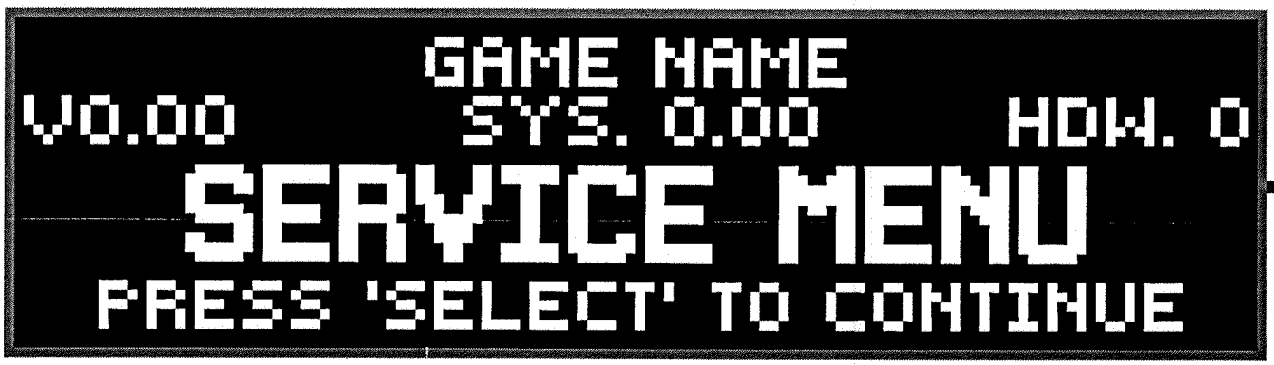
Service Menu Introduction

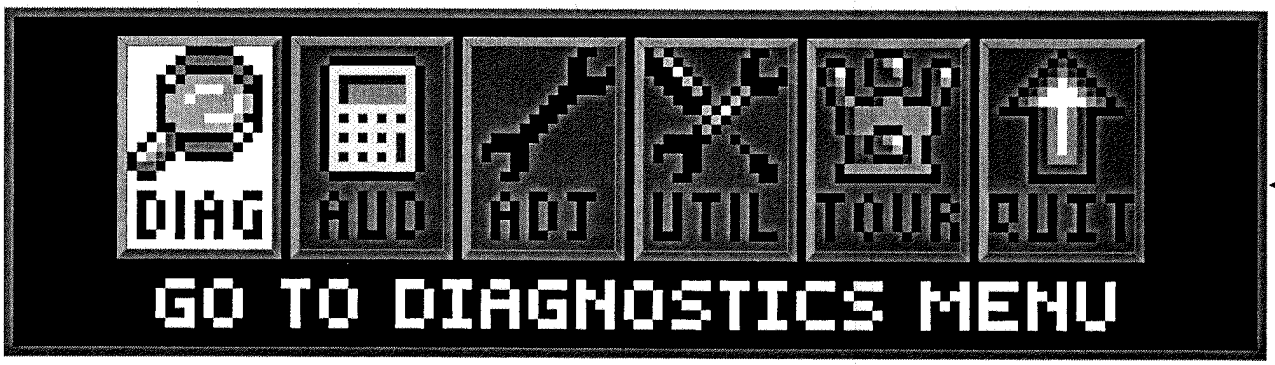
Important: *The **Switch Bracket** holds the **Playfield Power Interlock**. It is located just inside the Coin Door frame (see pictorial of the **Coin Door** on the previous page). The Button Switch for the **Playfield Power Interlock Switch** must be pulled out for electro-mechanical device testing or diagnostic purposes (this is required). If this button is pushed in, the **Playfield Power** is disabled while the **Coin Door** is **OPEN**.*

To get into the **SERVICE MENU MODE** review **"Function 3: SERVICE MENU"** on the next page. After Power-Up, push down the **Black [SELECT] Button** to begin. Looking at the display you will momentarily see "**SERVICE MENU**" followed by the **MAIN MENU**:



Use the **Red [< / –] / [+ / >] Buttons** to move the selected ***Icon*** left or right, and the **Black [SELECT] Button** fto activate the selected ***Icon***.

The **MAIN MENU** now appears with the "DIAG" *Icon* (**GO TO DIAGNOSTICS MENU**) highlighted:



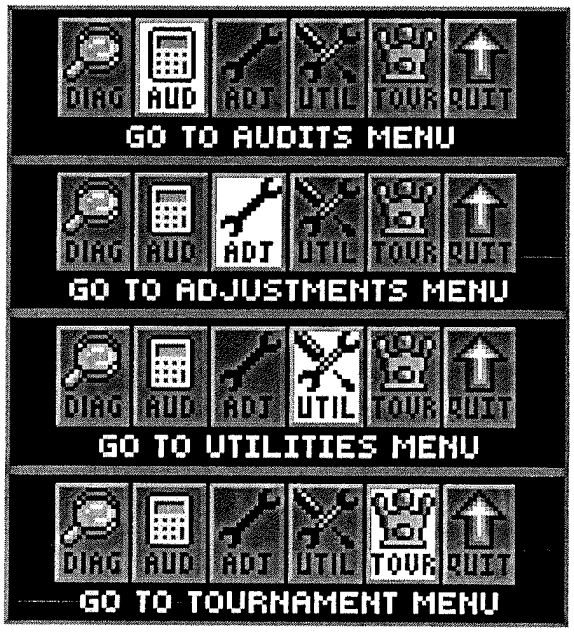
As the operator views the Menu Screen(s), the MORE MORE symbols indicates that there are more *Icons* to select in each direction. The *Icon* selected will blink. Pushing the **Black [SELECT] Button** will select the *Icon* and the Menu Screen will change to the menu selected. Select the **Green [BACK] Button** to move backwards through the menu levels. Press the **Green [BACK] Button** repeatedly or select the **"QUIT"** *Icon* to completely exit the **SERVICE MENU** Mode.

View the **SERVICE MENU Icon Tree** on the next pages for a complete overview of all menus used in this system. The "HELP" *Icon* provides an explanation of **ICON** usage *or* any other information in the Menu where the "HELP" *Icon* was selected *(when available).*

DIAG: GO TO DIAGNOSTICS MENU
AUD: GO TO AUDITS MENU
ADJ: GO TO ADJUSTMENTS MENU
UTIL: GO TO UTILITIES MENU
(INSTALLS, CUSTOM MSG., CUSTOM PRICING, SET TIME, RESET & USB)
TOUR: GO TO TOURNAMENT MENU (START TOURNAMENT, VIEW TOURNAMENT DATA, SIGN MESSAGES)

>> TO UPDATE THE GAME CODE, REVIEW THE STEPS ON THE INSIDE FRONT COVER OF THIS MANUAL.

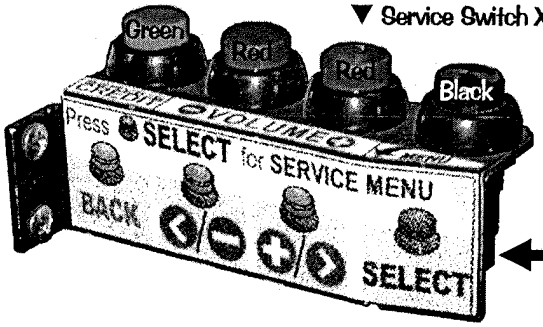
Use both the manual and the display to help customize, troubleshoot and/or diagnose faults, if any.



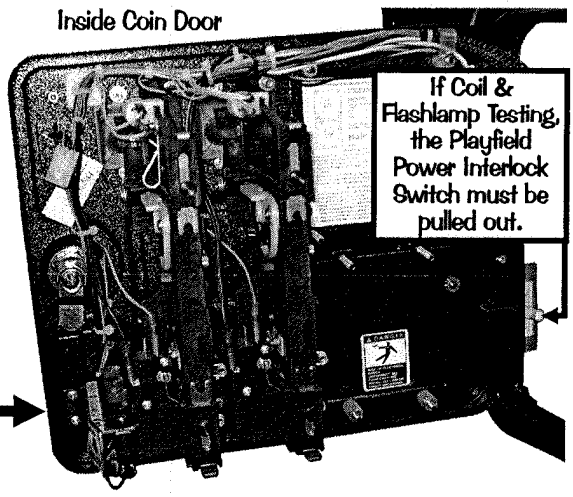
Service Switch X4 Set Access & Use

The **4-Button Service Switch Set** provides access for ***three (3) functions*** available for your use: **1: SERVICE CREDIT, 2: VOLUME [–] / [+]** and **3: SERVICE MENU.**

▼ Service Switch X4 Set ▼

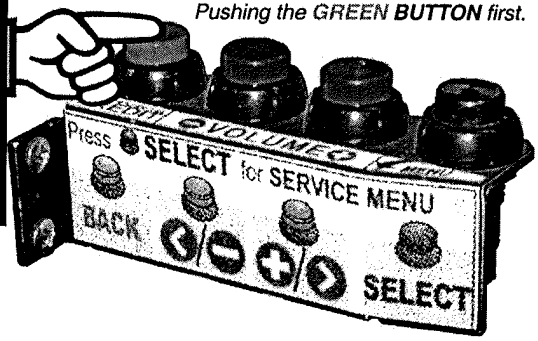


Inside Coin Door



To access any of these ***three (3) functions*** you must first open the **Coin Door** *(see pictorial above)* with the Game in the ***Attract Mode*** *(not already in any Function or Menu stated below) and then follow below.*

*Pushing the GREEN **BUTTON** first.*

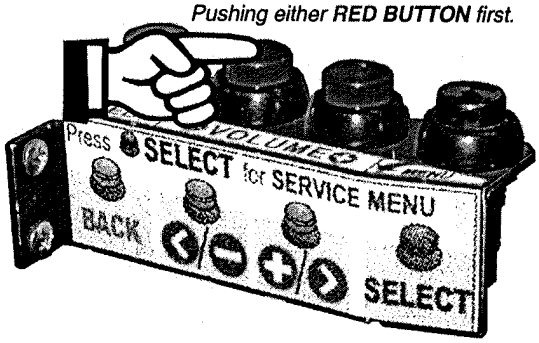


◀ Function 1: SERVICE CREDITS MENU

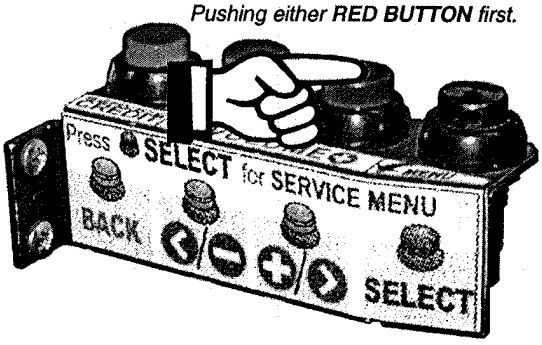
Pushing the **Green [SERVICE CREDIT] Button** first, adds a ***Service Credit*** per push *(will not affect your audits as "paid" credits).* This is useful for the technician to test games in regular play without affecting the game audits. Each depression adds **1 credit**; up to **50 credits** can be applied. **Standard Adjustment 23, Credit Limit,** determines this, however, it can be changed from 04-50; *for details see the Adjustments Section.*

Note: *Once your credits are added, this menu will **automatically exit** a few seconds after the last button depression or when the* **Green [BACK]** *or* **Black [SELECT] Button** *is pushed. This function is disabled if **Standard Adjustment 38, Free Play,** is set to **YES**. The Service Credits are limited to the Credit Limit in addition to any paid credits present in the game (e.g. If the Credit Limit is 30, with 8 paid credits present, only 22 Credits can be applied.).*

*Pushing either **RED BUTTON** first.*



*Pushing either **RED BUTTON** first.*

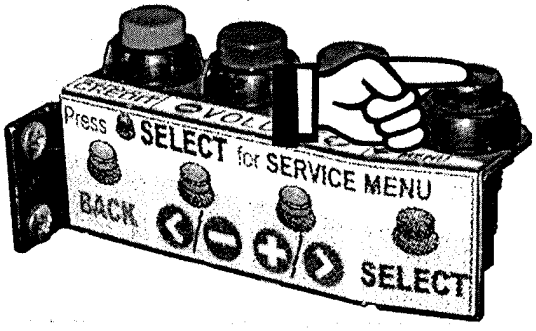


▲ Function 2: VOLUME MENU ▲

Pushing either of the **Red [VOLUME] Buttons** first, enters the ***VOLUME MENU.*** While in this Mode, to **DECREASE** the volume, hold down or depress the **1st Red [< / –] Button** until desired the volume is achieved; to **INCREASE** the volume, hold down or depress the **2nd Red [+ / >] Button** until the desired volume is achieved.

Note: *The volume can be set between* **0-63**; *Once your adjustments are made, this menu will **automatically exit** a few seconds after the last button depression or when the* **Green [BACK]** *or* **Black [SELECT] Button** *is pushed.*

*Pushing the **BLACK BUTTON** first.*

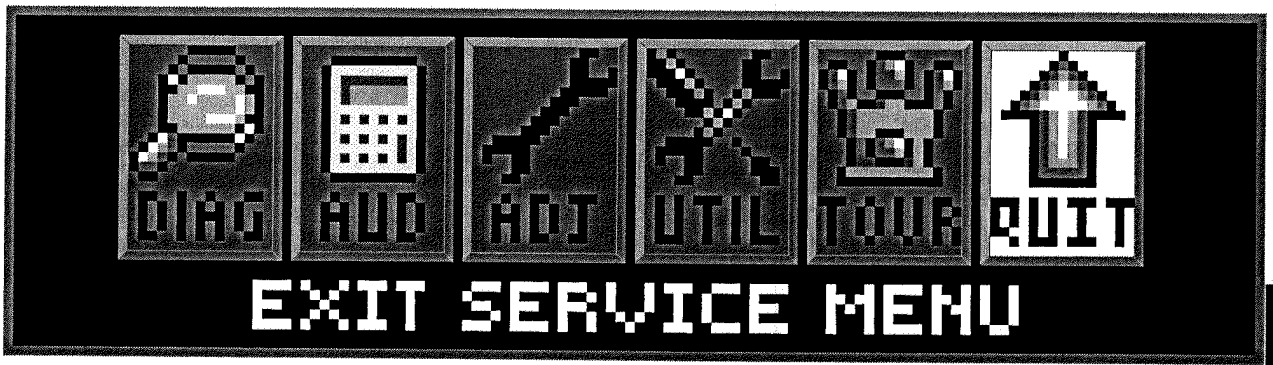


◀ Function 3: SERVICE MENU

Pushing the **Black [SELECT] Button** first, enters the ***SERVICE MENU.*** Once in, navigate through all menus by depressing the **Service Menu Buttons.** Use the **Red [< / –]** *or* **[+ / >] Buttons** to move LEFT / RIGHT, NEXT/PREVIOUS *(audits/adjustments) or* to INCREASE / DESCREASE an adjustment (setting). Use the **Black [SELECT] Button** to select a highlighed *Icon*, move to the next line of text *or* to answer "**OK**" where applicable. Use the **Green [BACK] Button** to exit *or* escape back.

Exit Service Menu

In the **MAIN MENU** and in all **SUB-MENUS** *(where the "QUIT" Icon is present)*, if the "QUIT" *Icon* is selected and *activated*, or the **Green [BACK] Button** is selected repeatedly *(depending on which sub-menu you're in...)*, the **SERVICE MENU Session** will be exited and returned to the ***Attract Mode***.



LOOK

Turning the game on/off will start the *Power-Up Routine*. Upon **Power-Up**, the DISPLAY will indicate the COUNTRY, FILE VERSION and LANGUAGE(S) installed. LANGUAGE/COUNTRY: change via Dip Switch.

LOOK

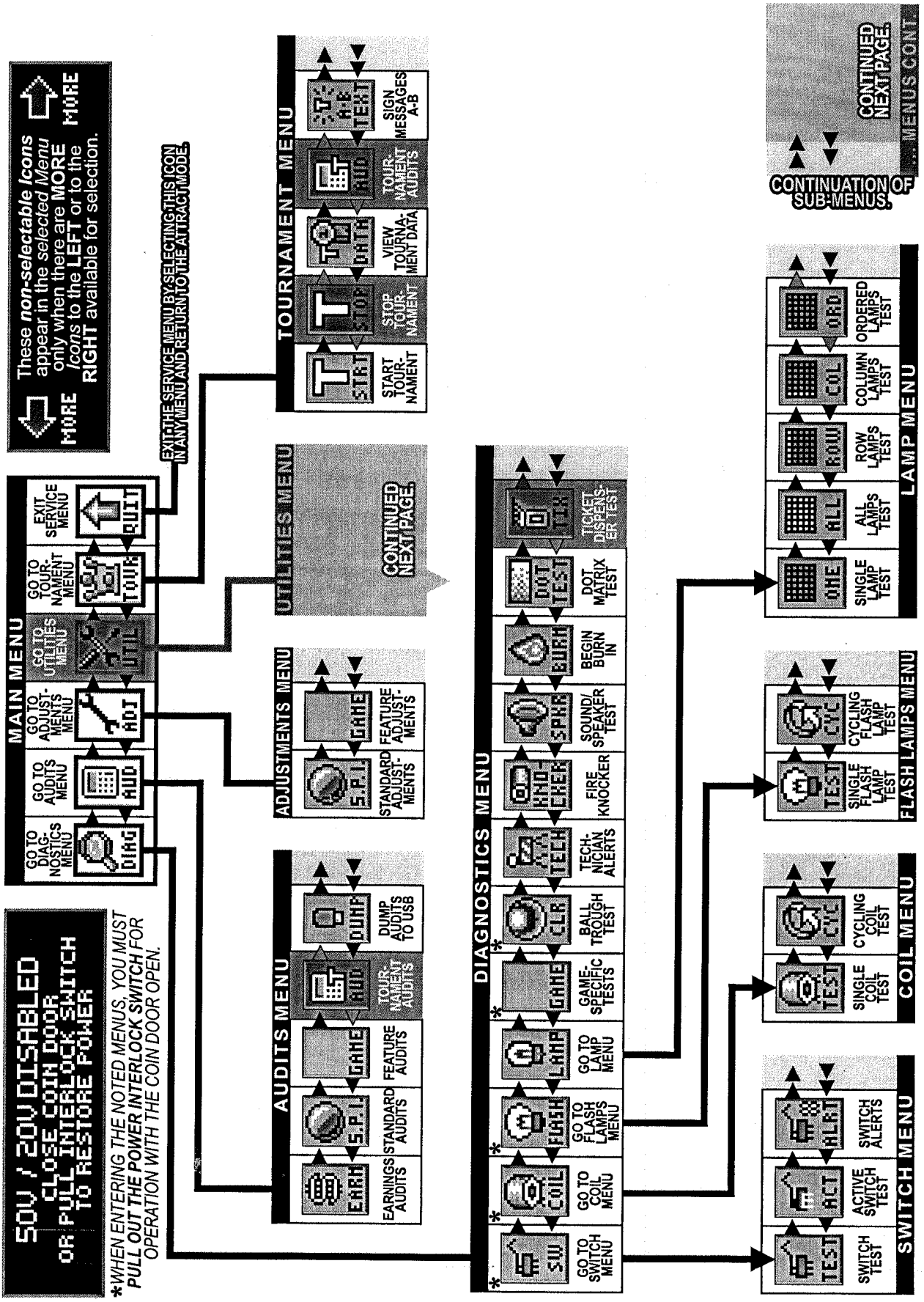
The below **Problem / Solution Table** was designed to answer some common problems frequently asked.

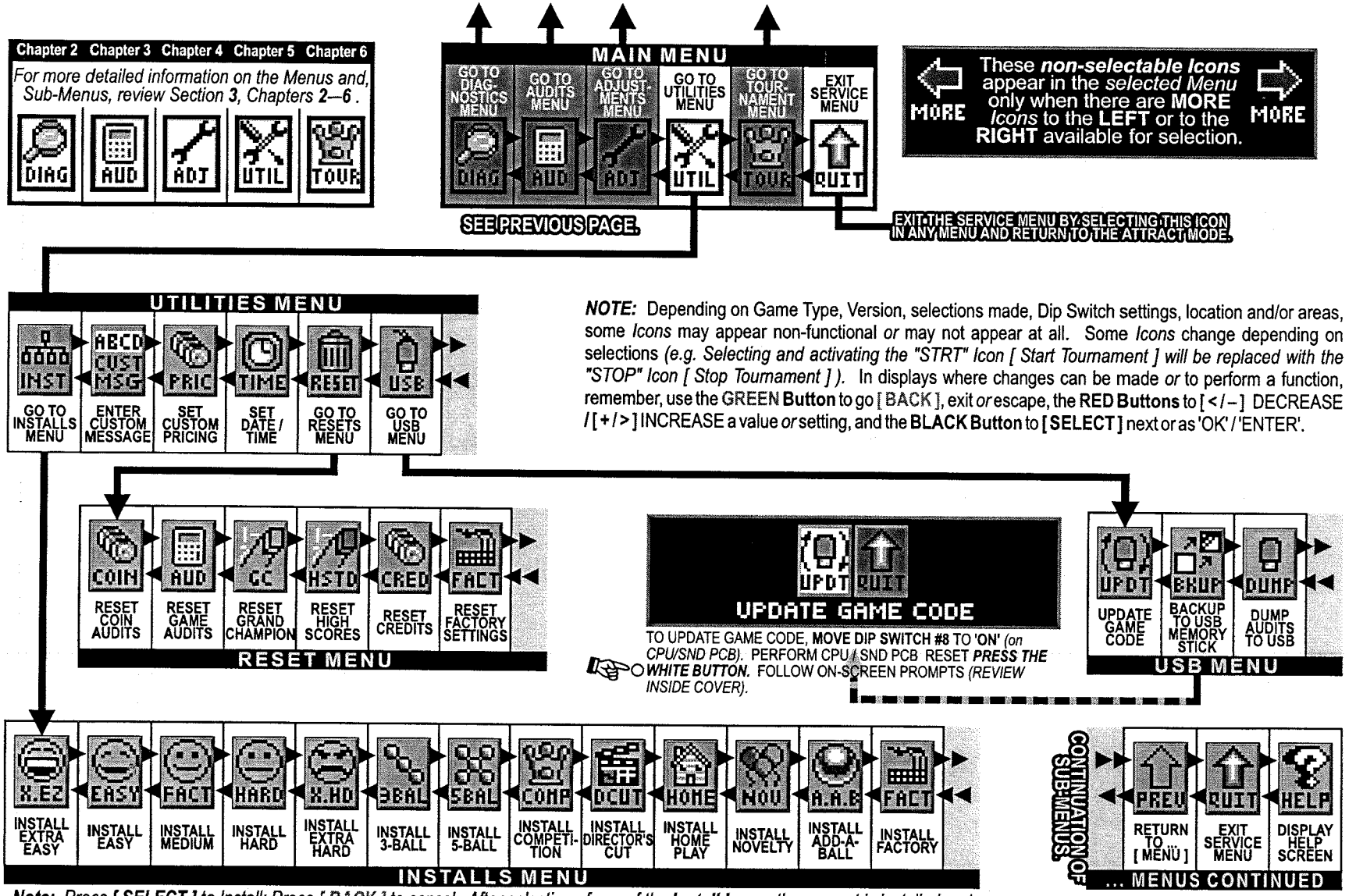
Problem / Solution Table

PROBLEM	SOLUTION
Will not enter the **SERVICE MENU** after depressing the **Black [SELECT] Button.**	• Check the Service Switches [GREEN, RED (X2) & **BLACK Buttons**] for loose connections or bad ground. • Check the associated wiring harness to/from the CPU/Sound Board, Connector **J13**. • Check CPU/Sound Board for possible failure.
All **Service Buttons [• • • • Buttons]** appear nonfunctional.	• Check the Service Switches wiring harness for poor or no connection and/or broken wires.
The **Green Button** in the Attract Mode will not enter the **SERVICE CREDITS MENU** to add Service Credits.	• Check to make sure the Game is not in **"Free Play."** *If the game is set to Free Play, adding Service Credits is not required.* • Check the Service Switches wiring harness for poor or no connection and/or broken wires.
The **Display** "blanks out."	• Check the Dot Matrix Display for loose wiring harness for poor or no connection and/or broken wires. • Check **F1** (3/4A Fuse) on the Display Power Supply Board. *Refer to the Yellow Pages (**SCHEMATICS & TROUBLESHOOTING**).*
Icons *"scroll"* along continuously in the **MAIN MENU**.	• Check for a stuck switch on either of the **Red Buttons**.
The **Start** and **Flipper Buttons** do not select or activate *Icons* in the **SWITCH TEST MENU**.	• This is normal. These switches are deactivated, as they are a part of the Switch Test. *Refer to the Diagnostics Section (**GO TO DIAGNOSTICS MENU, Switch Test**).*
Can't move selection of *Icon* with the **Left** and/or **Right Flipper Buttons**.	• Check the **Flipper Buttons** for loose connections or bad Ground and refer to Section **5**, Chapter **2**, Playfield Wiring, #-Flipper Circuit Wiring Diagram. • This is normal ***only*** in ***Diagnostic's Switch & Active Switch Tests*** *(see previous Problem).*
Some *Icons* appear non-functional in the **MENU** or missing.	• Some functionality of the Service Menu may not have been completed during development. If exists, it should only be a non-critical function, such as the "HELP" *Icon*, which will explain the usage of icons. When completed, a software update will correct the problem. Software updates are announced via Service Bulletins (if critical) and on our website **http://www.sternpinball.com/GAME-code.shtml**; view the Game Code Library Message Board Marquee or click **Previous Messages** for past announcements.
In **COIL TEST MENU**, the coils and flashlamps ***do not*** fire after pressing the **Black [SELECT] Button.**	• Ensure the **POWER INTERLOCK SWITCH *is pulled out*** *(see the start of this Chapter).*
In the **SERVICE MENU**, the volume cannot be adjusted with either of the **Red Buttons.**	• The Volume adjustment can only be made when in the **Attract Mode** *(see the start of this Chapter).*
In the **SERVICE MENU**, the display seems to lock up, or the Help Display appears to be non-functional.	• If you cannot clear the situation by exiting back one Menu, exit completely out of the **SERVICE MENU**, and re-enter. If the problem persists, call Technical Support for additional help.

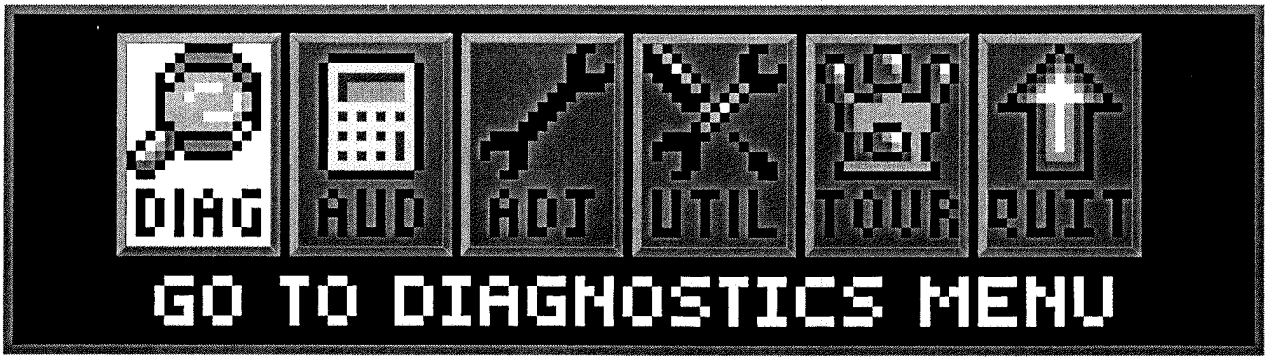
IF YOU NOTE ANY OTHER PROBLEMS or HAVE ANY SYMPTOMS NOT DESCRIBED ABOVE, PLEASE CALL TECHNICAL SUPPORT 800-542-5377 (708-345-7700 OPTION #1), SO WE MAY ASSIST YOU.

Pinball Service Menu Icon Tree





Note: *Press [SELECT] to Install; Press [BACK] to cancel. After selection of any of the* ***Install Icons****, the request is installed and returns to the* ***Install Menu****. The last icon activated before exiting this menu will supercede any previous Icon selected in the group.*



To initiate, from the **MAIN MENU**, select the "DIAG" *Icon*. The **DIAGNOSTICS MENU** provides tests for switches, coils, flash lamps, lamps, sounds and dots in the Dot Matrix Display. Each feature may be tested manually or automatically after entering the **SERVICE MENU** *(see Service Menu Introduction Section)*.
The **[CYCLING COIL TEST] / [FLASH LAMP TEST]** may be used for a quick verification of automatic test functions. The **[SWITCH TEST] / [SINGLE COIL TEST] / [SINGLE LAMP TEST] / [ALL LAMPS TEST] / [ROW LAMPS TEST] / [COLUMN LAMPS TEST] / [FLASH LAMP TEST]** may be used for troubleshooting.

All **DIAGNOSTICS MENU** *Icons* and there usages are explained throughout this chapter in the same order as seen in the Dot Matrix Display. ***NOTE:*** Depending on Game Type, Version, selections made, Dip Switch settings, location and/or areas, some *Icons* may appear non-functional *or* may not appear at all. Some *Icons* change depending on selections *(e.g. Selecting and activating the "STRT" Icon [Start Tournament] will be replaced with the "STOP" Icon [Stop Tournament]).* ***Icons** and/or **functions, order** and **operation are subject to change.***

In displays where changes can be made *or* to perform a function, use the **GREEN Button** to go **[BACK]**, exit *or* escape, the **RED Buttons** to [< / –] MOVE BACK / LEFT / DECREASE / [+ / >] MOVE FORWARD / RIGHT / INCREASE a value *or* setting, and the **BLACK Button** to **[SELECT]** next *or* as "OK / ENTER / ENERGIZE."

Important: *Upon **Power-Up** (Game CPU Reset) or opening the **Coin Door** watch the **Display** for any **Alerts.****

This ***audible / visual alert display*** is shown when the **50V / 20V Power** is disabled *(by opening the Coin Door)*. **PULL OUT THE INTERLOCK SWITCH *ONLY* WHILE IN THE SERVICE MENU FOR COIL OR SWITCH TESTING & BURN-IN WHEN THE COIN DOOR IS REQUIRED TO STAY OPEN FOR SERVICE BUTTON USE!** Pulling out the Power Interlock Switch or pressing the 'escape' **Green [BACK] Button** will remove the alert display. Initial display presentation is accompanied by 3 audible tones *(the bright display warning will go dim after approximately 30 seconds).*

This ***alert display*** is shown momentarily during **Game Mode** or **Power-Up** to alert the operator of a device malfunction *(device or mechanism doesn't energize or is energized repeatedly).* **OPERATOR ALERT!** works by monitoring any *switch activated device* that has the potential to trap a ball when disabled *(e.g. in the Shooter Lane, Scoop or Eject Holes, etc.)*. This alert can also appear if a switch associated with a device *(e.g. Ball Trough, Auto Plunger, etc.)* is stuck closed *(caused by a switch jam or stuck ball)*; the game will activate the device a predetermined number of times and if the problem is still detected, this device *or* switch will be noted in **Switch Alerts** *(next page)* and/or **Technician Alerts**.

Upon entering the **SERVICE MENU**, if an asterisk " * " is displayed after the words "SERVICE MENU," the game has detected possible faulty devices, switches and/or missing pinballs. Press the either of the **Red Buttons** *(short-cut to the TECHNICIAN ALERTS MENU) or* continue into the **SERVICE MENU** *(press the **Black Button** again),* select the "DIAG" *Icon* and "TECH" *Icon* for the **Technician Alerts** information.

CAUTION! Remove all pinballs from the Ball Trough prior to lifting the playfield to it's full upright position for servicing. **PULL OUT** the **Power Interlock Switch** for operation. To eject pinballs, select the "DIAG" *Icon* from the **MAIN MENU** to enter the **DIAGNOSTICS MENU**. Select the "CLR" *Icon* to enter the **BALL TROUGH TEST MENU**. Press the **Black [SELECT] Button**. To return to the **DIAGNOSTICS MENU**, press the **Green [BACK] Button**. *This feature also useful to retrieve a pinball for game testing in **Switch** or **Coil Tests**.*

Go To Switch Menu

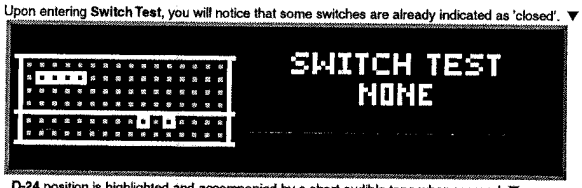
To initiate, from the **DIAGNOSTICS MENU**, select the "SW" *Icon*. Switches are configured in an 4 X 16 Matrix of Rows [Switch Drives] and Columns [Sw. Returns] with up to **64** possible switches. Dedicated Switches are configured in a 2 X 16 Matrix of Rows [Dedicated Sw. Drives / Ground] and Column [Ded. Switch Returns] with up to **32** possible dedicated switches *(includes the 8 dip switch positions)*. The **SWITCH TEST MENU** consists of three (3) parts: **Switch & Active Switch Tests** and **Switch Alerts** to test ***all*** switches.

Reminder: *The **Flipper & Start Buttons** (part of Switch Tests) are temporarily disabled as **Service Menu Navigation Buttons** during these test(s) so they can be tested and shown on-screen. Pressinng the **Green [BACK] Button** (Dedicated Switch **D-21**), Light Green-Black / Black (GND), will exit **Switch Test** or **Active Switch Test**.*

Switch Test

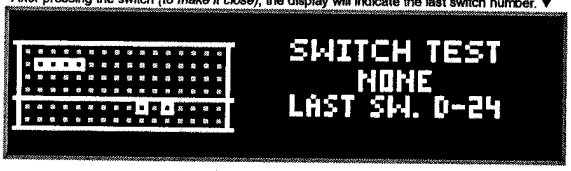
To initiate, from the **SWITCH MENU**, select the "TEST" *Icon*. Ensure the **Power Interlock Switch** is pulled out if testing with the Coin Door open and the activation of coils is required. Upon entering **Switch Test**, you will notice that some switches are already indicated as closed. In the examples, the 4-Ball Trough Switches **#18, #19, #20** & **#21** are shown closed *(pinballs at rest in the ball trough)*, along with the Flipper E.O.S. Dedicated Switches **D-10** & **D-12** (End-of-Stroke Switches are 'normally closed'). If the game has more flippers with E.O.S. Dedicated Switches, CPU Dip Switch Setting *other than* 1-8 OFF or switches stuck closed, more dots will be indicated *(enter **Active Switch Test** to reveal the names)*.

Upon entering **Switch Test**, you will notice that some switches are already indicated as 'closed'. ▼



D-24 position is highlighted and accompanied by a short audible tone when pressed. ▼

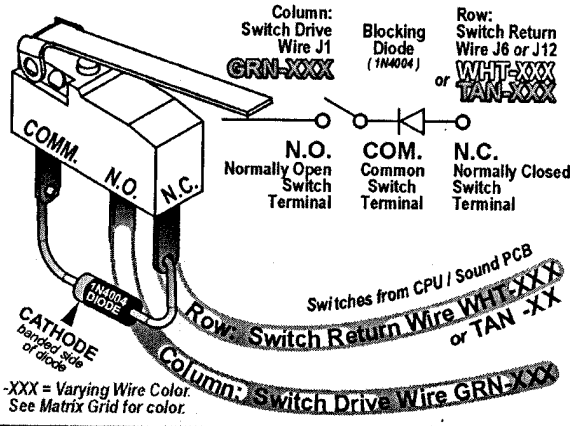
After pressing the switch *(to make it close)*, the display will indicate the last switch number. ▼



In **Switch Test**, close each switch and observe the display *(switch closure is accompanied by a short audible tone)*. In the example, the **Black [SELECT] Button** Dedicated Switch **D-24** is pressed. The Dot Matrix Display will light up *(highlight)* the corresponding *dot* in the on-screen matrix, display the *switch name, switch number* and the *Switch Drive / Return wire colors*. When not closing a switch, the display indicates **NONE** and the last switch number closure. For the Switch Matrix Grid and Dedicated Switch Grid, see **Find-It-In-Front: Dr. Pinball, DR. 4** *or* escape out of this test and enter **Active Switch Test** *(described below)* to view the names of the switches closed. ***Note:*** *Pressinng the **Green [BACK] Button** (Ded. Switch **D-21**), Lt. Green-Black / Black (GND), will exit the **Switch Test**.*

CAUTION! COIL MECHANISMS WHEN ACTIVATED HAVE FAST MOVING PARTS! While performing **Switch Test** with the Coin Door closed *or* open *(with the Power Interlock Switch is pulled out)*, **DO NOT USE YOUR FINGER** to test switches which are associated with a coil mechanism such as a Vertical Up-Kicker *(hole with a switch)*, Slingshots, Bumpers, etc..

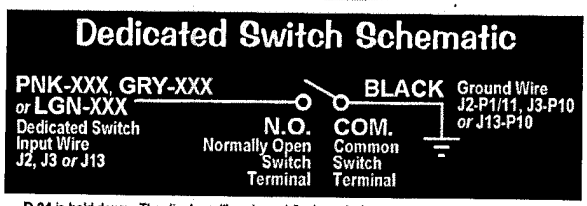
Typical Switch Wiring & Schematic



Active Switch Test

To initiate, from the **SWITCH MENU**, select the "ACT" *Icon*. In **Active Switch Test**, if any switches are stuck closed *(or normally closed from the presence of pin-ball(s) as in the Ball Trough)*, the display will flash the corresponding dot(s) in the on-screen matrix, display the *name* and the *Switch Drive / Return wire colors*. If more than one switch is closed, the switch information will change with each switch. This cycle continues until all switches are cleared *or* until **Active Switch Test** is exited. In the example, the **Black [SELECT] Button** Dedicated Switch **D-24** is pressed and held down. The display will cycle and flash each dot, naming each switch which is closed. To determine the *switch number,* compare the highlighted dot to the same position in the Switch Matrix Grid at the beginning of this manual.

Dedicated Switch Schematic



... D-24 is held down. The display will cycle and flash each dot, naming each switch ... closed. ▼

Switch Alerts

To initiate, from the **SWITCH MENU**, select the "ALRT" *Icon*. In **Switch Alerts Menu**, possible inoperable switches are marked with an "X" (OUT OF SERVICE). Mark switches **IN** *or* **OUT OF SERVICE** by pressing the **Black Button** while the intended switch is highlighted and change with either of the **Red Buttons**. Switches which are determined as "OUT OF SERVICE" by the game *or* manually, will be automatically marked as "IN SERVICE" as soon as the game determines a valid switch closure *(after adjusting, fixing or replacing the switch, then testing/actuating the switch)*. ***Note:*** *A **Factory Reset** will also put the switch back "IN SERVICE" in which the game will need to redetermine if the switch should be marked **OUT OF SERVICE**.*

Go To Coil Menu

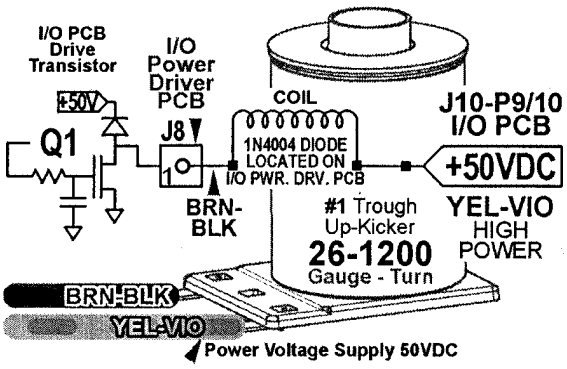
To initiate, from the **DIAGNOSTICS MENU**, select the "COIL" *Icon.* Coils **#01 – #16** are typically High Current Coils *(although Low Current Coils may be used in these positions & will be noted).* Coils **#17 – #32** are typically Low Current Coils. Flash Lamps are typically used in positions **#25 – #32** *(although Flash Lamps may be used in any position and will be noted).* Auxiliary Coils may be used in positions **#33 – #35.**

Remember, use the **GREEN Button** to go **[BACK]**, exit *or* escape, the **RED Buttons** to [< / –] GO BACK [+ / >] GO FORWARD, and the **BLACK Button** to **[SELECT]** ENERGIZE the coil *(solenoid)* or flash lamp.

Single Coil Test

To initiate, from the **COIL MENU**, select the "TEST" *Icon.* Ensure the **Power Interlock Switch** is pulled out if testing with the Coin Door open. Upon entering **Single Coil Test**, you will notice the #1 coil is shown. The Dot Matrix Display will indicate the *coil or flash lamp name, coil (solenoid) or flash lamp number* and the *Coil or Flash Lamp Power Line / Drive Transistor Control Line wire colors.* To determine the "Pin-Outs" from the I/O Power Driver Board, the Coil Voltage Gauge-Turns *(e.g. 23-800)* or lamp type *(e.g. #89 or #906 Bulb),* view the Coils Detailed Chart Table at the beginning of this manual *or* for more on troubleshooting and diagnosing, see the Yellow Pages *(Schematics & Wiring).*

Typical Coil Wiring & Schematic



Cycling Coil Test

To initiate, from the **COIL MENU**, select the "CYC" *Icon.* Ensure the **Power Interlock Switch** is pulled out if testing with the Coin Door open. The test pulses each regular coil or flash lamp sequentially *(cycling)* on the Playfield and in the Backbox *(if coils or flash lamps are used).* The Dot Matrix Display indicates the same information you will find in **Single Coil Test.**

Go To Flash Lamps Menu

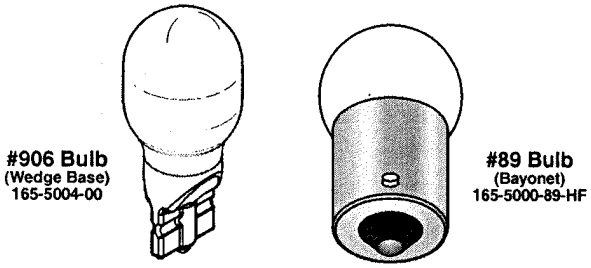
To initiate, from the **DIAGNOSTICS MENU**, select the "FLASH" *Icon.* The two tests allows the technician to easily spot any burned-out flash lamps and replace them. Unlike **Single Coil Test**, which tests ***all*** coil *(solenoids),* including flash lamps, **Single** and **Cycling Flash Lamp Tests**, test only the flash lamps used in the game. Flash Lamps are typically used in positions **#25 – #32** *(although Flash Lamps may be used in any position and will be noted).*

Remember, use the **GREEN Button** to go **[BACK]**, exit *or* escape, the **RED Buttons** to [< / –] GO BACK / [+ / >] GO FORWARD, and the **BLACK Button** to **[SELECT]** ENERGIZE the flash lamp.

Single Flash Lamp Test

To initiate, from the **FLASH LAMPS MENU**, select the "TEST" *Icon.* Ensure the **Power Interlock Switch** is pulled out if testing with the Coin Door open. Upon entering **Single Flash Lamp Test**, you will notice the first Flash Lamp is shown. The Dot Matrix Display will indicate the *flash lamp name, flash lamp number* and the *Flash Lamp Power Line / Drive Transistor Control Line wire colors.* To determine the "Pin-Outs" from the I/O Power Driver Board or lamp type *(e.g. #89 or #906 Bulb),* view the Coils Detailed Chart Table at the beginning of this manual *or* for more on troubleshooting and diagnosing, see the Yellow Pages *(Schematics & Wiring).*

Bulb Types used for Flash Lamps



Cycling Flash Lamp Test

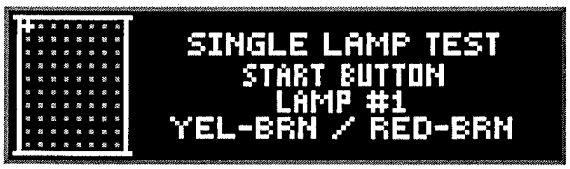
To initiate, from the **FLASH LAMPS MENU**, select the "CYC" *Icon* . Ensure the **Power Interlock Switch** is pulled out if testing with the Coin Door open. The test pulses each flash lamp sequentially *(cycling)* on the Playfield and in the Backbox *(if flash lamps are used).* The Dot Matrix Display indicates the same information you will find in **Single Flash Lamp Test.**

Go To Lamp Menu

To initiate, from the **DIAGNOSTICS MENU**, select the "LAMP" *Icon.* Controlled lamps are configured in and 8 X 10 Matrix of Rows [Lamp Returns / Ground] and Columns [Lamp Drives / 18VDC] with up to **80** lamps possible. The **LAMP TEST MENU** consists of five (5) parts: **Single Lamp Test, Test All Lamps, Row Lamps Test, Column Lamps Test** and **Ordered Lamps Test*** to test ***all*** lamps.

Remember, use the **GREEN Button** to go **[BACK]**, exit *or* escape, the **RED Buttons** to [< / –] GO BACK / LEFT / [+ / >] GO FORWARD / RIGHT, and the **BLACK Button** to **[SELECT]** next *or* as "OK / ENTER."

Upon entering **Single Lamp Test**, ... the #1 lamp is shown. .... Display will light up ... the *dot* ... ▶



Single Lamp Test

To initiate, from the **LAMP MENU**, select the "ONE" *Icon.* As each lamp is selected, the lamp will light at it's location on the playfield as well as the Dot Matrix Display. Upon entering **Single Lamp Test**, you will notice the #1 lamp is shown. The Dot Matrix Display will light up *(highlight)* the corresponding *dot* in the on-screen matrix, display the *lamp name, lamp number* and the *Lamp Return / Drive wire colors.* For the Lamp Matrix Grid, see the beginning section of this Service Game Manual.

Upon entering **All Lamps Test**, ... the Dot Matrix Display is flashing **"ALL LAMPS ON"** ... ▶

All Lamps Test

To initiate, from the **LAMP MENU**, select the "ALL" *Icon.* Upon entering **All Lamps Test**, you will notice the Dot Matrix Display is flashing **ALL LAMPS ON** and the lamps on the playfield will be lit, alternating between the rows in the Lamp Matrix Grid. The Dot Matrix Display will light up *(highlight)* all of the *dots* in the on-screen matrix.

Upon entering **Row Lamps Test**, you will notice the #1 lamp row is shown. ▶

Row Lamps Test

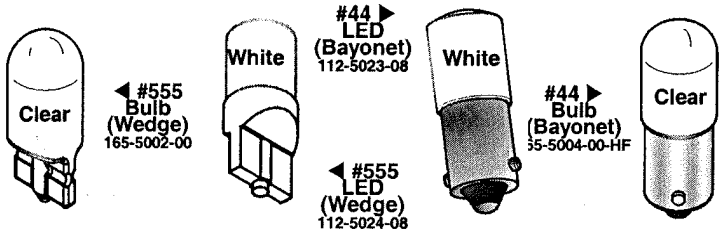
To initiate, from the **LAMP MENU**, select the "ROW" *Icon.* As each lamp row is selected, the lamps in the row will light on the playfield as well as the Dot Matrix Display. Upon entering **Row Lamps Test**, you will notice the #1 lamp row is shown. The Dot Matrix Display will light up *(highlight)* the corresponding row of *dots* in the on-screen matrix, display the *lamp row number,* the *Lamp Return wire colors,* the *I/O PCB Connector* and *transistor number.*

Upon entering **Column Lamps Test**, you will notice the #1 lamp column is shown. ▶

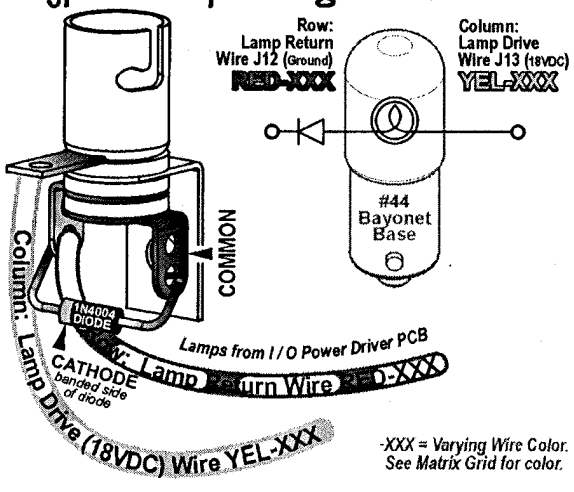
Column Lamps Test

To initiate, from the **LAMP MENU**, select the "COL" *Icon.* As each lamp column is selected, the lamps in the column will light on the playfield as well as the Dot Matrix Display. Upon entering **Column Lamps Test**, you will notice the #1 lamp column is shown. The Dot Matrix Display will light up *(highlight)* the corresponding row of *dots* in the on-screen matrix, display the *lamp column number, the Lamp Drive (18VDC) wire colors,* the *I/O PCB Connector* and *IC number.*

Bulb Types used for Control Lamps



Typical Lamp Wiring & Schematic



-XXX = Varying Wire Color. See Matrix Grid for color.

* *If not required in this game, Icon will not be shown.*

Ordered Lamps Test

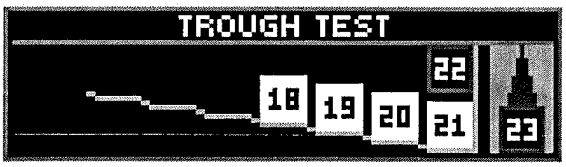
To initiate, from the **LAMP MENU**, select the "ORD" *Icon.* *If required, this Icon will appear in the* ***LAMP MENU.*** Identical to **Single Lamp Test**, however, the lamps lit are not in the Lamp Matrix numeric order, but ordered *or* arranged in separate localized grouping(s) for easier lamp checking.

Game-Specific Tests

To initiate, from the **DIAGNOSTICS MENU**, select the "GAME" *Icon.* Ensure the **Power Interlock Switch** is pulled out when testing with the Coin Door open. *This Menu is provided to allow the technician a simple method of testing game specific coils and/or switches, if required. If used, select the Icon (and Sub-Menu Icons, if any) and follow on-screen prompts.*

Ball Trough Test

To initiate, from the **DIAGNOSTICS MENU**, select the "CLR" *Icon.* Ensure the **Power Interlock Switch** is pulled out if testing with the Coin Door open. This Menu is provided to allow the technician a simple method of removing the balls from the trough and also, to test functionality of the trough, ensuring proper trough operation. Upon entering **Ball Trough Test**, you will notice that four switches are already indicated as closed. In the example, the 4-Ball Trough Switches **#18, #19, #20** & **#21** are shown closed *(pinballs at rest in the ball trough).* To return to the **DIAGNOSTICS MENU**, press the **Green [BACK] Button.**



Press the **Black [SELECT] Button** to eject the ball in the first position Switch **#21** (VUK OPTO Trough #1 (R)). Simultaneously, the Dot Matrix Display and the playfield will eject the ball to the Trough Up-Kicker, eject from the Trough Up-Kicker into the Shooter Lane, momentarily closing Switch ***#23*** *(Shooter Lane),* and is ejected onto the playfield where the technician can easily retrieve the pinball or allow the ball(s) to re-enter the trough to continue **Ball Trough Test.** The Dot Matrix Display indicates Switch **#18** (4-Ball Trough #4 (L)) as open as the remaining three (3) pinballs shift over one (1) position to the right. If the technician allows the ejected pinball to reenter the ball trough, the Dot Matrix Display will indicate Switch **#18** as closed. ***REMINDER:*** *Switch #22 is the stacking OPTO switch; If more than five (5) pinballs are used, the additional switches will be noted. Typically, four (4) pinballs are used and required for proper operation; if this amounts differs, it will be noted on the front page of this Service Game Manual.*

CAUTION! *Continuous use off the above test may overheat the Trough Up-Kicker Coil.*

Technician Alerts

To initiate, from the **DIAGNOSTICS MENU**, select the "TECH" *Icon.* This Menu is provided to show any switch *or* solenoid problems and/or missing pinballs. If upon entering the **SERVICE MENU** the display indicated an asterisk (*) and "USE –/+ TO VIEW TECH. ALERTS", alerts are present.

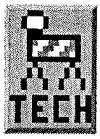
After pressing either **Red [< / –] / [+ / >] Button** *or* selecting this *Icon* in the **DIAGNOSTICS MENU**, the display will indicate the alert(s). If there are 2 alerts present, the display will indicate (1/2) with the 1st alert on the display. Press the **Red [+ / >] Button** to view the second alert (2/2). The second number in the parenthesis ( ) after the slash (/) indicates how many alerts are present. Refer to the start of this chapter *regarding "Upon entering the* **SERVICE MENU** *"* indication and to **SWITCH ALERTS**. To return to the **DIAGNOSTICS MENU**, press the **Green [BACK] Button.** ***Note:*** *While in this menu, an option may be present to jump (short-cut) to the appropriate Testing Menu (e.g. Coil Test, Switch Test, Game Specific Test or Ticket Dispenser Test, if installed).*

NOTE ON SWITCH DETECTION : During game play, activation of switches are continuously monitored. For a switch to be determined as inoperable *or* **OUT OF SERVICE**, up to twenty games *or* so must be played for a switch to be automatically marked as **OUT OF SERVICE.** In programming, if a switch is determined to be faulty, game play is compensated. Switches noted as **OUT OF SERVICE** are determined to be stuck closed *or* open depending on switch usage. Free up the switch actuator, adjust *or* replace, if necessary. Performing a valid switch closure will put the switch back "IN SERVICE."

Determination of switch usage can be checked in **Audits** *(review the Audits Section).* Find the associated Audit with the switch in question and check usage; compare the numbers to commonly used switches. After any switch is checked and repaired *or* replaced, it's suggested to test the switch in the **Switch Test** *or* **Single Coil Test** *(reviewed earlier in this section)* where the associated coil to the switch can be tested as well. After correcting the problem, the switch will marked "IN SERVICE" and the switch is again monitored as specified above. *Only you can determine if a switch marked OUT OF SERVICE is actually inoperable, or if it is just not getting actuated during game play.*

NOTE ON PINBALL DETECTION : While in **TECHNICIAN ALERTS MENU**, if the following is displayed, the game has detected one (1) *or* more pinball(s) missing and has compensated for the lost pinball(s) to provide normal game play.

Technician Alerts continued on the next page.



Technician Alerts continued from previous page.

During game play, a pinball can get trapped *or* stuck. If after approximately 15 seconds of inactivity or "no scoring," **Ball Search** is started. ***Note:*** *If the pinball is in the Plunger Lane or "held" on the flipper, no* ***Ball Search*** *will be performed.* The game will perform one **Ball Search** in an attempt to "find" or free-up the pinball.

If the game does not see a switch closure *(indicating the pinball has not been found),* the Dot Matrix Display may indicate **[LOCATING PINBALLS PLEASE WAIT ...]**, during which **Ball Search** will continue until the timer runs out *(this feature will not happen if the game is in Competition Mode; Ball Search will continue until the pinball is found, unstuck and/or replaced manually).* The display will momentarily acknowledge the missing pinball(s). The game will provide another pinball into play and will compensate for the lost pinball. Game play will appear normal.

Note: *This detection and compensation will happen with every pinball, if each suffers the same fate of a ball trap. If* ***all*** *balls get trapped, the game cannot be played or started until the situation is rectified.*

Important: *Determine where the pinball is!* ***Do not add pinball(s)*** *until it is determined the pinball(s) are indeed missing and not just stuck. The most common places for a pinball to be stuck is in device holes (ejects and VUKs) or* ball troughs. Determine that all devices are functionally properly. Check around plastic pieces and ramps to see if the pinball got jammed *or* stuck.

When the found pinball *or* a replacement pinball is added to the Ball Trough, the **Technican Alert** will immediately clear and will then indicate any remaining alerts *(if present) or* **NO TECHNICIAN ALERTS.**

Enter the **BALL TROUGH TEST** *(review the previous page)* to cycle the pinballs and to check proper switch and coil operation. *If a pinball was added, and the originally stuck pinball has freed itself at a later time, the game will not operate correctly.*

NOTE ON DEVICE MALFUNCTION : While in **TECHNICIAN ALERTS MENU**, if the following is displayed, the game has detected a "device malfunction." Check the device indicated *(coil and/or switch).*

Knocker Test

To initiate, from the **DIAGNOSTICS MENU**, select the "KNO- CKER" *Icon.* The digitally mastered "Knocker" is sounded. The *knocker sound* is used to alert the player if he/she has received a special, replay or a credit from the Match Award feature. Press the **Black [SELECT] Button** to activate the knocker. To return to the **DIAGNOSTICS MENU**, press the **Green [BACK] Button.**

FACTOID: *The knocker got it's name from the 'original knocker' (20th century pinball games), which used a coil and when energized (fired), the plunger would strike a wood panel inside the cabinet.*

Sound / Speaker Test

To initiate, from the **DIAGNOSTICS MENU**, select the "SPKR" *Icon.* This system produces true digital stereo sound from Backbox & Cabinet Speakers or *"Mono"* on the Cabinet Speaker *(when used by itself).* This Menu is provided to allow the technician a simple method of testing the speakers if rewired or replaced.

Upon entering **Sound / Speaker Test**, you will notice the Dot Matrix Display indicating the first option of *available* music *and/or* sound(s) in this test. Press the **Red [+ / >] Button** to cycle through the *available* music *and/or* sounds, and press the **Black [SELECT] Button** to play the option shown in the Dot Matrix Display. Press the **Green [BACK] Button** to exit.

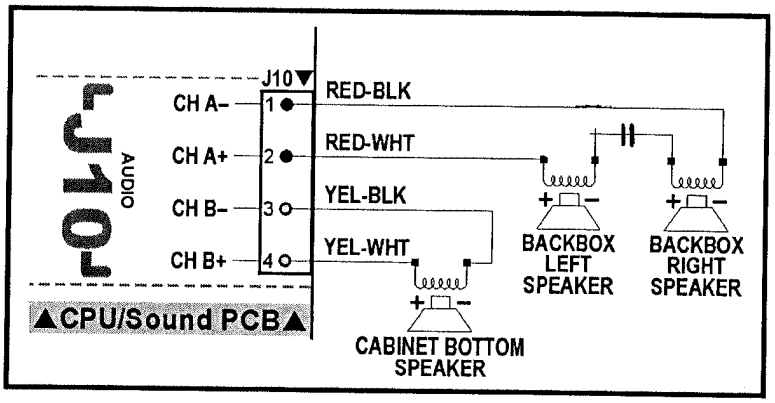
Speaker Phase Testing

Connections to each of speakers are polarized and each must be connected appropriately for the best quality sound. If one speaker has the positive and negative connections reversed with respect to the other one, bass frequencies will not be produced properly and the overall sound quality will be poor. To test for proper speaker phasing, use the **Sound / Speaker Test** to cycle through the available music and sound.

Speaker Phase Testing cont. next page.

Speaker Phase Testing continued from previous page.

If the sound is not balanced or doesn't sound correct, check the speaker wiring.



1. Check each speaker for polarity markings. If the speakers have polarity markings, verify that the Backbox Speaker's **RED-BLK** Wires and the Cabinet Speaker **YEL-BLK** Wire(s) are connected to the negative (–) terminal.

2. Disconnect the speaker output **Connector J10 (AUDIO)** from the CPU / Sound PCB *(in the Backbox)* and connect a 1.5-volt battery across each speaker pair one at a time while observing the speakers.

3. Make sure the positive (+) battery terminal is connected to the positive lead [J10, Pin-2, **CH A+**] (**RED-WHT**) *or* [J10, Pin-4, **CH B+**] (**YEL-WHT**) each time. As the connection is made, check speaker cone movement; proper connections are indicated by outward movement.

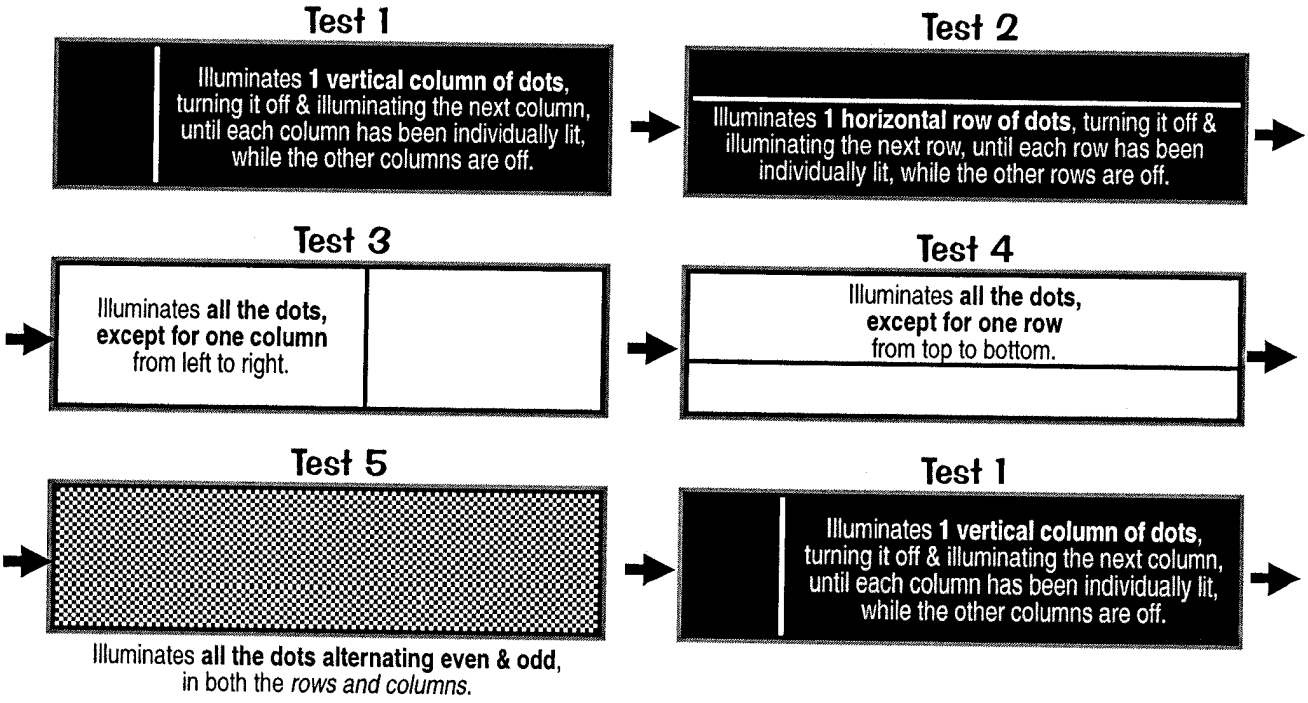
Begin Burn-In

To initiate, from the **DIAGNOSTICS MENU**, select the "BURN" *Icon*. After selecting this *Icon*, press the **Black [SELECT] Button** to begin (initiate) the ***Burn-In Test***. Ensure the **Power Interlock Switch** is pulled out if testing with the Coin Door open *(required for coil function)*. Upon entering **Burn-In Test**, the game will exercise all CPU I/O Functions: **Dot Matrix Display Test, Coil Cycling Testing, All Lamps Test** and **Sound / Speaker Test**. Press the **Green [BACK] Button**, to pause and to view the cumulative Burn-In minutes. Press the **Green [BACK] Button** again to return to the **DIAGNOSTICS MENU**.

Note: *To reset Burn-In minutes back to **0:00**, see Section **3**, Chapter **5, GO TO RESET MENU** (via the UTILITIES MENU), **Reset Factory Settings.** ⚠ **CAUTION:** Performing a **FACTORY RESET** will reset all other information as well (read the Utilities Section (**GO TO RESET MENU**), for more information).*

Dot Matrix Test

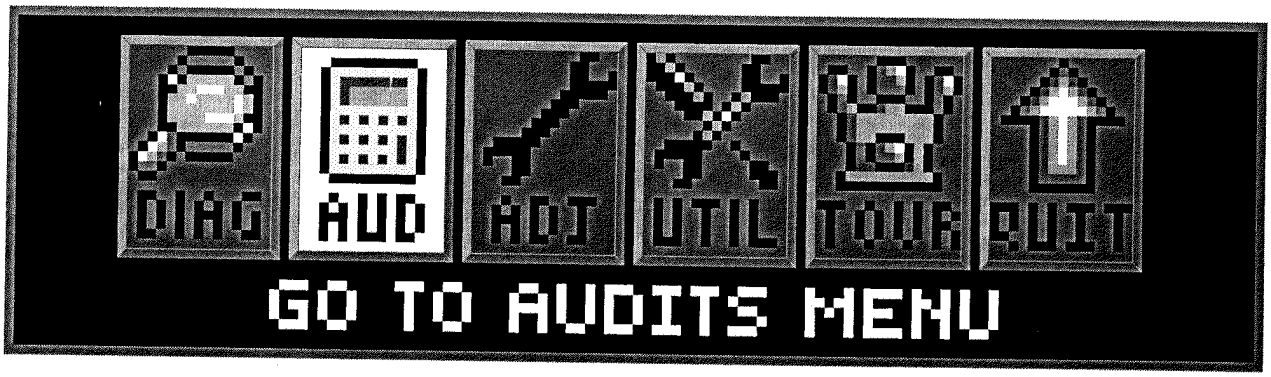
To initiate, from the **DIAGNOSTICS MENU**, select the "DOT TEST" *Icon*. After selecting this *Icon* the **Dot Matrix Test** immediately begins. The Dot Matrix Display will immediately and continuously illuminate and cycle each of the ***5 Tests for 1 pass each***. To return to the **DIAGNOSTICS MENU**, press the **Green [BACK] Button**.



Ticket Dispenser Test

To initiate, from the **DIAGNOSTICS MENU**, select the "TIX" *Icon.* This Menu *(Icon) will only appear* if **Standard Adjustment 56, Ticket Dispenser**, is set to **YES** (Default = **NO***). ***Note:** *Some games shipped from the factory with a unique Dip Switch Setting will default to **YES**). To view and/or change your setting, see Adjustments Section (**GO TO ADJUSTMENTS MENU**). Please remember, if you install an optional Ticket Dispenser, and your default setting is "NO," you will have to reset it back to "YES" if a **Factory Reset** is performed.*

After selecting this *Icon*, the ***Ticket Dispenser Test*** will start. With the Ticket Dispenser properly installed, manually feed your tickets into the dispenser. The dispenser will activate and pull in the first ticket. Press the **Black [SELECT] Button** (which energizes Coil #35, Aux 3: Switched Ground) to advance a ticket. Feeding your Tickets into the dispenser works because Coil #33, Aux 1: Ticket Advance (Enable) is always 'energized'. With a Ticket Meter installed, as one Ticket Passes through the Ticket Dispenser, one 'click' is fired to the Meter (Coil #34, Aux 2: Ticket Meter) for each ticket passing through. Dedicated Switch **D-19, Ticket Notch**, will also be indicated on-screen *(in combination with a audible sound)* as "closing" as the notch between the tickets passes through. In this test you can clear ticket jams and check and/or clear tickets in Escrow, if necessary. To return to the **DIAGNOSTICS MENU**, press the **Green [BACK] Button.**

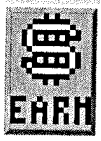


To initiate, from the **MAIN MENU**, select the "AUD" *Icon*. The **AUDITS MENU** provides **99*** Audits for accounting purposes and for evaluation of *Game Programming*. The Audits are divided into 4 groups: • **Earnings Audits [#1 – #13]**, • **Standard Audits [#1 – #59]**, • **Feature Audits (Programming Use Only) [#1 – #+]** and • Tournament Audits [#1 – #14], "T AUD" *Icon* provided as an alternate access to Tournament Audits *(*if data is available)*. For more information on the **TOURNAMENT MENU**, *review the Tournament Section (**GO TO TOURNAMENT MENU**). Try the "**DUMP AUDITS TO USB**" feature to create a text file of your audits. Don't forget to set the DATE & TIME in the **UTILITIES MENU**. See the Utilities Section (**GO TO UTILITIES MENU**), for more information.*

Audits which are named **Proprietary** are also for ***Future Expansion*** or ***Programming***. Game code may get upgraded during production; compare all Audits in the Dot Matrix Display with the manual and make any corrections, as necessary. Audits are subject to change *(with or without notice)*.

All **AUDITS MENU** *Icons* and there usages are explained throughout this chapter in the same order as seen in the Dot Matrix Display. ***NOTE:*** Depending on Game Type, Version, selections made, Dip Switch settings, location and/or areas, some *Icons* may appear non-functional *or* may not appear at all. ***Icons** and/or **functions, order** and **operation are subject to change**.*

In displays where changes can be made *or* to perform a function, use the **GREEN Button** to go **[BACK]**, exit *or* escape, the **RED Buttons** to [< / –] MOVE BACK / LEFT / [+ / >] MOVE FORWARD / RIGHT to view the next audit in the group, and the **BLACK Button** to **[SELECT]** the sub-menus.



Earnings Audits [#1 – #13]

To initiate, from the **AUDITS MENU**, select the "EARN" *Icon*. The Dot Matrix Display will indicate the *audit number (in this group), audit name* and the *audit total or value*. The current audit will remain on the display until the next audit is viewed or when this sub-menu is exited.

#1 **TOTAL PAID CREDITS [0] :** Total number of *Paid Credits.*

#2 **FREE GAME PERCENTAGE [0%] :** Percentage value is 'Total Free Plays' (Standard Audit **15**) divided by 'Total Plays' (Standard Audit **16**).

#3 **AVERAGE BALL TIME [0:00] :** In seconds, the average ball time is derived from the total play time divided by Standard Audit **1**, Total Balls Played.

#4 **AVERAGE GAME TIME [0:00] :** The average game time is expressed in minutes and seconds.

#5 **COINS THROUGH LEFT SLOT [0] :** Total 'Left Coin Slot' Dedicated Switch (**D-1**) closures.

#6 **COINS THROUGH RIGHT SLOT [0] :** Total 'Right Coin Slot' Dedicated Switch (**D-3**) closures.

#7 **COINS THROUGH CENTER SLOT [0] :** Total 'Center Coin Slot' Dedicated Switch (**D-2**) closures.

#8 **COINS THROUGH FOURTH SLOT [0] :** Total '4th Coin Slot' Dedicated Switch (**D-4**) closures.

#9 **COINS THROUGH FIFTH SLOT [0] :** Total '5th Coin Slot' Dedicated Switch (**D-5**) closures.

#10 **TOTAL COINS [0] :** Total amount of coins registered through all the *Coin Slots.*

#11 **TOTAL EARNINGS [USD 0.00] :** Total cash value accumulated since the last Factory Reset occurred *(reveiw the Utilities Section (**GO TO RESET MENU**), **Reset Coin Audits**).*

#12 **METER CLICKS [0] :** Total number of money clicks accumulated.
Based on the country's lowest coin denomination used for the game credit.

#13 **SOFTWARE METER [0] :** Continuing total of Meter Clicks.
This audit cannot be reset; the display shows the constant addition of Meter Clicks.