★ ★ ★ ★ ★

PRIZE HUB™

Hybrid

PLACE SERIAL NUMBER LABEL HERE

BAY TEK
GAMES

passion in ★ fun out

CONTENTS

GAME SPECIFICATIONS

WEIGHT	
NET WEIGHT	550 LBS.
SHIP WEIGHT	700 LBS.
DIMENSIONS	
WIDTH	53.25"
DEPTH	33.5"
HEIGHT	78.75"
OPERATING TEMPERATURE	
FAHRENHEIT	80-100
CELSIUS	26.7-37.8

POWER REQUIREMENTS			
INPUT VOLTAGE RANGE	100 to 120 VAC	/	220 to 240 VAC
INPUT FREQUENCY RANGE	50 HZ	/	60 HZ

MAX START UP CURRENT	OPERATING CURRENT
2 AMPS @ 115 VAC	2 AMPS @ 115 VAC
1 AMP @ 230 VAC	1 AMPS @ 230 VAC

SAFETY PRECAUTIONS

⚠ NOTICE ⚠

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

⚠ DANGER ⚠

DO NOT perform repairs or maintenance on this game with the power ON.
Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet.

⚠ WARNING ⚠

Use of flammable subtances 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.

⚠ IN CASE OF EMERGENCY ⚠

UNPLUG THE POWER CORD.
The power cord must be accessible at all times in case of an emergency.

WELCOME TO: Prize Hub

Congratulations on your Prize Hub purchase!

Create game rooms where they've never been before!

Bay Tek's Prize Hub presents the opportunity to turn wasted space into a revenue-earning hot spot, as well as transforming and refreshing established small game rooms into efficient and independent entities. This self-contained prize redemption center offers increased profits with its automated, low-maintenance and easy-to-use format.

With the flexibility to utilize many ticketless user interfaces, such as Bay Tek's own Evolve system, card-swipe systems and barcode scanners, the Prize Hub is your ticket to the future of redemption!

Please take a moment to read through this manual and be sure to contact our factory if you have any questions, or would like some more information.

Thank you for your purchase! Your business is important to us and we hope you enjoy this game as much as we do!

Your Friends at Bay Tek Games

GAME INSPECTION

Inspect the game for any damaged, loose, or missing parts.
If damage is found, please contact your freight carrier first.
Then, contact Bay Tek Games' Service Department at 920.822.3951
or e-mail them at service@baytekgames.com for further assistance.

HOW TO USE PRIZE HUB

Prize Hub's versatile interface allows it to be placed in game rooms with Bay Tek's Evolve coupon system, E-ticket cardswipe systems and classic ticket re-demption game rooms with Deltronic Ticket Eaters.

Evolve System:

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

E-Ticket Systems:

Card swipe systems from Core Cashless, Embed and Intercard are all compatible with Prize Hub. Players swipe their cards to play games and their tickets go right on the card. The Prize Hub then reads the card and adds the tickets to the shopping screen.

Deltronics Ticket Eaters:

Deltronics Ticket Eaters print barcode coupons after counting and shredding traditional paper tickets. These barcodes are scanned by Prize Hub and the tickets are added to the shopping screen.

After tickets are added to Prize Hub, the shopping fun can begin!

DISPENSING PRIZES

After adding your tickets, shop through the touch-screen prize marketplace and select your prize.
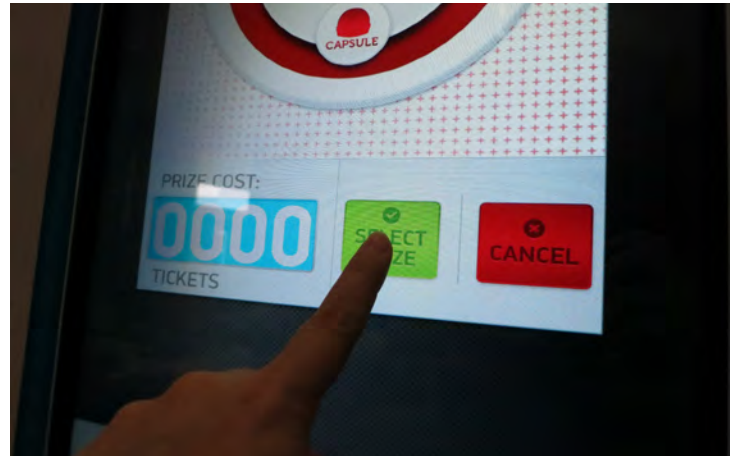
Capsules will dispense from the carousel in the Capsule Hub, into Prize Door A.

Hanging prizes will vend from the top two tiers, into Prize Door B.
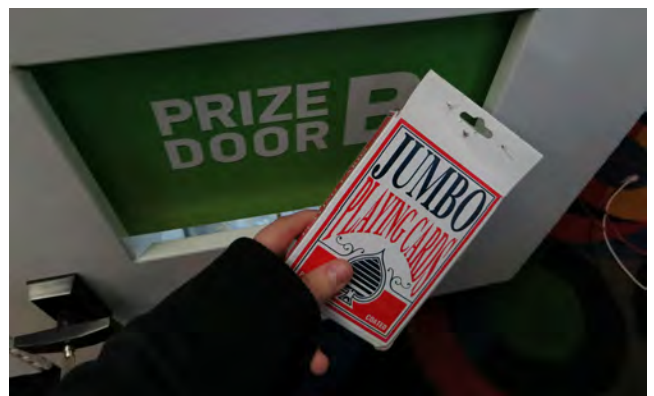
Press "continue shopping" to select another prize, or print a reciept to keep leftover tickets. Any leftovers from a card swipe transaction will remain on the card.

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QUICK SET UP GUIDE

Place your Prize Hub near its final location.

Plug the power cord into the socket in the back of the Main hub, and into a standard 110v electrical outlet.

Switch the power strip inside the left door to ON.

MAIN MENU

Press the red menu button inside the front door of the cabinet and hold for 2 seconds.

The Main Menu will come up on the monitor.

Touch your selections to enter sub-menus.

MENU QUICK ENTRY:
Tap the upper corners of the monitor in the following order: **L-R-L-R-L-R-L-R** to enter the menu without opening the door.
An owner password must be set for this to work.
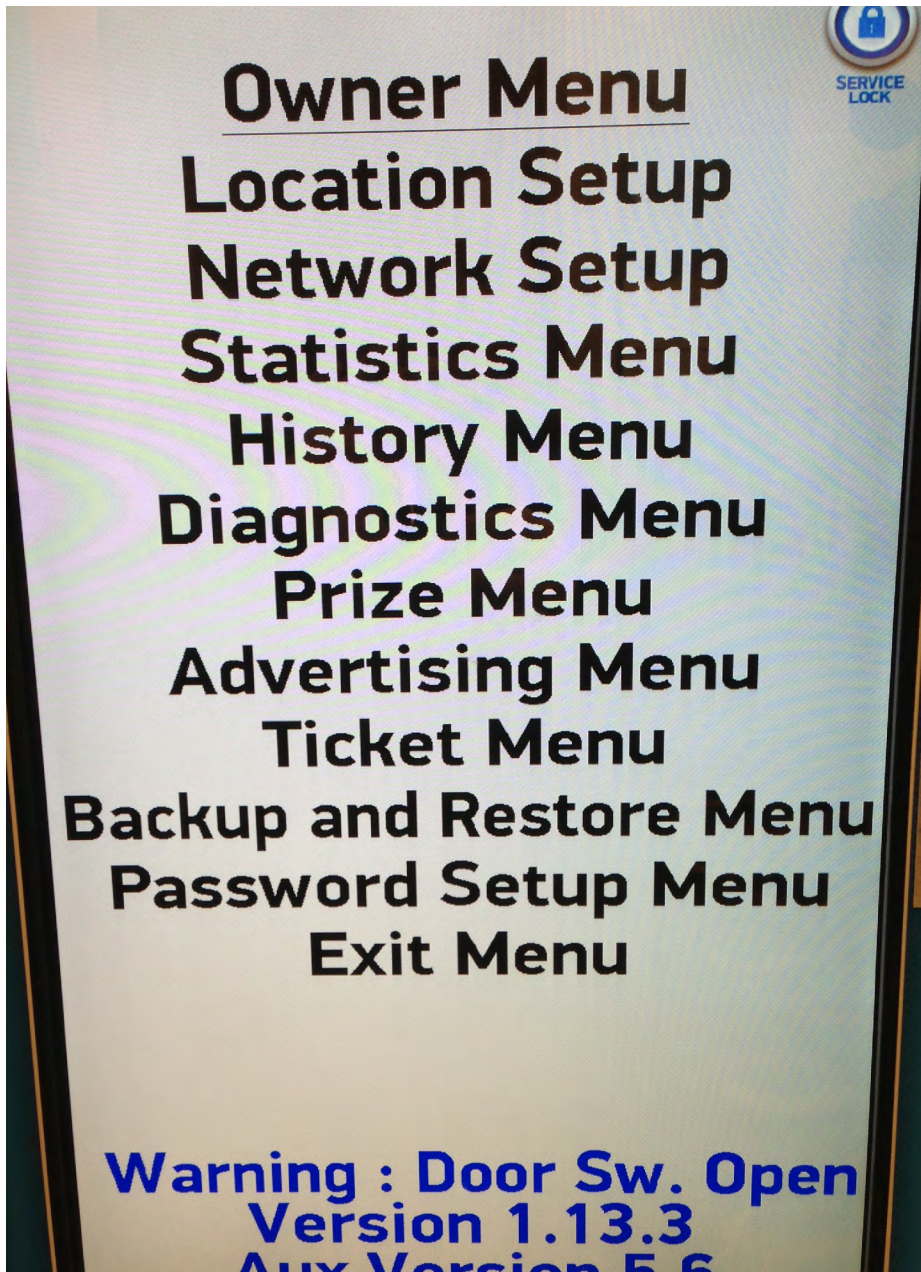
Prize Hub is equipped with a security lock out function.

To enable: tap the "secure lock" button in the upper right corner of the menu. There may be a slight delay.

To disable: tap the upper right corner of the screen or press the menu button

Owner Menu
Location Setup
Network Setup
Statistics Menu
History Menu
Diagnostics Menu
Prize Menu
Advertising Menu
Ticket Menu
Backup and Restore Menu
Password Setup Menu
Exit Menu

Warning : Door Sw. Open
Version 1.13.3
Aux Version 5.6
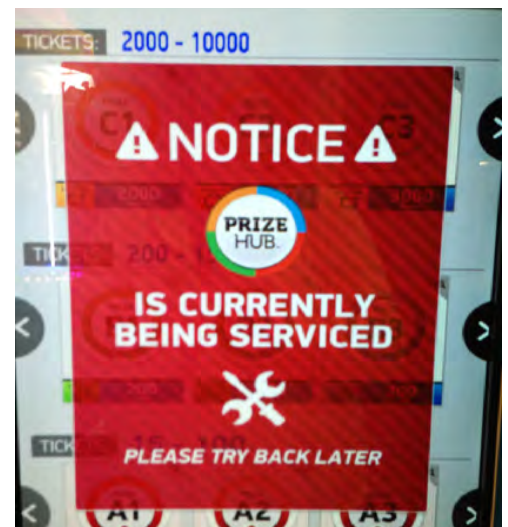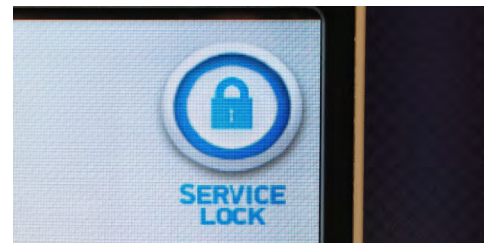
LOCATION SETUP
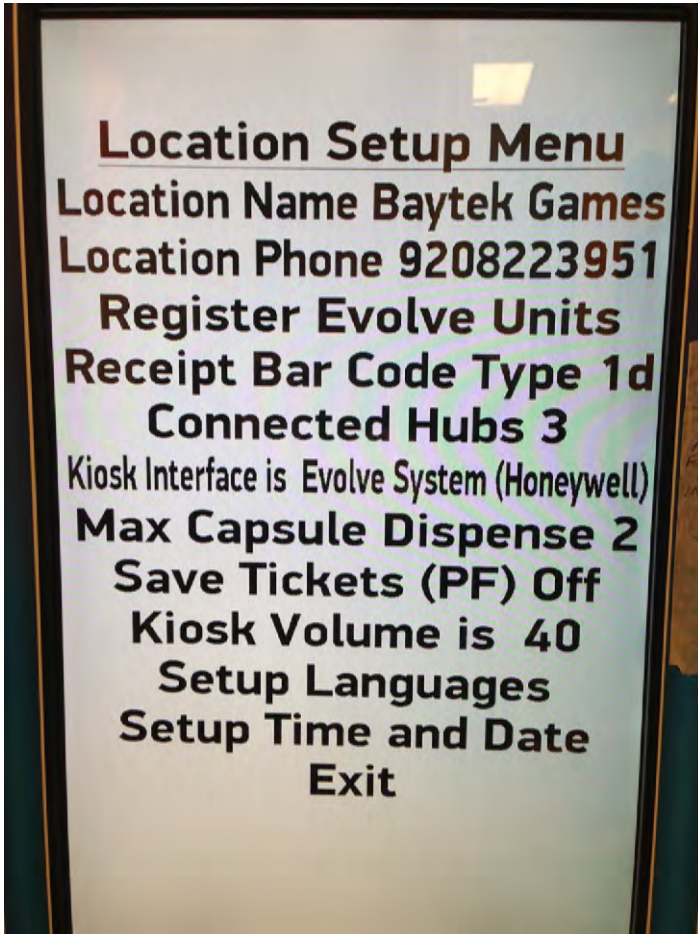
Touch **Location Name** to open the keypad. Enter your location name.

Touch **Location Phone** to open the keypad. Enter your location phone number.

Number of Modules: will set automatically

Kiosk Interface should be set to how your Prize Hub accepts tickets; Evolve, card swipe (Core, Embed or Intercard) or Deltronics ticket eater barcodes.

Max Capsule Dispense enables shoppers to select multiples (up to 6) of the same capsule at one time.

Save Tickets (PF), when enabled, will cause the Prize Hub to remember and re-load any tickets that were on it in the case of a power failure.

Kiosk Volume adjusts the volume of the spoken instructions.

Setup Languages allows the operator to enable or disable any of the 5 language options offered. When enabled, the language will appear at the bottom of the shopping screen as a button. When touched, each language button changes the visual communication to that language. If the screen is idle for2 minutes, it will revert back to English.

Setup Time and Date allows the Prize Hub to keep accurate records of all transactions in the history menu.

EVOLVE® SYSTEM REGISTRATION

Attach the Evolve box to your game following the directions included with the system.

Open the Evolve box and locate the dip switches.
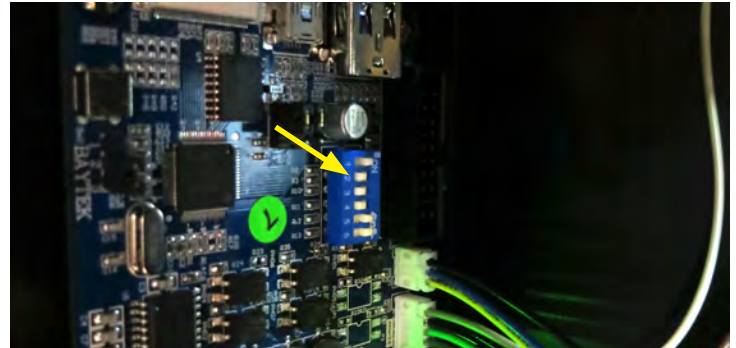
Switch Dip 2 to on, and press the print button to create a registration code. Don't forget to switch Dip 2 back to off after it prints.

In the location setup menu of the Prize Hub, touch Register Evolve Units, then scan the code printed from the Evolve box.

Any QR codes created by the registered Evolve box will now be compatible with your Prize Hub.

Location Name Baytek Games
Location Phone 9208223951
Register Evolve Units
Kiosk Type is Hybrid
Kiosk Interface is Evolve System
Max Capsule Dispense 2
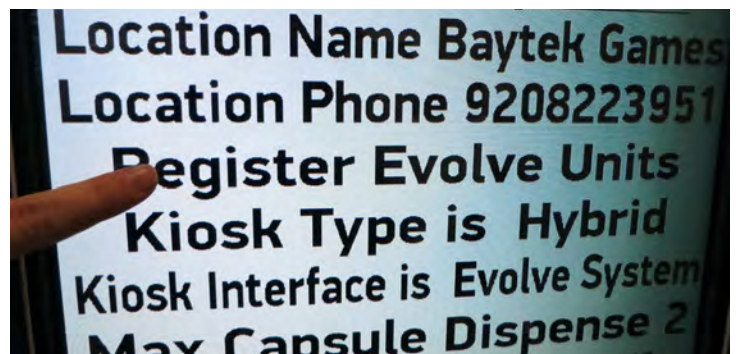
Repeat this process with all games in your game room.

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BARCODE SCANNER PROGRAMMING

If a failure were to occur that caused the scanner to become inoperable, follow these steps to re-register the scanner. **Identify the brand of scanner included in your Prize Hub, then use the appropriate instructions for that model.**

Honeywell Scanner Programming

Tear out page 55 of this manual and cut on the dotted lines.

Follow these instructions:

    1. Press and hold the scanner button to scan barcode 1. You will hear a confirmation beep when it scans correctly, the white and blue LEDs on the scanner will blink alternately

    2. Press and hold the scanner button to scan barcode 2. You will hear a confirmation beep when it scans correctly.

    3. Press and hold the scanner button to scan barcode 3. You will hear a confirmation beep when it scans correctly.

    4. Press and hold the scanner button to scan barcode 4. You will hear a confirmation beep when it scans correctly.

    5. Press and hold the scanner button to scan barcode 5. You will hear a three beeps when it scans correctly, the white and blue LEDs will stop blinking.

ZEBEX Scanner Programming

Tear out page 57 of this manual and cut on the dotted lines.

Follow these instructions:

    1. Scan the first code- "Set All Defaults"

    2. Scan the second code- "Presentation Mode"

    3. Scan the third code- "Enable Interleaved 2 of 5"

    4. Scan the fourth code- " Two Discrete Lenghts"

    5. Scan the number codes in the following sequence: **1   4   1   6**

CARD SYSTEM SETUP

Plug in an Ethernet cable to the port shown on the main board (inside the Main Hub), and out through the hole in the bottom of the cabinet.
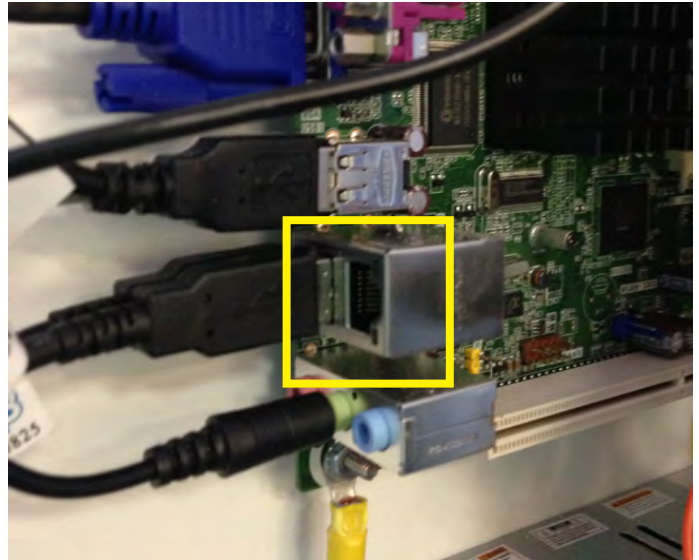
Mount your card reader according to manufactuer instructions, and plug the Ethernet cable into your card reader server.
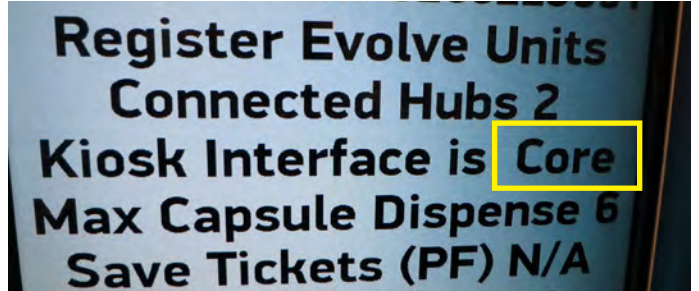
Adjust the Kiosk Interface in the Location Menu.
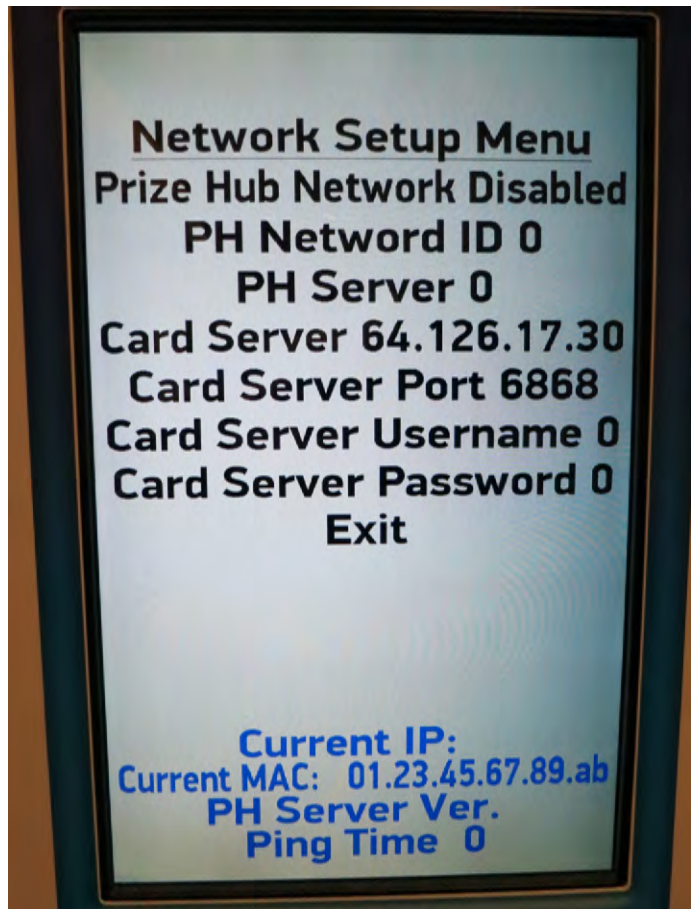
Set the IP address and Port number, username and password for your specific card system network.

Please leave the Prize Hub Network disabled.

Register Evolve Units
Connected Hubs 2
Kiosk Interface is Core
Max Capsule Dispense 6
Save Tickets (PF) N/A

Network Setup Menu
Prize Hub Network Disabled
PH Netword ID 0
PH Server 0
Card Server 64.126.17.30
Card Server Port 6868
Card Server Username 0
Card Server Password 0
Exit

Current IP:
Current MAC: 01.23.45.67.89.ab
PH Server Ver.
Ping Time 0

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STATISTICS MENU

The statistics menu will help you to determine how many tickets and prizes have been exchanged and their total value, as well as which prizes are popular.
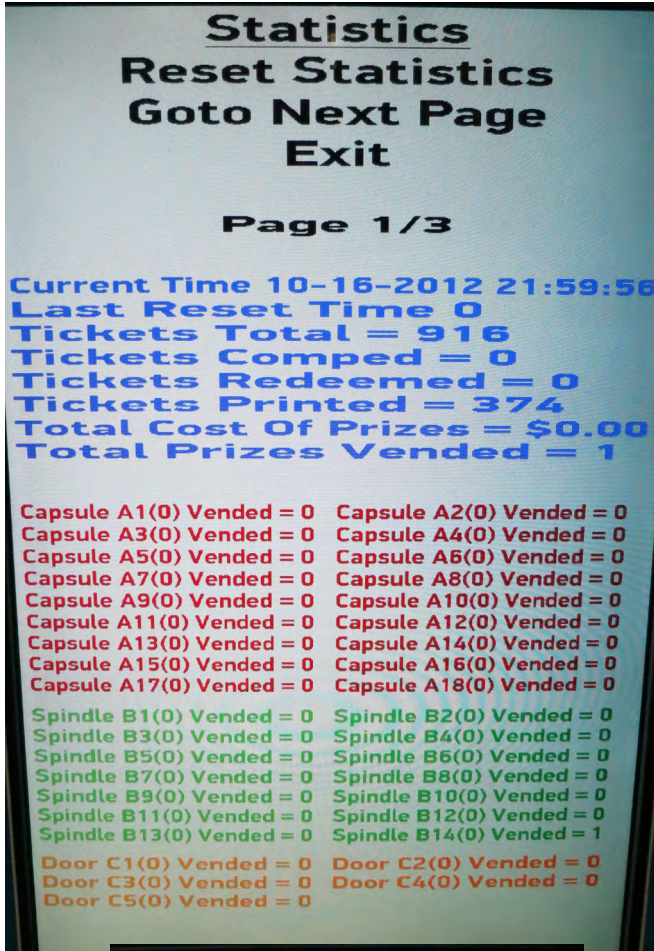
Reset Statistics:
Clears all stats in this menu to 0, with the exception of the NR (non-resettable) pages

Tickets Total:
Total number of incoming tickets

Tickets Comped:
Total number of tickets added from the operator menu

Tickets Redeemed:
Total ticket value of outgoing prizes

Tickets Printed:
Total ticket value dispensed via reciept

Total Prizes Vended:
Number of prizes dispensed

Total Cost of Prizes:
Net value of outgoing prizes; value of each prize can be set in prize menu

(###):
Ticket value of prize

Vend (page 1):
Total number of specific prize location vends

Failures (page 2):
Number of times prize failed to vend (due to being too far apart on spindles, empty locations, etc.)

NRVend (page 3):
Displays a non-resettable statistic of all vends the machine has ever performed

HISTORY MENU

The history menu is a complete record of the unit's transactions.

View earlier history reports by touching Next Page.

History Menu
Next Page
Previous Page
Exit Menu

```
10-17 15:34:39| 425 Tickets were subtracted
10-17 15:35:11| The operator menu was accessed.
10-17 15:36:30| Diagnostics: Bad Dispense Location Entered
10-17 15:38:30| A1 ticket value changed to 25
10-17 15:38:57| The operator menu was accessed.
10-17 15:41:34| 100 Tickets were added
10-17 15:41:34| Operator Added +100 Tickets from Ticket Menu
10-17 15:41:35| 10 Tickets were added
10-17 15:41:35| Operator Added +10 Tickets from Ticket Menu
10-17 15:41:35| 1 Tickets were added
10-17 15:41:35| Operator Added +1 Ticket from Ticket Menu
10-17 15:44:58| 100 Tickets were added
10-17 15:44:58| Operator Added +100 Tickets from Ticket Menu
10-17 15:44:59| 100 Tickets were added
10-17 15:44:59| Operator Added +100 Tickets from Ticket Menu
10-17 15:45:00| 100 Tickets were added
10-17 15:45:00| Operator Added +100 Tickets from Ticket Menu
10-17 15:45:00| 100 Tickets were added
10-17 15:45:00| Operator Added +100 Tickets from Ticket Menu
10-17 15:45:01| 100 Tickets were added
10-17 15:45:01| Operator Added +100 Tickets from Ticket Menu
10-17 15:45:09| The operator menu was accessed.
10-17 15:45:23| 100 Tickets were added
10-17 15:45:23| Operator Added +100 Tickets from Ticket Menu
10-17 15:45:24| 100 Tickets were added
10-17 15:45:24| Operator Added +100 Tickets from Ticket Menu
10-17 15:45:46| The operator menu was accessed.
10-17 15:46:09| 100 Tickets were added
10-17 15:46:09| Operator Added +100 Tickets from Ticket Menu
10-17 15:46:09| 100 Tickets were added
10-17 15:46:09| Operator Added +100 Tickets from Ticket Menu
10-17 15:46:16| The operator menu was accessed.
10-17 15:46:34| The operator menu was accessed.
10-17 15:47:24| Printed thermal ticket receipt 800045931288
10-17 15:47:24| 1011 Tickets were subtracted
10-17 15:48:29| Scanned prize hub barcode 800856066434 OK!
10-17 15:48:29| 425 Tickets were added
10-17 15:48:41| Scanned prize hub barcode 800045931288 OK!
10-17 15:48:41| 1011 Tickets were added
10-18 09:56:01| The operator menu was accessed.
10-18 10:02:31| 75 Tickets were subtracted
10-18 10:02:31| Prize dispensed successfully from Capsule A5
10-18 10:02:46| Printed thermal ticket receipt 800226635499
10-18 10:02:46| 1361 Tickets were subtracted
10-18 10:02:59| Scanned prize hub barcode 800226635499 OK!
10-18 10:02:59| 1361 Tickets were added
10-18 10:45:48| The operator menu was accessed.
10-18 10:59:48| 50 Tickets were subtracted
10-18 10:59:48| Prize dispensed successfully from Capsule A4
10-18 11:00:09| Printed thermal ticket receipt 801391428335
10-18 11:00:09| 1311 Tickets were subtracted
10-18 11:01:38| The operator menu was accessed.
10-18 11:08:39| The operator menu was accessed.
10-18 11:09:40| The operator menu was accessed.
10-18 11:10:02| The operator menu was accessed.
10-18 11:14:16| Scanned prize hub barcode 801391428335 OK!
10-18 11:14:16| 1311 Tickets were added
10-18 11:58:12| 350 Tickets were subtracted
10-18 11:58:12| Prize dispensed successfully from Pusher B14
10-18 14:03:39| The operator menu was accessed.
10-18 14:03:55| The operator menu was accessed.

End of Page 1
```

DIAGNOSTICS MENU

The Diagnostics Menu allows testing of capule and spindle dispensers and prize lockers, as well as the prize chute sensors.

Touch "Test Dispense" to open the key pad to test individual prize mechanisms by entering their locations.

PRIZE MENU

The Prize Menu allows you to look through the images of the prizes loaded in your machine. Touching "Select NEXT Location" will bring you through the capusules first, then the prize hooks.

Touching **Restore All Default Pictures** twice will set the prize images back to the generic letter-number location designations.

Stock Reset All returns the stock status of every prize to Available.

Ticket Cost and Prize Cost are set in this menu. Ticket Cost determines how many tickets a player must input in order to choose and receive the specific prize. Prize Cost is a tracking tool to assist in determining the net cost of the dispensed prizes. Prize Cost is an optional tool.

The Stock Quantity is an optional tool used to automatically mark a prize as unavailable after a certain number have been dispensed. It's not necessary to use stock quantities on the Hybrid model; prize hook locations automatically have a capacity of one, and capsules will dispense until empty.

The Stock Status indicator turns to "empty" when the spindle or capsule bin is empty, or when they time out. Touching this option will change the status.

When the Stock Status for a certain item is set to Empty, this message will be displayed on the main screen of the monitor.
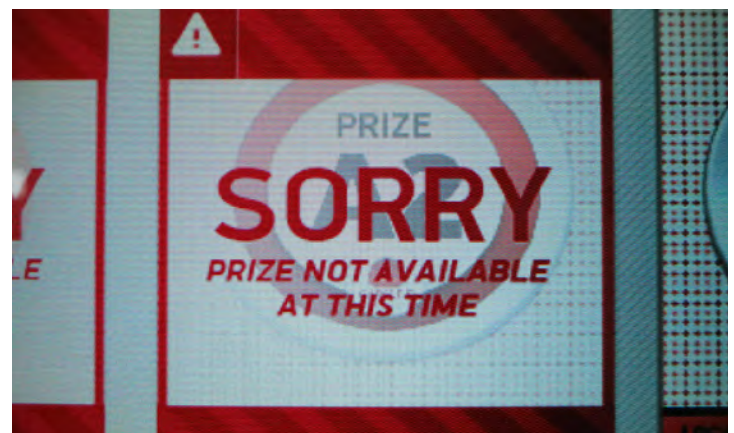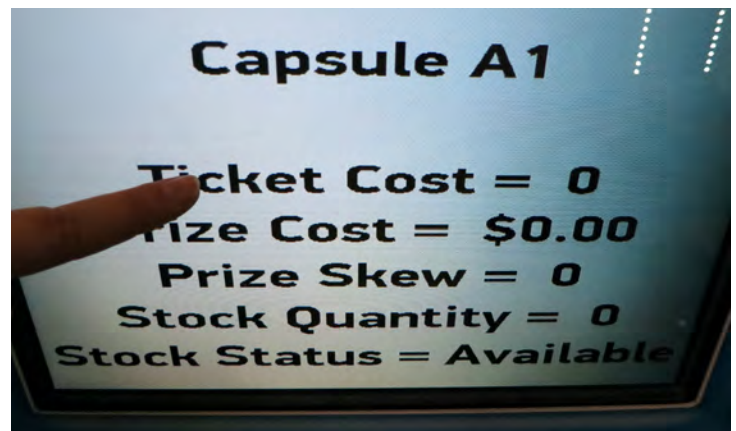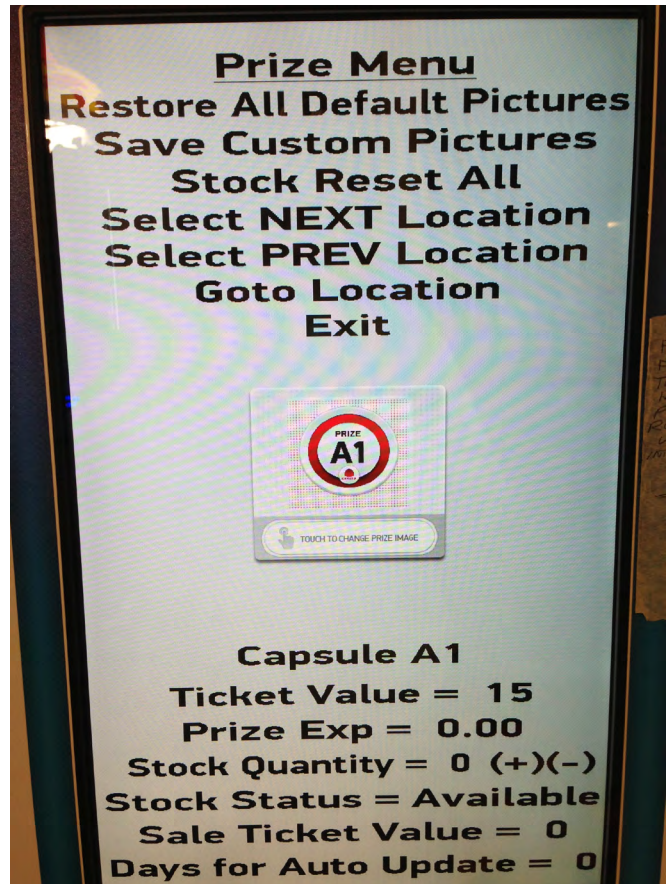
LOADING PRIZE IMAGES

Insert a USB stick with prize images **(.jpg files)** into the USB port shown, inside the front door of the Prize Hub. **Prize image files should be no larger than 600 KB, with an ideal size of 590 x 590 pixels square.**
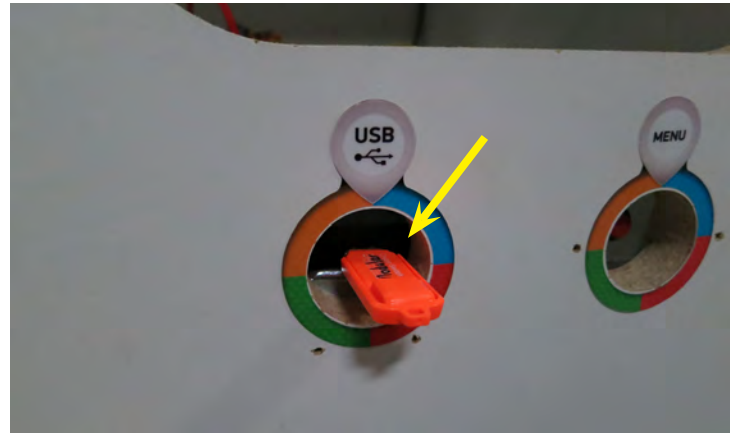
While in the Prize Menu, touch the image of the prize to enter the image selection screen. The screen will change to a "finding prizes" screen, then load the images into a grid.
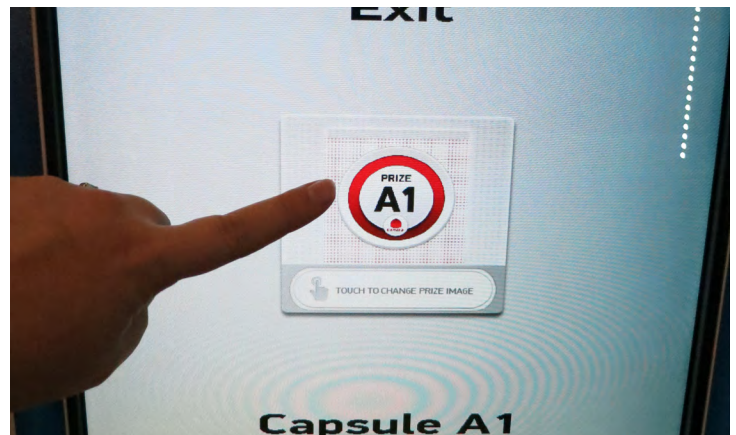
Touch which image you would like to replace the current prize image with.
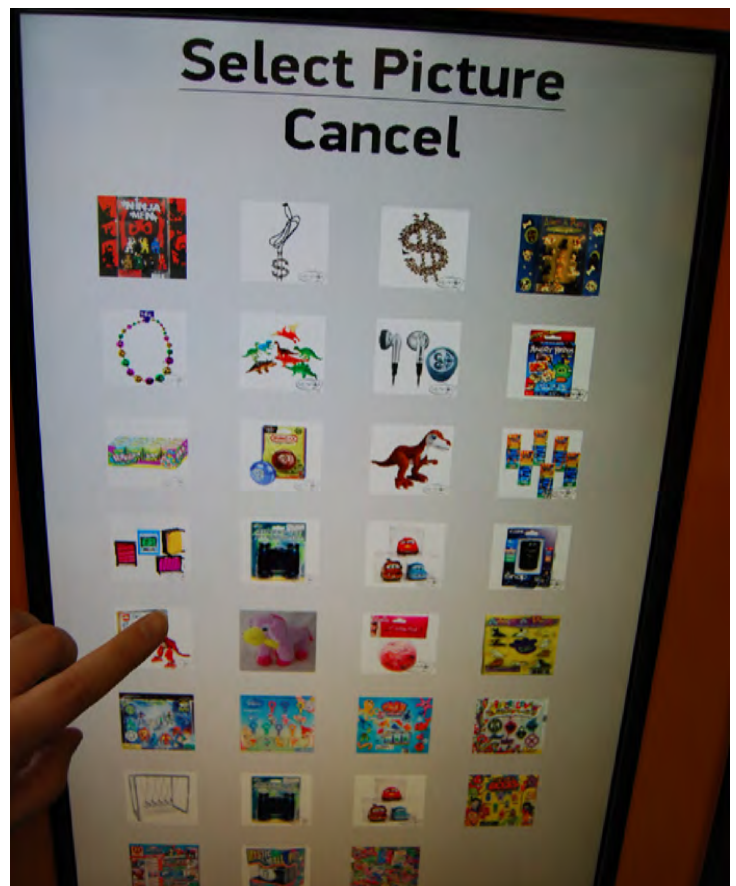
Be sure to make any adjustments in ticket value and cost in the Prize Menu, and that the prizes are in the correct capsule and hook locations.

ADVERTISING MENU

The Prize Hub allows for several full-screen ads to be displayed at set intervals while the machine is in attract mode.

To load advertisments, go into the advertising menu and touch the icon to upload a new ad from a USB stick. **The ideal size for an ad is 768 x 1087, .png format.**

To load more than one ad, touch "next ad location" and repeat the process. The machine can display up to 4 advertisements at any time.

The length of ad can be adjusted in intervals of 2 seconds, up to 30 seconds. The time between ads can be adjusted in 20 second intervals, up to 300 seconds.

To save your changes, touch "Update this Ad".
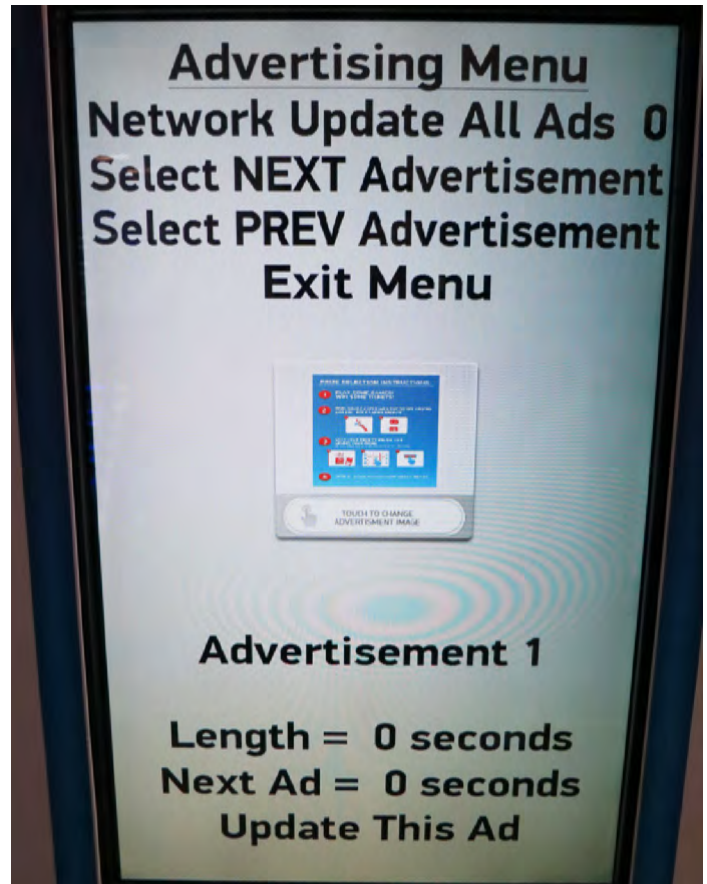
TICKET MENU

The ticket menu allows the adding of tickets without scanning or swiping them onto the machine. This comes in handy if coupons get too crumpled to scan or something else prevents the user from adding their tickets.

Any "comped" tickets will appear in both the statistics and the history menus to track their use.

The ticket menu is also where the ticket database can be saved and uploaded to a USB stick. It is recommended to back up the database occasionally so that anyone saving printed tickets at home can still come back and redeem them if the Prize Hub experiences a malfunction and needs a hard drive replacement.

Ticket Menu
Clear All Tickets
Add +1 Tickets
Add +10 Tickets
Add +100 Tickets
Print Ticket
Reset Ticket Database
Exit

Tickets = 0
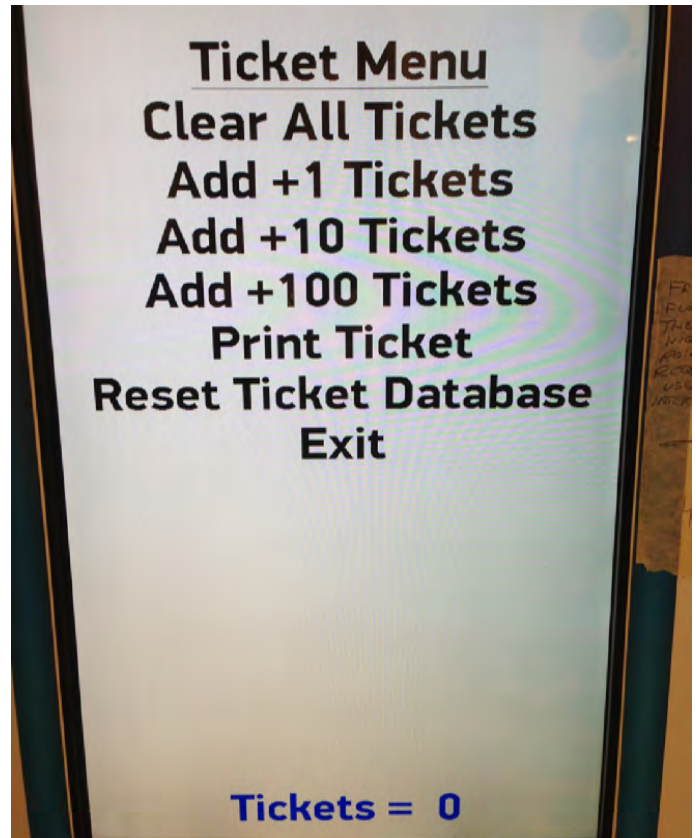
PASSWORD SETUP MENU

Passwords can be set to allow different employees to access different parts of the operator menu. An owner password must be set for the tech and employee passwords to work.

Owners have full access to all menu functions.
Techs can access all functions except the password setup menu.
Employees have very limited access to the statistics, history and ticket database menus.

Passwords can be alpha-numeric and include up to 5 characters. They should be the entire 5 characters to be effective. You will be prompted to confirm the password by re-entering it.

Password Setup Menu
Owner Password *
Tech Password *
Employee Password *
Exit

BACKUP AND RESTORE MENU

This menu allows users to save Prize Hub data onto a USB stick. The information is placed into a text file, which can then be printed from any computer.

The data of up to 25 different Prize Hubs can be downloaded to a single USB, assuming each unit is named uniquely in the Location Setup menu.

Prize Images:
It is recommended to keep the prize images on a separate USB stick for capacity reasons. Several of our recommended prize vendors provide a USB containing the necessary images.

Advertisements:
It is recommended to keep advertisements on a separate USB stick for capacity reasons.

Machine Settings:
All of the machine settings, including ticket values, location name, etc. can be backed up. This will allow operators to set up the Prize Hub quickly in case of an information loss.

Prize Settings:
All prize locations, costs and ticket values can be saved and uploaded to the same or other Prize Hubs.

Statistics:
Useful for tracking the usage of your Prize Hub, including tickets in, tickets comped, tickets printed, prizes out and any dispense failures.

History:
The machine history itemizes each transaction that occurs on the Prize Hub, proving useful in confirming large ticket value exchanges and possibly theft.

Ticket Database:
The ticket database records every ticket number and QR code printed by the Prize Hub. It is recommended to back up the database regularly so that anyone saving printed tickets at home can still come back and redeem them if the Prize Hub experiences a malfunction and needs a hard drive replacement.
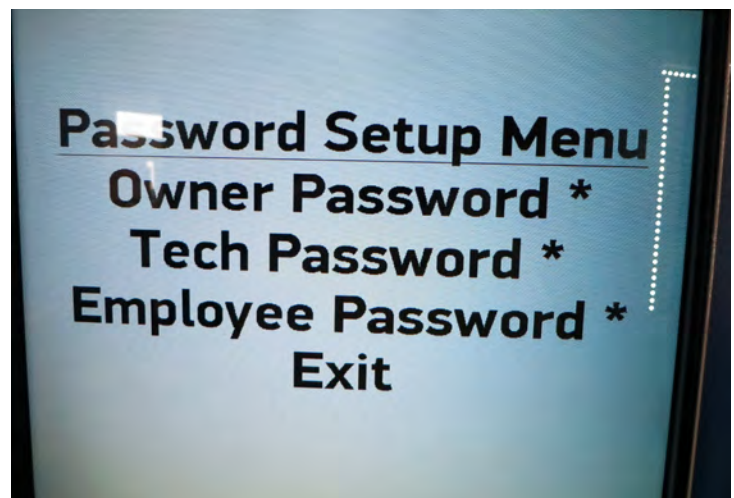
Backup/Restore Menu
Backup Prize Images
Restore Prize Images
Backup Advertisements
Restore Advertisements
Backup Machine Settings
Restore Machine Settings
Backup Prize Settings
Restore Prize Settings
Backup Statistics
Backup History
Backup All
Exit
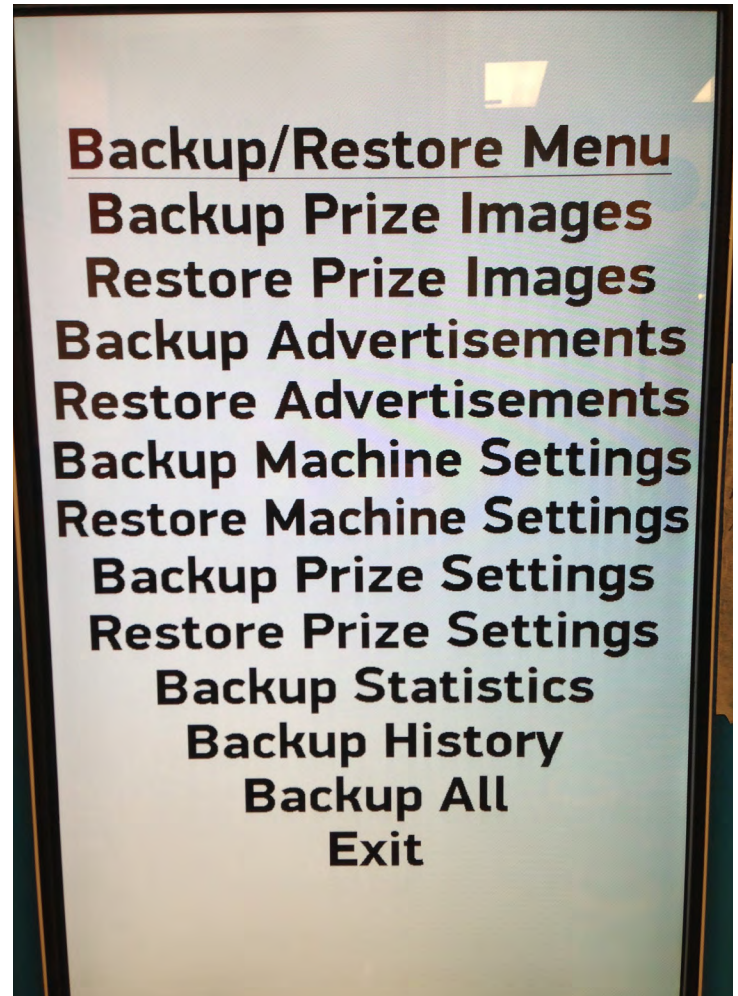
BACKUP=
save to USB

RESTORE=
upload to Prize Hub from USB.
If the machine is restored, the game needs to be powered down and back up before the restore takes effect.

LOADING CAPSULE PRIZES

Open the prize cabinet door.

Rotate the carousel to the desired position by turning it slowly.

The bins are identified by the stickers on the plexiglass; the location is always to the right side of the location markers.

Dump capsules into the hoppers according to ticket values.

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

Display dimensions:

9″

8″
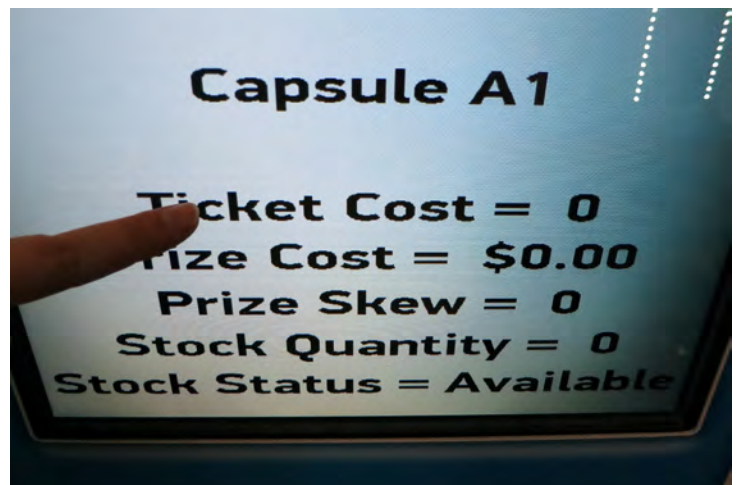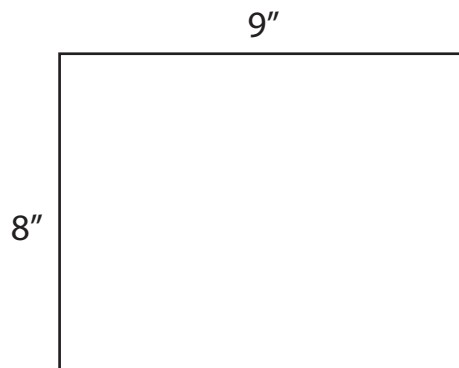
Adjust any ticket values and prize images in the prize menu (see page 18).

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LOADING HOOK PRIZES

Open the front door of the cabinet.

Push back on the top of the black lever to open the hook. Place the hanger on the prize behind the wire guide and release the lever.

Fill each hook according to the prize values specified. Make sure the ticket cost, prize cost and stock status are set correctly in the prize menu.

SEE PAGE 19 FOR HELP LOADING PRIZE IMAGES.

PRIZE SPECIFICATIONS

Prize Hub Factory Default Prize Specs
HYBRID UNIT

	CAPACITY PER	VARIETY	TOTAL CAPACITY	MAX LENGTH (WITH HANGER)	MAX WIDTH	MAX DEPTH	TICKETS (COST**): / LOCATIONS PER VALUE	25 ($.10 to $.25)	50 ($.25 TO $.50)	75 ($.35 TO $.75)	100 ($.50 TO $1)	200 ($1 TO $2)	350 ($1.75 TO $3.50)	500 ($2.50 TO $5)	750 ($3.75 TO $7.50)	1500 ($7.50 TO $15)	2500 ($12.50 TO $25)	5000 ($25 TO $50)	10000 ($50 TO $100)
CAPSULES	110	6	660	2" CAPSULES*				2	2	2									
LOWER HOOKS	1	22	22	8"	5"	4"					12	10							
UPPER HOOKS	1	18	18	12"	5"***	6"							4	4	3	3	2	1	1
				WIDER= LESS DEEP															

TOTAL UNIT CAPACITY: 687

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

** PRIZE COST IS BASED ON A 50% TO 0% MARKUP.
CHOOSE THE VALUES THAT FIT YOUR BUSINESS PLAN.
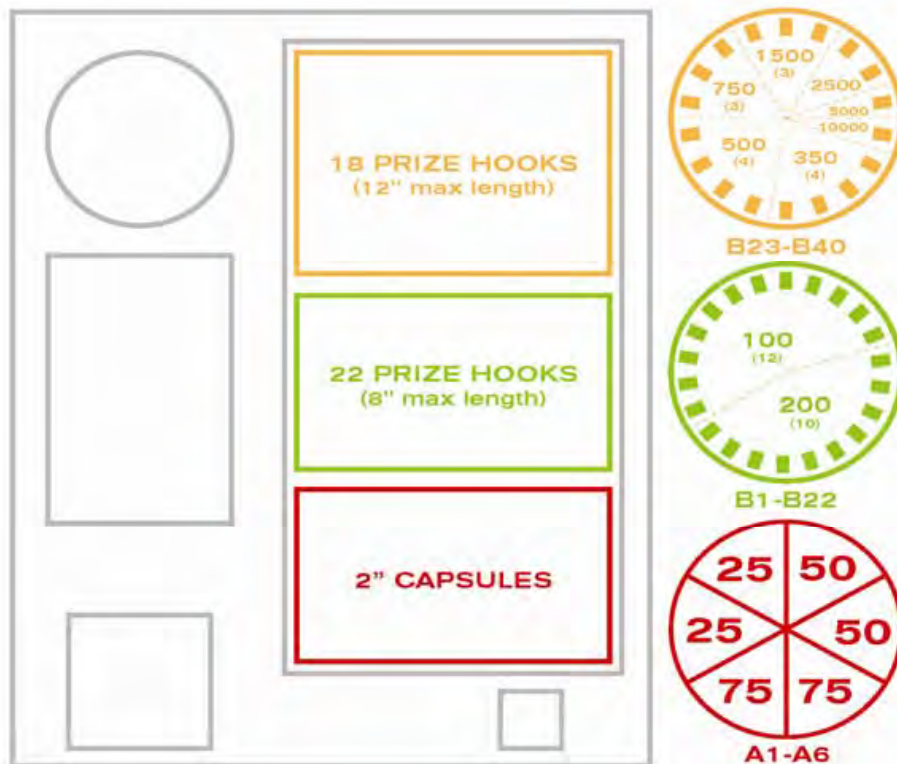
HOW TO: LOAD PRINTER PAPER

Remove the plastic disk and the empty paper core from the spool holder.
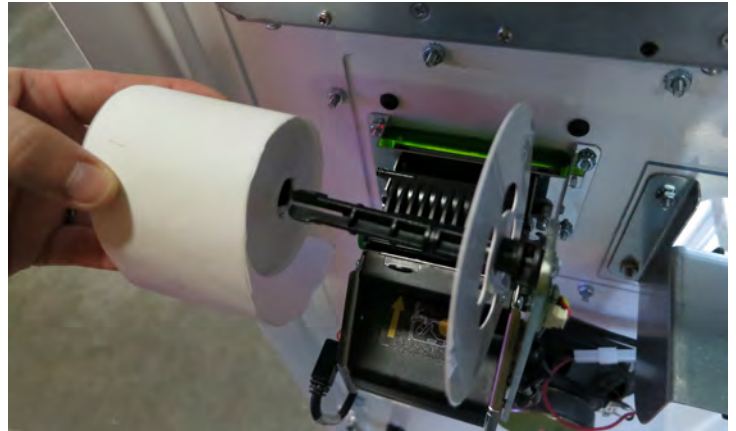
Slide a new roll of paper onto the spool and replace the plastic disk.

Feed the end of the paper into the opening until it grabs and begins to feed through the printer.
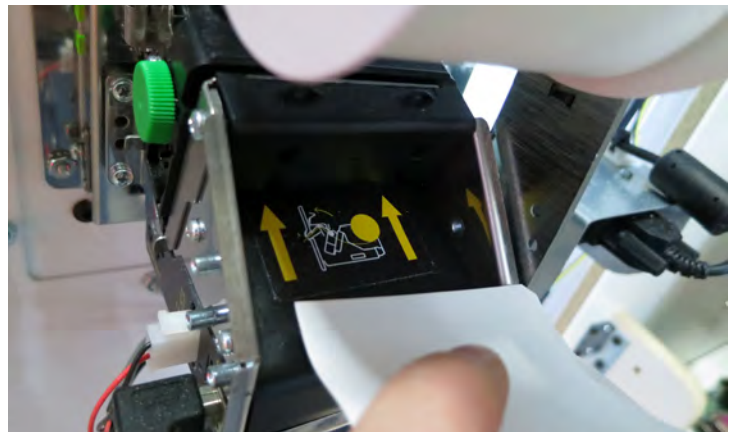
MARQUEE INSTALLATION GUIDE

Tools Needed:
Extra person
Drill with #2 square bit

Unpackage the marquee and locate the hardware packet; set aside.

Team-lift the marquee onto the top of the Prize Hub. One person will have to hold the marquee up while the other directs them to center it.

Secure the marquee in place with included black wood screws.

Feed the marquee cable through the hole in the top of the Main Hub or Hybrid cabinet, and plug in to cable clamped near the cabinet ceiling; it is labeled "MARQUEE".

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

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SIDE DECAL PLACEMENT

8.0″

PRIZE HUB.

REDEEM GAME TICKETS!

CHOOSE YOUR PRIZES!

COLLECT YOUR PRIZES!

20.75″

CIRCUIT BOARD PINOUT (MINIGEN)

AACE1757
Speaker Cable

AACE1756
12 VDC Power In

J19

J18

AANEWGEN1-PJ

J24

AACE1751
Prize Chute Sensors

J9

AACE1750
Middle Platform
Motor & Sensor

J8

AACE1750
Platform Motors
Capsule Pivot &
Engage Motors

J22

AACE1750
Middle Platform Motor
& Sensor and Carousel
Home Sensor

J5

AACE1750
Top Sign Cable

J6

AACE1752
Com to
Interface
Board

J16

AACE1759
Menu Button

J25

J21

AACE1750
Door Open Switch, Capsule
Drop Sensor, Pivot Sensor,
and Signals to Stepper Motor
Capsule Pivot & Engage
Motors

AACE1750
Signals from NewGen

AACB1801
Stepper
Motor
Board

AAMO6901
Stepper Motor

AACE1755
Power from
Power Supply

CAROUSEL WIRING DIAGRAM

AACE1750

AAMO1801
Motor

AACB1455
Home Sensor

Top platform
Home Sensor&
Motor Assembly

Carousel
Home Sensor
AACB4401

AACE1750

AACE1750

AAMO1801
Motor

AACB1455
Home Sensor

Middle platform
Home Sensor&
Motor Assembly

To J5
on main
board

To J8
on main
board

To J22
on main
board

1N4004

AACE1750

AAMO1800
Capsule Pivot
Motor

To J25
on main
board

AACE1750

1N4004

AACE1759

Menu Button
AAPB2700

AAMO1800
Capsule Engage
Motor

29

AC/ POWER SUPPLY WIRING DIAGRAM

Power Supply
Cable

Power Supply
A5PS1008

AACE1805

Power Out to
each Module

AACE1805

Power Out to
each Module

Power Supply
Cable

Hard Drive
A5HD1800

Hard Drive
Com Cable

Power Supply
Cable

12 VDC Power
to Printer
AACE1824

Touchscreen
Monitor
A5MO1800

FRONT PANEL

USB Communication
Cable to Mother-
board A5CE1800

Power In
on Board

A5PS1800
Power Supply
for Touchscreen

AAMB7

All Dips Off

AACB1800

Power in Cord
A5CORD12

AC Power In
A5CORD5

Power Supply
Cable

Audio Phono Jack
A5CEAU010

A/

Scanner
A5SC1800

Outlet Strip
AACE1817

Line Filter
A5FI9010

Power In Cord
From Wall A5CORD5

PRIZE CHUTE SENSORS/ MOTOR WIRING DIAGRAM

To Marquee
AACE1750

To J9
Connector
on Main
Board

To J22
Connector
on Main
Board

AACE1750

AACE1751
To Prize Chute
Sensors

To J6
Connector
on Main
Board

Prize Chute
Sensors

AACE1753

To J21 Connector
on Main Board

To power in
connector on
Stepper Motor
Board

AACE1750

Door
Open
Switch

A5SW7000

**AACB1801
Stepper
Motor
Board**

**Connector to
Stepper Motor
for Carousal**

AACE1750

**Power in con-
nector from
Power Supply
AACE1755**

Pivot
Sensor
AACB4401

AACE1750

Capsule Drop
Sensor
AACB4401

MOTHERBOARD WIRING DIAGRAM

A5CE1801
USB Access Point
Connects to Motherboard
to load pictures

USB Scanner
Connects to Motherboard
for communication.

A5SC1800
Scanner

USB Cable to Printer
A5CORD14

A5PRTH002
USB Printer

A5MO1800
Touchscreen
Monitor

USB Com Cable for
Touchscreen
A5CORD14

VGA Cable
to Monitor

Note: Make sure
paper is loaded with
watermark showing
on top side.

A5CEAU010
Audio Jack from
Motherboard to
Main Board

To J19
on main
board.

AACE1757

AANEWGEN1-PJ

Speaker
AACE8811

AACE1752
Communication cable
from Blue Socket (J16) on
Minigen board to Interface
Board. (A5CB0232)

A5CB0232
Interface Board

Important -
Red wire must be to
top of the connector

A5CE1800
USB cable from
Interface Board to

32

PRIZE UNAVAILABLE MESSAGE

## Prize Unavailable will show for a number of reasons:

A.) Location is actually empty of prizes.
Hangers will hold 18 prizes on the middle shelf, and 9 prizes on the top shelf.
Each hanger will only hold one prize. Once that prize is won, it will show that prize unavailable.
Capsules will hold 120 of the 2" capsules per capsule pie slice. (6 pie slices)
Once the pie slice is empty, it will show that prize unavailable.
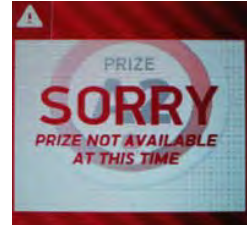
Solution: If location contains prizes, and still shows that prize is unavailable, continue to suggestions below:

B.) Prize dispensing malfunction.
Capsules - Carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, the motor will time-out and carousel will go around again to try to dispense that same capsule. If that capsule has tried to dispense twice and fails, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.
Hangers - Carousel will slow down, stop, platform motor engages toggle and drops prize. If prize does not fall for whatever reason, the carousel will go around again to try to dispense that same prize. If it fails again, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

Solution: Refer to Troubleshooting Section to diagnosis further.

C.) Prize jam.
Capsule Unit - Capsule unit is specifically designed to resist and power-through jams.
If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand
and see if it dispenses capsule.
If not - Remove capsules and locate jammed capsule.
If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section

Spindle Unit - Motor will drop prize, if the prize does not fall from hook, or gets stuck in the prize chute, it will not be seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

**Solution: Refer to Troubleshooting Section to diagnosis further.**

D.) Stock Quantity is set too low.
Enter Owner Menu and go to Prize Menu.
There is a selection for "Stock Quantity" - Use for capsules only. Hangers only use 1 prize.
    If this is left at zero, the game will operate fine. It will dispense prizes until empty, but not
            know it's empty until the next prize is selected, and it times out.
    If this is set to the exact number of capsules in each section, the Prize Hub will allow that
number to be dispensed and then show Prize Unavailable for that prize only.
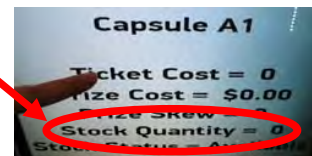
E.) Motor/Sensor self test failed at power on.
At power on - The pivot motor will move and test home sensor.
If it fails, the pivot motor will continue to move and carousel will not start.
    If it did move, it would cause damage to the carousel.
The pivot motor will continue to move until sensor "sees" the Prize Hub is unplugged.

Solution: Refer to Troubleshooting Section to diagnosis motor/sensor.

F.) Prize goes to unavailable as soon as you select it.
The Prize Hub Carousel is not working properly and will not attempt dispense.

 - If pivot motor test fails on power on.
At power on - The pivot motor will move and test home sensor.
If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.
No communication from a Capsule Unit to Main Hub Unit.

Solution: Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
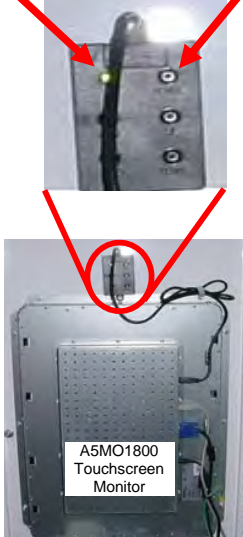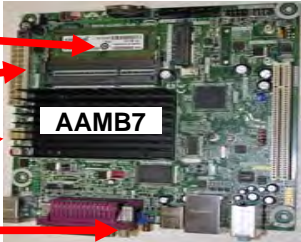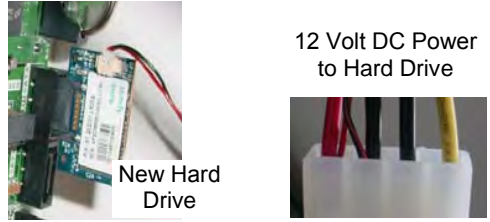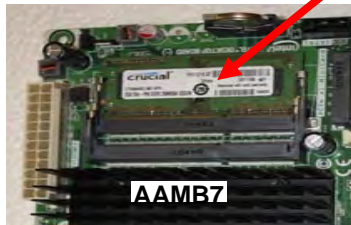
TROUBLESHOOTING GUIDE

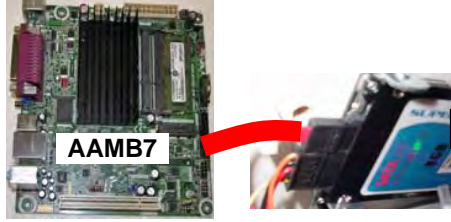## *Troubleshooting Strategy*

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.

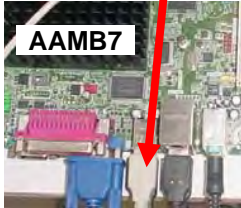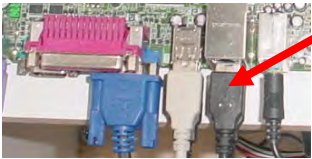| Problem	Probable Cause	Remedy
No power to the game. No lights on at all. **(Power Supply not ON)**	Unplugged	Check wall outlet
	Circuit breaker tripped	Reset power strip breaker switch or building circuit breaker
	Power strip faulty	Change plug position, replace if needed (AACE1766)
	Power supply unplugged	Insure unit is plugged into power strip
	Rocker Switch	Make sure rocker switch is set ON (-)
	Power supply shutting down because of 12 V overload	See power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this
Monitor shows nothing at all on power on. Check for green LED on monitor control unit. A5MO1800 Touchscreen Monitor	Push ON button on monitor.	
	Power cable unplugged from monitor.	Ensure power is plugged into side of monitor, down to power strip.
	Power strip faulty	Change plug position, replace if needed (AACE1766)
	Faulty power supply for monitor	Check A5CORD12 to ensure 110 volts to monitor power supply.
	Re-Boot game and check for any errors on monitor. Power game down, wait 10 seconds, then power game ON to reset.	If error shows on monitor, refer to suggestions below.
	Faulty monitor.	Replace monitor. (A5MO1800)
	Blurry Monitor - Too bright, or dim. Press the "Auto" button on control unit to select Auto Adjustment. This may take a few seconds. Verify that the screen looks good and image is centered.	
Monitor shows "No Signal" then black. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Motherboard/power supply is not working.	Faulty or loose RAM	
	Large power connector unplugged on motherboard	**AAMB7**
	Small 12 Volt power connector unplugged on motherboard.	
	Monitor VGA cable unplugged.	
	Faulty power supply - Check for 12 Volts and green LED on motherboard.	Refer to Monitor/Motherboard Power Supply Diagnostics for further diagnostic information. If all else fails - Replace faulty motherboard.
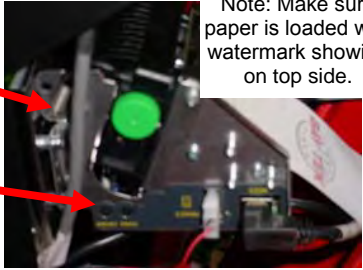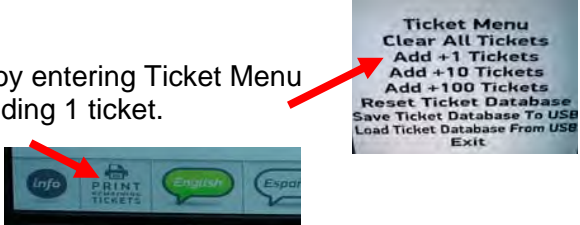
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Monitor shows "No Boot Device" on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Hard Drive is not working.	AAMB7 **OR** No 12 Volts to hard drive Faulty Connection or cable plugged into wrong place	12 Volt DC Power to Hard Drive New Hard Drive Check power supply connection to hard drive Check or replace cable from hard drive to motherboard. Ensure it is plugged into correct place. (See Wiring Diagrams)
Monitor shows "Sleep Mode" on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	Power Supply or Motherboard not communicating correctly with monitor.	Check power supply voltage. Replace power supply. (A5PS1008) Ensure both power supply connections are secure to motherboard. Refer to Monitor/Motherboard Power Supply Diagnostics Replace motherboard. (AAMB7)
Monitor shows "GNU Grub, " on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	Internal Linex software not detecting boot loader.	Turn off game Plug keyboard into motherboard Turn on game. Press "enter" on keyboard when that screen comes on. Game will now boot normally.
Monitor shows "Kernel panic-unable to mount root" on screen.	Faulty or loose RAM AAMB7	Separate metal tabs on sides of RAM, it will flip up to remove. Re-install and Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Replace motherboard. (AAMB7)
Monitor shows any-thing else other than Prize Hub program on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	Motherboard has trouble loading or running program	Small 12 Volt power connector unplugged on motherboard. Large power connector unplugged on Motherboard Faulty or loose RAM Faulty motherboard - Replace faulty board. (AAMB7)
Monitor does not come back up after a power loss	Voltage variation in power network	Turn off the power strip, wait 30 seconds, then turn power strip back on
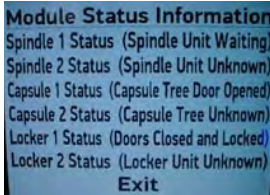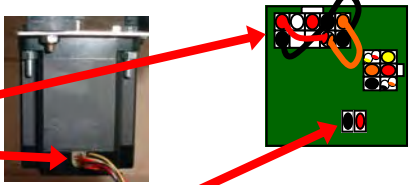
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Touchscreen does not work. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	USB Connector unplugged Problem can be monitor or motherboard. Replace A5MO1800 & AAMB7	Verify connector at monitor and motherboard

Speaker does not work.
 	
Motherboard creates sound, AANEWGEN1-PJ board amplifies it.
	Disconnected, loose or broken wires.
	
	Faulty speaker.
	
	Determine if AANEWGEN1-PJ board is good.
		Check connections and reseat audio cable from motherboard to AANEWGEN1-PJ board.
		Cables # AACE8811, AACE1757, and A5CEAU010.
		
		Replace speaker. (AACE8811)
		
		Unplug audio jack cable (A5CEAU010) from motherboard, plug into MP3 player and see if music is amplified and comes out of speaker.
		   If Yes - then motherboard is faulty.
		   If No - then AANEWGEN1-PJ is faulty.

Menu Button does not work. Hold for 3 seconds.	Disconnected, loose or broken wires. Faulty button. Faulty AANEWGEN1-PJ board	Check connections from pushbutton to AANEWGEN1-PJ board. Cables # AAPB2700 and AACE1759 Test button and replace. (AAPB2700) Replace AANEWGEN1-PJ board.
Scanner does not work. Check for lights on scanner itself.	**No lights on scanner.** Power problem to scanner.	Disconnected, loose or broken wires. Faulty power supply or outlet plug. Check for voltage at scanner.	Check connections from scanner to motherboard and power. Connect scanner into different power source. If scanner has power, but still no indicator light, replace scanner. (A5SC1800)

| | **Yes - Lights are on scanner.**

Enter menu and check scanner type | Ensure QR Code is enabled.
Faulty USB communication.

Faulty com from MiniGen

Problem can be scanner or motherboard. | Refer to "How to Register Evolve Units."
Check USB from scanner to motherboard.

Refer to "Faulty communication from Minigen to Motherboard."

Replace one at a time.
   (A5SC1800 and AAMB7) |
| **Optional top sign does not flash.** | | Disconnected, loose or broken wires.
Faulty circuit boards in sign.

Faulty MINIGEN board. | Check connections from AANEWGEN1-PJ board to top sign boards.
(Cables # AACEXXXX,   )

Replace AANEWGEN1-PJ board. |
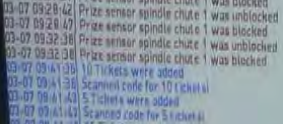
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Does not load picture files from USB stick	File name is not recognized.	Either .jpg or .bmp format Use all small lower case letters in file name.
	Picture files are too large	Optimum size of 590 X 590 pixels Open with Microsoft Office Picture Manager Click on "Picture" tab scroll down to "Resize" Click on "Custom width x height" and change both fields to 590. Click on "File" and Save
	USB stick Faulty	Load picture files onto different USB and retry

Printer does not print.

First - Power game down, wait 10 seconds, then power game ON to reset.

Top door on printer lifting up.
This spring provides tension for the door.

Note: Make sure paper is loaded with watermark showing on top side.

Check power to printer.
Press "Print" button to print test page.
If printer does not print test page,
check power cable from power supply.(AACE1758)
Replace printer.(A5PRTH002)

If printer does print test page, communication to motherboard is faulty.
Turn game power off, wait 10 seconds, turn game power ON and re-test.

Check USB cable. (A5CORD14)
Test print by entering Ticket Menu and adding 1 ticket.

Ticket Menu
Clear All Tickets
Add +1 Tickets
Add +10 Tickets
Add +100 Tickets
Reset Ticket Database
Save Ticket Database To USB
Load Ticket Database From USB
Exit

Exit menu and press Print Tickets.

Refer to "Faulty communication from Minigen to Motherboard."

Problem	Probable Cause	Remedy
No lights on in Unit	Disconnected, loose or broken wires.	Check connections from LED lights to power supply. Replace if needed. (AACE1761, power supply cable)
	Faulty power supply.	Replace A5PS1008
Platform Motor Not Turning	Check for 12 Volts DC on platform motor. Ensure front door switch is good. Go to menu and press "Test Dispense" to test motor.	If spindle motor has 12 VDC, and does not move - Replace motor. (AAMO1801) If no 12 VDC: Check connections from motor to MiniGen board. (AACB1455, AACE1750) Replace board. (AANEWGEN1-PJ)
Platform Motor Always Turning Platform motor should only turn once to dispense prize.	Sensor on platform motor dirty, blocked, or faulty.	Clean sensor. Replace if needed. (AACB1455) Faulty Minigen Board. (AANEWGEN1-PJ)
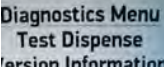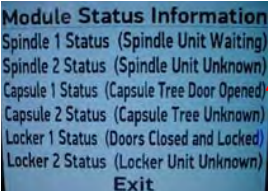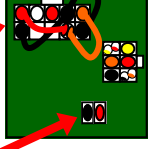
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Carousel Motor Not Turning	Door Switch is Open 	Check switch operation, inspect connections on AACE1750 cable. Go to Diagnostics in Menu to "Module Status Information" - If it shows "Capsule Tree Door Opened" then replace AACB1750 board in unit.
	Pivot Motor failed home sensor power on test.	At power ON, pivot motor will cycle to test home sensor. Please refer to "Pivot Motor Turning all the time" section below.
	Inspect cables from Carousel Stepper Motor to Stepper Motor Board to MiniGen. (AACE1750, AACB1755, AAMO6901) 	
		Test for 12 Volts DC at Stepper Motor Board
	Faulty Stepper Motor Board	Replace Stepper Motor Board (AACB1801)
	Faulty Stepper Motor	Replace Stepper Motor (AAMO6901)
Carousel Motor Always Turning or does not slow down. 	Carousel Home sensor is blocked or faulty.	Check for 12 Volt DC between yellow and blue wires. 5 Volts between blue and white should drop to zero when blocked.
	Disconnected, loose or broken wires.	Check connections from sensor to MiniGen board. Cables # AACB4401 and AACE1750
	Faulty Sensor	Replace AACB4401
	Faulty Stepper Motor Board	Replace AACB1801
	Faulty MiniGen Board	Replace AANEWGEN1-PJ
Prize does not Drop from Hook Go to menu and press "Test Dispense" to test motor. 	Prize is stuck on hook. 	Metal wire is bent to help push prize off hook. Re-bend wire to ensure prize drops free of hook.
	Ensure motor is turning to activate hook.	Refer to "Platform Motor Not Turning" section.
Prize Dispense Failure on screen. Prize does not drop after Prize Hub tries to drop it. Prize will go to "Unavailable"	Prize did not dispense when Prize Hub expect it.	Refer to "Prize Unavailable on screen" troubleshooting section.
	Carousel Home sensor unplugged or blocked.	Refer to "Carousel Motor always turning or does not slow down" troubleshooting section.
	Capsule Jam	Refer to "Prize does not drop from hook" troubleshooting section.
		Refer to "Capsule Does Not Drop" troubleshooting section.
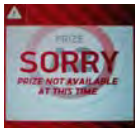
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Prize Chute Sensors do not "see" prize fall. Motor will engage prize hook, drop prize for prize chute Sensors to "see". If no prize drops, or prize chute sensors do not "see" prize, then carousel will go around again and try to drop 2nd time.	Prize is stuck on hook. Prize stuck in chute. Prize chute sensors are dirty, misaligned, or faulty. Enter history in menu to verify sensor blocked. 	Ensure prize is helped off hook by metal wire. Inspect prize chute and clear jam. Ensure cables are clear in front Clean emitters and detectors. Ensure they are pointing straight out and no components on boards are bent To remove sensors: Remove 4 of #2 square head screws from L Brackets in rear of prize chute wood box. Wood Box will now slide out front of game. Remove Prize Chute Sensor by removing the 4 Phillips bolts that secure sensor to black plastic mask. (The black plastic masks must remain attached to wood to provide alignment for the sensors.) Inspect cables between sensors and MiniGen board. (AACE1751, AACE1753 to J5 connector on MiniGen board) Replace if needed. Replace both Prize Chute Sensors. (AACB4402) AACB4402 Replace MiniGen Board. (AANEWGEN1-PJ)
Too many Capsules dropping. Capsule drop sensor is not being seen.	Dirty, blocked, or faulty Home Sensor Disconnected, loose or broken wires.	Inspect AACB4401– There should be 12 volts DC between yellow and blue wires. There should be 5 Volts DC between white and blue and it should drop to zero VDC when blocked. Replace if it stays at 5 VDC or 0 VDC. Check for disconnected, loose or broken wires from sensor to MiniGen board. Replace if needed. (AACE1750, AACB4401)
Pivot Motor NOT turning at power on. Pivot motor should turn at power on to test pivot home sensor.	Disconnected, loose or broken wires. Check for 12 Volts DC at motor at power ON.	Check connections from motor to MiniGen board. (AACE1750, AAMO1800) If 12 V is at motor - Replace motor (AAMO1800) If no 12 V at motor - Replace AACE1750 cable, AAMO1800 motor, and AANEWGEN1-PJ board.
Pivot Motor Turning all the time **Motor/Sensor self test failed at power on.** Power game down, wait 10 seconds, then power game ON.	Pivot Motor does turn at power on Home Sensor (AACB4401) Disconnected, loose or broken wires.	Dirty, blocked, or faulty Home Sensor	Inspect AACB4401– There should be 12 volts DC between yellow and blue wires. There should be 5 Volts DC between white and blue and it should drop to zero VDC when blocked. Replace if it stays at 5 VDC or 0 VDC. Check for disconnected, loose or broken wires from sensor to MiniGen board. Replace if needed. (AACE1750, AACB4401)
	Pivot Motor does NOT turn at power on.	Disconnected, loose or broken wires. Check for 12 Volts DC at motor at power ON.	Check connections from motor to NewGen board. (AACE1750, AAMO1800) If 12 V is at motor - Replace motor (AAMO1800) If no 12 V at motor - Replace AACE1750 cable and/or AAMO1800 motor and/or AANEWGEN1-PJ

TROUBLESHOOTING GUIDE
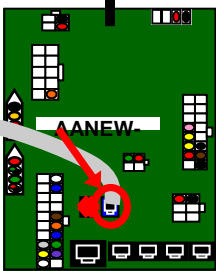
Problem	Probable Cause	Remedy
Capsule does not Drop **Go to menu and try "Test Dispense"**	Carousel Motor is not turning Door Switch is Open Pivot Motor Home Sensor Inspect cables from Carousel Stepper Motor to Stepper Motor Board to MiniGen board. (AACE1750, AACB1801, AAMO6901) No power to stepper motor board. Faulty Stepper Motor Board Faulty Stepper Motor	Check switch operation, inspect connections on AACE1750 cable. Go to Diagnostics in Menu to "Module Status Information" - If it still shows "Capsule Tree Door Opened" then replace MiniGen board. At power ON, pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below. **12 Volt DC Power In From power supply** Test for 12 Volts DC at Stepper Motor Board Replace Stepper Motor Board (AACB1801) Replace Stepper Motor (AAMO6901)
	Carousel Motor does not slow down Carousel Home sensor is blocked or faulty. Disconnected, loose or broken wires. Faulty Sensor Faulty Stepper Motor Board Faulty MiniGen Board	Check for 12 Volt DC between yellow and blue wires. 5 Volts between blue and white should drop to zero when blocked. Check connections from sensor to Minigen board. Cables # AACB4401 and AACE1750 Replace AACB4401 Replace AACB1801 Replace AANEWGEN1-PJ
	Capsule Engage Motor is not turning After motors swing over, the Individual capsule engage motor will spin sprocket. If motor does not turn, check for 12 volts DC at motor.	If 12 Volts DC is ok: Replace motor (AAMO1800) If no12 Volts DC: Check for disconnected, loose or broken wires. (Cable #'s AAMO1800, AACE1750) Replace Minigen Board (AANEWGEN1-PJ)
	Capsule Engage Motor is turning If motor is turning and no capsules drop there must be a jam inside unit.	Remove capsules and locate and clear jam.
Carousel Motor is hard to turn by hand	Carousel motor should be easy to spin by hand. If it is hard to spin: At power ON, pivot motor failed the home sensor test. Please refer to "Motor/Sensor self test failed at power on" section below. Binding in chain and/or sprockets. Stepper motor itself is binding. Turn game off and see if binding continues.	

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TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Prize Unavailable on screen	Location is actually empty of prizes.	Hangers will hold 18 prizes on the middle shelf, and 9 prizes on the top shelf. Each hanger will only hold one prize. Once that prize is won, it will show that prize unavailable. Capsules will hold 120 of the 2" capsules per capsule pie slice. (6 pie slices) Once the pie slice is empty, it will show that prize unavailable.
	Prize dispensing malfunction.	Carousel will slow down, stop, motor will try to dispense prize. If prize does not fall for whatever reason, the motor will time-out and carousel will go around again to try to dispense again. If it fails a 2nd time, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.
	Front door opens while it is dispensing prize.	If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables. Refer to "Carousel motor not turning" troubleshooting section.
	Stepper Motor Sensor is faulty or unplugged	Stepper motor sensor is dirty, unaligned or faulty. Refer to "Carousel Motor Always Turning or does not slow down" troubleshooting section.
	Prize jam.	Capsule Jam - Capsule unit is specifically designed to resist and power-through jams. If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand and see if it dispenses capsule. If not - Remove capsules and locate jammed capsule. If it does dispense - Check capsule drop sensor and refer to "Capsule Does not Drop" Troubleshooting Section
	Prize stuck in the prize chute.	Inspect prize chute and ensure nothing is blocking path or jammed in chute.
	Prize not being seen by prize chute sensors	Dirty, unaligned, or faulty prize chute sensor boards. Refer to "Prize Chute Sensors do not "see" prize fall" troubleshooting section
	Stock Quantity is set too low.	Enter Owner Menu and go to Prize Menu. There is a selection for "Stock Quantity" Option for capsules only. Hangers only use 1 prize. If this is left at zero, the game will operate fine. It will dispense prizes until empty, but not know it's empty until the next prize is selected, and it times out. If this is set to the exact number of capsules in each section, the Prize Hub will allow that number to be dispensed and then show Prize Unavailable for that prize only.
	Motor/Sensor self test failed at power on.	At power on - The pivot motor will move and test home sensor. If it fails, the pivot motor will continue to move and carousel will not start. If it did move, it would cause damage to the carousel. The pivot motor will continue to move until sensor "sees" the Prize Hub is unplugged. Refer to "Pivot Motor Turning all the time" troubleshooting section.
	Prize goes to unavailable as soon as you select it.	The Prize Hub Carousel is not working properly and will not attempt to dispense. Refer to "Pivot Motor Turning all the time" troubleshooting section.

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TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Faulty communication from Minigen to Motherboard. **Your Prize is Vending on screen forever.** **Does not scan receipt.**	Check green LED's on USB Interface board. (A5CB0232) "Power" solid ON Communication LED blinking very fast	
	If "Power" is not solid ON Ensure AACE1752 cable is plugged into blue "IN" socket on main board. (J16) Replace if needed. Replace Serial Interface board. (A5CB0232) Verify all dipswitches are OFF on main board. (AANEWGEN1-PJ)	**If Communication LED is not blinking** Communication to Motherboard faulty. Check A5CE1800 cable from communication board to motherboard. Ensure red wire is on top as it is plugged into motherboard. Replace communication board. (A5CB0232) Replace motherboard. (AAMB7-HD)
Screen stays locked on "Dispensing Prize " Prize Hub is attempting drop but something is disrupting the process.	Carousel keeps turning until 2 minute time out and then gives Prize Dispense Failure Capsule motor is turning, but no capsules falling. If this shows longer, communication is faulty.	Carousel Home sensor faulty. Refer to "Carousel Motor Always Turning or does not slow down" troubleshooting section. Refer to "Capsule does not drop" troubleshooting section. Refer to "Faulty communication from Minigen to Motherboard."

POWER SUPPLY DIAGNOSTICS

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

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.
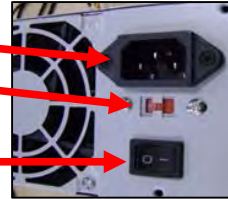
5.) Ensure fan is turning.
- If power supply fan is turning and there is no 12 Volt out, then replace power supply. (A5PS1008)
- If power supply fan is not turning, then continue to "Verify Power to Motherboard"

Verify Power to Motherboard

The motherboard will turn on power supply.
If your game has no 12 volts, it may be the motherboard not turning on.

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

Minimize load on power supply and isolate short

Unplug all outputs from power supply except for motherboard.
  This will have power supply, motherboard, and monitor left plugged in.

If power supply, motherboard, and monitor now turn on:
  Plug in one component at a time to power supply to
  locate short.

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

1 - Check BOTH connections from power supply.
Note: The location of this connector may vary depending on which version motherboard is in game.

Black and yellow wires.   Large power supply
(12 Volts DC)   connection
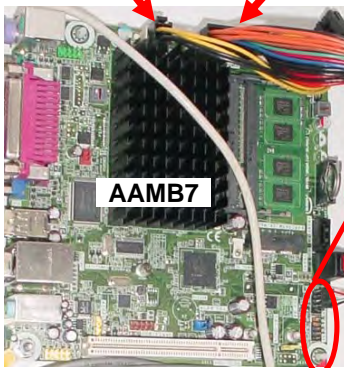
2 - Green LED on motherboard should be ON.

If this is not on, recheck power supply or replace
        motherboard. (AAMB7)

AAMB7

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

If power supply still does not power on, replace power supply. (A5PS1008), replace motherboard. (AAMB7-HD)

MAIN BOARD PINOUT

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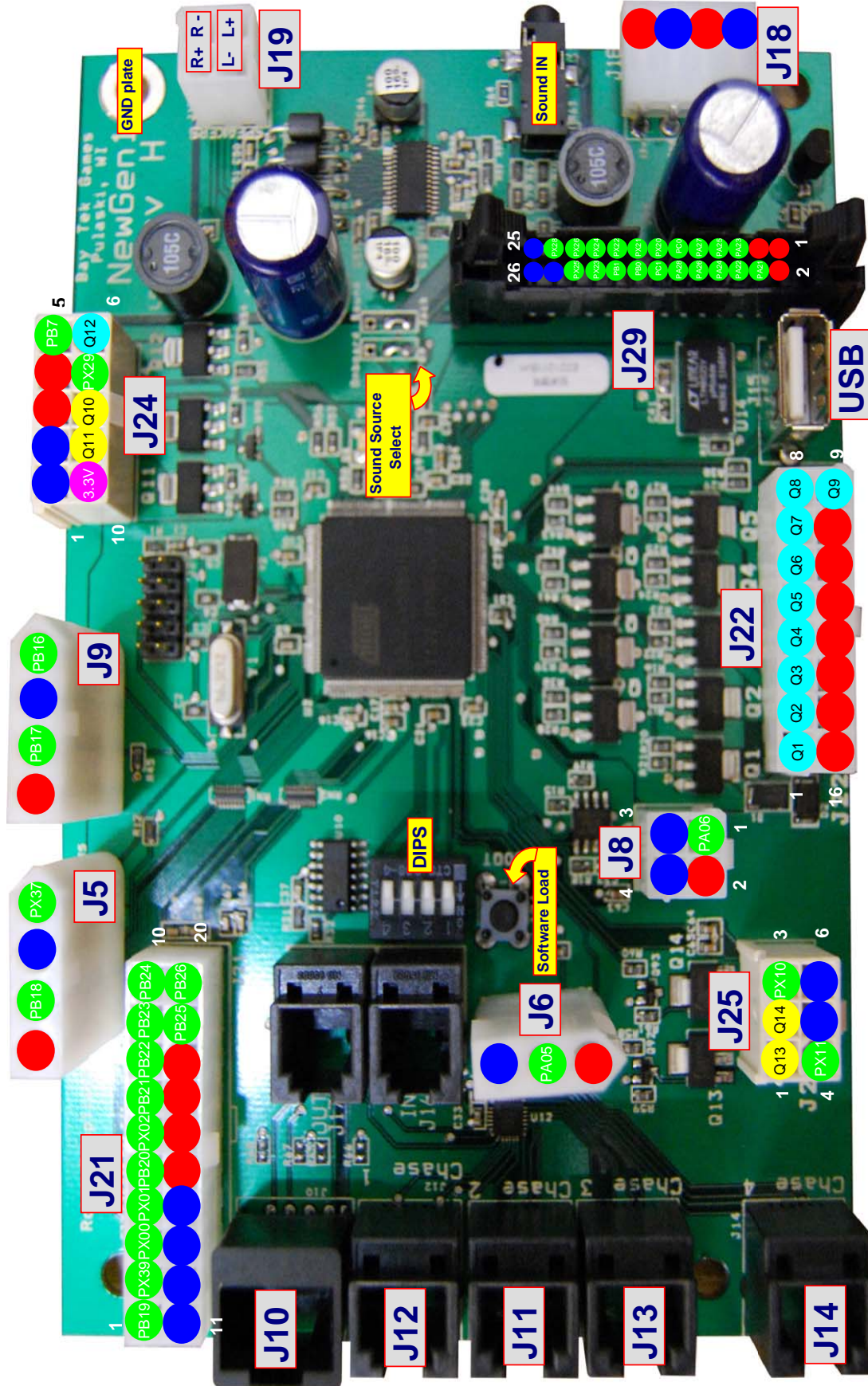
SPI Out - Display - (J10)
Pin 1 & Pin 3 - +12V
Pin 2 - SCLK_BUS2
Pin 4 - SMOSI_BUS2
Pin 5 & Pin 7 - Ground
Pin 6 - SCS2_BUS2
Pin 8 - SMISO_BUS2

J19 — R+ R- L- L+
J18
GND plate
Sound IN
Sound Source Select
J24 — PB7 Q12, PX29 Q10, Q11 Q10, 3.3V Q11
J29
USB
J9 — PB16, PB17
J22 — Q8 Q9, Q7, Q6, Q5, Q4, Q3, Q2, Q1
J5 — PX37, PB18
DIPS
Software Load
J8 — PA06
J6 — PA05
J25 — PX10, Q14, Q13, PX11
J21 — PB25 PB26, PB23 PB24, PB21 PB22, PX02 PB20, PX00 PX01, PX39 PX19, PB19
J10
J12
J11
J13
J14

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

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

Bay Tek Games
Pulaski, WI
NewGen1 V H

MAIN BOARD PINOUT GUIDE

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

PRIZECENTER NEWGEN1 Hardware - Version 8.0 Pinout

Pin Type	Purpose	Ref	Pin #
LOWSIDE #1,w diode	Prize DoorSolenoid #1 (optional)	J22	1
LOWSIDE #2, w diode	Capsule Motor Lower	J22	2
LOWSIDE #3	Capsule Motor Middle	J22	3
LOWSIDE #4	(Capsule Motor Upper) OR (Large Prize Kicker Motor for All In One Unit)	J22	4
LOWSIDE #5	Capsule Motor Engage	J22	5
LOWSIDE #6	Prize Door Solenoid #2 (optional)	J22	6
LOWSIDE #7	Marquee Light 1	J22	7
LOWSIDE #8	Marquee Light 2	J22	8
LOWSIDE #9	Marquee Light 3	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
+12 Volts		J22	17
+12 Volts		J22	18
+12 Volts		J22	19
+12 Volts		J22	20

Pin Type	Purpose	Ref	Pin #
HIGHSIDE #13		J25	1
HIGHSIDE #14		J25	2
PX10	Menu Button #1	J25	3
PX11		J25	4
Ground		J25	5
Ground		J25	6

Pin Type	Purpose	Ref	Pin #
+12 Volts		J6	1
PA05		J6	2
Ground		J6	3

Pin Type	Purpose	Ref	Pin #
Ground		J24	1
Ground		J24	2
+12 Volts		J24	3
+12 Volts		J24	4
PB7		J24	5
LOWSIDE #12	Prize Door Solenoid #3 (optional)	J24	6
PX29		J24	7
HIGHSIDE #10	Prize Door Solenoid #4 (optional)	J24	8
HIGHSIDE #11	Prize Door Solenoid #5 (optional)	J24	9
3.3V		J24	10

Pin Type	Purpose	Ref	Pin #
PX37	Large Prize Pusher Input	J5	1
Ground		J5	2
PB18	Capsule Tree Encoder Input Home	J5	3
+12 Volts		J5	4

Pin Type	Purpose	Ref	Pin #
PB16	Prize Sensor Prize Door B (Spindles) L.	J9	1
Ground	Prize Sensor Ground	J9	2
PB17	Prize Sensor Door B (Spindles) Right	J9	3
+12 Volts	Prize Sensor 12 V	J9	4

Pin Type	Purpose	Ref	Pin #
PA06		J8	1
+12 Volts		J8	2
Ground		J8	3
Ground		J8	4

MAIN BOARD PINOUT GUIDE

Connector	Pin	Signal	Description
J12	1	Driver 1	
J12	2	Driver 2	
J12	3	+12 Volts	
J12	4	Driver 3	
J12	5	Driver 4	
J12	6	+12 Volts	

Connector	Pin	Signal	Description
J11	1	Driver 5	
J11	2	Driver 6	
J11	3	+12 Volts	
J11	4	Driver 7	
J11	5	Driver 8	
J11	6	+12 Volts	

Connector	Pin	Signal	Description
J13	1	Driver 9	
J13	2	Driver 10	
J13	3	+12 Volts	
J13	4	Driver 11	
J13	5	Driver 12	
J13	6	+12 Volts	

Connector	Pin	Signal	Description
J14	1	Driver 13	
J14	2	Driver 14	
J14	3	+12 Volts	
J14	4	Driver 15	
J14	5	Driver 16	
J14	6	+12 Volts	

Connector	Pin	Signal	Description
J21	1	PB19	Prize Sensor Prize Door A (capsule tree)
J21	2	PX39	Capsule Tree Engage Encoder
J21	3	PX00	Capsule Tree Door Button
J21	4	PX01	
J21	5	PB20	Prize Door 1 Door Switch
J21	6	PX02	Prize Door 2 Door Switch
J21	7	PB21	Prize Door 3 Door Switch
J21	8	PB22	Prize Door 4 Door Switch
J21	9	PB23	Prize Door 5 Door Switch
J21	10	PB24	
J21	11	Ground	
J21	12	Ground	
J21	13	Ground	
J21	14	Ground	
J21	15	+12 Volts	
J21	16	+12 Volts	
J21	17	+12 Volts	
J21	18	+12 Volts	
J21	19	PB25	Stepper Motor Enable Output
J21	20	PB26	Stepper Motor Step Output

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5CE1800	2' USB Cable	AACE1750	Main Cable
A5CE1801	3' USB Cable, Square to Flat	AACE1751	Prize Chute Cable
A5FI9020	In Line Filter	AACE1752	Com Cable to Interface Board
A5HA1001	T-Handle	AACE1753	Prize Chute Jumper
A5LK1001	Lock for T-Handle	AACE1754	Com Cable to Motherboard
A5HLPR001	Thermal Printer Paper Holder	AACE1755	Stepper Motor Power
A5LK6000	Back Door Lock	AACE1756	New Gen Power Cable
A5ME1700	Front Door	AACE1757	Speaker Cable
A5ME1703	Lock Bracket	AACE1758	Printer Power Cable
A5ME1705	Lock Catch	AACE1759	Menu Button Cable
A5ME1706	Prize Chute Metal	AACE1766	Outlet Strip
A5ME1719	Capsule Motor Bracket	AACE1761	Door Light Jumper
A5ME1720	Capsule Motor Mount	AACE1762	Ground Wire
A5ME1723	Clip Pusher Bracket	AACE1763	Ground Wire
A5MO1800	Monitor, 22" Touch Screen	AACE1764	Ground Wire
A5PRTH002	Thermal Printer	AACE1765	Ground Wire
A5PS1008	Power Supply		
A5PYTH010	Thermal Printer Paper		
AAPA4100	Thermal Printer Paper Pkg, 5 Rolls		
A5SC1800	Scanner		
A5CEAU010	Audio Stereo Cable		
A5SW7000	Door Switch		
A5TG1801	Tempered Glass 40.875"x16.997"x3/16"		
A5VI1800	Vibration Damper for Motor		
AAMO6901	Stepper Motor		
AACB2204	Interface Com Board		
AANEW-GEN1-PJ	NewGen Main Board		
AAMB7	Motherboard		
AACB4402	Prize Chute Sensor		
AAPB2700	Menu Push Button Assy.		
W5TM1117	T-Molding, Black W/ Silver, 9' per		
AAMO1800	Capsule Pivot/Engage Motor		
AAMO1801	Shelf Prize Drop Motor		
AACB4401	Rack Home/Capsule Drop Sensor		
AACB1455	Platform Home Sensor		
AACB1801	Stepper Motor Board		
AACB1804	Light Board for Scanner Area		

MAIN HUB PARTS PICTURES

AACE1750	**AACE1751**	**AACE1752**	**AACE1753**	**AACE1754**
AACE1755	**AACE1756**	**AACE1757**	**AACE1758**	**AACE1759**
AACE1766	**AACE1761**	**AACE1762**	**A5CORD5**	**A5SW7000**
A5CORD12	**A5CEAU010**	**A5FI9020**	**A5PYTH0010**	**A5HLPR001**
A5LK6000	**A5HA1001**	**A5LK1001**	**AAPB2700**	**W5TM1117**
A5PRTH002	**A5PS1008**	**AACE8811**	**AAMB7**	**AANEWGEN1-PJ**
A5MO1800	**A5SC1800**	**AACB4401**	**AACB4402**	**AAMO6901**
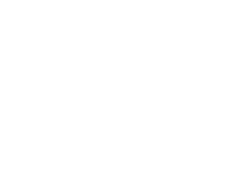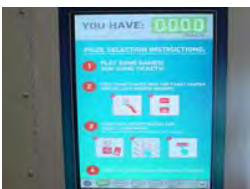
WEEKLY STATISTICS RECORDS

LOC	ITEM	COST	TIX	OUT	FAILS	IN

DATE:

2" Capsules:

LOC	ITEM	COST	TIX	OUT	FAILS	IN
A1			25			
A2			25			
A3			50			
A4			50			
A5			75			
A6			75			

Lower Hooks:

LOC	ITEM	COST	TIX	OUT	FAILS	IN
B1			100			
B2			100			
B3			100			
B4			100			
B5			100			
B6			100			
B7			100			
B8			100			
B9			100			
B10			100			
B11			100			
B12			100			
B13			200			
B14			200			
B15			200			
B16			200			
B17			200			
B18			200			
B19			200			
B20			200			
B21			200			
B22			200			

Upper Hooks:

LOC	ITEM	COST	TIX	OUT	FAILS	IN
B23			350			
B24			350			
B25			350			
B26			350			
B27			500			
B28			500			
B29			500			
B30			500			
B31			750			
B32			750			
B33			750			
B34			1500			
B35			1500			
B36			1500			
B37			2500			
B38			2500			
B39			5000			
B40			10000			

Download a statistics spreadsheet @ baytekgames.com

MAINTENANCE LOG

If repairs are necessary, it is good practice to keep a log of repairs done and parts ordered.
The chart below will assist you in tracking your game's maintenance.

DATE	MAINTENANCE PERFORMED	PARTS ORDERED	INITIALS

TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Games!
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. We offer options that fit your needs.

Electronics / Circuit Boards - Repair Options

Repair & Return – If you have Circuit Board issues with your Bay Tek game, you can send the board
to us and we'll repair it right away. Most items sent to us are repaired and returned to you within two
days. This option is your best value as we offer this fast turn-around service at the most reasonable
price.

Advance Replacement – If you have Circuit Board issues with your Bay Tek game, but you don't
have time to send in your board in for repair, give us a call and ask for an Advance Replacement.
We'll send you a replacement board that same day (pending availability). When you get your new
board, just repackage the defective board in the same box and send it back to us. We make it easy by
including a UPS Return Shipping label for you to put on the box (not available for international ship-
ments). This is your best option when you need to get your game up and running as quickly as pos-
sible!

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 diag-
nose 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, & Fees:

NOTICE! ALL ITEMS being sent to Bay Tek Games for repair or return, etc. require prior Return
Authorization! Bay Tek Games will provide a Product Return Form with an authorizing Ticket Number
for each item to be returned. Please be certain to include this document with all shipments!

Late Fees and Non-Return Fees - Advance Replacement and Warranty Replacement items require
the defective items to be returned by Bay Tek games promptly to avoid Late Fees. We expect items to
be returned with 10 working days. Late fees are invoiced monthly. Late fees are non-refundable under
any circumstance! Any item not returned within 90 days will be invoiced in full as a replacement part.

Bench Fees - Bench fees will apply for each electronic item returned to Bay Tek Games (this includes
unused Advance Replacement items). This charge covers our cost to inspect, evaluate and retest
each item. Please note that returned items that do not pas our tests will be charged accordingly as
replacement items or advance replacements.

Restocking Fees - Unused items returned for credit will be credited minus a restocking fee. Items
must be returned with in 30 days of purchase in order to qualify for any credit amount. No shipping
charges will be credited.

WARRANTY

Bay Tek Games warrants to the original purchaser that all game components will be free of defects in workmanship and materials for a period of 6 months from the date of purchase. If you fill out the registration card in the cashbox of the game, Bay Tek will add another 3 months to your warranty, free of charge.

Bay Tek Games will, without charge, repair or replace defective component parts upon notification to the parts/service department while the game is under warranty.

Warranty replacement parts will be shipped immediately, via ground service, along with a Product Return Form for the return of defective parts.

Defective parts must be shipped back to Bay Tek Games unless otherwise instructed. Items not returned to Bay Tek Games will be invoiced as replacement parts.

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

⚠	ATTENTION	⚠
	In order to maintain the safety & compliance certifications of this game, ONLY approved parts may be used. For approved replacement parts, refer to the parts list in this manual.	

Should you need your game serviced, determine the serial number from the decal placed on the front of this manual, or locate it on the back of the game. Then contact our Service Department at: 920.822.3951 or e-mail: service@baytekgames.com

NON-WARRANTY

Options and estimated charges will be provided to you for your approval.
Please remember that any items being sent to Bay Tek Games must include prior return authorization from our Parts & Service Department.
This approval will include a Product Return Form which is required to be included with any incoming shipments. Repaired parts will be shipped back using the same method in which they were received. Repairs are warranted for 30 days from the date of return shipment.

CERTIFICATE OF COMPLIANCE

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HONEYWELL SCANNER CODES

Follow the directions on page 12 to reconfigure your scanner.

CODE 1 / 5

Enter Exit Configuration Mode

999999

CODE 2

Enable
Normal and Inverse QR Code

200632

CODE 3

Disable IR Object Detection

1472010

CODE 4

Enable Camera Based Object Detection

143610

ZEBEX SCANNER CODES

Follow the directions on page 12 to reconfigure your scanner.

CODE 1

Restore Defaults

CODE 2

Presentation Mode

CODE 3

Enable Interleaved 2 of 5

CODE 4

I 2 of 5 - Two Discrete Lengths

NUMBER CODES

1

4

6