

TROUBLESHOOTING

TROUBLESHOOTING (WHEN NO ERROR MESSAGE IS SHOWN)

WARNING

- This work should be performed by site maintenance personnel or other skilled professionals. Work performed by non-technical personnel can cause a severe accident such as an electric shock. If there are no site maintenance personnel or other skilled professionals available, turn off the power immediately and contact the office given in this Manual or from point of purchase
- When working with the product, be sure to turn the power off. Working with the power on may cause and electric shock or short circuit accident
- In order to prevent electric shock and short circuit, be sure to turn power off before performing work
- Be careful so as not to damage wirings. Damaged wiring can cause electric shock or short circuit
- After removing the cause of the functioning of the Circuit Protector (if present), reinstate the Circuit Protector. Depending on the cause of the functioning, using the Circuit Protector as is without removing the cause can cause generation of heat and fire hazard
- In the event that a problem cannot be resolved by employing the procedures listed in this Manual, be sure to request service from the office shown in this Manual or the dealer from whom the product was originally purchased. Attempts to employ procedures other than those specified in this Manual can cause electrical shock, shorting, or fire
- In the event of a problem that is not described here, be sure to contact the office shown on this Manual or the dealer from whom the product was originally purchased. Careless attempts at repair can result in electrical shock, shorting, or fire

IMPORTANT!

- If an error message is displayed, identify the cause and without delay take the appropriate countermeasures. Leaving the error unaddresses could result in a breakdown
- If a problem occurs, first inspect the connection of any wiring connectors
- Static electricity from your body may damage some electronic devices on the IC board. Before handling any IC board, touch a grounded metallic surface so that static electricity is discharged

If a problem occurs, first check to make sure that the wiring connectors are properly connected.

Problem	Countermeasures
<p align="center">No Credit</p>	<ol style="list-style-type: none"> 1) Check the Credit Board has power and a flashing LED 2) Check the coin acceptor is connected to the Credit Board 3) Press the service button on the Credit Board to see if this issues a credit 4) Check the signal line is 5vdc. Short to 0v (GND) to test 5) Contact your vendor/distributor for further advice
<p align="center">No Power to Game</p>	<ol style="list-style-type: none"> 1) Check AC supply to the game is OK 2) Check the fuse is OK in the IEC inlet 3) Contact your vendor/distributor for further advice
<p align="center">No Sound</p>	<ol style="list-style-type: none"> 1) Check the amplifier has power & the volume is turned up 2) Check system sound settings 3) Check wiring between the amplifier and main board is ok 4) Check wiring between the amplifier and speaker is OK 5) Check the 3.5mm jack between the PC and IO board is OK 6) Check the speaker is between 4-6 Ohms with the power off 7) Contact your vendor/distributor for further advice
<p align="center">LCD showing no Signal</p>	<ol style="list-style-type: none"> 1) Check VGA cable between PC and screen is OK 2) Check monitor has power 3) Check PC is powered on 4) Test PC on another screen

Problem	Countermeasures
<p style="text-align: center;">No Ticket Output</p>	<ol style="list-style-type: none"> 1) Press the feed button on the dispenser to see if it drives 2) Check switches are correct on the dispenser: Upper switch (drive polarity) in the UP position for (Active Low) Lower switch (Notch) in the DOWN position (Normally open) 3) Check the IO board sends a low signal when tickets should be dispensing. This can be checked while in Test Mode 4) Exchange the dispenser with a working unit from another player position 5) Exchange extension board with a working unit from another player position
<p style="text-align: center;">IO Board Failure</p>	<ol style="list-style-type: none"> 1) Check power to IO Board (12v) supplied from adjacent power supply 2) Check serial cable between PC and IO Board (Serial Port 2) 3) Disconnect all cables from the IO except for 12v power and Serial
<p style="text-align: center;">PC Issue</p>	<ol style="list-style-type: none"> 1) Check the PC is powered on 2) Check the PC has 12v supply from the adjacent power supply 3) Remove all cables from the PC except for power and 1x video cable