from Motherboard. It should be flashing rapidly and dim.

Power comes from Newgen Board. It should be on if power is on.



If "Power" is not solid ON
 Ensure AACE5320 cable is plugged into blue "IN" socket on NewGen board. (J16)
 Check AACE5318 cable providing 12 VDC power in to NewGen
 Replace NewGen if needed.
 Replace Serial Interface board. (AACB2204)



If "TX" & "RX" are not blinking very fast
 Communication to Motherboard faulty.
 Check AACE5319 to motherboard.
 Machine may have an adaptor (A5CN1031)

If "TX" is slowly blinking
 Motherboard is trying to communicate, but getting no response from the NewGen
 Check cable to NewGen, replace if needed.

If "RX" is solid on.
 NewGen is sending bad signals to com board.
 Replace NewGen Part # AANEWGEN1-PJ/RBN


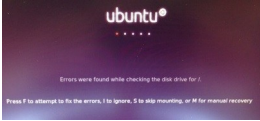

Monitor Troubleshooting

The monitor on Grand Piano Keys is actually a television.

This has many advantages over a traditional game monitor.

- The TV should power on when game power is applied.
- The TV has a RF sensor (used for remote control) which may be interfered with from other devices.
- The TV uses a HDMI cable from motherboard for video input.



Problem	Probable Cause	Remedy
Monitor has nothing at all on power up.	Power cable unplugged from monitor. Monitor turned Off.	Ensure power is plugged into back of monitor, down to power strip. Use remote control or buttons on back of monitor to turn it on
Error on screen at power up. Re-Boot game to see if problem still exists.	Display shows “Kernel panic – unable to mount root” Display shows “ASROCK Setup Utility Menu”  Display shows “Ubuntu— Check drive for errors”	Faulty or loose RAM, faulty software, faulty motherboard No SATA drive in motherboard. Check for red & black power connector from power supply.   Plug in keyboard and press the “F” key. It will check drive for errors and start game
Monitor shows “NO SIGNAL” bouncing around screen.	Monitor HDMI cable unplugged. Power Supply not turning on - Turn game off from wall and wait 5 minutes before turning back On. Important: If power supply itself is turned off inside cabinet, the motherboard is still receiving power from the TV through the HDMI cable. It will not power on correctly until entire game is turned off for 5 minutes. Continue to “Monitor & Power Supply Diagnostics”	

To remove power to game, please either unplug game from the wall, or turn off rocker switch on outlet strip inside game.

Important: If power supply itself is turned off inside cabinet, the motherboard is still receiving power from the TV through the HDMI cable. It will not power on correctly until entire game is turned off for 3 minutes.

How to turn off game:

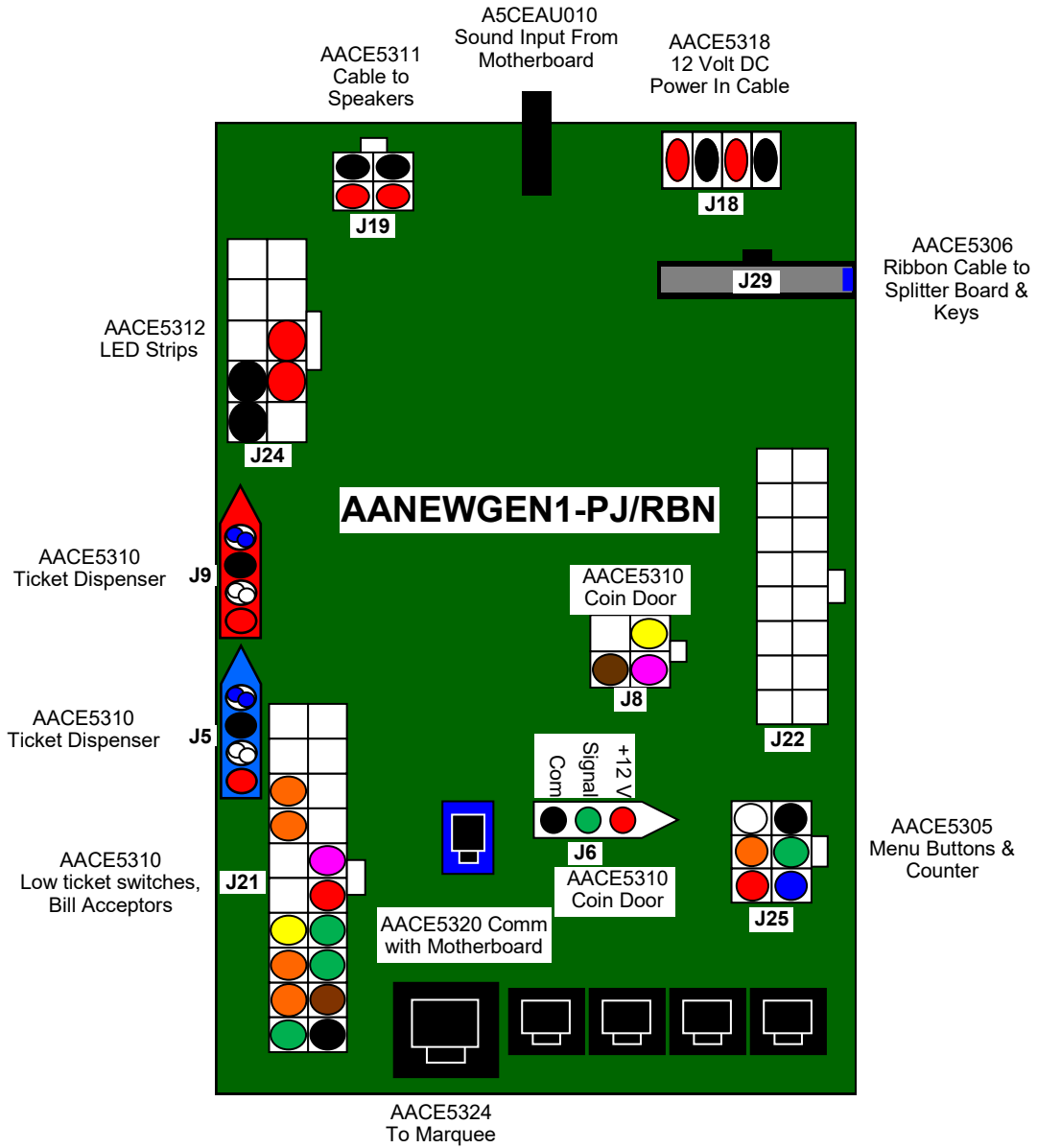
Open right player door and locate power strip. Switch rocker switch Off.



Other Monitor problems Blurry Monitor Too bright, or dim. Laggy Video and Screen Sizing Issues	Open back door of cabinet. Menu buttons are located on right edge of monitor. Use buttons to access monitor menu. Verify that the screen looks good and image is centered. Refer to “How to Set up Monitor” Section Motherboard may not be compatible with the monitor. MB10, MB11, or MB12 will work fine. MB9 and MB10E may exhibit these laggy video and sizing symptoms.
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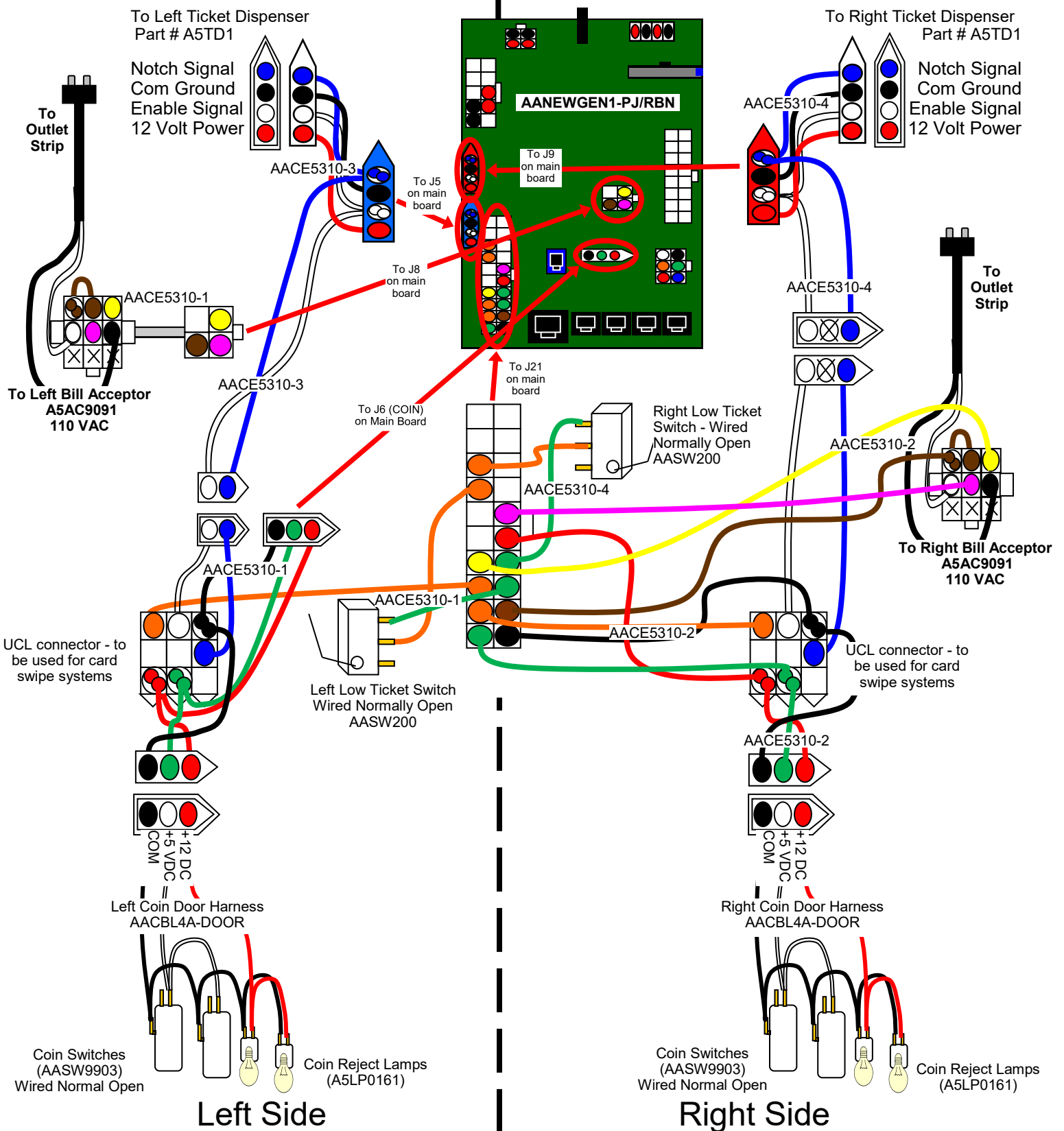
NEWGEN I/O BOARD



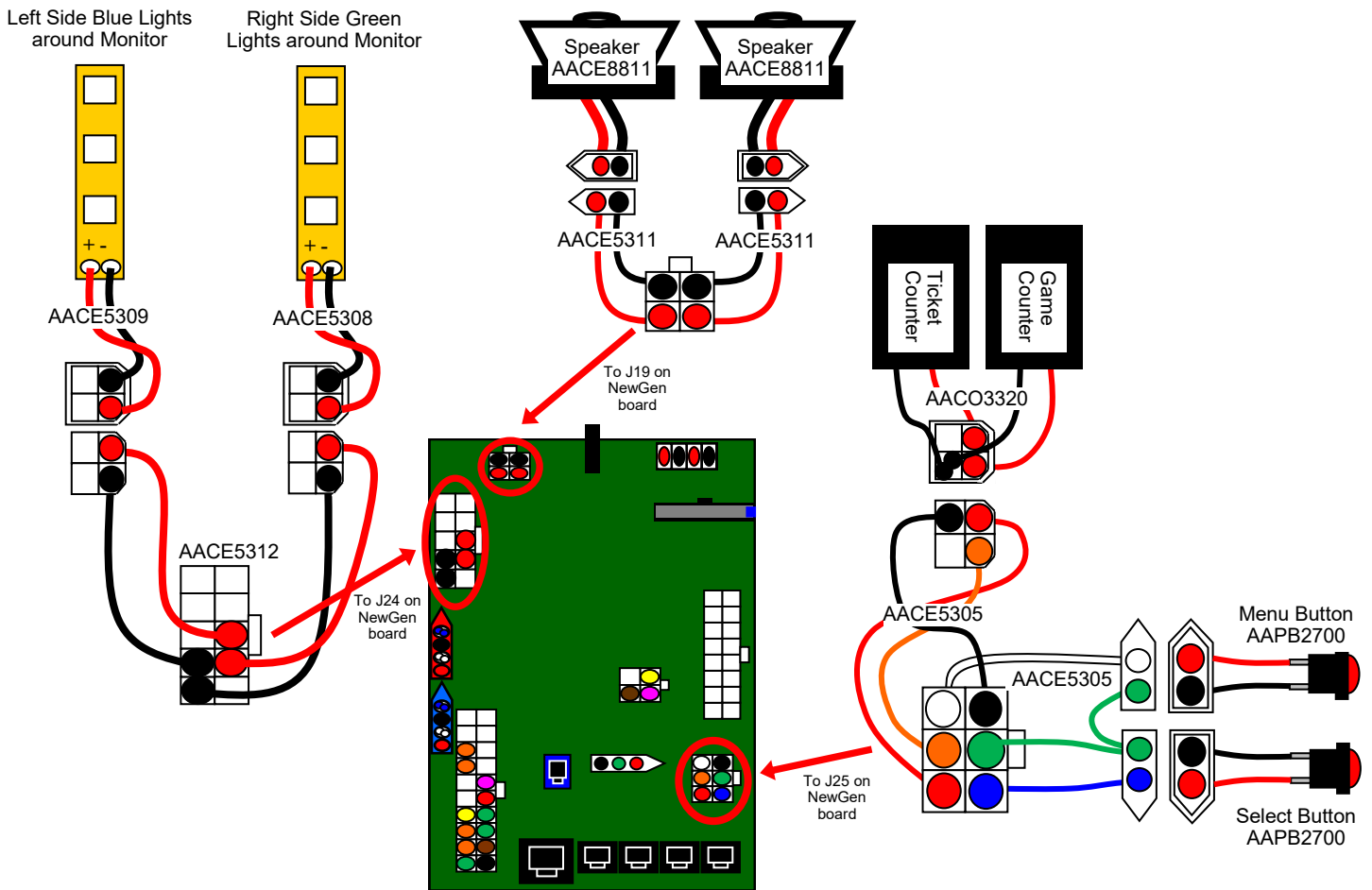
Coin Mech, Ticket Dispenser, DBA, Low Ticket Switch Wiring Diagram

Left Side

Right Side



Menu Buttons, Speakers, Meter Wiring Diagram



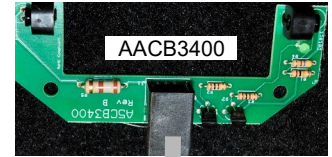
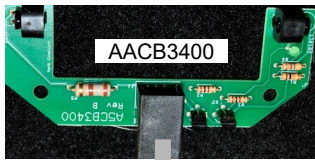
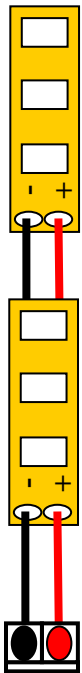
Piano Keys Wiring Diagram

Blue LED Under Keys
AA5CE5330

Green LED Under Keys
AA5CE5329

Left Side Piano Keys
For sets of components
populate circuit board per
this example

Right Side Piano Keys
For sets of components
populate circuit board per
this example



Normally Blocked - so LED is ON
Once key is pressed, Sensor is not
blocked, so LED is OFF

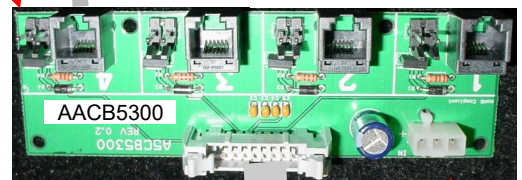
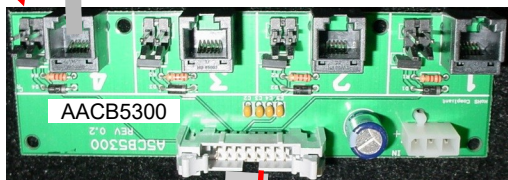
Normally Blocked - so LED is ON
Once key is pressed, Sensor is not
blocked, so LED is OFF

A5CE5313

A5CE5313

Piano Keys Interface Board

Piano Keys Interface Board

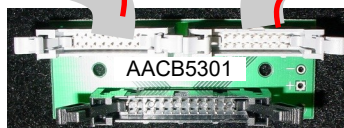


AA5CE5307

AA5CE5307

Communication
to Left Side

Communication
to Right Side



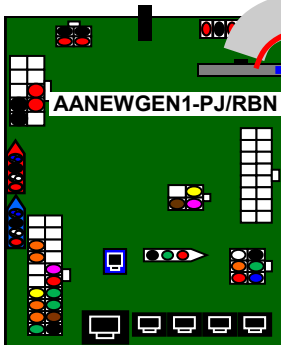
12 VDC
Power In

AA5CE5323



AA5CE5306

Communication from
NewGen



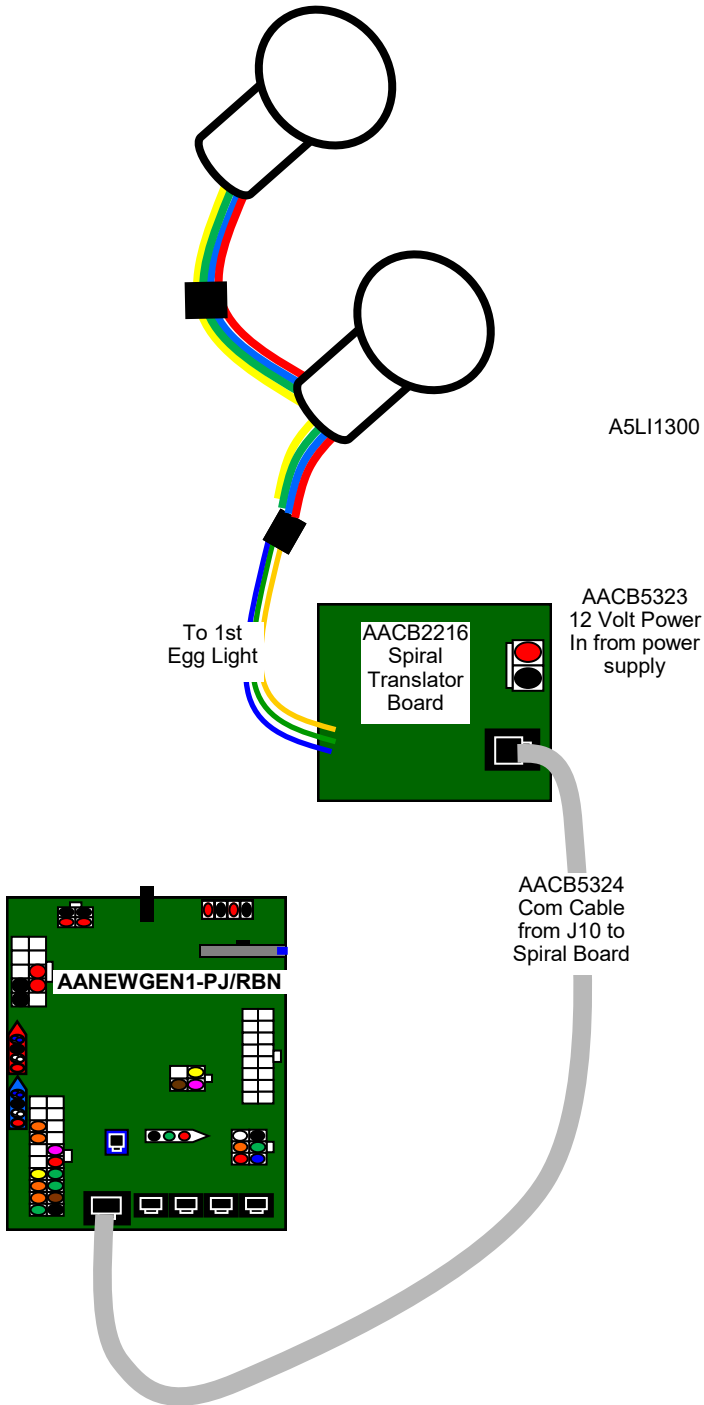
Marquee Wiring Diagram

There are 2 different bubble marquee lighting schemes that depend on your game serial number.

Original Design:

Game serial #'s:

All prototype games and up to 113, 117, 127 - 130

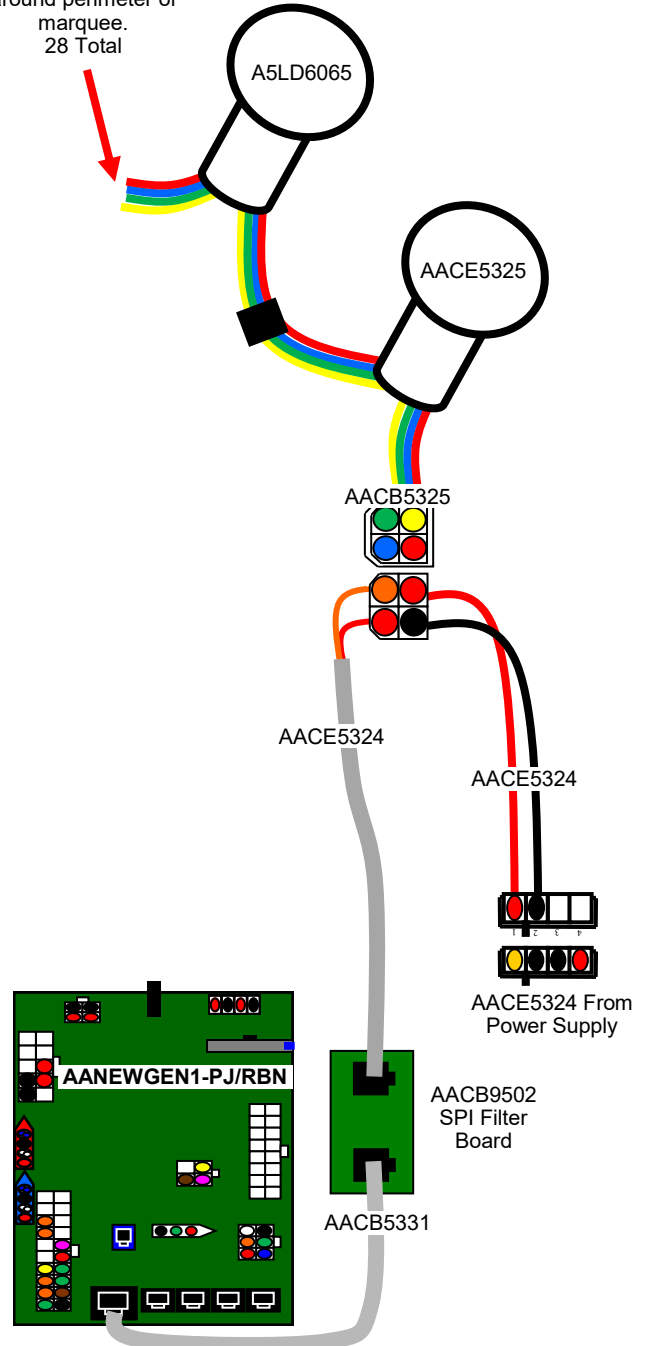


Current Design:

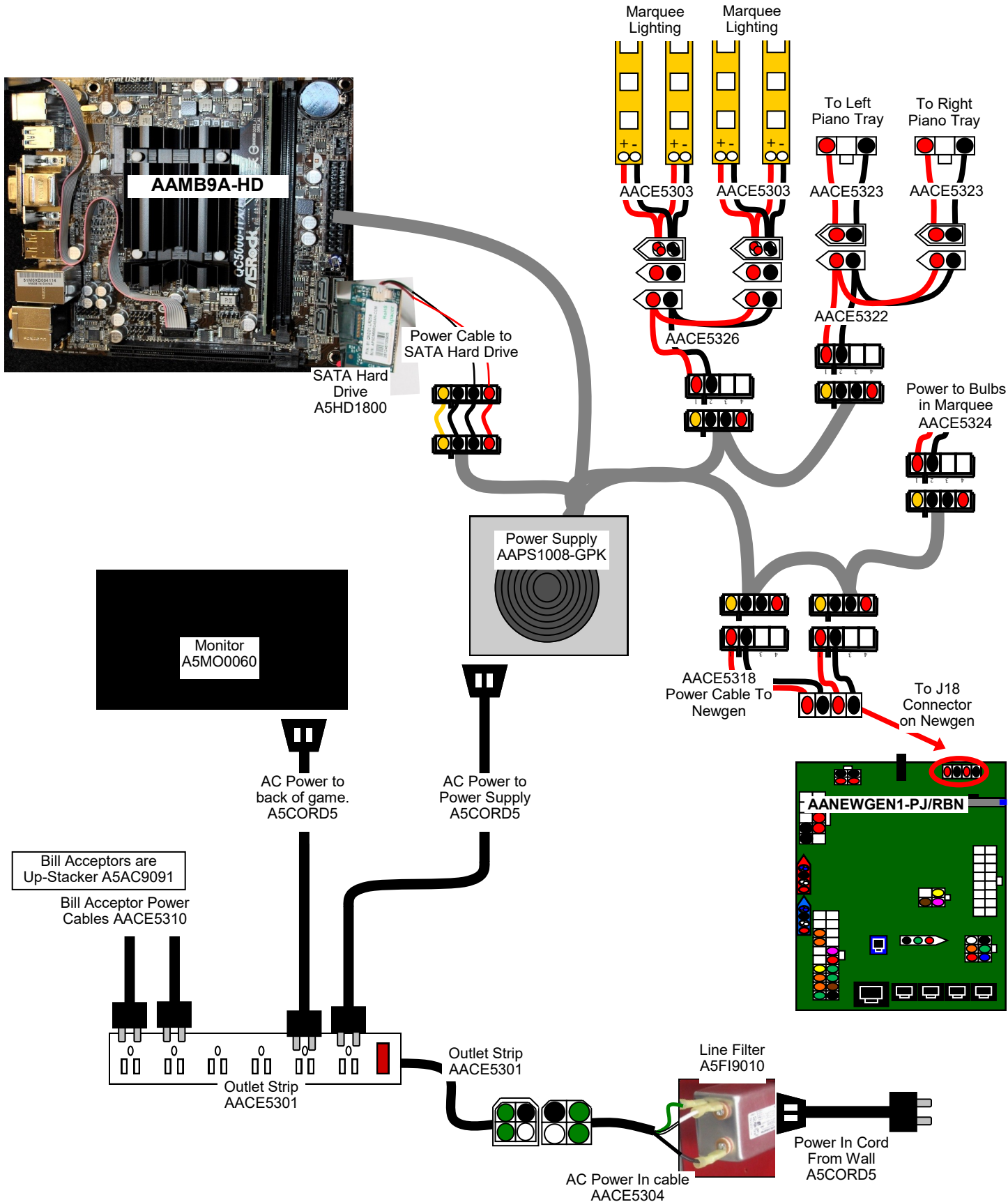
Game serial #'s:

114 - 116, 118 - 126
131 and higher

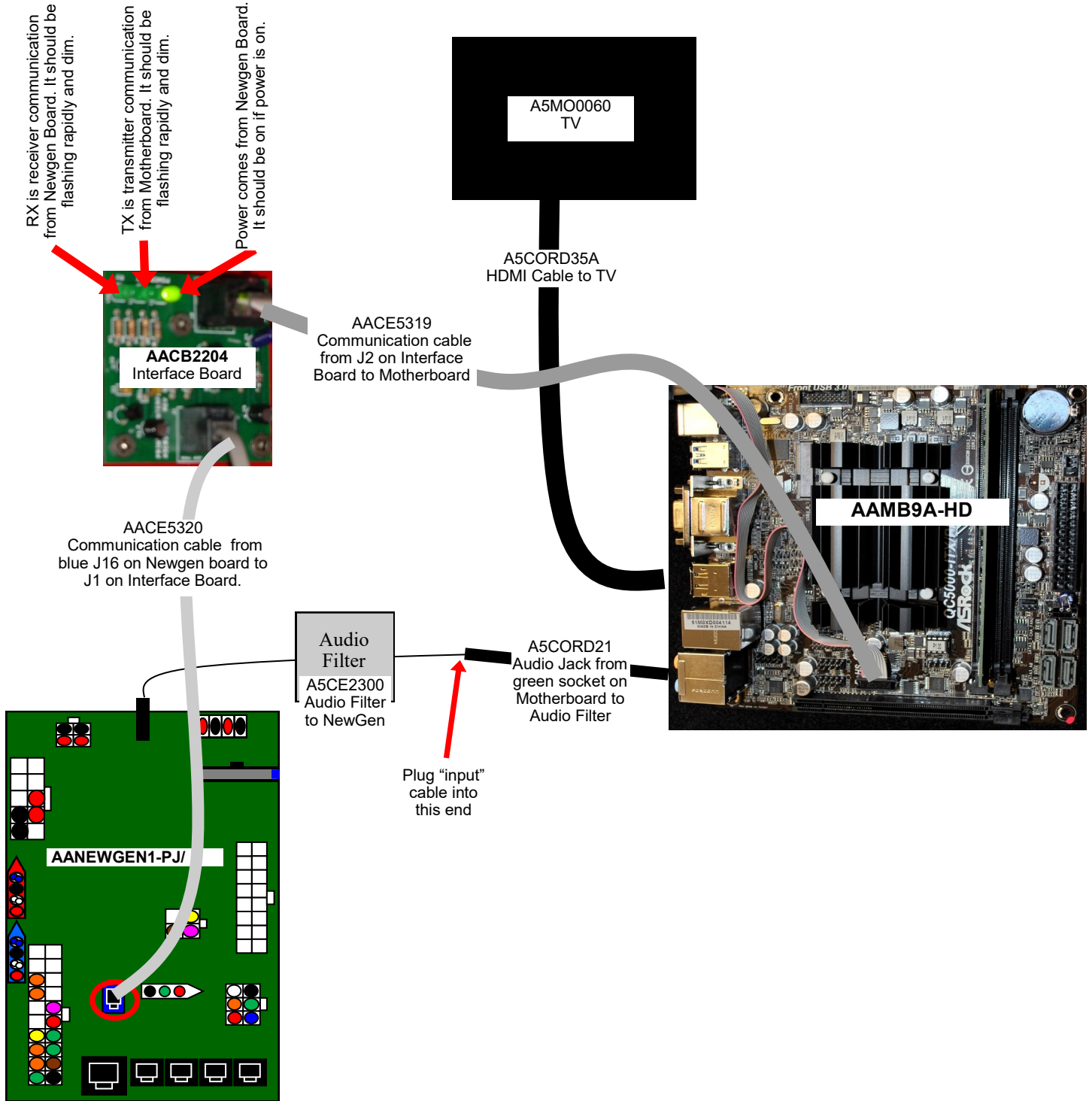
Marquee Lights are connected together around perimeter of marquee. 28 Total



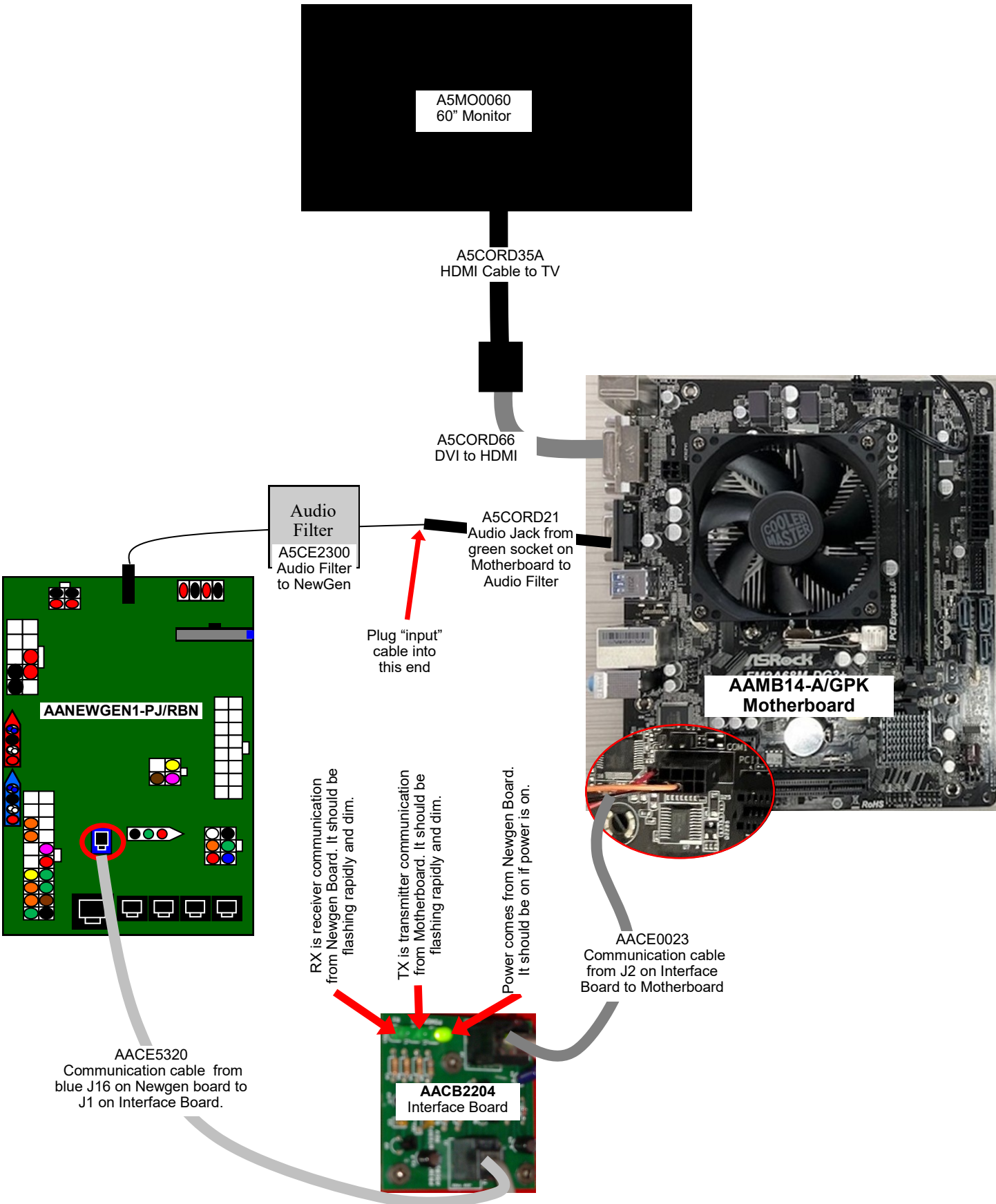
AC in, Power Supply Wiring Diagram



Older Motherboard Communication Wiring Diagram



Current Motherboard Communication Wiring Diagram



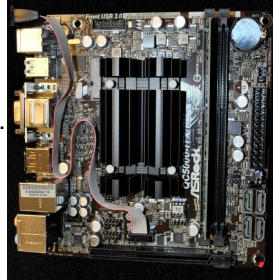
MOTHERBOARD OPTIONS

Grand Piano Keys games may have 4 different types of motherboards. This is because motherboards become obsolete, and can not be purchased.

Motherboards are sourced to be backward compatible in most cases.

AAMB9

4 pin power connector not needed.
24 pin power in connector.



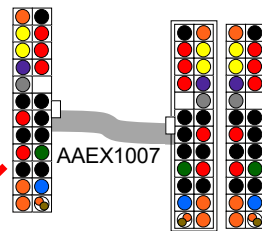
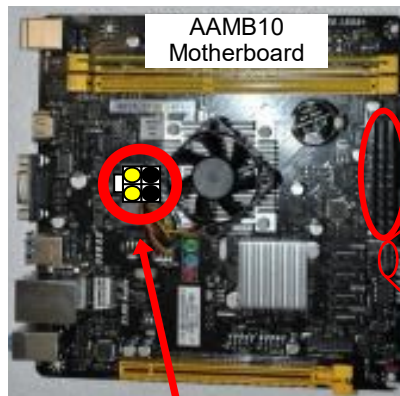
AAMB12

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



AAMB10

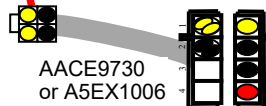
4 pin power connector needed. (Black, Black, Yellow, Yellow)
24 pin power in connector.



This motherboard must be plugged in this way!



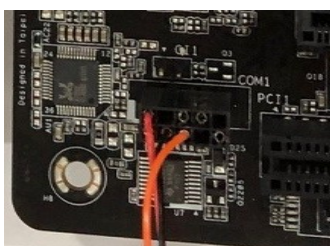
AACE0023-P
Communication
Cable to Interface
Board



AAMB11 (Larger footprint motherboard.)

4 pin power connector needed. (Black, Black, Yellow, Yellow)
24 pin power in connector.
Different Communication Board and USB cable to comm board.

Grand Piano Keys (starting on 3/4/20) uses AACE0023 cable on motherboard to AACB2204A



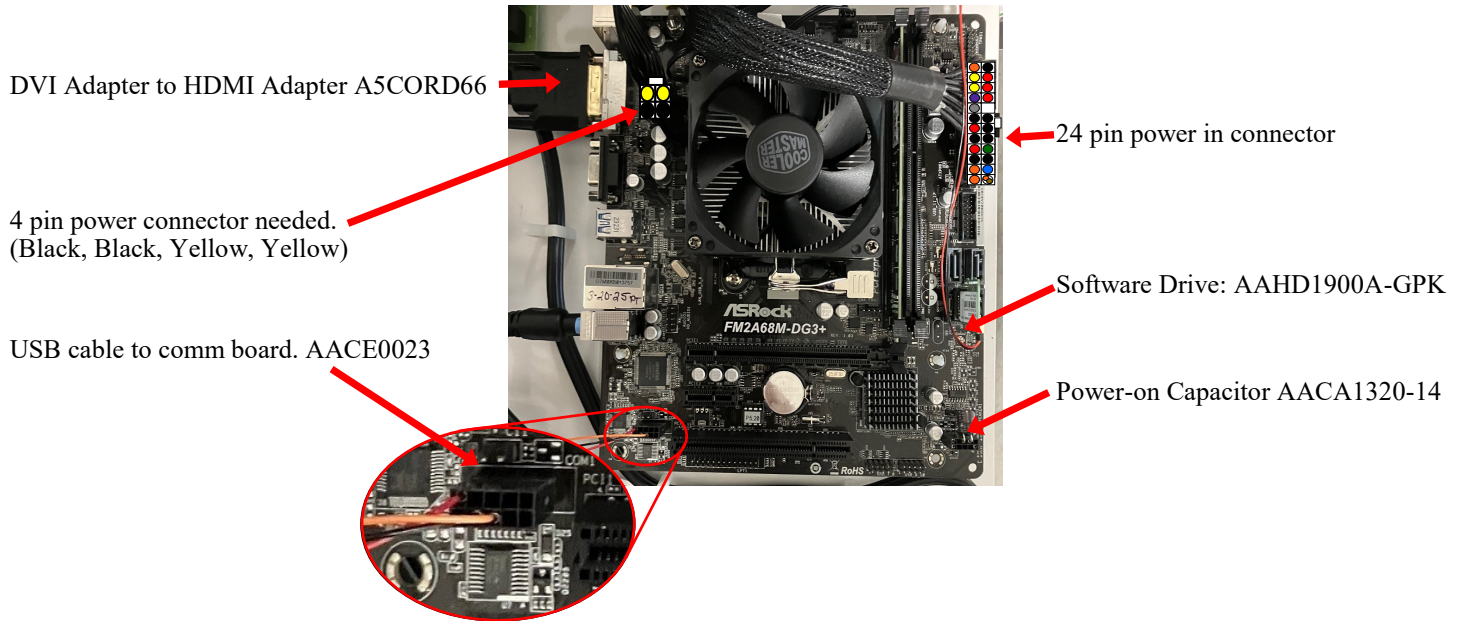
MOTHERBOARD OPTIONS

Grand Piano Keys games may have 4 different types of motherboards. This is because motherboards become obsolete, and can not be purchased.

Motherboards are sourced to be backward compatible in most cases.

AAMB14-A/GPK (Larger footprint motherboard.)

Currently used in Grand Piano Keys games as of March 2025.



Motherboard & Power Supply Diagnostics

1.) Verify AC power to game. Check power strip in front door.

The rocker switch should be illuminated.



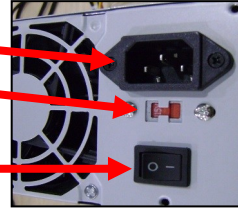
2.) Check connection to power supply.

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, then replace power supply. (A5PS1008)
- If power supply fan is not turning, then continue to "Verify Power to Motherboard"



Important: If power supply itself is turned off inside cabinet, the motherboard is still receiving power from the TV through the HDMI cable because monitor is running from 110VAC and feeding the motherboard.

It will not power on correctly until entire game is turned off for 5 minutes.

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.

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

Minimize load on power supply and isolate short

Unplug all outputs from power supply except for motherboard.

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

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

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

**If power supply still does not power on, unplug entire game from wall and wait a full 5 minutes.
Then plug game back in to wall.**

If power supply still does not power on, replace power supply (AAPS1008-GPK)

Replace motherboard if still does not power on.

BILL ACCEPTOR DIAGNOSTICS

Note: There are many different models and brands of Bill Acceptors that are used on redemption games. Your Bill Acceptor may differ from the unit shown. Standard DBA is MEI # AE2454-U5E Part # A5AC9101

Determine if Bill Acceptor has power:

Turn game ON—The bill acceptor should make noise as stacker cycles and green lights on outside bezel should flash.

If NO power:

Use meter to measure 12 VDC voltage at cable going into Bill Acceptor from front I/O Aux Board

If power is OK:

Clean Bill Acceptor path to make sure there is nothing jamming unit.

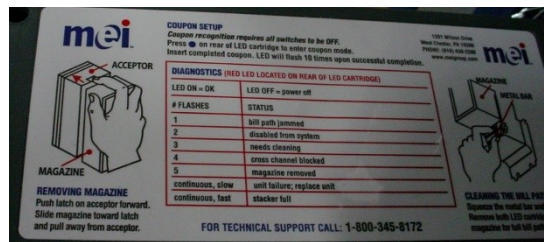
Check dipswitch settings on side of acceptor.

Make sure switch # 8 is OFF for Always Enable



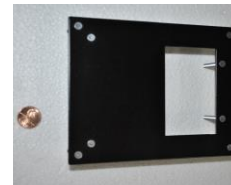
ERROR CODES

Count the number of flashes on front bezel of Bill Acceptor and follow on Bill Acceptor chart for repair instructions.



BLANKING PLATES AVAILABLE

A5PL4200 DBA Plate used for Upstacker Bill Acceptor



A5PL9998 Plate used instead of Coin Mechanisms



A5PL8900 Plate used for Bill Validator



A5PL9995 Plate used instead of ticket dispenser



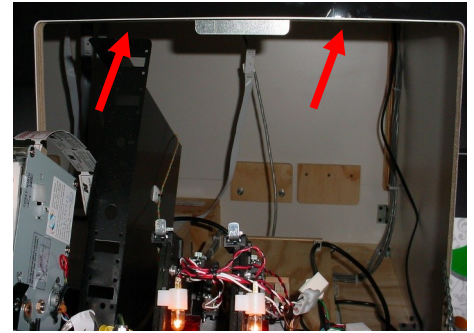
How To: Access Piano Keys and Sensors

Entire tray with 4 keys can be slid out toward front of game to access sensors and LED's.

To Remove Tray:

Open front door and remove 2 bolts with 7/16" wrench.

Carefully slide tray out toward front of cabinet.

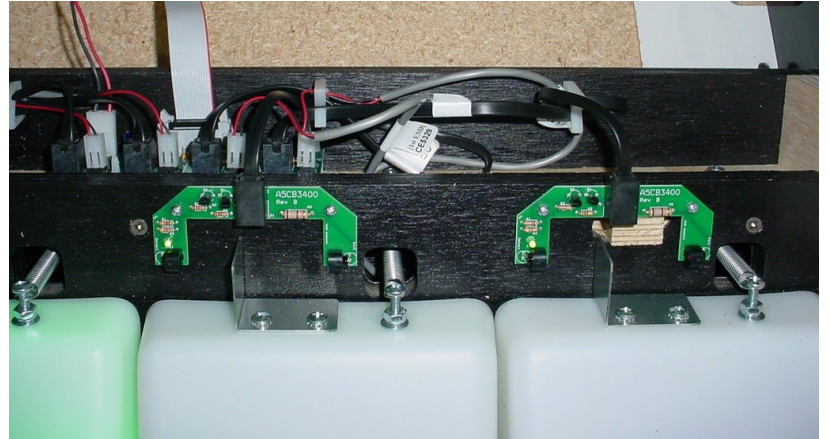


Sensors are now visible to further troubleshoot.

Sensors:

Are Normally Blocked - so LED is ON

Once key is pressed, Sensor is not blocked, so LED is OFF



How to Install Software

There are 2 boards into which software can be installed:

1.) Newgen Software Installation - With game power ON - insert USB update stick into Minigen socket on right edge of board. Press "Boot" button on Minigen located near dipswitches.



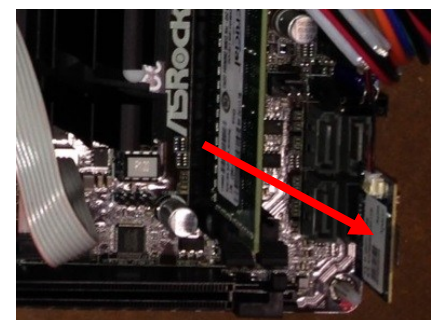
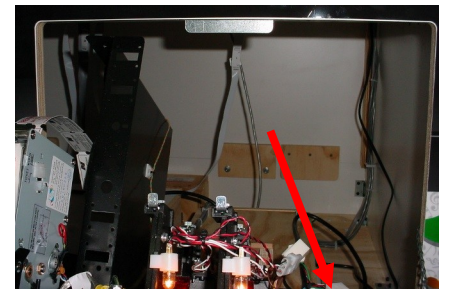
2.) Motherboard Software Installation - To remove power to game, please either unplug game from the wall, or turn off rocker switch on outlet strip inside game.

Important: If power supply itself is turned off inside cabinet, the motherboard is still receiving power from the TV through the HDMI cable. It will not power on correctly until entire game is turned off for 3 minutes.

How to turn off game:

Open left player door and locate power strip. Switch rocker switch Off.

Remove old SATA drive located in bottom left corner of motherboard. Install new SATA software.

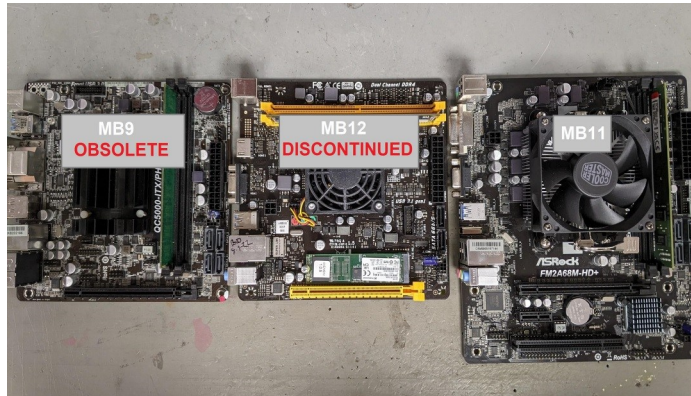




Motherboard Update Instructions



Due to previous motherboards becoming unavailable, Baytek has changed the motherboard for this game. The original motherboard was an MB9. Some versions of this game were built utilizing an MB12. Due to availability, the current motherboard moving forward (as of 07/25/2023) is an MB11

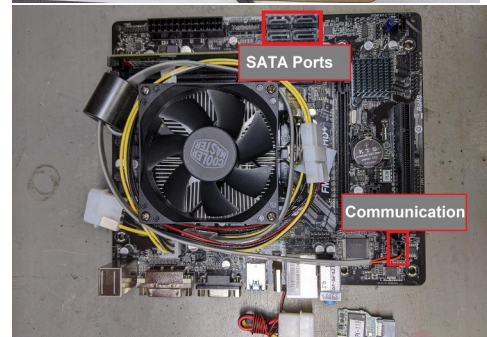
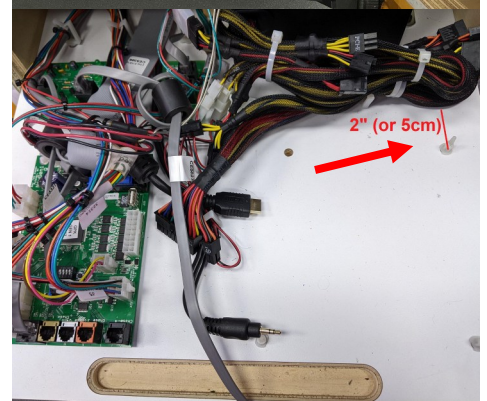
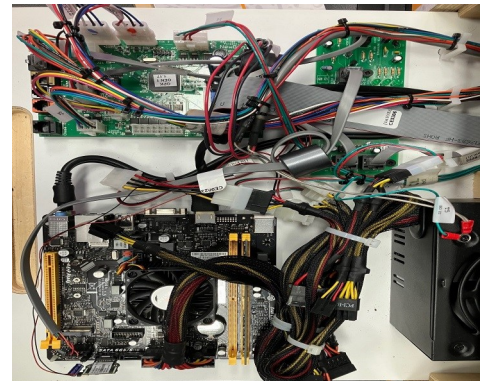


Instructions:

- To replace the motherboard, unlock the small panel in the middle of the cabinet located between the player stations.
- Pull the wooden electronics mounting board out to gain access to the motherboard
- Remove the old motherboard from the mounting board by pressing in on the tab securing the motherboard to the nylon stand-off
- The stand-off closest to the motherboard will have to move two inches (2") (or 5cm) closer to the power supply in order to accommodate for the MB 11's length
- Drill a small hole in the mounting board and fit the standoff in place. There should still be plenty of room for the bound cables to rest between the motherboard and the power supply.

All necessary cables and components will be included with your new motherboard.

- Included components are:
- MB11 Motherboard
 - SATA hard drive and power cable
 - Communication cable
 - Auxiliary Power Cable



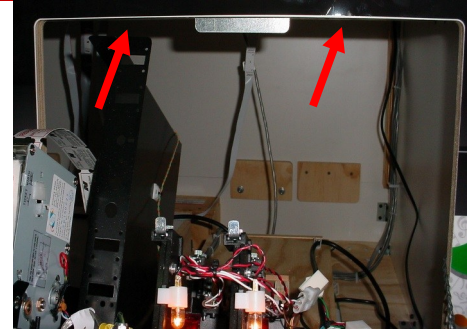
HOW TO ACCESS & CHANGE PIANO KEYS

Entire tray can be slid out toward front of game to access keys.

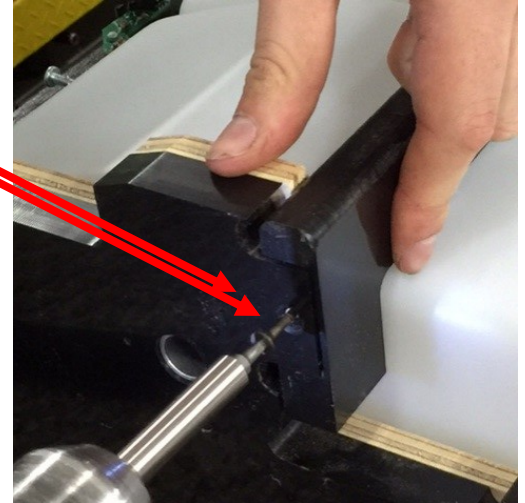
To Remove Tray:

Open front door and remove 2 bolts with 7/16" wrench.
Carefully slide tray out toward front of cabinet.

The sensors and keys are now available to clean if needed.



Remove the black bar over the keys by removing the screws on the side of the tray by using a # 2 square bit.



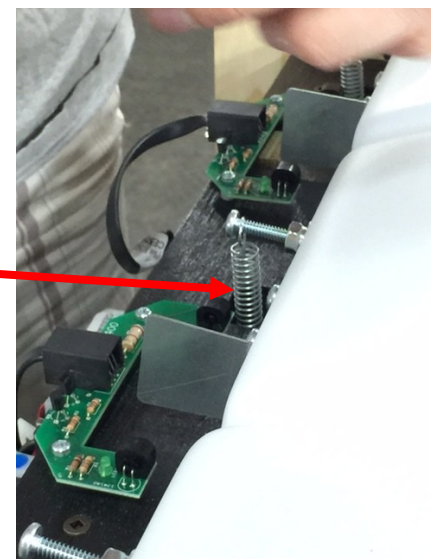
Remove the metal rod holding the keys in.

If you need to use a hammer, be careful on the ends of the rod so that it does not bend.



Remove the springs on the back of the keys.

Be careful with the springs as they may go into the hole on the back and can be difficult to get back out.

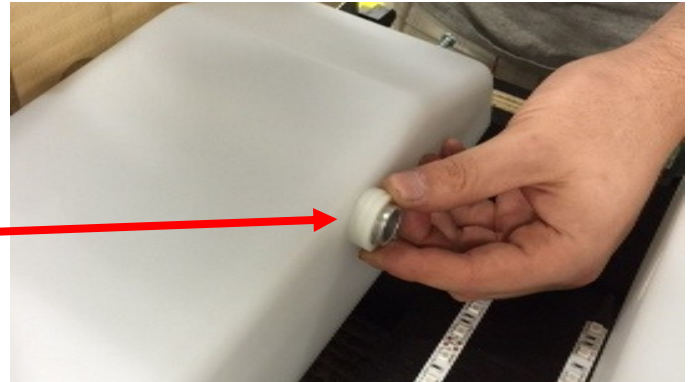


HOW TO ACCESS & CHANGE PIANO KEYS

After replacing the key, slide the rod back through with the spacers as they were when removed.



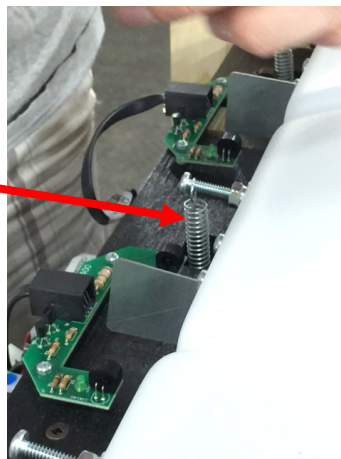
With the new key you have to put the three spacers between this and the next key.



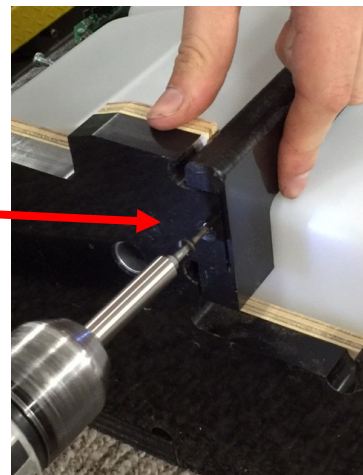
Make sure the rod is all the way in



Replace springs



Replace black plastic piece over keys and slide tray back into the game and bolt it back down

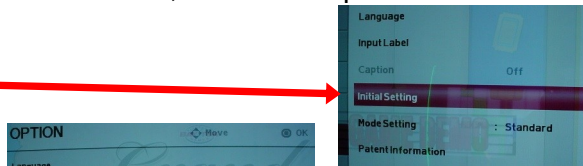


HOW TO RESET AND SET UP LG MONITOR

If monitor settings are changed by accident, you can reset monitor back to factory defaults, then refer to “How to set up Monitor” to program to settings needed for game operation.

Using buttons on right rear of monitor or remote control, enter the “Option” menu.

Scroll down to highlight “Initial Setting”



Warning pop up will appear. Select “Yes”



Continue to “How to set up Monitor” to program to settings needed for game operation.

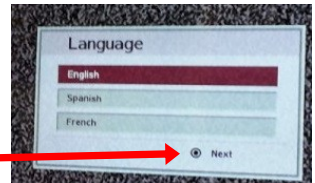


If new monitor is installed, or monitor is reset, the following sequence is to be used to allow game program to be displayed on screen.

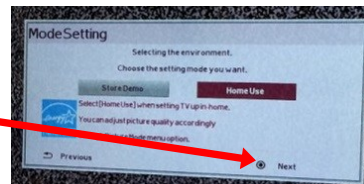
Use remote control for easier navigation.

The buttons on the right rear of monitor may also be used.

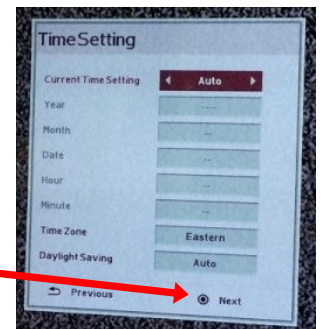
Select “Next” on initial “Welcome” screen and on English on “Language” screen.



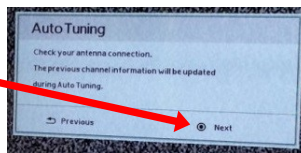
Select “Next” on “Home Use” in Mode Setting screen.



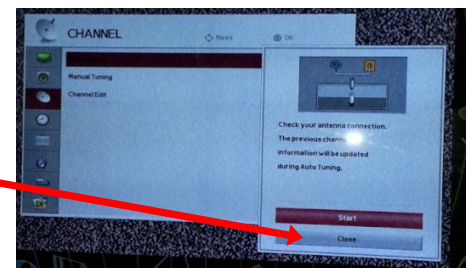
Select “Next” on “Auto” in Time Setting screen.



Select “Next” in Auto Tuning screen.

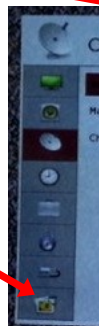
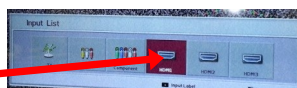


Select “Close” on Channel screen.



Scroll down left side of screen to “Inputs”

Select “HDMI1”



The screen will now show the Grand Piano Keys program.

HOW TO REPLACE MONITOR

As monitors become obsolete and unavailable, replacement monitors may require a different mounting process or wood pieces to enable the new monitor to fit and function. As such, your new monitor has been delivered with the hardware necessary to adapt the monitor for use with your game.

These instructions will show how to prepare the new monitor for your cabinet.

Tools needed

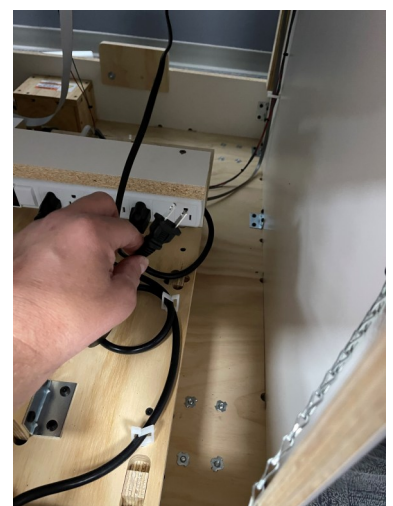
- Screwdriver
- #2 Square bit

Instructions

With the #2 square bit, take off the front face plate of your game by taking out the screws holding it in place along the edge the edge of the plexiglass. Be aware that the decal and the plexiglass are two separate pieces and will separate as you remove them.

Carefully set these aside.

Open the front door of the cabinet and unplug the power cable for the monitor from the power strip.



HOW TO REPLACE MONITOR

Open the back of the cabinet

On the left side of the cabinet the power cable you unplugged earlier is routed through the cabinet. Pull this through so that the plug doesn't get caught when removing the monitor.

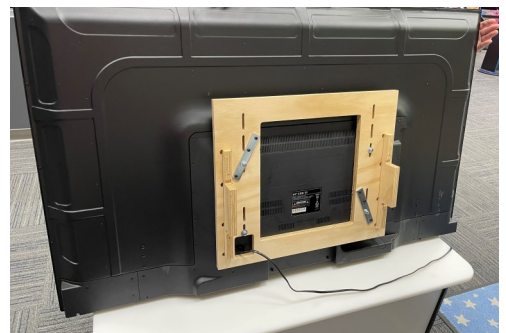
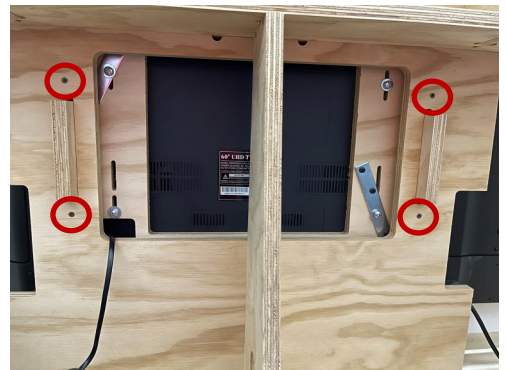
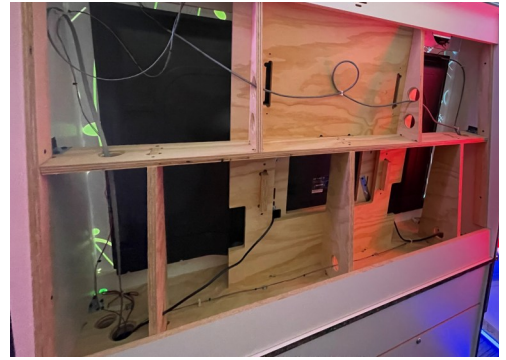
On the right side of the cabinet, unplug the HDMI cable from the monitor's HDMI port.

With the #2 Square bit, remove these four screws. As these are removed, the monitor will begin to shift. It is recommended to have someone on the other side of the cabinet and holding the monitor in place to make sure it doesn't fall out.

Once these are removed the monitor will be free to be taken out.

After removing the monitor you will have to remove the wooden piece from the back. This piece has changed to accommodate to the mounting pattern on the back of the new monitor. Completely disassemble the brace as the hardware removed in this step will be reused to secure the new wood sent to your new monitor.

Along with the new support pieces for the back of the monitor, a new monitor box back piece has been sent along in case your cabinet requires a replacement.



HOW TO REPLACE MONITOR

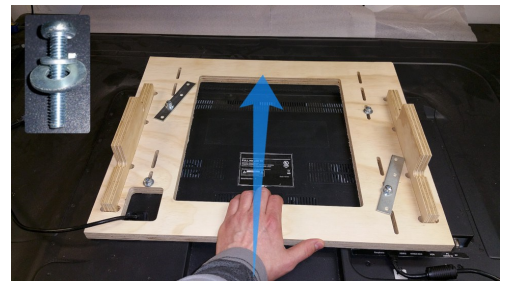
Take the new monitor brace and the supports sent along with your new monitor and slot them into the grooves of the brace.



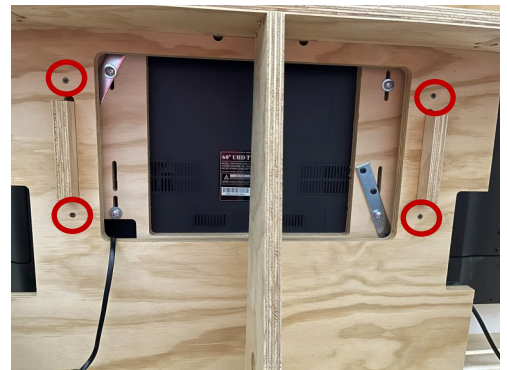
Flip these parts over and secure them together with the 1 1/4" bugles taken out of the old monitor brace.



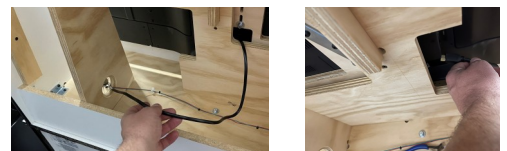
Utilizing the hardware removed earlier, secure the assembled monitor brace to the back of your new monitor. Due to changes in the placement of the mounting holes on the back of your monitor, the bolts will line up differently than the picture illustrates.



With two people, carefully fit the monitor into place. The tabs extending out from the monitor brace will slot into monitor's frame. With one person holding the monitor to make sure it doesn't fall out, secure the monitor into the cabinet with the 1 5/8" bugles that were removed earlier.

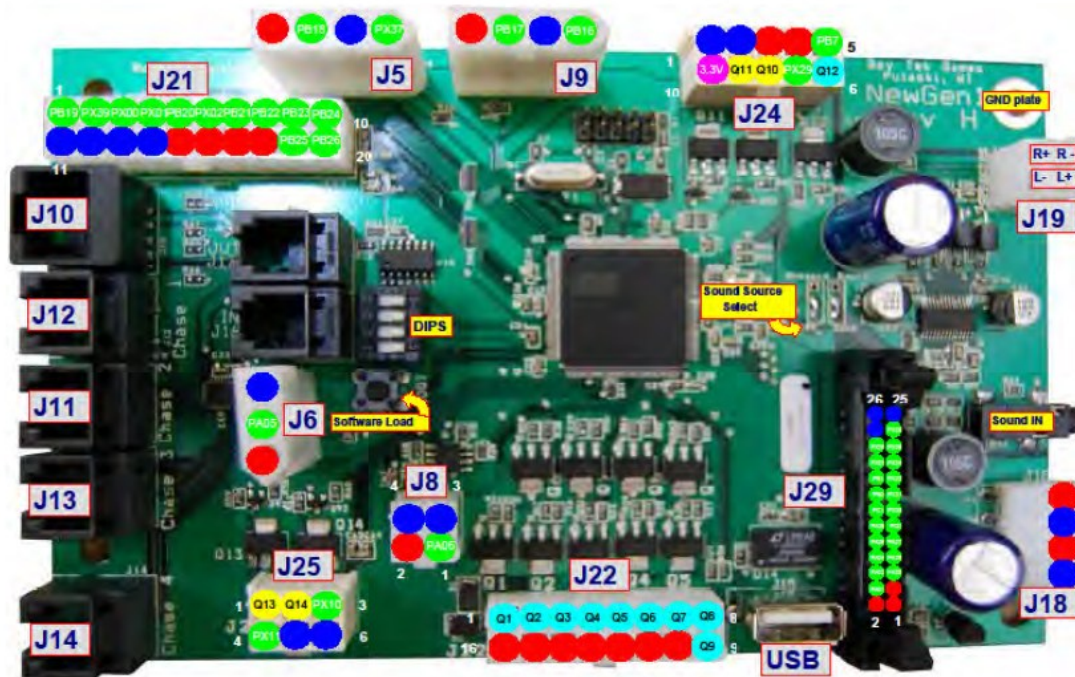


Reconnect the HDMI cable and feed the power cable back through the cabinet to the power strip at the front end. The back of the cabinet can now be put back on. Plug the power cable in, and replace your game's face plate. Your installation is now complete.

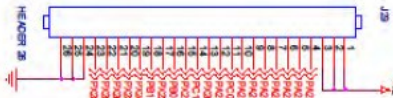


Please call Baytek Entertainment with any further questions at (920) 822-3951 Ext. 1102

NEWGEN BOARD PINOUTS



- Ground
- +12V
- Low Side Driver
- High Side Driver
- TTL Logic
- +3.3V



- SPI Out - Display - (J10)**
- Pin 1 & Pin 3 - +12V
 - Pin 2 - SCLK_BUS2
 - Pin 4 - SMOSI_BUS2
 - Pin 5 & Pin 7 - Ground
 - Pin 6 - SCS2_BUS2
 - Pin 8 - SMISO_BUS2

- Chase Lights (J11,J12,J13,J14)**
- Pin 1 - Chase Output
 - Pin 2 - Chase Output
 - Pin 3 - +12V
 - Pin 4 - Chase Output
 - Pin 5 - Chase Output
 - Pin 6 - +12V

NEWGEN BOARD PINOUTS

Pin Type	Purpose	Ref	Pin #
LOWSIDE #1, w diode		J22	1
LOWSIDE #2, w diode		J22	2
LOWSIDE #3		J22	3
LOWSIDE #4		J22	4
LOWSIDE #5		J22	5
LOWSIDE #6		J22	6
LOWSIDE #7		J22	7
LOWSIDE #8		J22	8
LOWSIDE #9		J22	9
+12 Volts		J22	11
+12 Volts		J22	12
+12 Volts		J22	13
+12 Volts		J22	14
+12 Volts		J22	15
+12 Volts		J22	16

HIGH SIDE #13	Mech. Counter #1	J25	1
HIGH SIDE #14	Mech Counter #2	J25	2
PX10	Menu Button #1 MENU	J25	3
PX11	Menu Button #2 SELECT	J25	4
Ground		J25	5
Ground		J25	6

+12 Volts	Coin Door #1 Power	J6	1
PA05	Coin # 1 Input - Player #1	J6	2
Ground	Coin #1 Ground - Player #1	J6	3

PB19	Coin #2 Input - Player #2	J21	1
PX39	Coin Lockout Player #2 - Output	J21	2
PX00	Coin Lockout Player #1 - Output	J21	3
PX01	DBA #2 Input - Player #2	J21	4
PB20		J21	5
PX02		J21	6
PB21	Lo Tix #1 Input	J21	7
PB22	Lo Tix #2 Input	J21	8
PB23		J21	9
PB24		J21	10
Ground		J21	11
Ground		J21	12
Ground		J21	13
Ground		J21	14
+12 Volts		J21	15
+12 Volts		J21	16
+12 Volts		J21	17
+12 Volts		J21	18
PB25		J21	19
PB26		J21	20

Driver 1		J12	1
Driver 2		J12	2
+12 Volts		J12	3
Driver 3		J12	4
Driver 4		J12	5
+12 Volts		J12	6

Driver 5		J11	1
Driver 6		J11	2
+12 Volts		J11	3
Driver 7		J11	4
Driver 8		J11	5
+12 Volts		J11	6

Driver 9		J13	1
Driver 10		J13	2
+12 Volts		J13	3
Driver 11		J13	4
Driver 12		J13	5
+12 Volts		J13	6

=Low Side Driver
=High Side Driver
= TTL Input/Output
= LED Constant Current Drive
= 12 Volts
= Ground

Pin Type	Purpose	Ref	Pin #
Ground		J24	1
Ground		J24	2
+12 Volts		J24	3
+12 Volts		J24	4
PB7		J24	5
LOWSIDE #12		J24	6
PX29		J24	7
HIGH SIDE #1	Monitor LEDs Right	J24	8
HIGH SIDE #2	Monitor LEDs Left	J24	9
3.3V		J24	10

PX37	Ticket Notch #1 - Player #1	J5	1
Ground		J5	2
PB18	Ticket Enable #1 - Player #1	J5	3
+12 Volts		J5	4

PB16	Ticket Notch #2 - Player #2	J9	1
Ground		J9	2
PB17	Ticket Enable #2 - Player #2	J9	3
+12 Volts		J9	4

PA06	DBA #1 Input	J8	1
+12 Volts		J8	2
Ground		J8	3
Ground		J8	4

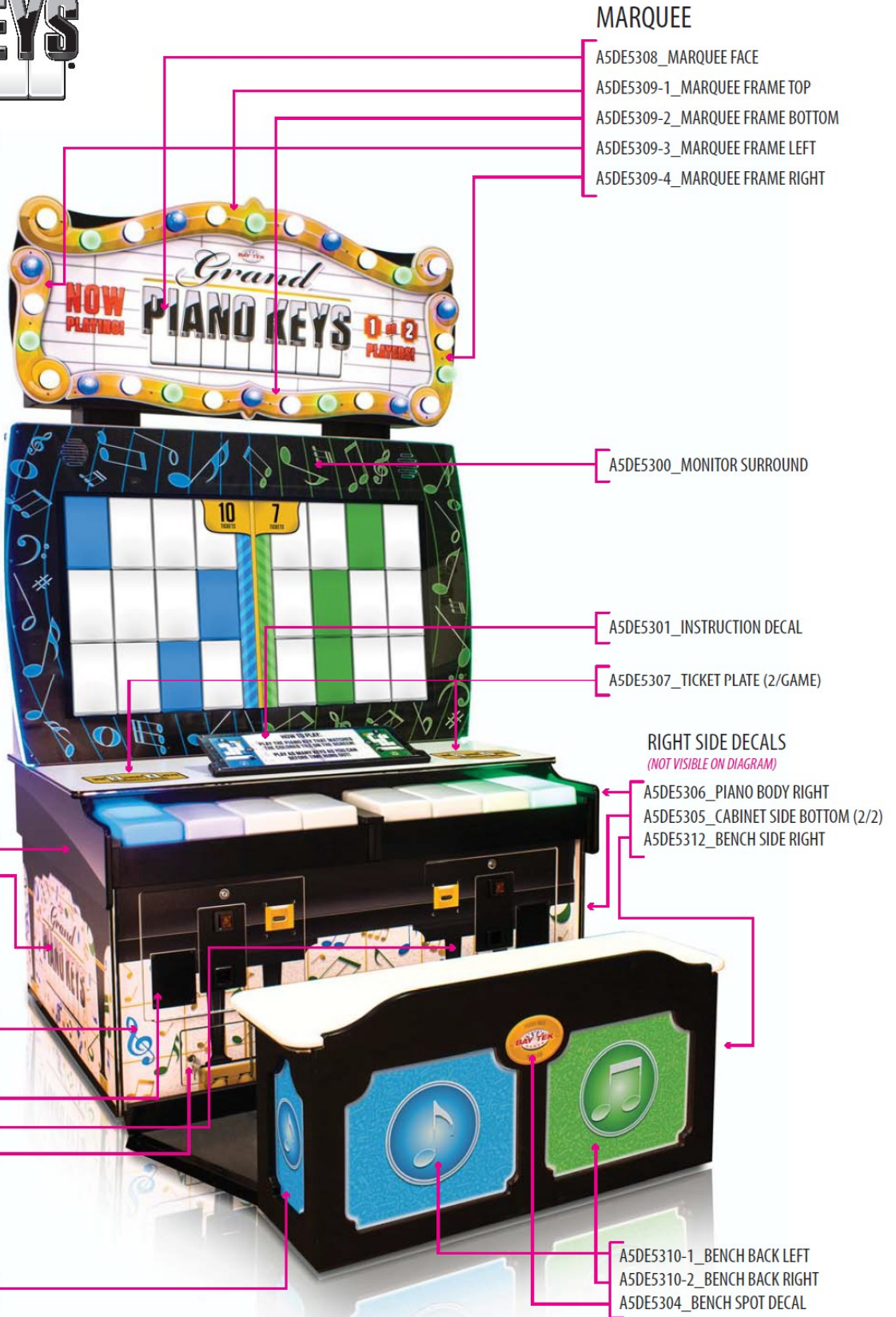
+12 Volts		J29	1
+12 Volts		J29	2
+12 Volts		J29	3
PA21		J29	4
PA23	Piano Key LED # 4 - Player 1	J29	5
PA22	Piano Key LED # 3 - Player 1	J29	6
PA25	Piano Key LED # 2 - Player 1	J29	7
PA24	Piano Key LED # 1 - Player 1	J29	8
PA27	Player 1 - Piano Key #4	J29	9
PA26	Player 1 - Piano Key #3	J29	10
PC0	Player 1 - Piano Key #2	J29	11
PA28	Player 1 - Piano Key #1	J29	12
PX20		J29	13
PC1		J29	14
PX21	Piano Key LED # 4 - Player 2	J29	15
PB0	Piano Key LED # 3 - Player 2	J29	16
PX22	Piano Key LED # 2 - Player 2	J29	17
PB1	Piano Key LED # 1 - Player 2	J29	18
PX24	Player 4 - Piano Key #4	J29	19
PX23	Player 3 - Piano Key #3	J29	20
PX26	Player 2 - Piano Key #2	J29	21
PX25	Player 2 - Piano Key #1	J29	22
PX28		J29	23
Ground		J29	24
Ground		J29	25
Ground		J29	26

Driver 13		J14	1
Driver 14		J14	2
+12 Volts		J14	3
Driver 15		J14	4
Driver 16		J14	5
+12 Volts		J14	6

DECAL DIAGRAM



DECAL DIAGRAM



PARTS PICTURES



A5CA1005



A5CA5300



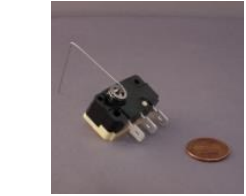
A5CA5301



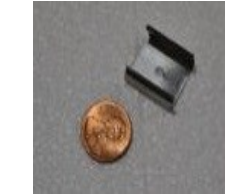
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A5CB8020



AASW200



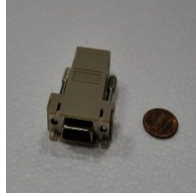
A5HO1003



W5TM1316



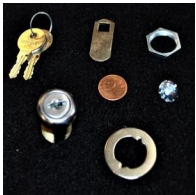
W5TM4001



A5KIT-GPK



A5CN1031



A5LK2001



A5LD6065

A5LD6065



AACE5325



AAMA5300



AAKIT-LIGHT-GPK



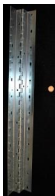
AABENCH-GPK



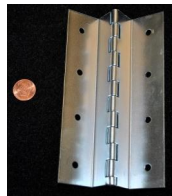
AAKIT-GPK-MUSICSTAND



AASIGN-GPK



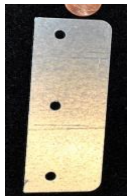
W5HG1025



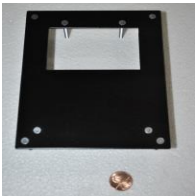
W5HG1045



W5HG1070



W5KE5000



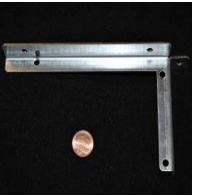
A5PL4200



A5PL8900



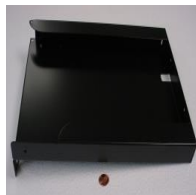
AABK1013



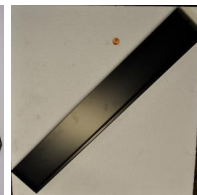
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A5RO5300



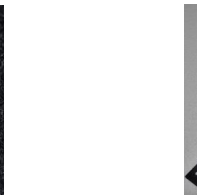
A5TT4000



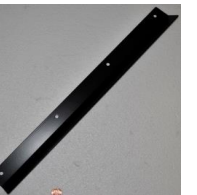
A5ME5300



A5ME5301



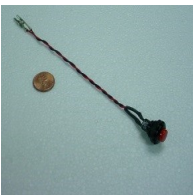
A5ME5302



A5ME5303



A5ME5304



AAPB2700A



A5CORD35A



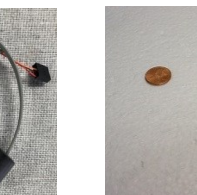
A5CORD5



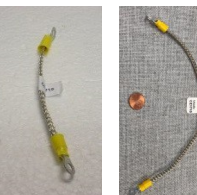
A5CEAU010



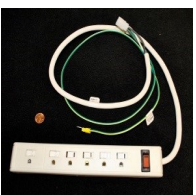
AACE0023-P



AACE1710



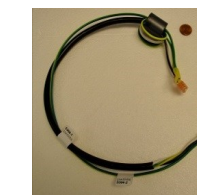
AACE1715



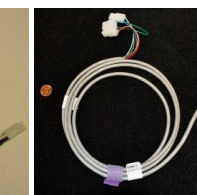
AACE5301



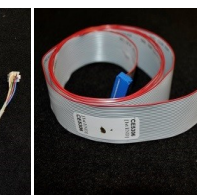
AACE5303



AACE5304



AACE5305



AACE5306

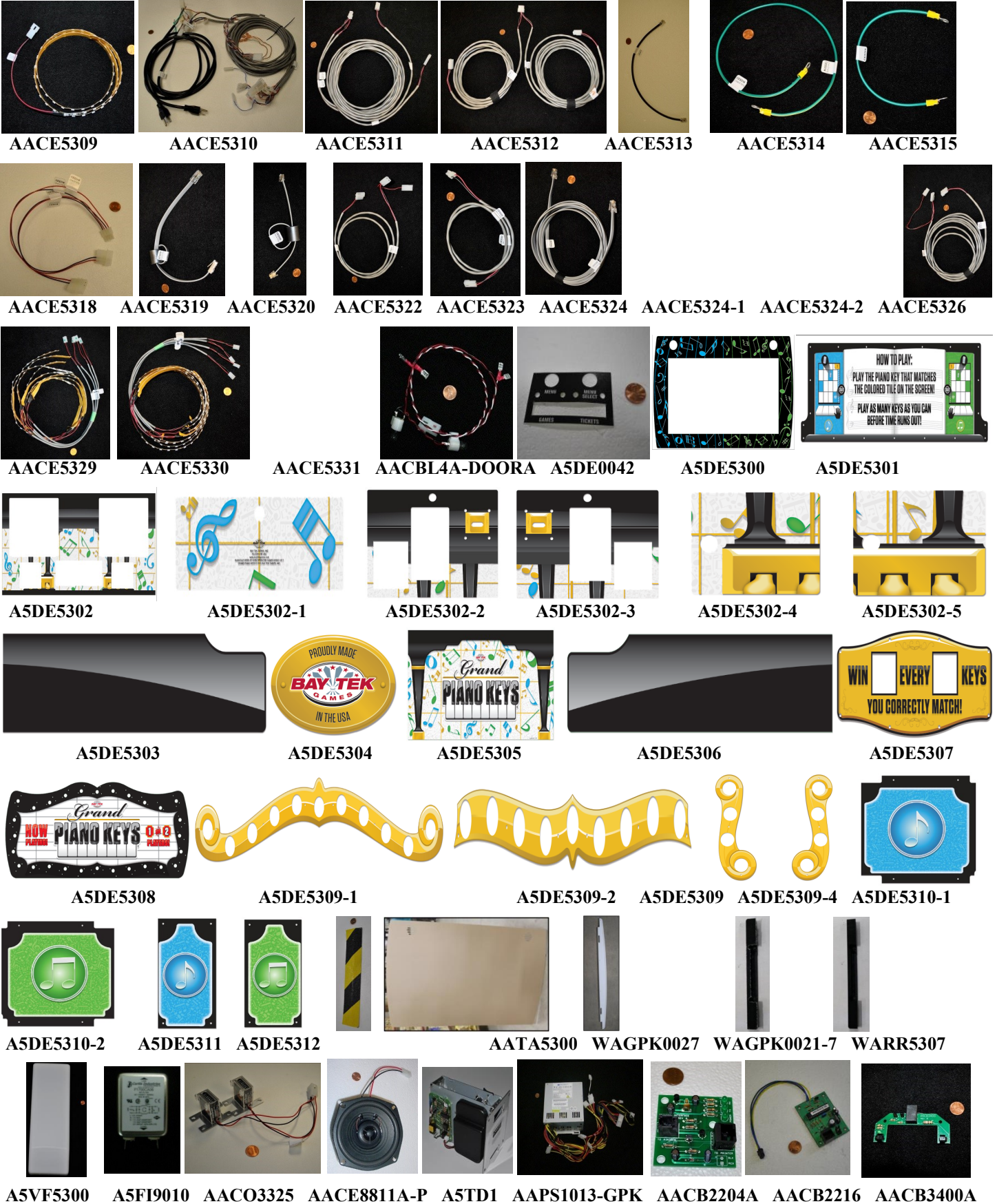


AACE5307

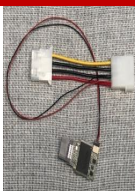


AACE5308

PARTS PICTURES



PARTS LIST



A5CB9502A AANEWGEN1-PJ/RBN-GPK A5CB5300A AAHD1900A-GPK A5CB5301A AAMB12-HD/GPK-P AAMB11

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5CA1005	Caster Wheels w/locks (4 per game)	AAPB2700A	Push Button Assembly (2 per game)
A5CA5300	Narrow Cut Key Rest Carpet (2 per game)	A5CORD35A	10' HDMI Cable
A5CA5301	Wide Cut Key Rest Carpet (2 per game)	A5CORD5	AC Computer Cord (2 per game)
A5CB9200	Cash Box on older games (2 per game)	A5CORD21	Audio Cable
A5CB8020	Cash Box on newer games (2 per game)	A5CEAU010	Audio Cable (Older Games)
AASW200	Low Ticket Switch (2 per game)	AACE0023-P	New commcable from Motherboard to Newgen
A5HO1003	Holder for Light Bars (8 per game)	AACE1710	Ground Cable (2 per game)
W5TM1316	13/16" Blk/Silver T-Molding (36 feet per game)	AACE1715	Ground Cable
W5TM4001	13/16" White T-Molding (5 feet per game)	AACE5301	Outlet Strp
A5KIT-GPK	Hardware Kit	AACE5303	Marquee Led Stick Light
A5CN1031	Monitor Connector Adapter for older games	AACE5304	Line Filter Cable
A5LK2001	Cash Box A05/E00 Key Code (2 per game)	AACE5305	Menu Button/Counter Cable
A5LK5002	7/8" H95 Key Code (644) (9 per game)	AACE5306	New Gen1 to Splitter Board Ribbon Cable (2 per game)
A5LD6065	LED Lights Around Marquee (27 per game)	AACE5307	Splitter Board to Player Station Ribbon Cable
AACE5325	First Marquee Light With Cable	AACE5308	Green LED Monitor Lights
AAMA5300	Floor Mat in Front of Bench	AACE5309	Blue LED Monitor Lights
AAKIT-LIGHT-GPK	Light Upgrade Kit	AACE5310	New Gen1 to Left Coin Door & DBA
AABENCH-GPK	Bench Assembly	AACE5311	Speaker Cable
AAKIT-GPK-	Music Stand With Decal	AACE5312	New Gen1 to Monitor Light Cable
AASIGN-GPK	Marquee Sign Assembly	AACE5313	Key Board Drive Bd to Key Sensor Cable (8 per game)
W5HG1025	Hinge, 16" (2 per game)	AACE5314	Hinge Ground Wire Cable
W5HG1045	Hinge, 5.75" (4 per game)	AACE5315	Hinge to Ticket Dispenser Ground Wire Cable (2 per game)
W5KE5000	Lock Plate (11 per game)	AACE5318	Power Supply to NewGen1 Cable
A5PL4200	Upstacker Bill Acceptor Plate (2 per game)	AACE5319	Comm Board to Main Board Cable on older games
A5PL8900	Bill Validator Blanking Plate(2 per game)	AACE5320	Comm Board to NewGen1 Cable
AABK1013	Push Button/Counter Bracket With Decal	AACE5322	Power Supply to Key Board Power Cable
A5BK9999	Power Supply Mounting Bracket	AACE5323	Key Board Power Jumpers Cable
A5RO5300	3/4" Rod (2 per game)	AACE5324	NewGen1 to Marquee Cable on older games
A5TT4000	Ticket Tray (2 per game)	AACE5324-1	NewGen1 to Marquee Cable on newer games
A5ME5300	Metal Front Keyboard (2 per game)	AACE5324-2	Power Supply to Marquee Cable on newer games
A5ME5301	Metal Keyboard Flag (8 per game)	AACE5326	Power Supply to Marquee Light Bars
A5ME5302	Metal Cabinet Rail (Below Serial # 115) (2 per game)	AACE5329	Left Green Piano Key Lights (4 per game)
A5ME5303	Metal Bench Rail (2 per game)	AACE5330	Right Blue Piano Key Lights (4 per game)
A5ME5304	Metal Cabinet Rail (Serial # 115 & Up) (2 per game)	AACE5331	Cable Assy,SPI BRD Jumper

PARTS LIST

PART #	DESCRIPTION
A5DE0042	New Menu/Volume Pot Decal
A5DE5300	Artwork Around Monitor, Printed Plexi
A5DE5301	Instructions , Printed Plexi
A5DE5302	Front Cabinet Decal
A5DE5302-1	Service Door Decal
A5DE5302-2	Left Coin Mech Door Decal
A5DE5302-3	Right Coin Mech Door Decal
A5DE5302-4	Left Cashbox Door Decal
A5DE5302-5	Right Cashbox Door Decal
A5DE5303	Top Left Side Piano Body Decal (Below
A5DE5313	Top Left Side Piano Body Decal (Serial
A5DE5304	Back Bay Tek Bench, Printed Plexi
A5DE5305	Bottom Side "Grand Piano Keys" Plexi(Below Serial #115) (2 per game)
A5DE5314	Bottom Side "Grand Piano Keys" Decal (Serial #115
A5DE5306	Top Right Side Piano Body Decal (Below
A5DE5315	Top Right Side Piano Body Decal (Serial
A5DE5307	Ticket Plate Decal, Printed Plexi (2 per
A5DE5307-1	CEC Ticket "Buckets" , Printed Plexi
A5DE5308	Marquee Face , Printed Plexi
A5DE5309-1	Top Frame Marquee, Printed Plexi
A5DE5309-2	Bottom Frame Marquee, Printed Plexi
A5DE5309-3	Left Frame Marquee, Printed Plexi
A5DE5309-4	Right Frame Marquee, Printed Plexi
A5DE5310-1	Left Back Bench Decal (Blue)
A5DE5310-2	Right Back Bench Decal (Green)
A5DE5311	Left Side Bench Decal (Blue)
A5DE5312	Right Side Bench Decal (Green)
AATA5300	Anti-Slip Tape Set
WARR0020-GPKP	Bench Mounting Piece (Aligns holes bet-
WAGPK0027	Front Window
WAGPK0021-7	Monitor Edge White Plastic (2 per game)
WARR5307	Left Top Black Plastic Edge for Key Box (2
WARR5308	Right Top Black Plastic Edge for Key Box
WACA5310	Long Key Cover, Black HDPE for rear of key
A5VF5300	Piano Keys (8 per game)

PART #	DESCRIPTION
A5MO0060C	60" TV Monitor (No Discounts)
A5FI9010	Inline Filter
AACO3325	Counters
AACE8811A-P	Game Speaker, 4 Ohm (2 per game)
A5TD1	Ticket Dispenser
AAPS1013-GPK	Power Supply
AACB2204A	Communication Interface Board
AACB2216	Marquee Light Board on older games
AACB3400A	Piano Key Sensor (8 per game)
A5CB9502A	Marquee Light Booster Board
A5CB5300A	Piano Keys Light Board (2 per game))
A5CB5301A	Ribbon Cable Splitter Board
AANEWGEN1-PJ/	New Gen1 Main Board
AAMB11-SHD-GPK	Mother Board MB11 with Hard Drive SATA software
AAHD1900A-GPK	Sata Drive for Mother Board 1.19a - No Discount
ADVANCED	MB12 Motherboard with GPK software (no discount)
AAMB12-HD/GPK-P	Mother Board with Hard Drive SATA software
AAMB11-SHD-GPK	Mother Board with Hard Drive SATA software

TICKET PATTERN CUTOUT OPTIONS

PATTERN 1

1
TICKET

10

PATTERN 2

1
TICKET

5

PATTERN 3

1
TICKET

3

PATTERN 4

2
TICKETS

5

PATTERN 5

1
TICKET

2

PATTERN 6

4
TICKETS

7

PATTERN 7

5
TICKETS

8

PATTERN 8

4
TICKETS

6

PATTERN 9

3
TICKETS

4

PATTERN 10

7
TICKETS

8

PATTERN 11

5
TICKETS

4

PATTERN 12

7
TICKETS

4

DEFAULT

3
TICKETS

4

DEFAULT

3
TICKETS

4

DEFAULT

3
TICKETS

4

DEFAULT

3
TICKETS

4

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