



Candy Crush (Ticket)

CC-42-1001



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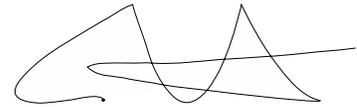
Operation & Service Manual

Version 3.0

* Read this manual before use

General Remark

If you encounter any difficulties or if you need support on how to update and/ or install your Candy Crush product, we invite you to contact your local distributor or reach us at support@aagames.com or by calling our support line +1-450-824-1671



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Chapter 01 - Preface

Please read this page before preparing your Candy Crush product for game play.

The following safety instructions apply to all game operators and service personnel. Specific warnings and cautions will be included throughout this manual.

Use the following safety guidelines to help protect the system from potential damage and to ensure your personal safety:

- Electronic components in the game cabinet run on 110V AC 60Hz (220V/ 50Hz in most of Europe, the Middle East and the Far East delivered units).
- To help prevent electric shock, plug the system into a properly grounded power source. These cables are equipped with 3-prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a 3-wire cable with properly grounded plugs.
- To help protect your system from sudden increases and decreases in electrical power, use a surge suppressor, line conditioner or Uninterruptible Power Supply (UPS).
- Be sure nothing rests on the system's cables and that the cables are not located where they can be stepped on or tripped over.
- Keep your system far away from radiators and other heat sources.
- Do not block cooling vents.

Precaution for Game Operation

Adrenaline Amusements Inc. assumes no liability for injuries incurred while playing our games.

Operators should be aware that certain health and physical conditions may make people susceptible to injury when playing video games.

Safety



To avoid electrical shock, unplug the cabinet before performing installation or service procedures.

If a power cord is damaged, it must be replaced by the equivalent power cord available from your distributor.



Adrenaline Amusement Inc. assumes no liability for any damages or injuries incurred while setting up or servicing the cabinet. Only qualified service personnel should perform installation or service procedures.

Environmental Conditions

Cabinet is intended for indoor use only. Be sure to keep the cabinet dry and maintain operating temperatures of 59°F - 86°F (15°C - 30°C).

Chapter 02 - Game Features

Win a lot of tickets!

How to Play

- Explore the sweet and colourful world of Candy Crush Saga in this fun match-3 game!
- Switch and match your way through 15 of levels in this delicious puzzle adventure.
- 100% Skill game.
- Clear all the jelly to spin the wheel.
- Win the 15 Levels and get the Ticket Super Bonus!



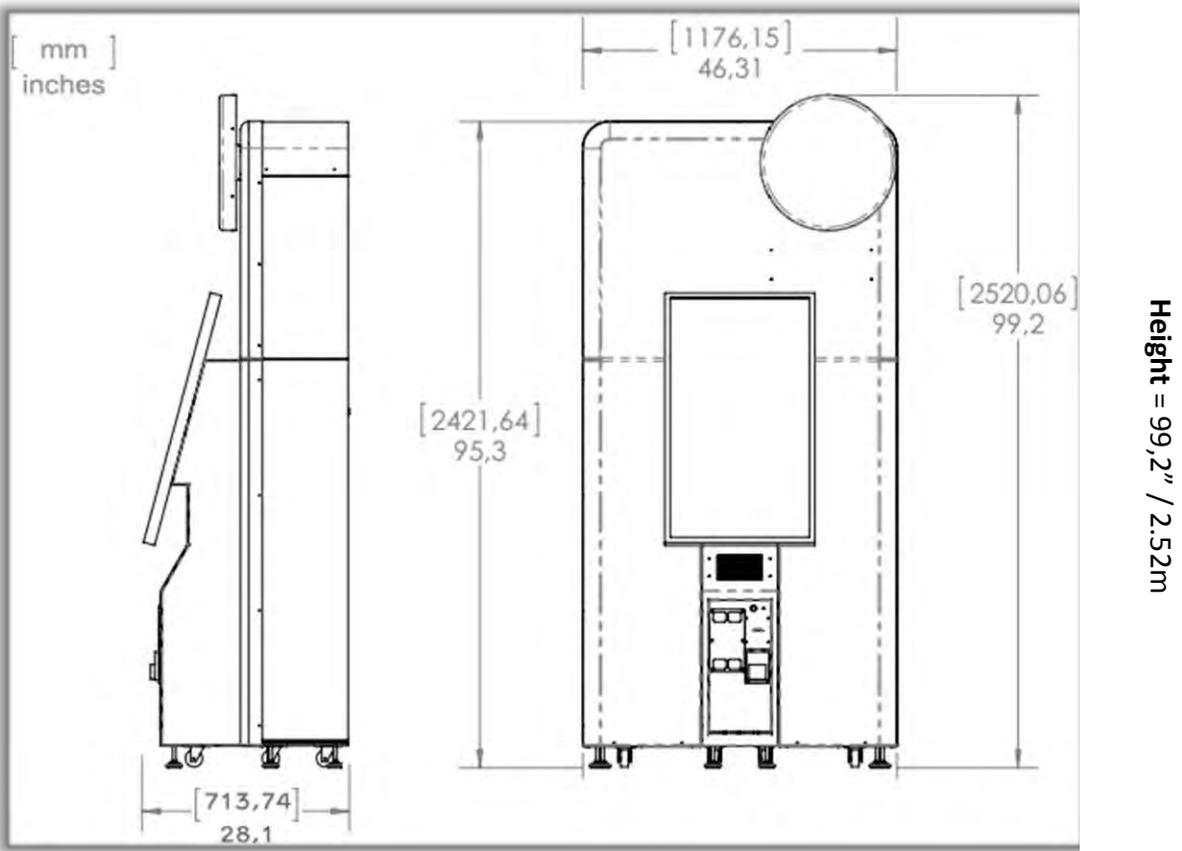
Chapter 3 – Unit Features

Hardware Features

- Multitouch Screen
- LED Adjustable Super Bonus
- Ticket Bonus Motorized Wheel

Cabinet Facts

Cabinet Dimensions



Depth = 28,1" / 0,71m

Width = 46" / 1,18m

Height = 99,2" / 2,52m

Shipping Dimensions

Width = 50"

Height = 48"

Weight = 700 lbs

Voltage

Voltage	Operating
110V AC	4 AMP
220V AC	2 AMP

Chapter 04 - Unit Installation

Assembling your Candy Crush Tickets Unit

1. Carefully remove the 2 Cabinet parts from the shipping container, giving you enough space.
2. Move the bottom cabinet to the desired location.

**** For your security, minimum 2 persons are needed to complete the installation ****

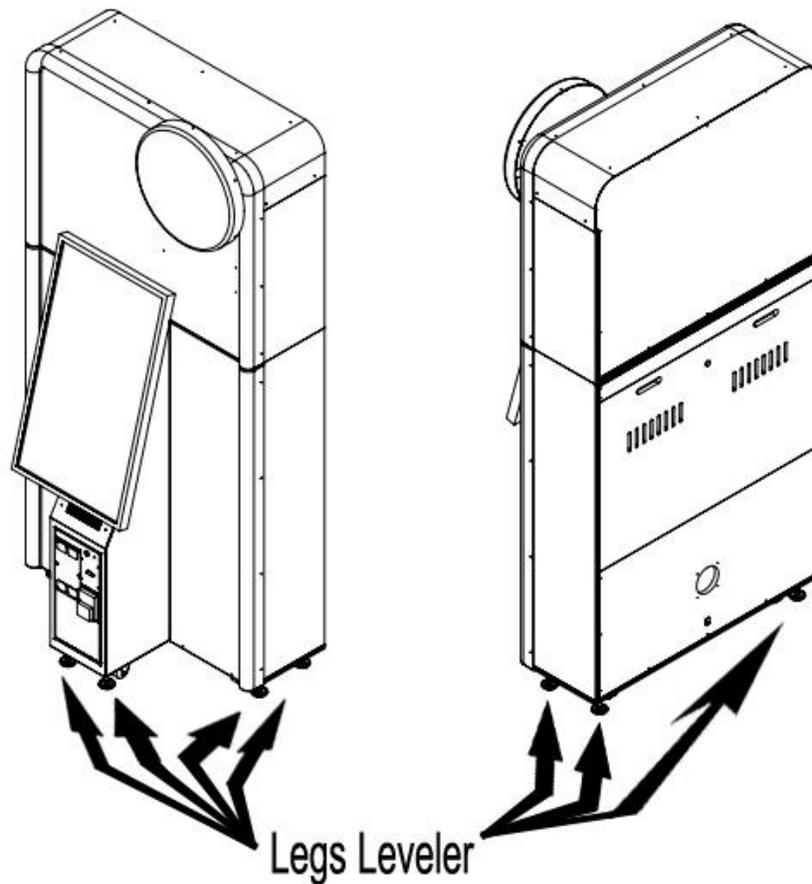


Fig. 1

3. Adjust the legs leveler.

4. Before installing the upper cabinet, remove both back service doors; locate the 5 bolt holes on the bottom cabinet and the 5 bolts inserts on the upper cabinet.
5. **** 2 persons needed here **** Install the upper cabinet on the bottom one, align the bolt holes with the bolt inserts, affix and tighten the 5 bolts.

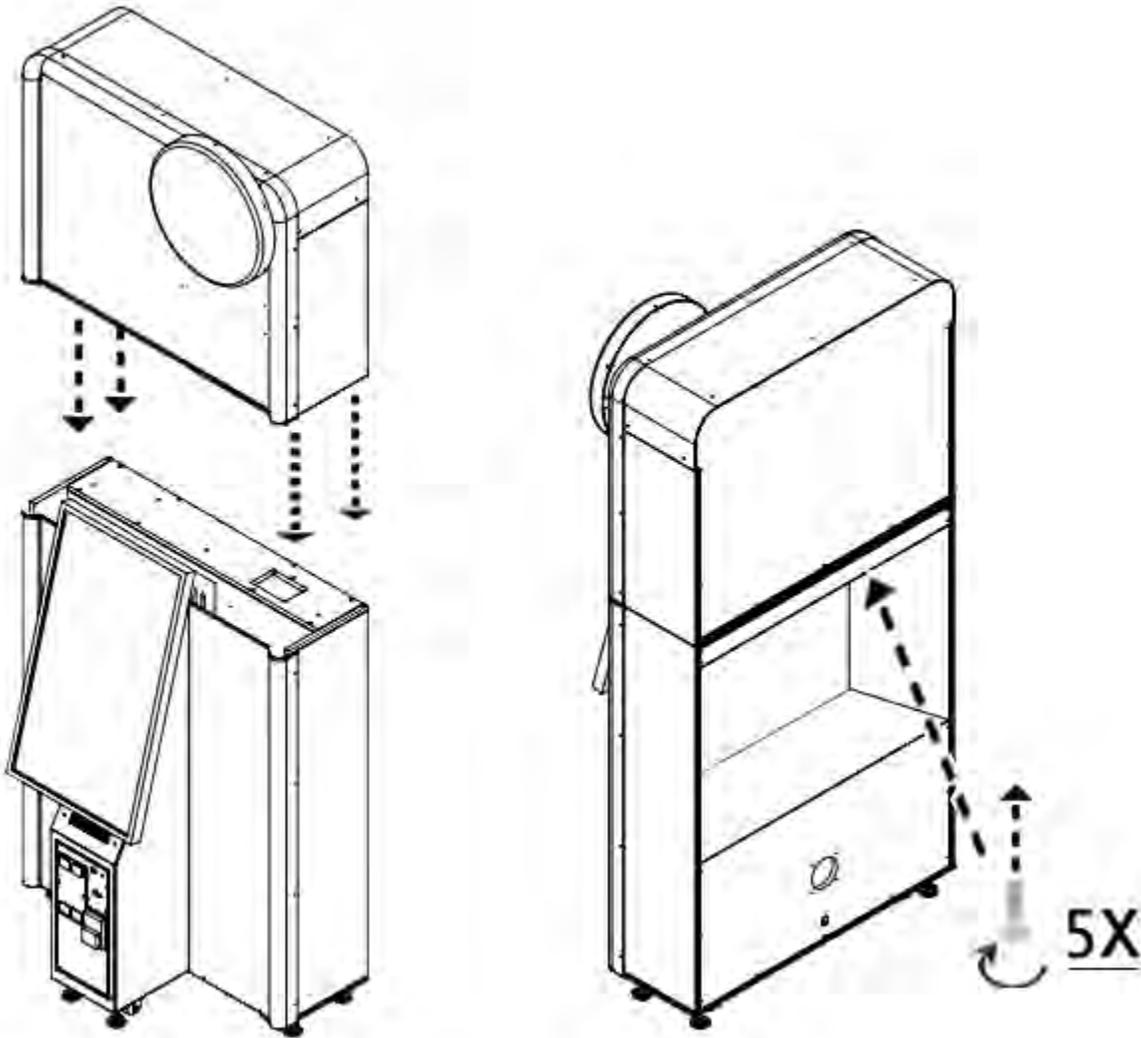


Fig. 2

- From the upper cabinet, find the 3 cables that need to be connected to the bottom cabinet.
Connect the Power Supply AC cable from the top cabinet to AC the power bar.
Connect the 5-pins connector from the LED display to the IO Board connector J21.
Connect the 10-pins connectors together as seen on figure 3.
Re-install the back service doors.

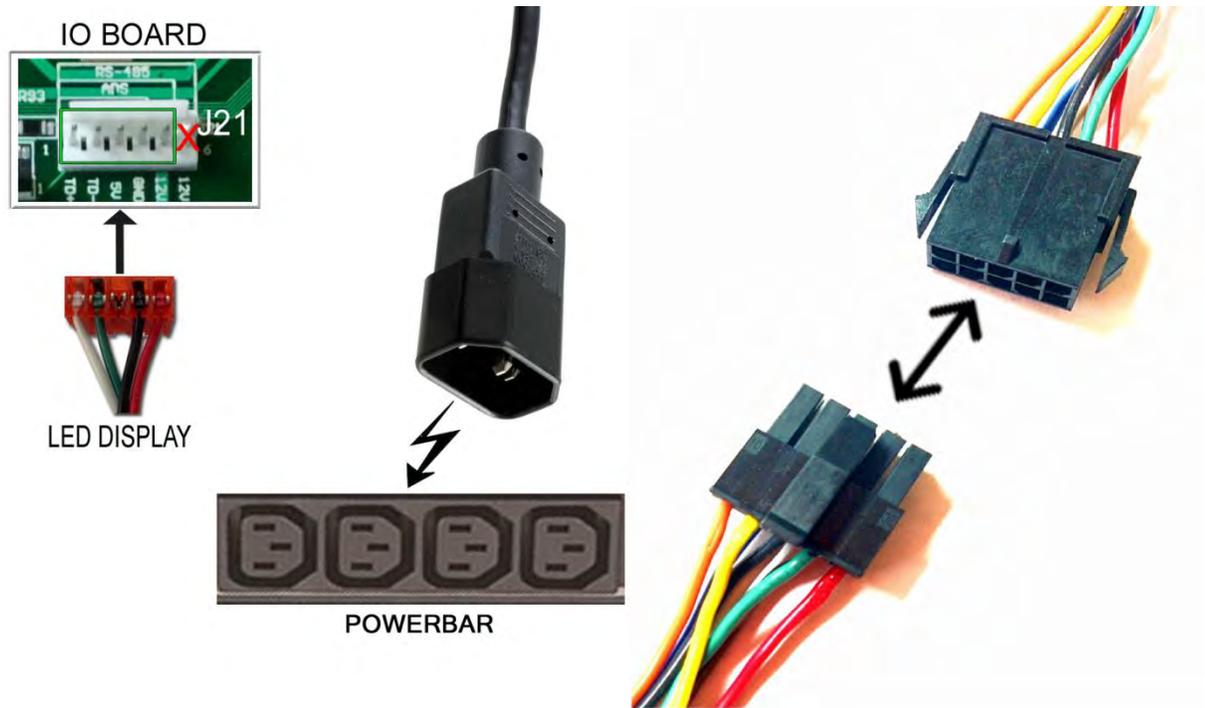


Fig. 3

Chapter 05 – Operator Menu

Operator Menu

Access the Operator Menu by pressing the switch button located inside the coin door.

Version #	
Credits per game	4
Game Audio Volume	20
Attract Audio Volume	15
Ticket Value	1
Payment Type	Credits
Redemption Mode	<input type="checkbox"/>
Redemption Unit Name	Tickets
Super Jackpot Payout Tickets	1000
Minimum Tickets Payout	0
Payout Adjustment	5
Moves Per Level	5 Moves
Ticket at Level End	<input type="checkbox"/>
Free Game After Win	<input type="checkbox"/>
Stats	Quit Game
	Resume Game
Diagnostics	Clear Credits

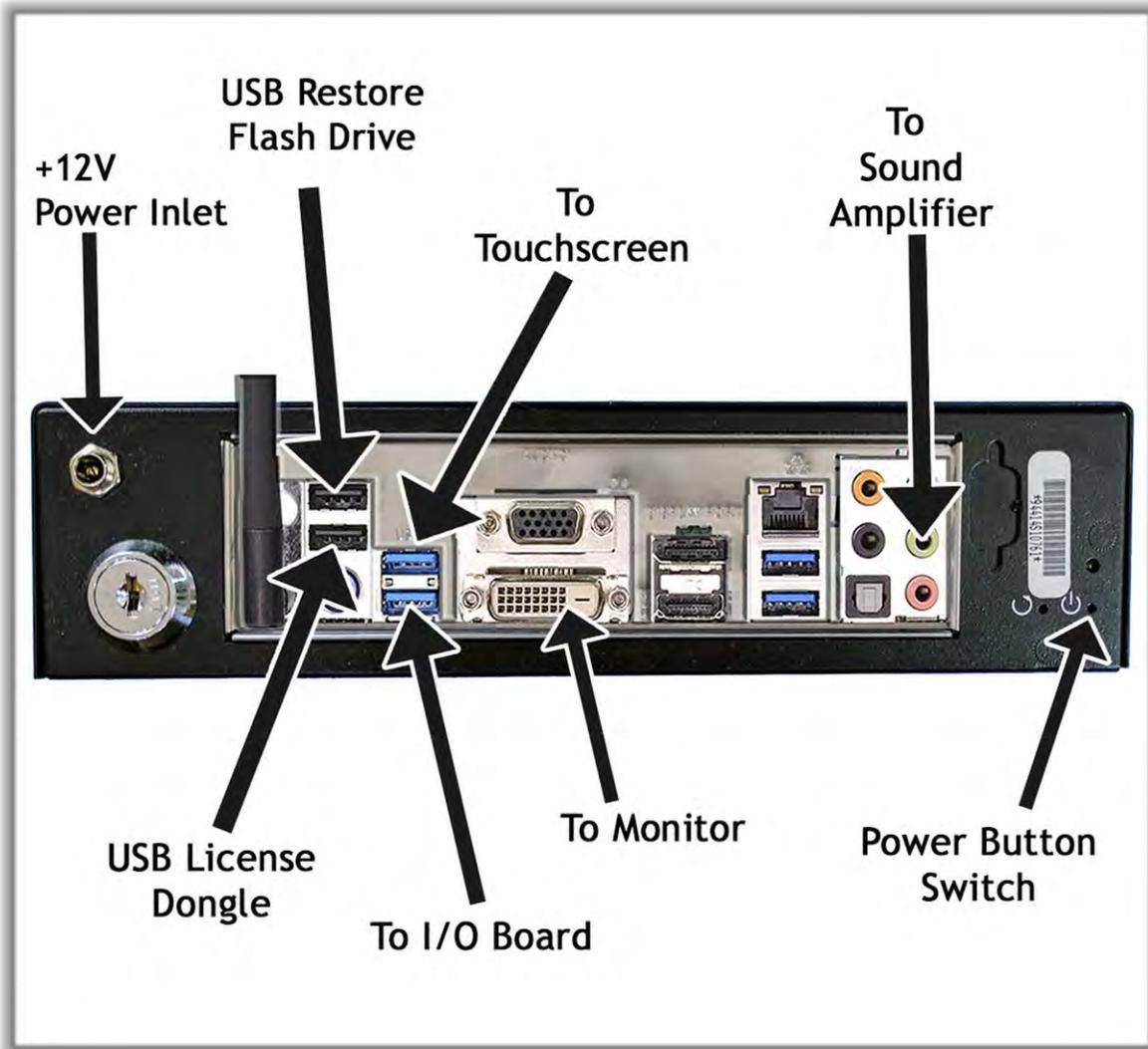
Operator Menu	Values	What it does
Credits Per Game	0 – 20	Adjusts the number of credits required to play. “0” sets the unit in free play mode.
Game Audio Volume	0 – 20	Adjusts the in-game audio volume. “0” will mute the game.
Attract Audio Volume	0 – 20	Adjusts the audio volume of the attract loop. “0” will mute the attract loop.
TicketValue	1 – 2	Adjusts the value of physical tickets. Physical tickets are either worth “1” ticket or “2” tickets.
PaymentType	Credit/Card	Changes the credit type. “Credits” = Coins and “Card” = Card Reader. This will change the in-game text accordingly
Redemption Mode	“On/Off”	Adjusts the redemption mode. This will change the in-game text accordingly. Checkmarked is Yes while No Checkmark is No.
Redemption Units Name	Tickets/Coupons	Adjusts the in-game text accordingly.
Super Jackpot Payout Tickets	500-5000	Adjusts the LED display and the number of tickets given when Super Bonus is won.
Minimum Tickets Payout	0-20	Adjusts the minimum number of tickets dispensed per play.
Payout Adjustment	1-9	Adjusts the payout of tickets given. 1 will give less ticket while 9 will give more tickets per play.
Moves Per Level	5 or 8	Adjusts the number of moves available during the game. Choose between 5 moves or 8 moves.
Ticket at Level End	“On/Off”	Adjusts the ticket distribution mode. No checkmark: During the game. With Checkmark: At the end of the game.
Free Game After Win	“On/Off”	Adjusts the availability to give a Free Game when a player won a Level.

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Chapter 05 –Operator Menu

Stats	N/A	Shows the Stats Screen.
Quit Game	N/A	Exit the game and return to the Operating System desktop.
Resume Game	N/A	Exit from the Operator Menu and go back to the game.
Diagnostics	N/A	Press Test Wheel to calibrate the Bonus Wheel.
Clear Credits	N/A	Press on Clear Credits to clear the inserted credits.

Chapter 06 - Service & Repair

Computer Connections



Troubleshooting

*** NOTE: When requesting a warranty replacement you will be asked to give the unit's serial number from the back of the unit.**

Video Troubleshooting	
No Picture and Sound	To change between Portrait and Landscape mode, press ALT-P (Portrait) or ALT-L (Landscape) or ALT-I (Portrait Inverted) using a USB keyboard.
	There could be loose or faulty connections between the monitor and the computer. Make sure the DVI cable is connected properly to both the computer and to the DVI connector of the LCD monitor. Turn the Monitor switch on/off.
	No power to computer. <ul style="list-style-type: none">• Verify the computer is ON.• Open the back service door and using a paperclip insert it to power on the computer.• Make sure that the power plug is well connected.
	The Bios settings have changed, If the computer does not power automatically when the unit is powered on, follow these steps: <ul style="list-style-type: none">• Open the cabinet and plug a USB keyboard in one of the remaining USB ports.• Press and hold the “Delete” key on the keyboard and then turn the computer on. Keep holding the “Delete” key until the Bios screen appears.• Using the arrows, select the “Advanced” tab.• Using the arrows, scroll down to the ACPI Configuration option and press the “Enter” key.• Using the arrows, scroll down to the Restore on AC/Power Loss option and press the “Enter” key.• Using the arrows, select the Power On option and press the “Enter” key.• Press the “F10” key then the “Enter” key to exit the Bios screen.

Audio Troubleshooting	
Low Volume / No Sound	Increase the volume in the game by pressing the Operator Button and adjusting the volume options in the Operator Menu. You might also Quit the game to the desktop and increase the volume via the Speaker icon.
	Verify that the 1/8" plug is plugged in the computer's green sound input jack and that the other end is plugged in the sound amplifier. To verify if it's plugged properly, power up the unit and try touching the plug at the computer's end. If you hear a grounding sound it is connected.
Dongle not found	The USB License Dongle can't be found. Make sure that the USB Dongle is connected to the computer in a black USB port.

Wireless Internet Configuration

Your network can be configured via Ethernet cable or Wireless 802.11b/g.

If you have an Ethernet cable available to be plugged in, insert it into the motherboard LAN RJ45 connector.

If not, here's how to configure your wireless network with your own existing Wi-Fi network.

-Start the unit.

-There will be Adrenaline Amusements wallpaper with a 150 seconds delay before the attract mode shows up. It gives enough time for a wireless network to connect.

(This delay will be present on each reboot if you don't connect your unit to the Internet).*

-Open the coin door and press the Operator button.

-Choose QUIT to Windows.

-Connect the USB keyboard and USB mouse.

- Open Connect to a Network by clicking the network icon () in the lower right corner of the screen.

-In the list of networks, click the network you want to connect to and click connect.

-Enter your security key.

-Once connected, double-click the CandyCrush shortcut on the desktop.

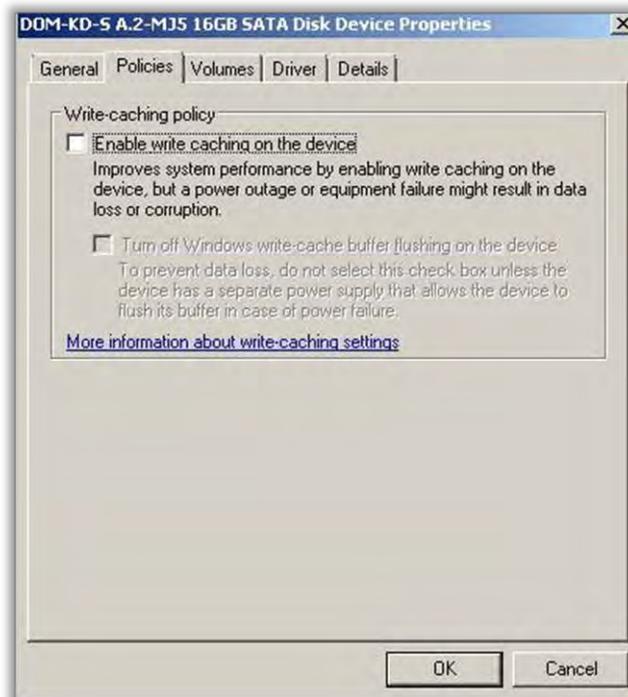
Having your unit connected to the Internet includes free software live update!

*If you do not connect your unit to the Internet, you can double-click the Disable_Network shortcut on the Windows desktop to bypass the 150seconds Internet lookup delay.

Operator Settings keeps resetting trouble

The Windows write cache needs to be disabled.

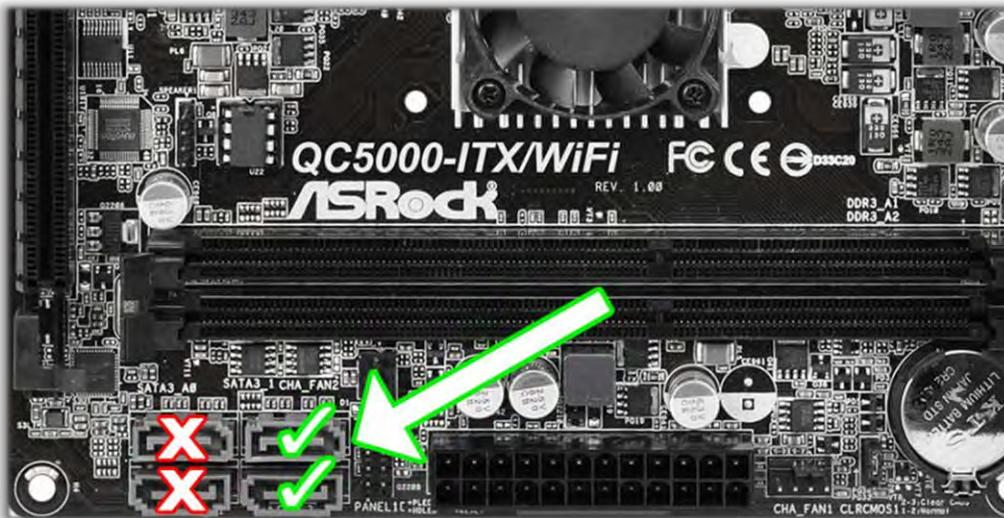
- Exit the game to Windows.
- Press on Start
- Right click on My Computer
- Choose Properties
- Click on Device Manager
- Expand Disk Drives
- Double click the 32GB Device (Not the USB drive if there is one)
- Go to Policies
- Remove the check in front of “Enable Write caching on the device” as seen below, press OK and then YES to reboot the computer.



If you have a screen that look like this one

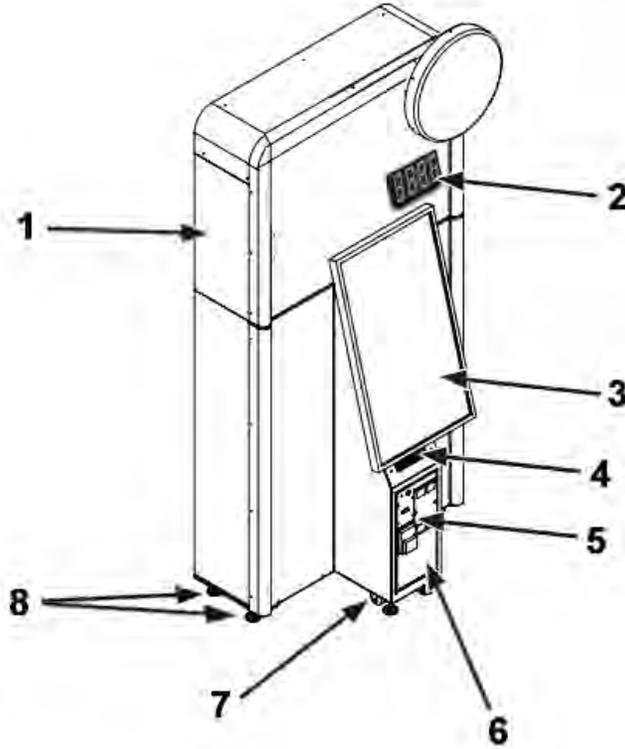


Power off the computer and change the hard drive SATA cable connector and use one of those 2 SATA connectors on the motherboard identified by the green checkmarks. Power on the unit and redo the instructions to disable the Write Cache.



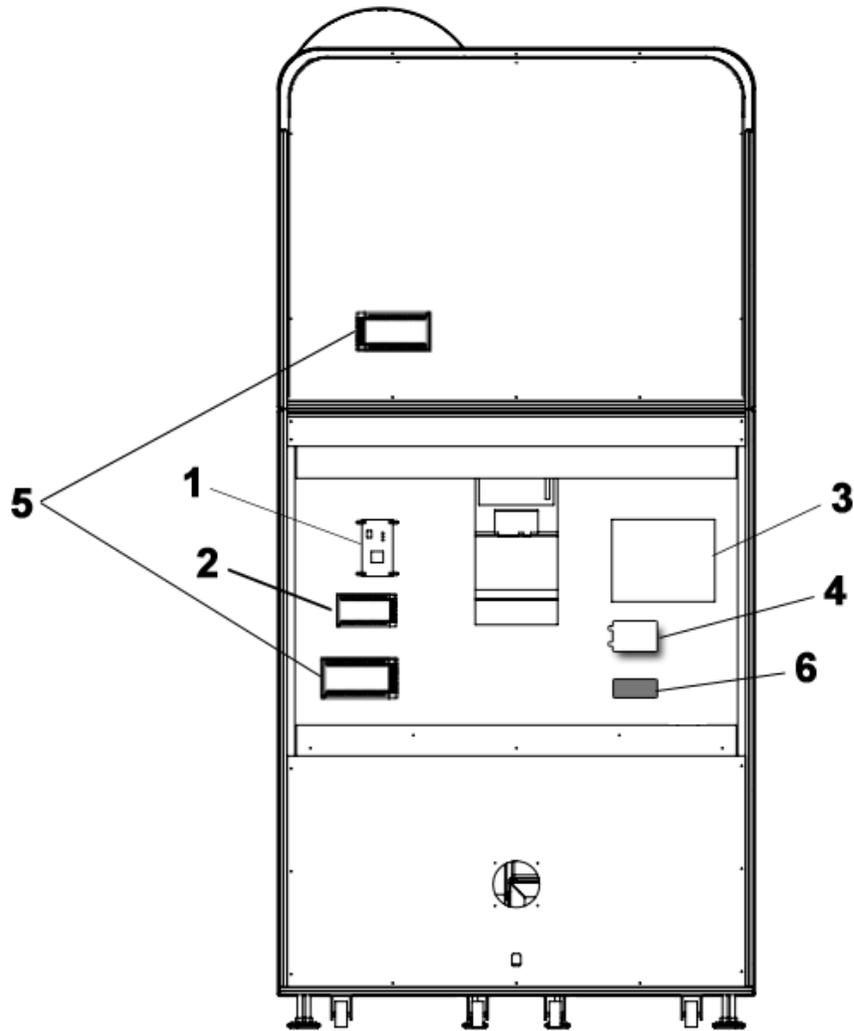
Chapter 07 - Parts

Cabinet Parts



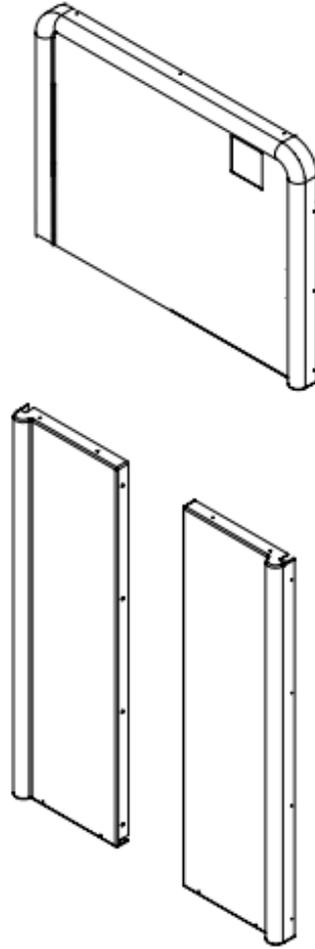
Ref	Part Description	Part #
1	Wood Cabinet	CA-02-1021
2	LED Digits Display	INV-14-1024
	LED Digits Board	CA-04-1200
3	42" Touchscreen Monitor	CA-10-1001
	Touchscreen only	CA-10-1001-TCH
4	Speaker	ADR-310-030
5	Ticket Dispenser	ADR-42-1337-00
6	Door	INV-01-2050 rev. A
7	Wheel Pivot Caster	INV-F25083
8	Leg Leveler	INV-62805K39

Electronics



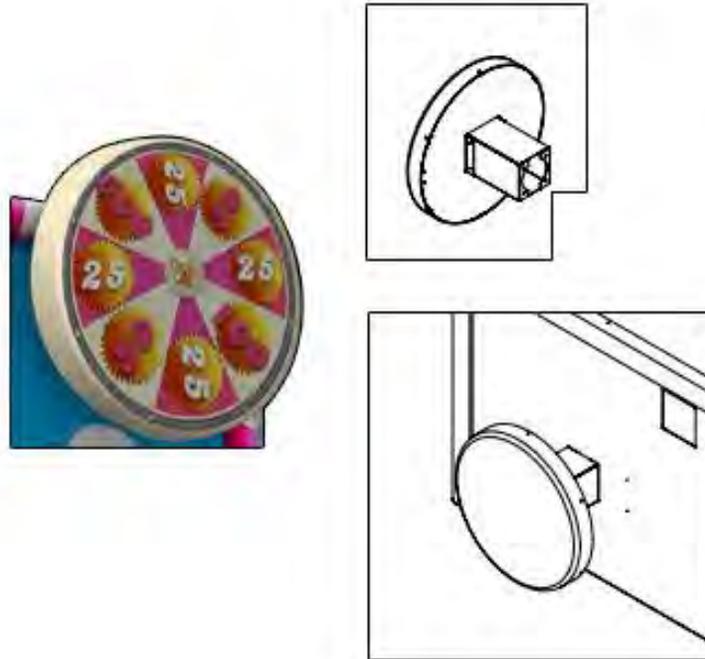
Ref	Part Description	Part Number
1	I/O Board	CA-04-1000
2	5V/12V Power Supply	ADR-80-0210-00
3	Computer	ADR-11-1010
4	Audio Board Amplifier	INV-14-0005
5	12V/10A Power Supply	ADR-80-0215-00
6	12V Computer Power Supply	INV-14-0006

Thermoplastic



Part Description	Part Number
Kit of 2 side	CA-09-1002
Top Panel	CA-09-1003

Wheel Assembly



Part Description	Part Number
Wheel Cover	CA-07-0003
Printed Wheel	CA-09-1001
Motor Case	CA-01-0001
Wheel Plate	CA-01-0003
12V Motor	CA-14-1001
Motor HUB	CA-14-1002
Magnet	CA-D61AD-P
10X LED squared puck	INV-14-1026
Magnet Sensor	ADR-HE597-ND
Logo Center Sticker	CA-09-1004

Computer Parts

Part Description	Part Number
Motherboard AsRock QC5000	INV-11-1011
PICO-PSU	INV-11-1013-150
Hard Drive with OS & Game	INV-11-1017
USB restore disk	ADR-11-2012-CCT

Cabling

Part Description	Part Number
IO Board 3Feet USB "AB"	ADR-USB-AB1-03
Connector Y	TF-05-1223
Stereo RCA @ 1/8" Cable	INV-35MM-RCAE

Wiring Harness

Part Description	Part Number
Motor Wheel to IO Harness	CT-03-4010
IO to Motor Wheel Harness	CT-03-4020
12V Harness	CT-03-4030
Bonus LED Display cable	CT-03-4050
Coin Acceptor Harness	INV-03-4060
Ticket Dispenser Harness	INV-03-4070

Misc. Parts

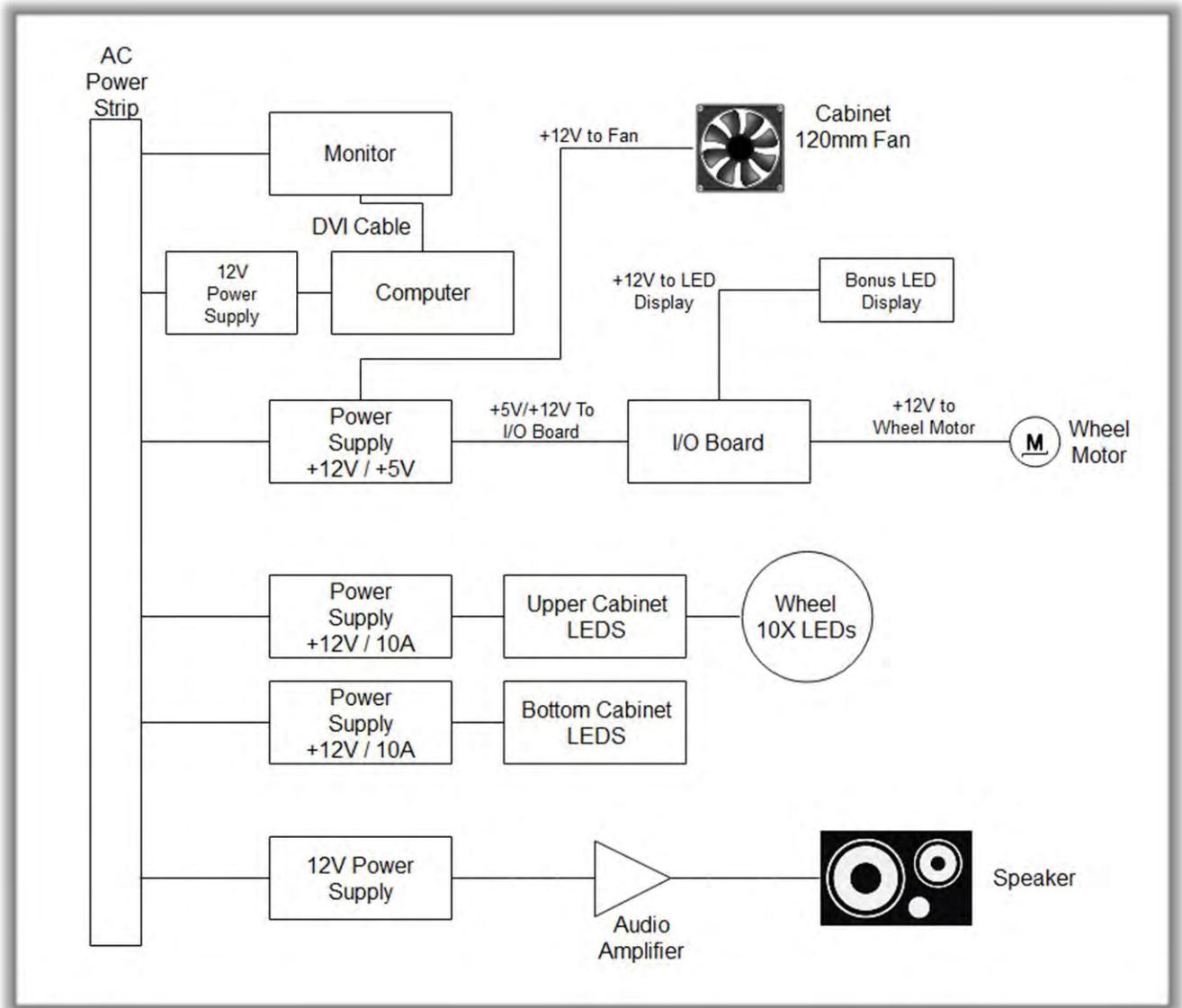
Part Description	Part Number
Blank Panel for card swipe (optional)	KA-04-001-00
12V 7-Digits Meter with bracket	ADR-42- 08012-072
LED Strips 49"	INV-14-1025
Power Bar IEC5	INV-05-1242
Wheel LEDs 10-pieces	INV-14-1026
Black Plastic Coin Container	ADR-42-1102-10

Monitor Parts

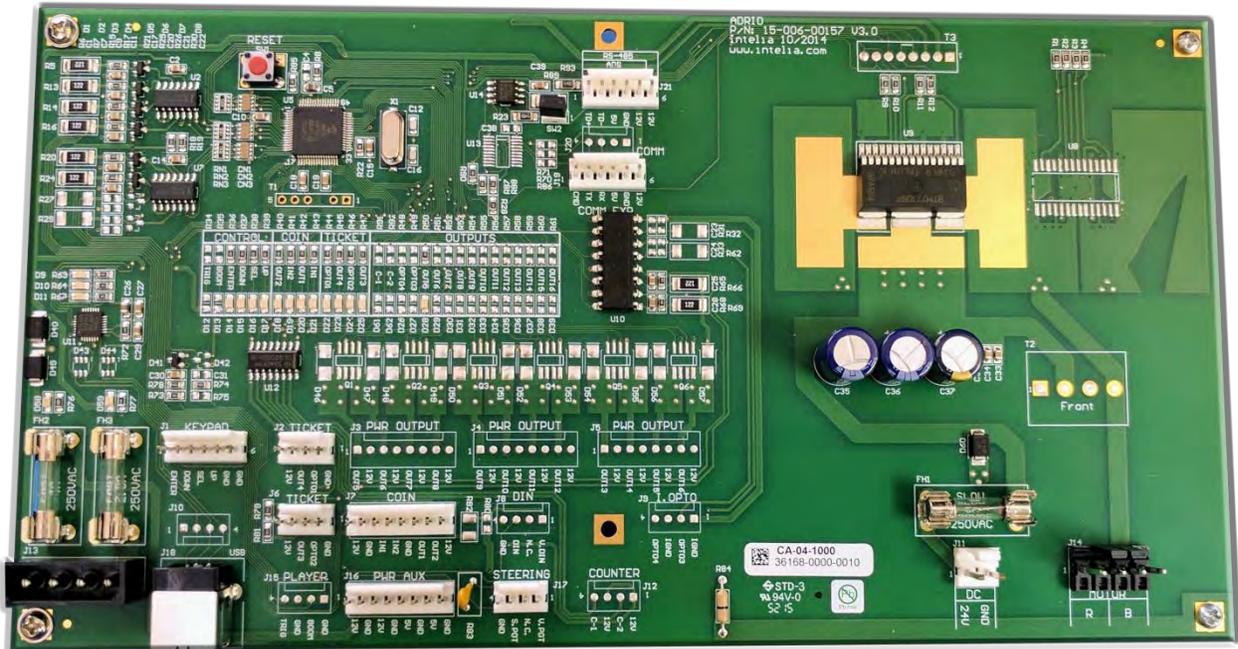
Part Description	Part Number
LG Audio Video Board	INV-04-AD-LG
Samsung Audio Video Board	INV-04-AD-SMG
42" Monitor Power Board	INV-04-PCB-ZA

Chapter 08 – Diagrams & Schematics

Power Distribution



IO Board CA-04-1000

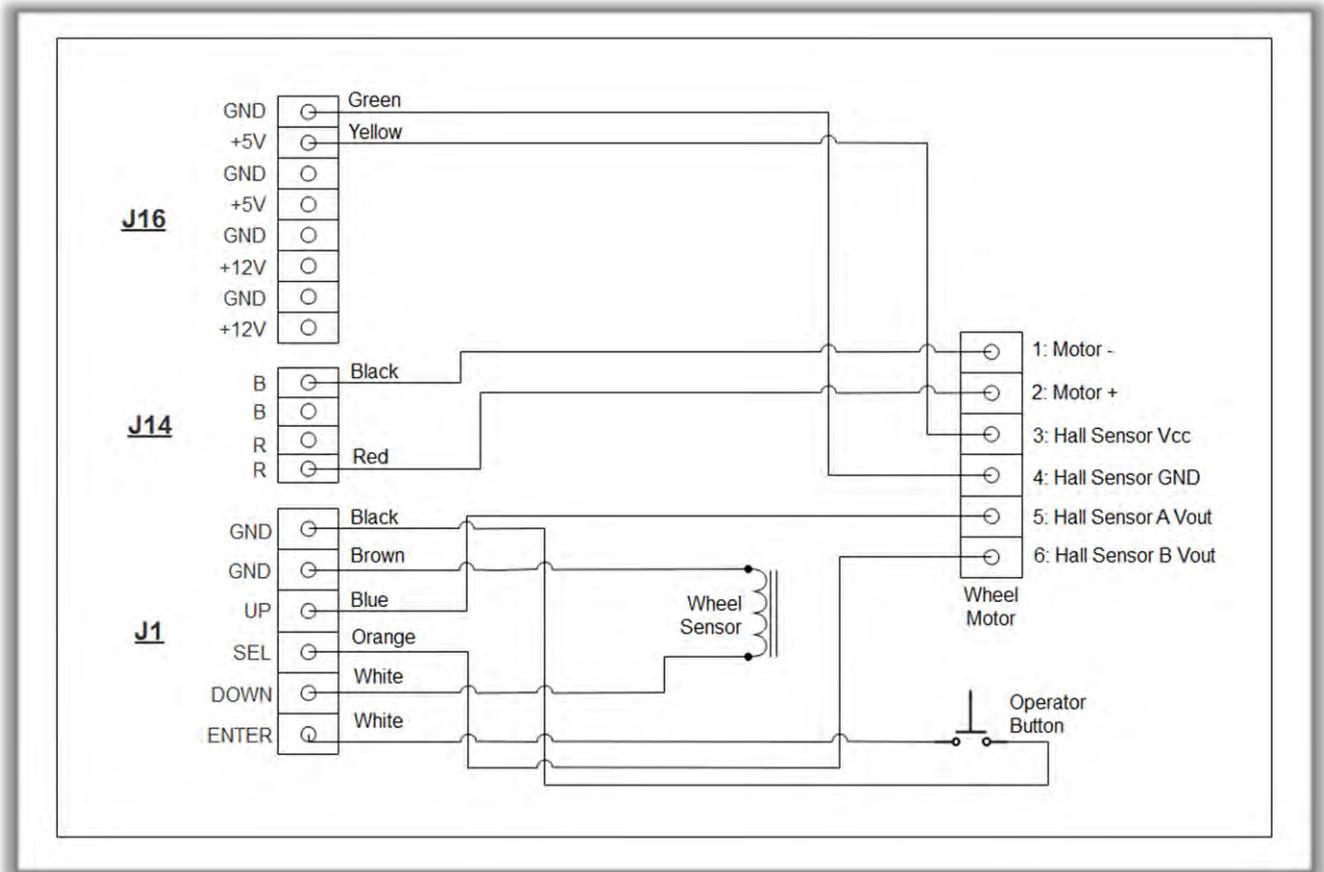


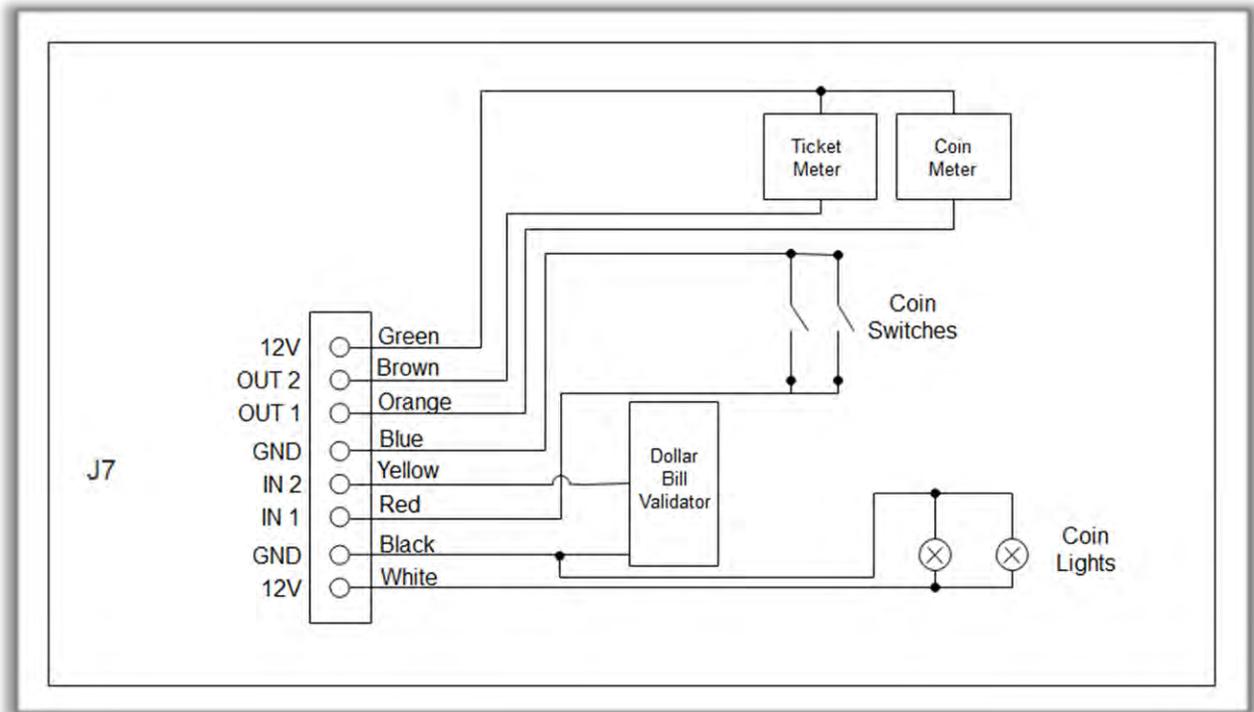
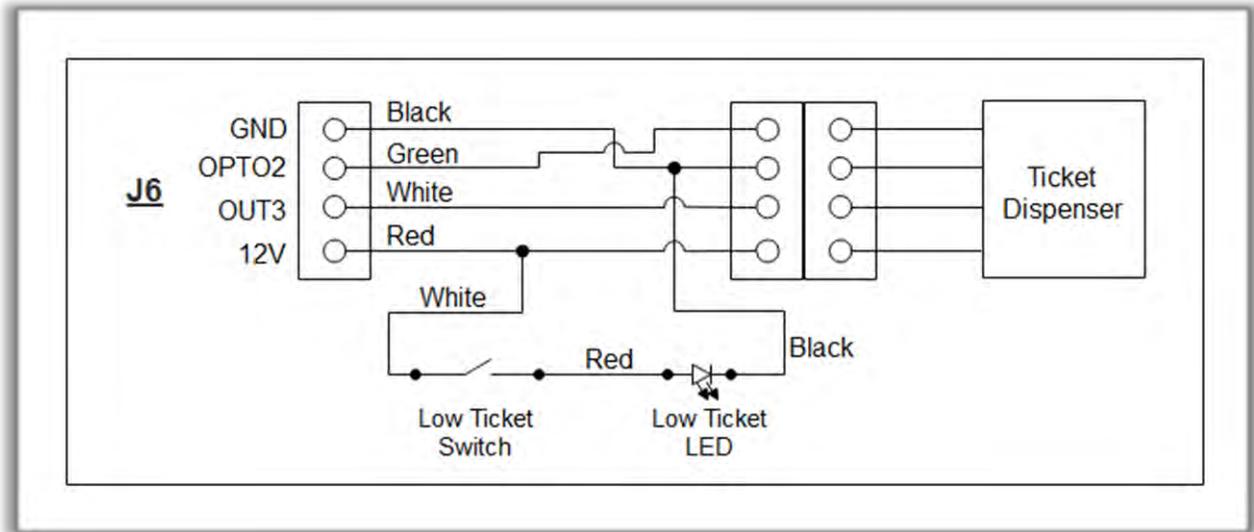
<u>J1</u>	<u>J2</u>	<u>J3</u>	<u>J4</u>
<u>Keypad</u> 1. (White) Enter 2. (White) Down 3. (Orange) Select 4. (Blue) Up 5. (Brown) GND 6. (Black) GND	No Use	No Use	No Use
<u>J5</u>	<u>J6</u>	<u>J7</u>	<u>J8</u>
No Use	<u>Ticket Dispenser (Left Player)</u> 1. (Black) GND 2. (Green) Opto2 3. (White) Out3 4. (Red) +12V	<u>Coin Switches</u> 1. (White) +12V 2. (Black) GND 3. (Red) IN1 4. (Yellow) IN2 5. (Blue) GND 6. (Orange) OUT1 7. (Brown) OUT2 8. (Green) +12V	No Use

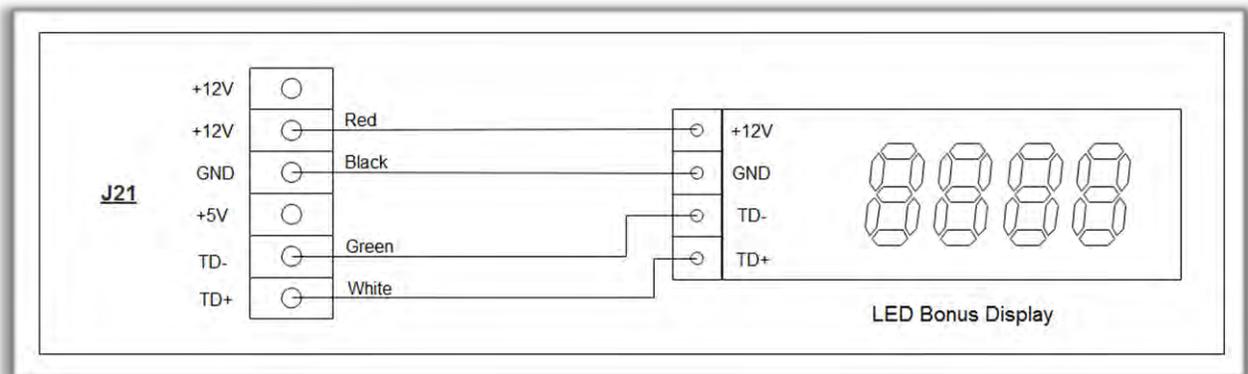
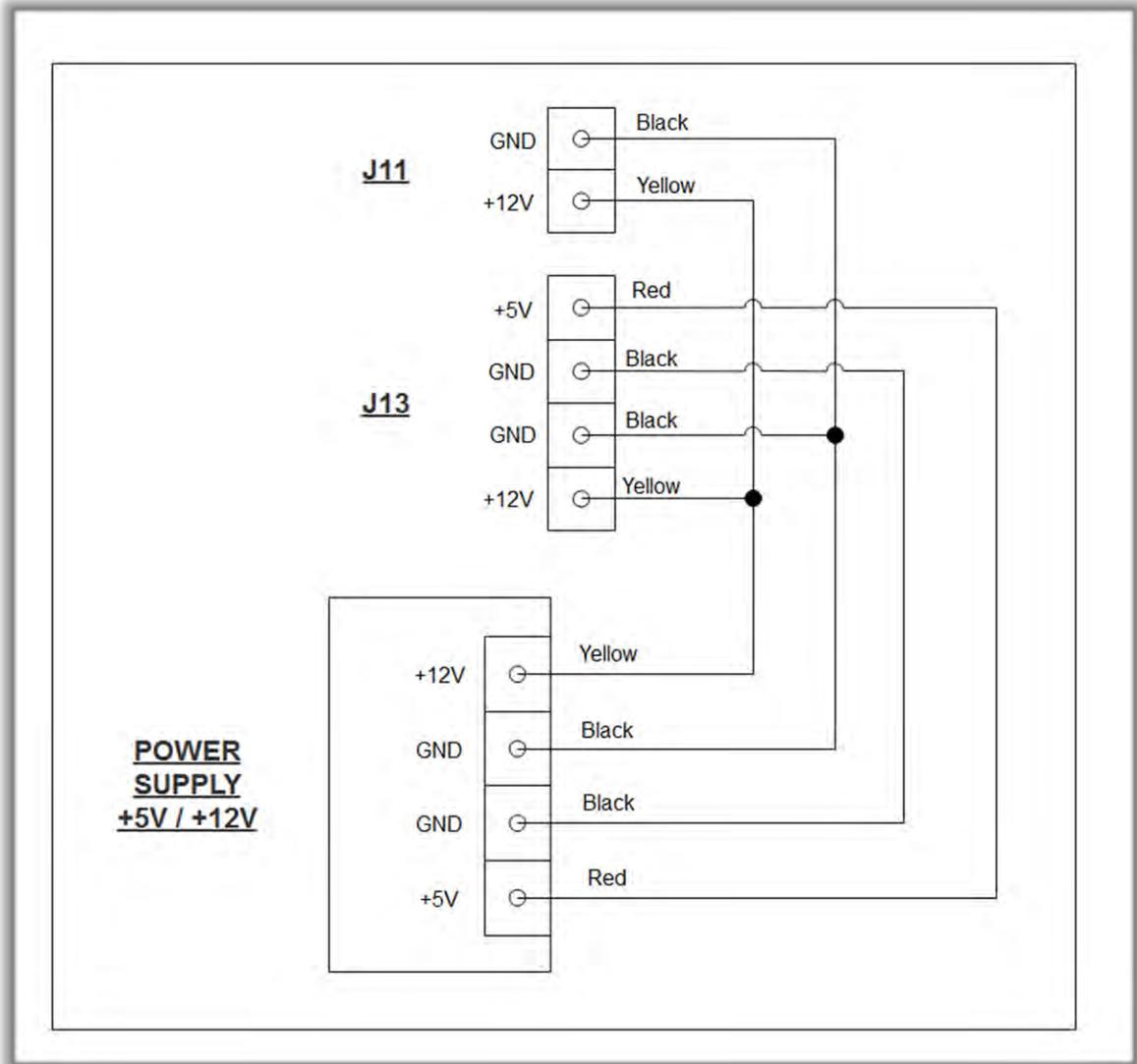
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<u>J9</u>	<u>J10</u>	<u>J11</u>	<u>J12</u>
No Use	No Use	<u>DC Power Input</u> 1. (Yellow) +12V 2. (Black) GND	No Use
<u>J13</u>	<u>J14</u>	<u>J15</u>	<u>J16</u>
<u>5V/12V Input DC</u>	<u>Motor</u> 1. (Red) +12V 2. No Use 3. No Use 4. (Black) GND	No Use	<u>Power Aux.</u> 1. No Use 2. No Use 3. No Use 4. No Use 5. No Use 6. No Use 7. (Yellow) +5V 8. (Green) GND
<u>J17</u>	<u>J18</u>	<u>J19</u>	<u>J20</u>
No Use	USB to Computer	No Use	No Use
<u>J21</u>			
<u>ADS</u> 1. (White) TD+ 2. (Green) TD- 3. No Use 4. (Black) GND 5. (Red) +12V 6. No Use			

I/O Board Wiring Diagram



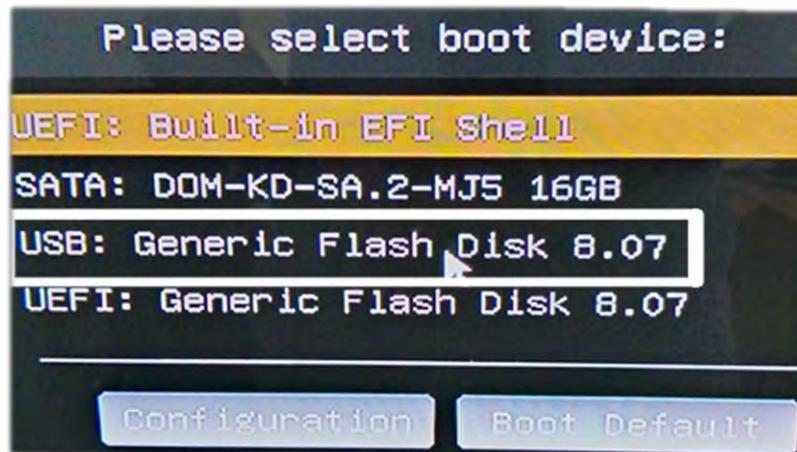




Chapter 09 – Software Recovery

If your unit software needs to be restored please follow those instructions.

- Connect a USB keyboard to the motherboard.
- Verify that the USB Recovery flash disk is in a **Black** USB port.
- Power on the unit.
- Press F11 on your keyboard when the AsRock splash screen is displayed to enter the boot menu.
- Choose USB: and press Enter.



The process takes 25-30minutes and the unit will reboot back in the game at the end. The Wireless credentials will need to be re-entered and Operator settings will be back at the default ones.



Limited Warranty Policies

Customers must provide the unit serial number when claiming any warranty request.

Adrenaline Amusements (AAGames) warrants this Arcade unit (Including accessories) against defects in material or workmanship as follows:

This unit has 1 year warranty against defective hardware from date of delivery.

Other than abuse or improper servicing, Adrenaline Amusements covers at no charge the replacement parts including standard shipping.

Customers have 30 days from delivery date to return back the defective equipment at their fees or they will be billed automatically.

Improper servicing or abuse will VOID existing warranties.

All warranty request needs to be validate with our technical support department.

After the 1 year warranty, Adrenaline Amusements offers repairs & sales services options. Please contact the technical support department for information.

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