Ambassador BenchTop
EGM

Operators Manual

INTERNATIONAL SAS

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Table of Contents

1

INTRODUCTION

This Operator's Manual is for use by operators of the approved EGM, which is identified on the cover page. Service personnel without appropriate qualifications and training should not attempt to carry out additional servicing. To do so may result in injury to personnel, damage to equipment, and voiding of the warranty. Such actions may also contravene jurisdictional regulations.

There are two manuals associated with the EGM. The manuals that form the suite for the approved EGM are:

- Operator's Manual — Intended for use by operators in the routine servicing and operation of the approved EGM.

- Installation and Service Manual — Intended for use by qualified service personnel for the installation, testing and troubleshooting of the approved EGM.

Operator's Manual Contents

Description

The Description chapter covers the components and basic operation of the EGM to enable you to familiarise yourself with the machine. This chapter also includes specifications of the approved EGM relating to weight, physical size, environmental operating envelope, basic operation and functional description.

Operating Modes

The Operation chapter includes information about the various modes the machine operates in and how to use them.

Operator Routine Servicing

This chapter provides routine maintenance procedures for the machine and its components. These procedures are the responsibility of the machine's operator or their service agent.

Specifications

The following information is provided for the Installation Technician on machine configuration, the physical, electrical, and environmental specifications of the machine, and the standards to which the machine complies.

Configuration

The machines are configured on site during installation. However some settings cannot be altered once the jurisdictional authority has approved the machine.

Physical

The machine is 1236 mm high by 540 mm wide by 695 mm deep. It weighs 140 kg.

The weight is for the basic configuration only. Where options have been fitted their individual weights must be added.

Electrical

The following specifications are for the various electrical configurations (including options) of the machine.

Mains Input Voltage	
220–240 VAC	100–120 VAC
Current Consumption	
1.5 A	2.5 A
Note: Electrical load varies with the options fitted to the machine.	

It is strongly recommended that all AGT machines be provided with a mains supply that includes earth leakage protection. This will protect the user, installation technician and the machine(s) from faulty mains supply.

Environmental

The Ambassador BenchTop series EGM complies with the mandated environmental requirements for wherever it is approved for operation.

Standards of Compliance

The Ambassador BenchTop series EGM complies with the mandated standards for the jurisdictions in which it is approved for operation.

2

DESCRIPTION

Introduction

This chapter provides a physical description of the machine and its components, describes the basic operation of the machine, and lists its operating specifications.

Physical Description

The following is a list of the major components (in **bold**) and their related sub assemblies. Each part is described in detail in the following pages.

Cabinet Body Assembly

- Left Side Panel
  - o Loudspeaker
- Right Side Panel
  - o Loudspeaker
  - o EGM Serial Number and Compliance Plate
  - o Main Door Lock
  - o Main Door Release
  - o Credit Reset/Audit Key Switch
- Back Panel
- Monitor Shelf
- Main Door Assembly and Controls
- Player Tracking Module (if fitted)

Monitor Assembly

- Monitor Mask

- Monitor Control Panel
- Monitor Frame and Monitor

Main Door Assembly

- Coin Validator (if fitted)
  - o Coin Diverter (if fitted)
- Coin Chute Mechanism (if fitted)
- Button Panel
- Chip Tray Assembly
- Illuminated Belly Panel (if fitted)

Internal Components

- Banknote Validator Assembly
  - o Banknote Stacker
  - o Banknote Validator
- Coin Hopper (if fitted)
- Universal Power Supply
- Ticket Printer (if fitted)
- Logic Cage Assembly
  - o Main Board
  - o Interface Board
  - o Backplane/Connector Board

Game Display

- Game Title
- Win Table
- Credit Window
- Bet Window
- Status Display
- Win Window
- Lines Played
- Message Panel
- Game Reels

External Components

Machine External Components

Monitor Mask

Monitor Assembly

Player Tracking Module (if installed)

Coin Entry

Button Panel Assembly

Hard Meters

Chip Tray

Cabinet Body Assembly

Speakers (one each side)

Serial No. And EGM Compliance Plate

Credit Reset/ Audit Mode Switch

Main Door Lock

Main Door Release

Note Validator
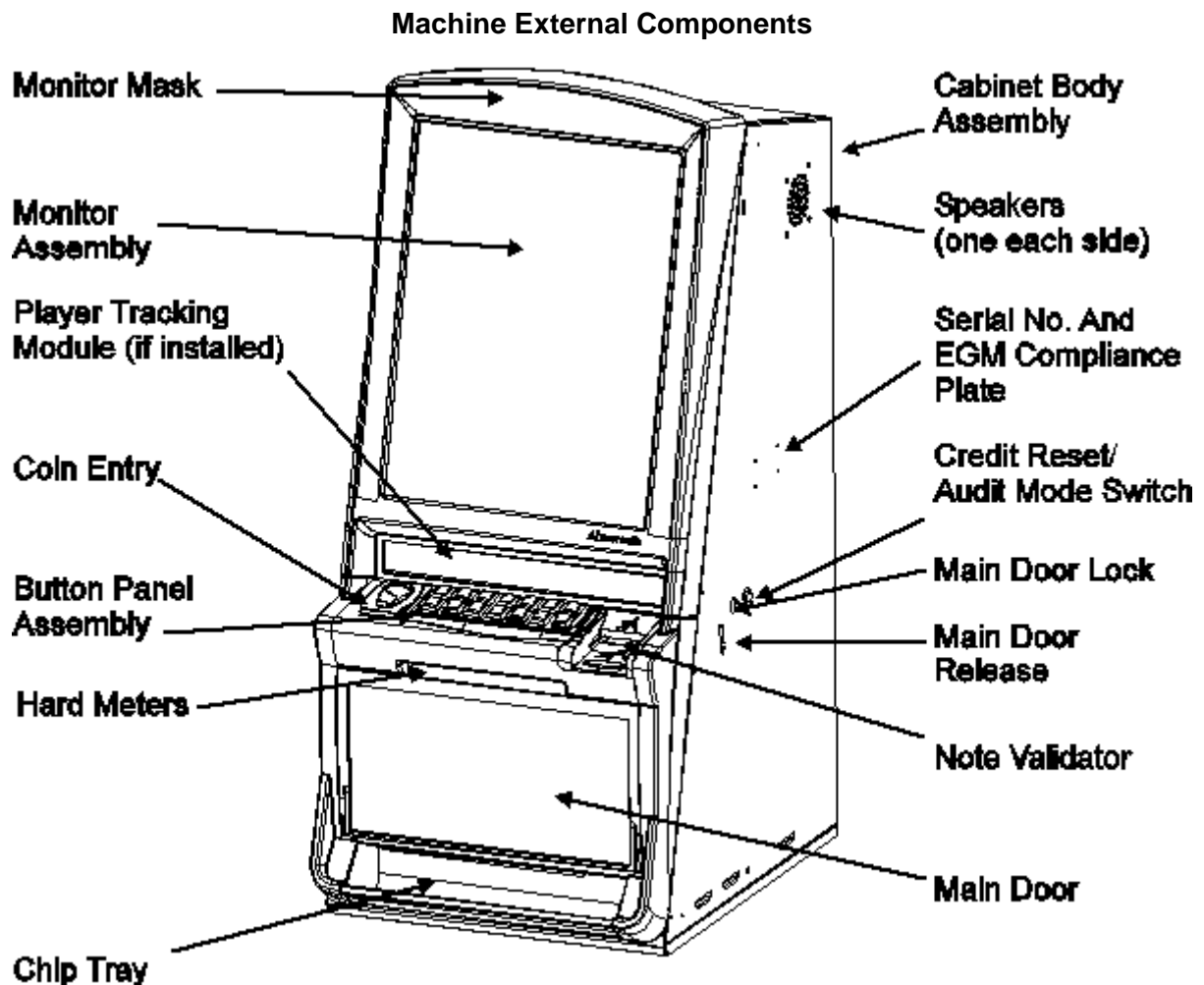
Main Door

Cabinet Body Assembly

The Cabinet Body Assembly consists of five major assemblies: the Left and Right Side Panels, the back Panel, the Monitor Shelf, and the Main Door.

There are two lock assemblies mounted on the right side of the cabinet.

The front lock secures the Main Door locking bar. A knurled lever protruding from the right side of the machine below this lock opens the main door.

The rear lock is a two-way switch that enables the operator to perform Credit Reset and Audit Mode functions.

Main Door Assembly and Controls

The Main Door is situated at the front of the Cabinet Body and includes the Coin Validator (if fitted) and chute mechanism, the Button Panel, and the Chip Tray.

To open the Main Door, rotate the door lock on the right side of the Cabinet Body clockwise, raise the knurled lever below the lock and open the Main Door (from the right side). Note: The main door lock will not release if there is load on it. If the door does not pop open, firmly press it closed, then raise the release bar.

Main Door Assembly
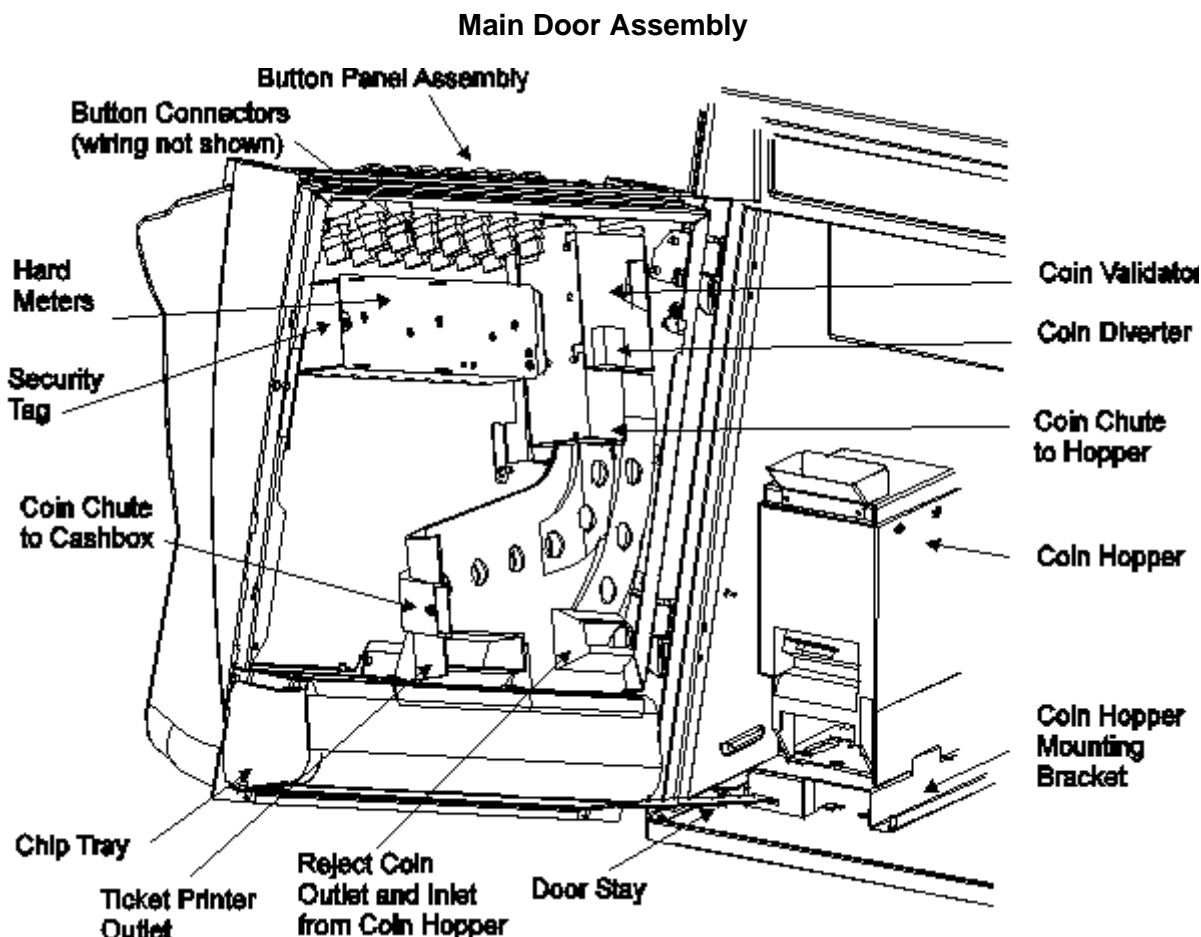
Button Panel

The Button Panel consists of illuminated push buttons that the player uses to interact with the EGM. The buttons also allow the operator and service technician to carry out testing and audit functions on the machine. The buttons can be replaced individually, or the buttons may have LEDs or microswitches replaced without the need to replace the entire button.

Button Panel (rear view)
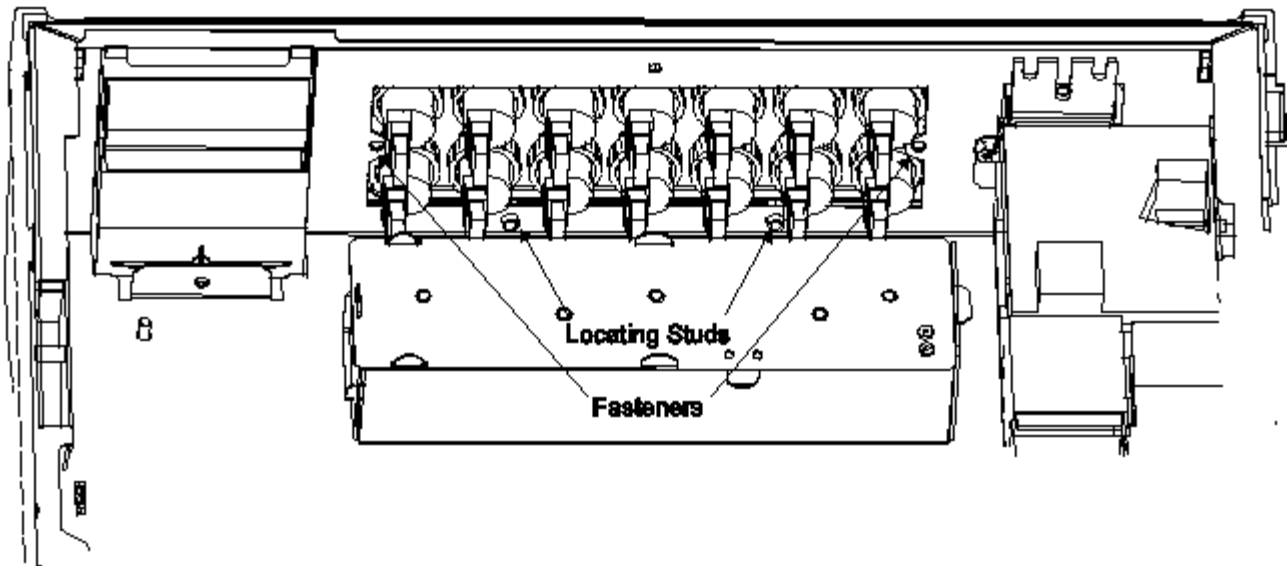
Monitor Assembly

The Monitor Assembly consists of a Monitor Mask, a Monitor Control Panel and a metal support frame that mounts the monitor itself. The Frame enables the Monitor to be removed and installed with ease by the use of automatically interlocking connectors and receptacles fitted at the rear of the Frame and Cabinet Body.

To gain access to the Monitor,

1. Open the Main Door as described on page 7.
2. Squeeze the monitor mask and pull it downwards as shown in the illustration immediately below.

A microswitch adjacent to the Monitor Mask senses when the mask is not correctly fitted.

Monitor Assembly

Squeeze
Here and
Pull Down

Retaining
Lugs

Squeeze
Here and
Pull Down

Monitor Mask

Locating
Slots

Monitor Control Panel
(swings out)

Monitor Assembly
Retaining Bolt
(one each side)
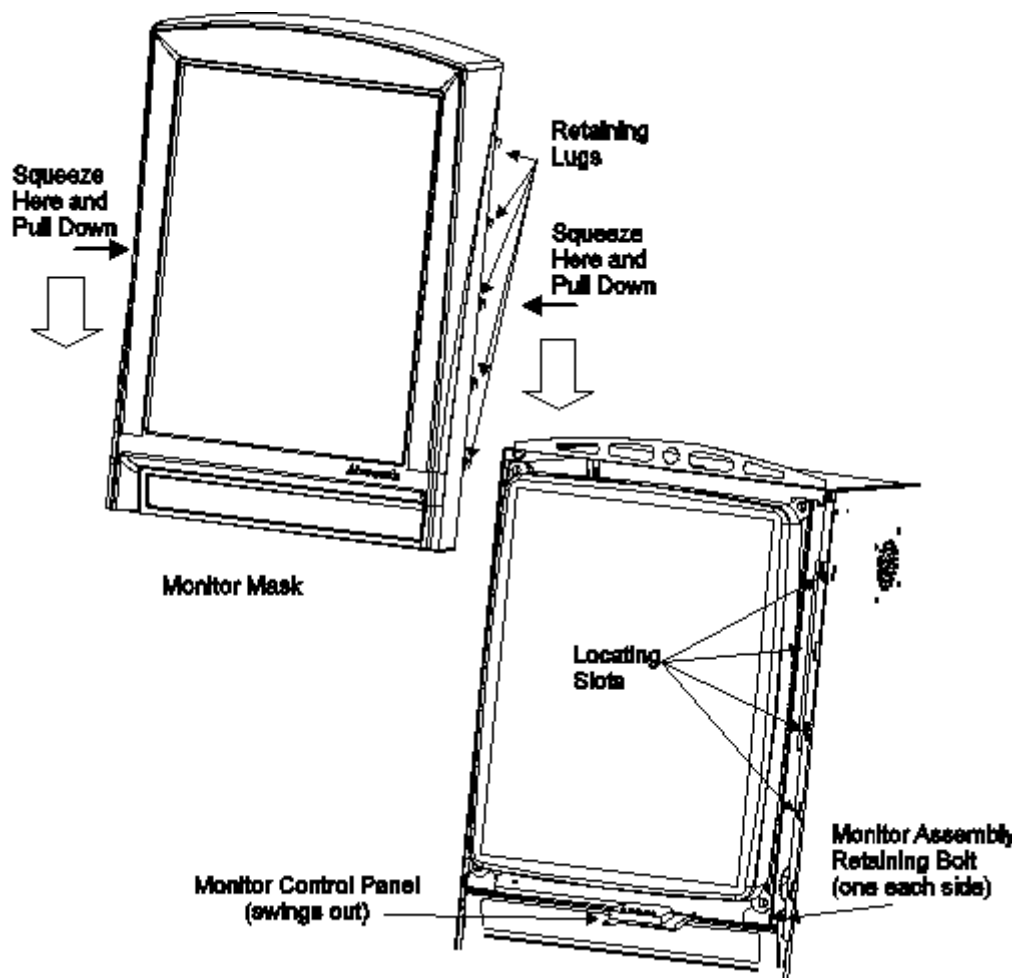
Coin Validator

The Coin Validator receives coins from the Coin entry bezel and depending on the validity of the coin or the quantity of the coins in the Hopper, will guide the coins to the Coin Reject Chute, the Coin Hopper or the Cashbox.
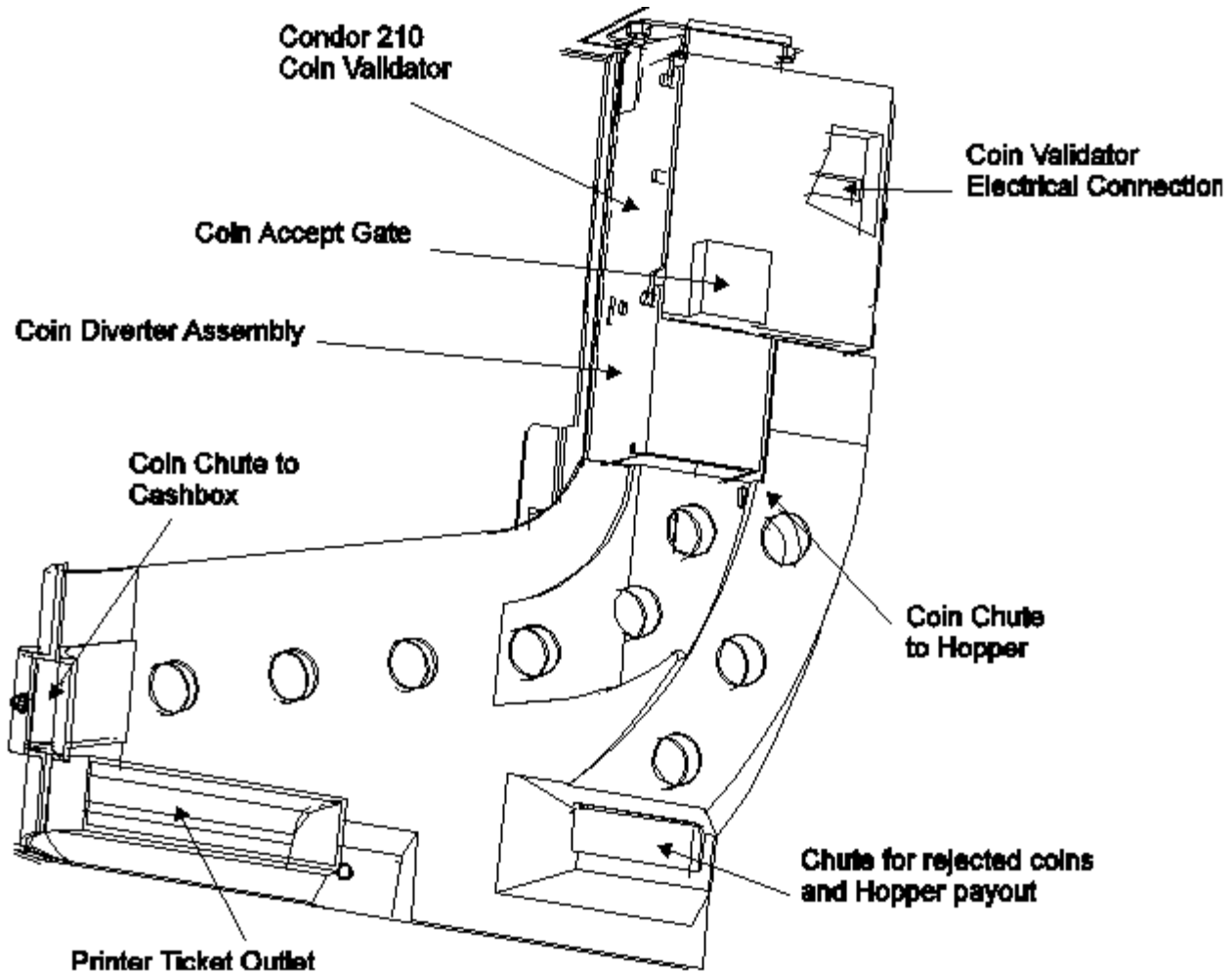
Coin Validator Mechanism

The Coin Validator examines coins inserted through the Coin Entry Bezel and accepts or rejects the coin(s). Rejected coins are returned through the Coin Return Chute.

Coin Diverter

The Coin Diverter guides accepted coins, to either the Hopper or the Cashbox. The EGM software controls the Coin Diverter.

Coin Chute Assembly

The Coin Chute Assembly is a plastic assembly that guides coins from the Coin Validator to the Coin Hopper, Chip Tray or Cash Box.

Chip Tray Assembly

If coins are in use, the chip tray receives reject and paid-out coins.

Internal Components

Machine Internal Components

Coin validator (optional) Player Tracking Module (optional)
Logic Cage

Button Connectors

Hard Meters

Note Validator

Note Stacker

Door Roller

Coin Chuting (optional)   Coin Hopper (optional)
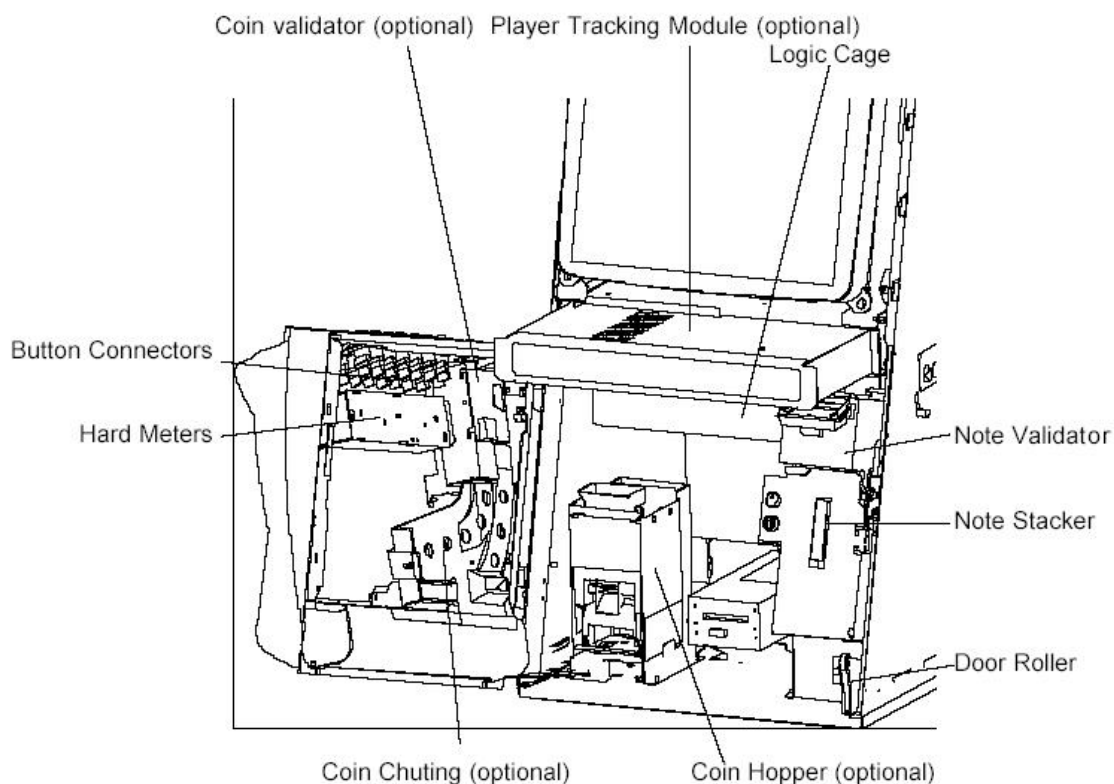
Banknote Validator Assembly

The Banknote Validator Assembly incorporates the Banknote Validator and Banknote Stacker. The Banknote Stacker is accessed through the Banknote Stacker Door which is locked with a key. The Banknote Validator is held in place by a latch which you release to remove the Banknote Validator for servicing.

Banknote Validator Assembly
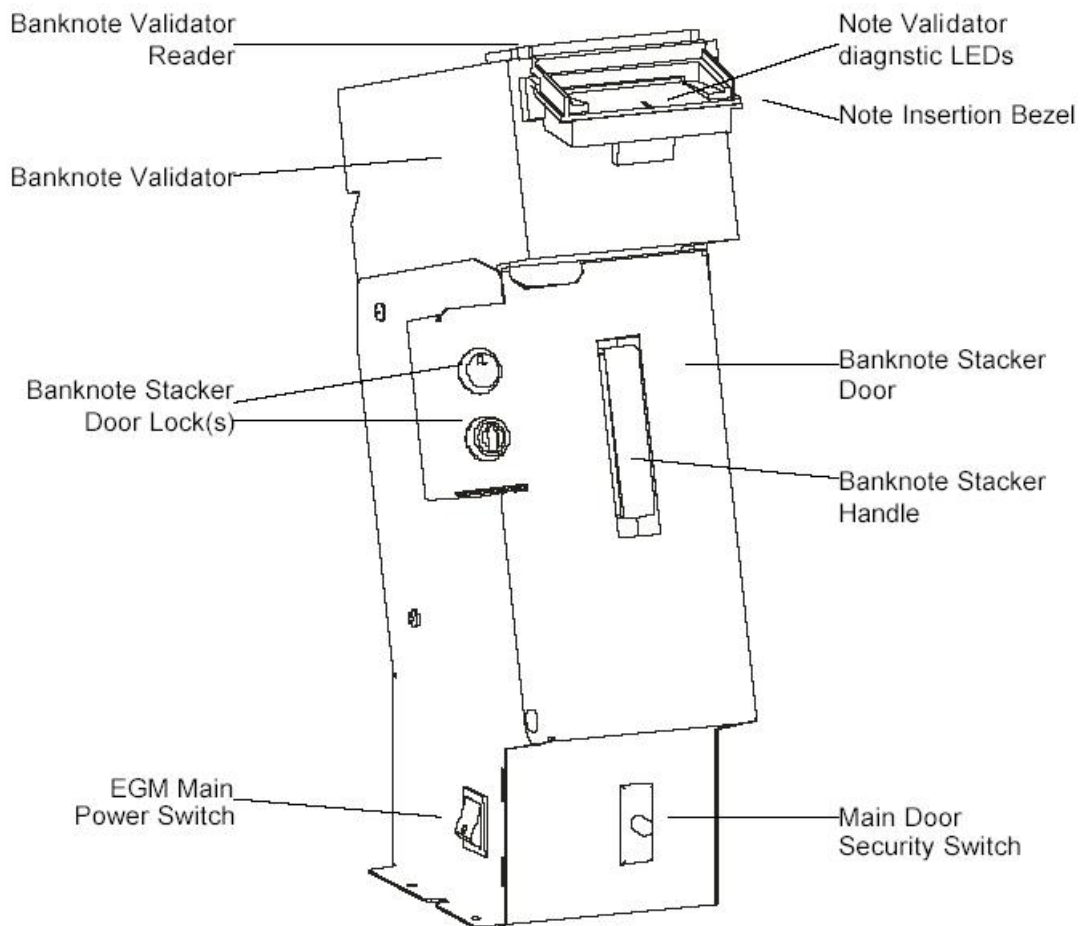
Banknote Validator

The Banknote Validator receives notes that are entered through the Banknote Validator Bezel and accepts or rejects notes by testing them. If the Banknote Validator rejects a note, the note returns to the player through the Banknote Validator Bezel. If the Banknote Validator accepts the note, it adds the value of the note in credits to the Credit Meter, and the note is guided into the Banknote Stacker for storage.

The Banknote Validator incorporates an illuminated bezel that indicates to the player whether the Banknote Validator can accept notes and a label showing which denominations. The illuminated bezel incorporates four rows of LEDs that normally illuminate sequentially, indicating that notes may be entered into the machine. Constant illumination of a single row of LEDs indicates a validator fault.

The Banknote Validator can be removed to provide access to clear minor note jams.

Banknote Stacker

The Banknote Stacker provides a secure facility for storing notes accepted by the Banknote Validator. After removing the Banknote Stacker from the machine, unlock the Banknote Stacker lock to remove the notes. The interior of the stacker accommodates a mechanism that retains the notes under spring tension once they have been inserted. The Banknote Stacker connects to the Banknote Validator by the use of a self-aligning connector.

Player Tracking Module

Space is provided above the player pushbuttons for an optional Player Tracking Module: refer to the module manufacturer's documentation for more information.

Logic Cage Assembly

The Logic Cage is mounted below the monitor shelf. It contains the printed circuit boards that comprise the EGM hardware and software.

Gaming Machine Operators may not open the logic cage.

A microswitch on the Logic Cage door lock enables the machine to monitor when the Logic Cage door opens. An alarm is then activated and the incident recorded.
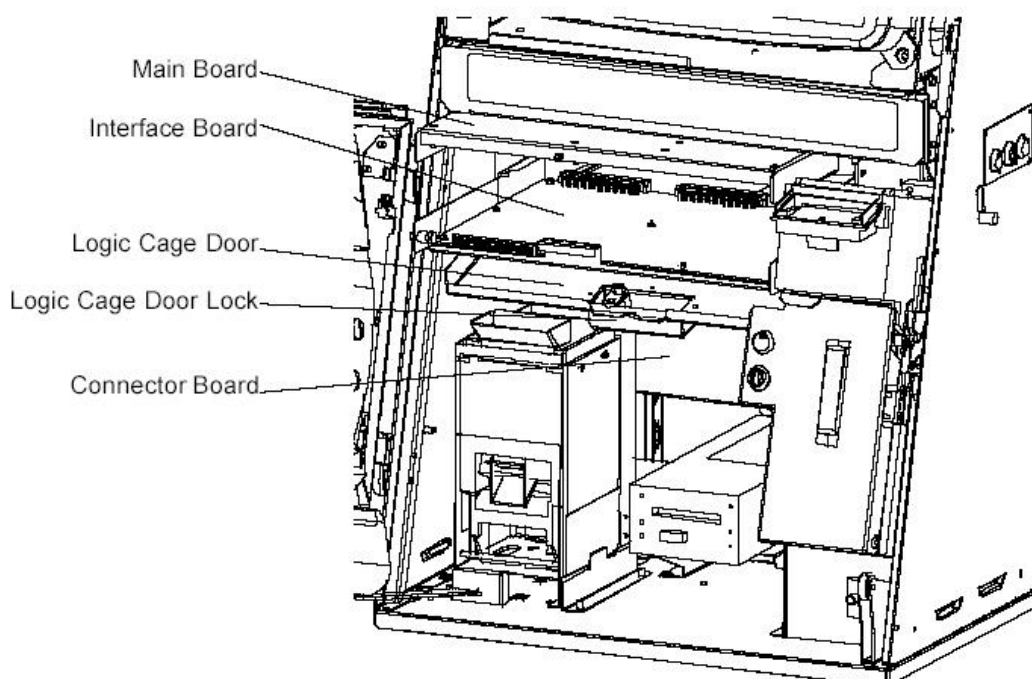
Basic Operation

When the machine has been set up, turn it on using the Mains on/off control switch at the base of the Banknote Acceptor housing. When the machine is switched on it undergoes an initialisation sequence where many testing functions are carried out automatically. If the machine passes the self auditing tests during initialisation the Game Display screen will be automatically displayed after approximately 20 seconds.

Game Display

There are several game options available for the Ambassador BenchTop series EGM, however the operation of the machine and the game functions are not changed between the different game features.

Game Display (Typical)

Game Title

Win Table

Status Display

Credit Window

Bet Window

Win Window

Game Reels

Lines Played
(both sides)

Game Title

The Game Title provides the operator and player with the type of game that the machine is configured for. Different game titles have different features.

Win Table

The Win Table provides the facility to determine the amount that may be won based on the amount bet and the combination of the reels of the last game played. The pay tables on the Ambassador BenchTop machines are dynamic and change with the line/bet selection.

Credit Window

The Credit Display provides the player with the facility to view the number of credits and the monetary value available for game play and/or redemption.

Bet Window

The Bet Window provides a facility for the player to view the number of credits selected to bet on the individual game.

Status Display

The Status Display provides the facility to view the machine status, prompts to the player for available options for game play, and to display messages that have been generated following machine power up and when error messages have been cleared with the use of the Credit Reset switch. The Status Display also indicates when the machine is in the Combination Test mode.

Win Window

The Win Window provides the facility for the player to view the number of credits won for the individual game.

Lines Played

The number of lines played is indicated by the depiction of the line number on a coloured background and appears at the left and right side of the game reels.

Message Panel

The Message Panel (when displayed) provides a prompt to the player to "Call Attendant" in the event of an error with the machine, or when the player wishes to redeem credits that cannot be performed by the Coin Hopper (if fitted). When the Message Panel is displayed the Game Reels are hidden from view.

Note. Text of messages displayed in the Message Panel can be found in *Error Messages* on page 70.

Game Reels

The Game reels "virtually" spin to provide reel combinations when a game takes place. Wins are calculated on the combination of the reels and the amount bet.

3

OPERATING MODES

Introduction

This chapter provides information relating to the various operating modes of the machine and is divided into Play Mode and Operator Modes (incorporating Audit Mode, Configuration Modes and Test Modes).

Play Mode

The machine can be deemed to be in Play Mode when the machine is turned on (and initialisation has taken place), the Main Door is closed and locked and no active lockup conditions exist.

Indications that the game is available for play are the illumination of the lamps in the buttons on the Button Panel to attract player attention. Other visual indications include "PLAY NOW" being displayed in the Status Display and the absence of the Message Panel display (which would obscure the game reels).

Game Rules

The Game Rules are contained on the "RULES" screen, which can be viewed at any time when game play is not taking place and no active lockup condition exists with the machine. To view the Game Rules access the "RULES" screen by pressing the RULES button.

Rule Page (Typical)

Operator Modes

General

A Credit Reset lock on the side of the machine allows the operator to cancel credits in the event that credits are redeemed that either exceed a predetermined limit or are in excess of the predetermined Coin Hopper quantity (if fitted). The lock also enables the operator to enter the Audit Mode, which provides all necessary information for tracking financial and statistical information. The Audit mode switch selection is also used to reset minor faults with the machine and alarms.

The following figure shows the screens that are available for selection:

Audit Mode Screen Sequences

Audit Mode
Main Menu

Game History
Machine ID
Metering Information
Configuration Information
Configuration Mode
Banknotes History
Ticket In History
Ticket Out History
Test Mode
Game statistics
Hopper Refill Mode
Power Save Mode
Pending Faults / Disabling Conditions
Image Validation Menu
Bonus History
Multiplied Jackpot History
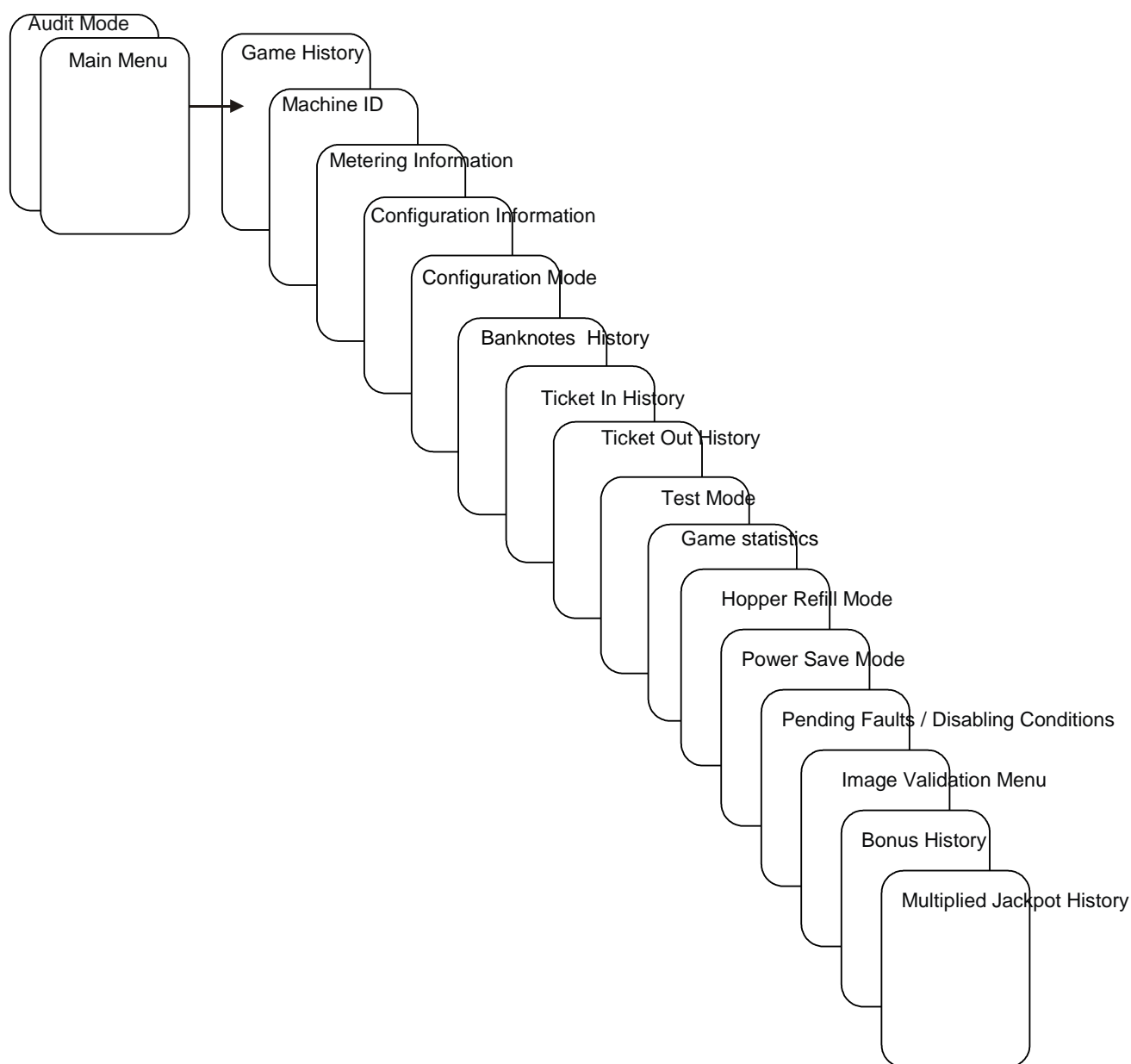
Cancel Credit

To cancel all credits in the machine when the credits being redeemed are in excess of the predetermined hopper payout limit (if fitted), press COLLECT to enter Cancel Credit Mode. When this is done, rotate the Reset switch lock anti-clockwise (momentarily). Where Ticket Payouts are used, this also initiates Ticket Payouts.

Audit

The Audit Mode - Information Page displays a wide range of Machine Information relating to the particular configuration of the machine as well as some of the preset limits. The information is included at this screen for operator convenience and is repeated elsewhere in the various other modes.

To access the Audit Mode Information screen rotate the Audit Mode/Credit Reset switch clockwise to the Audit Mode position. This can only be done when the machine is in an "idle" state (i.e. no game in play) or if it is a Lockup condition.

By turning the key to the Reset position (anti-clockwise) errors that are not self-clearing can be cleared after the error condition itself has been addressed.

Note: The Audit Mode can be entered with credits in the machine.

Audit Mode - Information Page

```
                                  Audit Mode
       Audit Mode - Information Page

  Game Information

  Fortune Fever $0.01 20L var 99 88.19% MaxBet 1000(cr)

       Machine Information
  Game Name:                      Fortune Fever
  Variation:                           99
  Theoretical Base Pay %            88.19
  Machine Serial Number:         AG000000    Firmware No:
  Credit Denomination ($)            0.01    Boot Eprom:       BINS001E
  Coin Token Amount ($)              0.25    Main Eprom:       MINS001C
  Hopper Collect Limit ($)          30.00    Game Eprom:       GINS001C
  Hopper Refill Amount ($)         200.00    Flash Card:       FFFPU01D
  Printer Collect Limit($)           0.00

       Meters
  Banknotes    Total   Period  EGM Meters                Total    Periodic

  $1              0        0    Games Played (Stroke)        0
    ($)           0        0    Total Coins In ($)         0.00       0.00
                               Total Coins Out ($)        0.00       0.00
  $5              0        0    Total Cancelled Credits ($) 0.00      0.00
    ($)           0        0    Coins To Drop ($)          0.00       0.00
                               Coins Acceptor Credit ($)  0.00       0.00
  $10             0        0    Hopper Paid ($)            0.00       0.00
    ($)           0        0    Extra Coin Paid              0
                               Total Progressive Win ($)  0.00       0.00
  $20             0        0    Bill Acceptor Credit ($)   0.00       0.00
    ($)           0        0    Total E. Transfer In ($)   0.00       0.00
                               Total E. Transfer Out ($)  0.00       0.00
  $50             0        0    Total Drop ($)             0.00       0.00
    ($)           0        0    Money Out ($)              0.00       0.00
                               Hopper Refill ($)          0.00       0.00
  $100            0        0    Refill Count                 0
    ($)           0        0    Games Since Powerup          0
                               Games Since Main Door Open   0
  Total           0        0
    ($)           0        0




  ------------------------------------------------------------------------
  [COLLECT] - Go to Audit Mode Main Menu Screen.
  [RULES  ] - Exit Audit Mode.
  [TAKEWIN] and [GAMBLE] - Reset the Periodic Meters.
```

Audit Mode

The Main Menu screen is accessed from the Audit Mode - Information Page and is displayed by carrying out the following procedure:

3. With the Audit Mode - Information Page displayed press the COLLECT button to display the Audit Main Menu screen.

4. You can scroll through the options listed in the Main Menu by using the GAMBLE button (scroll up) and the TAKEWIN button (scroll down). The current option appears with a blue highlight.

5. Press the COLLECT button when the desired option appears in the blue highlight. The desired option will then be displayed.

6. The RULES button is used to exit the current menu.

Audit Mode - Main Menu screen

```
                          Audit Mode
Audit Main Menu

Game History
Machine Identification
Metering Information
Configuration Information
Configuration Mode
Banknotes History
Ticket In History
Ticket Out History
Test Mode
Game Statistics
Hopper Refill Mode
Power Save Mode
Pending Faults / Disabling Conditions
Image Validation Menu
Bonus History
Multiplied Jackpot History




-------------------------------------------------------------------
[COLLECT] - Select Current Item      [GAMBLE ] - Previous Item
[RULES  ] - Exit Current Item        [TAKEWIN] - Next Item
```

Game History

The Game History (Replay) screen allows the operator to display a range of parameters relating to the last 15 games that have been played on the machine. The operator may individually select which game to view.

Within each game the metering information before and after the bet is displayed. This is useful to the operator to assist them in resolving player disputes. Another feature within this menu is the physical replay of the game (as it appeared to the player).

The individual **Game History** parameters can be displayed by carrying out the following procedure:

1. Highlight the **Game History** option in the Audit Mode Main Menu by scrolling through the options with the GAMBLE (scroll up) and TAKEWIN (scroll down) buttons. The selected option appears with a blue highlight.

2. Press the COLLECT button to enter the Game History screen.

3. With the Game History Replay screen displayed the most recent game parameters are displayed (numbered 1) and the oldest game is numbered 15. To view parameters of other games played press the TAKEWIN (select next game) or GAMBLE (selects the previous game) buttons.

4. Press the COLLECT button to display a replay of the game as it appeared to the player.

   Where a "Free-Spin" has occurred within the game being replayed the additional free-spins can be viewed individually by pressing COLLECT. Subsequent presses of the COLLECT button will advance through the individual "Free-Spin" games. All Free-Spins must be replayed before you can exit this screen.

   During game replay, press the RULES button to display the Rules screen.

5. Once the game has been replayed (including Free-Spins) press GAMBLE to return to the Game History Replay screen.

6. Press the RULES button to return to the Audit Mode Main Menu screen.

7. Press the RULES button twice and you will exit firstly to the initial Audit Modes – Information Page and then right out of Audit mode to the normal game screen (ready to be played).

The figure below depicts the Game History Replay screen:

```
                              Audit Mode
          Game History Replay
Fortune Fever $0.01 20L var 99 88.19% MaxBet 1000(cr)
Available Number of Games    15     Game <15> is the oldest game available
Selected Game:                1     Game < 1> is the last game played


          Meters for this Game
The Game started on 01,Oct,2004 15:05:17
Credit Before Bet:            97  Coin Acc. Credit ($):        0.00
Number of Lines:               3  Bill Acc. Credit ($):        0.00
Credit(s) Bet:                15  E. Transfer In ($):          0.00
Credit After Bet:             82  Total Drop ($):              0.00
Game Win:                      0  Hopper Paid ($):             0.00
Multiplied Jackpot:            0  E.Transfer Out ($):          0.00
*Bonus Awarded:                0  Cancelled Credit ($):        0.00
Jackpot Handpay:               0  Money Out ($):               0.00
Current Credit(s):            82  Progressive Win ($):         0.00
Ticket In ($):              0.00  Ticket Out ($):              0.00


      *NOTE: Bonus Awarded after previous game has ended


--------------------------------------------------------------------------
        Cumulative Meters at the end of this Game
Total Coins In ($):         0.18   E. Transfer In ($):         0.00
Bonus Awards ($):           0.00   E. Transfer Out ($):        0.00
Multiplied Jackpot ($):     0.00    Total Drop ($):            0.00
Total Coins Out ($):        0.00   Money Out ($):              0.00
Cancelled Credit ($):       0.00   Jackpot Handpay ($):        0.00
Coins To Drop ($):          0.00    Coins Acc. Credit($):      0.00
Bill Acc. Credit ($):       0.00   Hopper Paid ($):            0.00
Total Ticket In ($):        0.00    Total Ticket Out ($):      0.00
Progressive Win ($):        0.00



--------------------------------------------------------------------------
[COLLECT] – Replay Selected Game    [GAMBLE ] – Select Previous Game
[RULES  ] - Exit Current Menu       [SPIN   ] – Select Next Game

     *During Replay
[COLLECT] – Play the next stage of the game
[RULES  ] – Display the Rule Page
[GAMBLE ] – Exit from replay (exit not permitted during feature games)
     *NOTE: Replay not allowed, if a game is in progress.
```

Explanation of the Game History Replay Screen values:

Meters for This Game The top section of the screen describes properties applicable to the current game, or the change between games.

Meter Name	Description
The Game started on	The date and time the game was initiated
Credit Before bet	The credit reading before the bet was initiated
Number of Lines	The number of lines selected for this game
Credit(s) Bet	The amount of credit that is being wagered for this game
Credit After Bet	The amount of credit after the bet was initiated, but before the game was played. That is *Credit Before bet – Credit(s) Bet.*
Game Win	The credit won at the end of the game (this includes the feature wins)
Multiplied Jackpot, Bonus Awarded, Jackpot Handpay	The total amount won via multiplied jackpots, bonuses and hand paid jackpots respectively for this game
Current Credit(s)	The total credit at the end of the game. That is *Credit After Bet + Game Win + Multiplied Jackpot + Bonus Awarded.*
Coin Acc. Credit ($)	The sum of coins inserted before the game was initiated (but not Hopper refills)
Bill Acc. Credit ($)	The sum of notes inserted before the game was initiated.
E. Transfer In ($)	The total of all credits electronically transferred to the EGM or paid to the credit meter and not added to Total Wins.
Total Drop ($)	The total of all coins deposited to the cash (drop) box + banknotes accepted + electronically transferred credits.
Hopper Paid ($)	The value of all coins output for the EGM hopper.
E. Transfer Out ($)	The total of all credits electronically transferred from the EGM.
Cancelled Credits ($)	The sum of credits paid by manual cancellation at the EGM.
Money Out ($)	The total amount paid out by the EGM via coins, hand pays or cashless transfer.
Progressive Win ($)	The total amount won via progressive jackpot for this game
Ticket In ($)	Total sum of tickets inserted into the EGM
Ticket Out ($)	Total sum of tickets paid by the EGM

Cumulative Meters at the End of This Game The bottom section displays the cumulative totals for all games as they were at the end of the current game.

Meter Name	Description
Total Coins In ($)	The total value in dollars of wagered from the player's credit meter. Also known as Turnover meter.
Bonus Awards, Multiplied Jackpots ($)	The total amount in dollars won via bonuses and multiplied jackpots.
Total Coins Out ($)	The total value in dollars that is won and transferred to the credit meter. Also know as Total Won meter.

Cancelled Credit ($)	The total amount in dollars paid out to the player via hand pay.
Coins To Drop	The total amount in dollars of coins inserted into the cash (drop) box.
Bill Acc. Credit ($)	The total amount in dollars of bills accepted by the EGM.
E. Transfer In ($)	The total amount in dollars transferred to EGM electronically.
E. Transfer Out ($)	The total amount in dollars transferred from EGM electronically.
Total Drop ($)	The total amount in dollars accepted by the EGM via coins, bills, tickets and cashless transfers.
Money Out ($)	The total amount in dollars paid by the EGM via coins and cashless transfers.
Jackpot Handpay ($)	The total amount in dollars paid by the EGM via Jackpot Handpay.
Coins Acc. Credit ($)	The total amount in dollars of coins accepted by the EGM. (sum of coins into the hopper and drop box)
Hopper Paid ($)	The total amount in dollars of coins paid out from EGM via hopper.
Progressive Win ($)	The total amount won via progressive jackpot.
Total Ticket In ($)	The total amount in dollars of tickets accepted by the EGM.
Total Ticket Out ($)	The total amount in dollars of tickets paid by the EGM.

Game History Screen Sequence
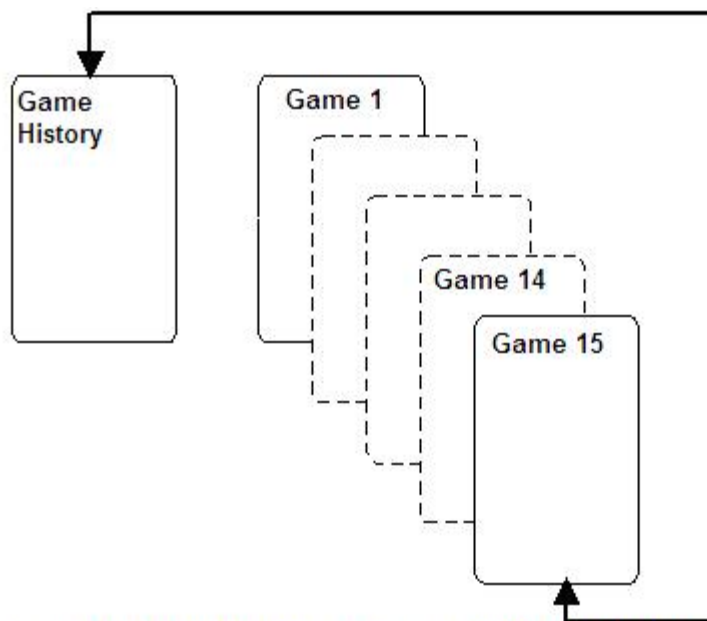
Note: The Individual Game History screens may be scrolled through forwards or backwards. When the first game has been reached (scrolling backwards) or last game is reached (scrolling forwards) the game history display cycles.

Machine Identification

Use the Machine Identification screen to view the EGM software version and Hardware information.

Select the Machine Identification screen from the Audit Mode Main Menu.

Note: No parameters can be altered on this display. Some parameters displayed can be modified in the Configuration Mode selected from the Audit Mode Main Menu. The parameters shown are set during machine manufacture / configuration.

Machine Identification Screen

```
                        Audit Mode
       Machine Identification Page

    Fortune Fever $0.01 20L var 99 88.19% MaxBet 1000(cr)

       Firmware Information

Boot Eprom Firmware No          BINS001E
Game Eprom Firmware No          GINS001M
Main Eprom Firmware No          MINS001M
Flash Firmware No               FFFPU01D

       Game Information
Game Name:                  Fortune Fever
Line Configuration:              20 Lines
Credit Denomination ($)        0.01
Coin Token Amount ($)          0.25
Variation                        99
Theoretical Base Pay (%)       88.19

       Hardware Information

Hopper Fitted:             Cyclone
Coin Validator Fitted:     Condor
Bill Validator Fitted:     JCM
Printer Fitted:            NO

       Limits Information

Handpay win Limit ($)          Unlimited
Maximum Wager ($)              Unlimited
Maximum Win Amount ($)         Unlimited
Maximum Gamble Win ($)         Unlimited
Maximum Gamble Attempts            5
Hopper Collect Limit ($)         30.00
Printer Collect Limit ($)         0.00
Credit In Limit ($)            Unlimited

------------------------------------------------------------------------
[RULES] - Exit Current Menu.
```

Metering Information

Use the Metering Information screen to view all collected metered values. Some of the meters listed below however are initially displayed on the **Audit Mode - Information Page** for convenience.

Select the Metering Information screen from the Audit Mode Main Menu.

The Metering Information screen also displays Periodic Meters, which can be reset.

To reset the Periodic Meters go to the Audit Mode – Information Page by pressing the rules button twice. Then press the GAMBLE and TAKEWIN buttons at the same time and the Periodic meters will be cleared and set to zero.

Metering Information Screen

```
                           Audit Mode
         Metering Information
      Meter Name                  Total     Periodic
Games Played                        0
Total Coins In ($)                0.00         0.00
Total Coins Out ($)               0.00         0.00
Total Cancelled Credit ($)        0.00         0.00
Jackpot Handpay ($)               0.00
Coins To Drop ($)                 0.00         0.00
Coin Acceptor Credit ($)          0.00         0.00
Hopper Paid ($)                   0.00         0.00
Extra Coins Paid                    0
Total Progressive Win ($)         0.00         0.00
Bill Acceptor Credit ($)          0.00         0.00
Number of Bills Accepted            0            0
Total E. Transfer In ($)          0.00         0.00
Total E. Transfer Out ($)         0.00         0.00
Total Drop ($)                    0.00         0.00
Money Out ($)                     0.00         0.00
Total Bill & Ticket In     ($)    0.00
Number of Bills & Tickets In        0
Hopper Refill ($)                 0.00
Refill Count                        0


        EFT Meters
Total Cashable In ($)             0.00
Total Non-Cashable In ($)         0.00
Total Promotional In ($)          0.00
Current Cashable Cr. ($)          0.00
Current Non-Cashable Cr. ($)      0.00
Current Promotional Cr. ($)       0.00


        Bonusing Meters
Deductible ($)                    0.00
Non-Deductible ($)                0.00
Wager Match ($)                   0.00
Total Bonus Awarded ($)           0.00


        Ticket Meters
Total Ticket In ($)               0.00
Total Number of Tickets In          0


    Door                 Count          Last Open Time
Main Door Open             2       01,Oct,2004  9:52:13
Drop Box Door Open         0              -
Bill Acc. Door Open        0              -
Monitor Door Open          0              -
Processor Door Open        0              -


------------------------------------------------------------------
 [RULES] - Exit current menu.
```

Configuration Information

The Configuration Information screen displays all the details relating to the parameters, both variable and fixed, under which the machine operates.

The displayed parameters cannot be altered here: to change settings go to the Configuration Mode screen.

Configuration Information Screen

```
                              Audit Mode
          Configuration Information

Fortune Fever $0.01 20L var 99 88.19% MaxBet 1000(cr)


Bet Profile                      Bet[1,2,3,10,40] Line[1,3,5,10,20]
Venue Name                       Location

    Machine Identification
Machine Poll Address                    001
Machine Serial Number            AG000000
Token Value ($)                       0.25
Hopper Collect Limit ($)             30.00
Hopper Refill Amount ($)            200.00
Printer Collect Limit($)              0.00
Credit In Limit     ($)          Unlimited
Handpay Win Limit   ($)          Unlimited


    Device Settings
Coin Validator Fitted            Condor
Hopper Fitted                    Cyclone
Bill Validator Fitted            GPT
Bill Validator Version           XX5M2R08
Printer Fitted                   NO


    SAS Configuration Informations
Electronic Fund Transfer         YES
Legacy Bonusing                  YES


    SAS Validation Configuration Informations
Ticket Redemption                YES
Validation Style                 Standard
Location                         Location
Address1                         Address1
Address2                         Address2


    Banknotes Settings
Accept $1 Notes                  YES
Accept $5 Notes                  YES
Accept $10 Notes                 YES
Accept $20 Notes                 YES
Accept $50 Notes                 YES
Accept $100 Notes                YES


    Miscellaneous
RESERVE Enabled                  YES
Host Fitted                      YES


-----------------------------------------------------------------------
 [RULES] - Exit Current Menu.
```

Configuration Mode

Configuration Mode enables you to set the machine's variable operating parameters, and to set the sound output level.

The Configuration Mode Menu has submenus for:

- Machine Configuration Setup

  This submenu has one submenu of its own: the Tower Light Setup submenu.

- Sound System Setup

- Real Time Clock Setup

Configuration Mode Menu Screen

```
                                  Audit Mode
     Configuration Mode

Machine Configuration
Sound System Setup
Real Time Clock Setup




   -------------------------------------------------------------------
[COLLECT] - Select Current Item        [GAMBLE ] - Previous Item
[RULES  ] - Exit Current Menu          [TAKEWIN] - Next Item
```

Machine Configuration Set-up

This screen enables you to modify the EGM configuration settings.

At Full Machine Configuration, all items are available. Once a machine has been initially configured, several items are greyed out and no longer selectable. To perform a full reconfiguration, you must clear the NVRAM, as described in the Installation and Service Manual.

1. To select an item for editing use the GAMBLE or TAKEWIN buttons to scroll the highlight to the one you want.

2. Press the COLLECT button. One digit of the field changes its highlight colour from blue to green.

3. Press GAMBLE to increment the selected digit. Press TAKEWIN to decrement it. Press COLLECT to select a different digit.

4. When you are satisfied with the field's value, press the RULES button. The blue highlighted digit will revert to green. You may now select other fields with GAMBLE and TAKEWIN.

5. When you are satisfied with all the fields, use GAMBLE and TAKEWIN to scroll to Save. Press the COLLECT button to save your changes.

    The message 'Data Saved Correctly to EEPROM' should appear. This confirms that the change has been stored.

6.   To exit the Machine Configuration page select Exit using the GAMBLE or TAKEWIN buttons, then press COLLECT.

If you make changes and wish to exit without saving them, perform Exit without Save.

Machine Configuration Screen

```
                                  Audit Mode
            Machine Configuration

Fortune Fever $0.01 20L var 99 88.19% MaxBet 1000(cr)



      Machine Identification
Machine Poll Address              001
Machine Serial Number        AG000000
Hopper Collect Limit        ($)  0030
Hopper Refill Amount        ($)  0200
Printer Collect Limit       ($) 00000
Token Value ($)                  0.25


      Device Selection
Coin Validator Fitted            YES
Hopper Fitted                    YES
Banknote Validator Fitted        GPT
Printer Fitted                    NO


      Bills Selection
Accept $1 Notes                  YES
Accept $5 Notes                  YES
Accept $10 Notes                 YES
Accept $20 Notes                 YES
Accept $50 Notes                 YES
Accept $100 Notes                YES


      SAS Configurations
Electronic Fund Transfer         YES
Legacy Bonusing                  YES
Validation Configuration Sub Menu

      Miscellaneous
RESERVE Enabled                     YES
Host Fitted                         YES
Tower Light Configuration Sub Menu



Save          Exit



------------------------------------------------------------------------
[COLLECT] – Select Current Item      [GAMBLE ] – Previous Item
Save      – Save Current Setup       [TAKEWIN] – Next Item
Exit      – Exit Current Menu
```

Validation Configuration Sub Menu

The Validation configuration is set up at Full Machine Configuration. This submenu allows you to view the settings but not to change them. The configurations are only applicable when a ticket printer is fitted.

Validation Configuration Sub Menu

```
                                Audit Mode

        Configuration Mode

Gaming Machine Asset Number    000000000
Ticket Redemption               NO
Validation Mode                Standard
Venue Name                     Location
Venue Address 1                Address1
Venue Address 2                Address2



--------------------------------------------------------------------------
[RULES  ] - Exit Current Menu
```

Tower Light Configuration Sub Menu

The light tower configuration is set up at Full Machine Configuration. This submenu allows you to view the settings but not to change them. **Note:** The screen is a standard screen showing four lights on the tower although the machine has only three.

Tower Light Configuration Sub Menu

```
                                Audit Mode

        Tower Light Setup

Tower Light Profile:    Americas


               Tower          Tower          Tower          Tower          Priority
               Light 1        Light 2        Light 3        Light 4
               (Bottom)

Fault          FLASH MED      N/A            N/A            N/A            HIGH

Door Open      ON             N/A            N/A            N/A            MEDIUM

Door Closure   N/A            N/A            N/A            N/A            VERY LOW

Handpay        N/A            FLASH MED      N/A            N/A            VERY HIGH

Service        N/A            N/A            ON             N/A            LOW

Progressive    N/A            N/A            N/A            N/A            VERY LOW

Audit Mode     N/A            N/A            N/A            N/A            VERY LOW

--------------------------------------------------------------------------
[RULES  ] - Exit Current Menu
```

Sound System Setup

Use the Sound System Setup screen to adjust the sound volume of the machine. The volume level is shown as a percentage of maximum. You cannot set a volume less than 10%.

Note: Certain mandatory sounds (i.e. Alarms) are set at predetermined volume levels and cannot be changed.

1. Access the Sound System Setup screen from the Configuration Mode Setup Menu.
2. Change the volume with the GAMBLE (increase) and TAKEWIN (decrease) buttons.
3. Press COLLECT to save.
4. Press RULES button to exit Sound System Setup.

Sound System Setup Screen

```
                          Audit Mode


        Sound System Setup

You can adjust the machine volume here.
Current Volume – 18




Minimum Level = 10
Maximum Level = 100




-------------------------------------------------------------------------
[COLLECT] – Save Selected Value      [GAMBLE ] – Volume Up
[RULES  ] – Exit Current Menu        [TAKEWIN] – Volume Down
```

Real Time Clock Setup

Use the Real Time Clock Setup screen to change the date and time. It is important to set the clock: it is used to provide the date and time for the ticket printer (if fitted), verification of note transactions, and tracking of fraudulent activities.

Note: When a time or date field has been selected the GAMBLE and TAKEWIN buttons operate differently to other configuration modes.

5. Scroll to the field you wish to set with the GAMBLE (scroll up) and TAKEWIN (scroll down) buttons.

6. Press the COLLECT button. One digit of the field changes its highlight colour from blue to green.

7. Press GAMBLE to increment the selected digit. Press TAKEWIN to decrement it. Press COLLECT to select a different digit.

8. When you are satisfied with the field's value, press the RULES button. The blue highlighted digit will revert to green. You may now select other fields with GAMBLE and TAKEWIN.

9. When you are satisfied with all the fields, use GAMBLE and TAKEWIN to scroll to Save. Press the COLLECT button to save your changes. This does not exit the screen but it positions the highlight on the Exit option.

10. When you are ready to exit this screen, make sure the highlight is on Exit and press the COLLECT button.

If you make changes and wish to exit without saving them, perform Exit without Save.

Real Time Clock Configuration Screen

```
                              Audit Mode


      Configure Real Time Clock




       20/10/03  (dd/mm/yy)          16:01:14  (hh:mm:ss)



                       Save           Exit


     ------------------------------------------------------------------
     [COLLECT] - Select Current Item      [GAMBLE ] - Previous Item
     Save      - Save Current Setup       [TAKEWIN] - Next Item
     Exit      - Exit Current Menu
```

Banknote Meters - History

The banknote meters page gives a history of all banknotes inserted. For each denomination there are two columns, **Total** and **Periodic**.

- Total is the total number of notes validated at each denomination inserted; below this the total amount is displayed in Dollars. This amount increments with every deposit until the NVRAM is cleared.

- Periodic is a running count of banknotes and values. You can reset these counters at any time. This function is intended to keep a daily or weekly account of what goes into the machine.

- To reset the Periodic meters go to the Audit Mode – Information Page screen and press the GAMBLE and TAKEWIN buttons together.

The Banknote Meters page also displays the most recent ten notes deposited, to resolve player disputes. It shows the value of each note and the date and time it was inserted.

Banknote Meters Screen

```
                              Audit Mode
      Banknote Meters

Banknotes   Total   Periodic   In Stacker

$1             0        0          0
 ($)           0        0          0

$5             1        1          1
 ($)           5        5          5

$10            0        0          0
 ($)           0        0          0

$20            0        0          0
 ($)           0        0          0

$50            0        0          0
 ($)           0        0          0

$100           0        0          0
 ($)           0        0          0

Total          0        0          0
 ($)           0        0          0

Banknotes Rejected (Total)        0   Reject Rate (Total)       0.00%
Banknotes Rejected (*)            0   Reject Rate (*)           0.00%
Note: * - Since Last Stacker Clearance.
Last Stacker Clearance Time: N/A

Banknote History (Up to Last 10)        Time
$ 5                                     01,Oct,2004 15:20:03


-----------------------------------------------------------------------
[TAKEWIN] and [GAMBLE ] - Perform Stacker Clearance
[RULES  ] - Exit Current Menu
```

Ticket In History

The Ticket In History provides a history of all Tickets accepted by the EGM. It includes information such as Ticket Type, Date, Time, Validation Type and Amount of all tickets accepted by the EGM.

Ticket In History Screen

```
                             Audit Mode
    Ticket In History

    Ticket In History (Up To Last   0)

    Ticket Type         Date        Time        Validation      Amount
--------------------------------------------------------------------------------




                    
    
    
    
    
    
    -------------------------------------------------------------------
[RULES  ] - Exit Current Menu
```

Ticket Out History

The Ticket Out History provides a history of all Tickets paid out by the EGM. It includes information such as Ticket Type, Date, Time, Validation Type and Amount of all tickets accepted by the EGM.

Ticket Out History Screen

```
                             Audit Mode
    Ticket Out History

    Ticket Out History (Up To Last   0)

    Ticket Type         Date        Time        Validation      Amount
--------------------------------------------------------------------------------




                    
    
    
    
    
    
    -------------------------------------------------------------------
[RULES  ] - Exit Current Menu
```

Game Statistics Page

The game statistics page displays statistics useful to the venue regarding the gambling preferences of their patrons. You can use this information to manage your machine inventory.

The screen has four columns:

- Bet Per Line
- Lines
- Games Played
- % Games Played

For each Bet / Line variation played, you can see the number of games played and the percentage of all games played on the machine that combination represents.

The Game Statistics Screen also displays several lines of statistics on the use of the Gamble function, as shown on the sample screen.

Game Statistics Screen

```
            Game Statistics

Fortune Fever $0.01 20L var 99 88.19% MaxBet 1000(cr)

Bet Per Line        Lines        Games Played      % Games Played
      1               1               0                0.00
      1               3               0                0.00
      1               5               0                0.00
      1              10               0                0.00
      1              20               0                0.00

      2               1               0                0.00
      2               3               0                0.00
      2               5               0                0.00
      2              10               0                0.00
      2              20               0                0.00

      5               1               0                0.00
      5               3               0                0.00
      5               5               0                0.00
      5              10               0                0.00
      5              20               0                0.00

     15               1               0                0.00
     15               3               0                0.00
     15               5               0                0.00
     15              10               0                0.00
     15              20               0                0.00

     50               1               0                0.00
     50               3               0                0.00
     50               5               0                0.00
     50              10               0                0.00
     50              20               0                0.00


Games Played                                    0
Games Won                                       0
Games Lost                                      0
Games Gambled                                   0
Games Player Decided Not to Gamble              0
% of Played Games Gambled                    0.00

------------------------------------------------------------------
[RULES] - Exit Current Menu
```

Hopper Refill Mode

This screen provides utility to perform a Hopper Refill. *Note: This screen is only accessible when the main door is opened.* The refill amount can be configured in the Hopper Level/Refill Amount Adjustment screen.

Hopper Refill Screen

```
                          Audit Mode

          Hopper Refill

      Hopper Level: ($)                           0.00
      Default Hopper Refill Amount:             200.00
      Current Hopper Refill Amount:             200.00


------------------------------------------------------------------------
      Hopper Refill:    $             0.00
      Refill Count:                   0

      EGM Main Door:    OPEN



------------------------------------------------------------------------
[TAKEWIN] and [GAMBLE ] – Record refill with 'Current Hopper Refill Amount'

[COLLECT] – Adjust Hopper Level/Current Refill Amount
[RULES  ] - Exit Current Menu
```

Hopper Level/Refill Amount Adjustment Screen

```
                          Audit Mode

          Hopper Level/Refill Amount Adjustment

      Hopper Level ($)                          000
      Current Hopper Refill Amount ($)          200
      Default Hopper Refill Amount ($)          200



      Save          Exit

------------------------------------------------------------------------
[COLLECT] – Select Current Item         [GAMBLE ] – Previous Item
Save      – Save Current Setup          [TAKEWIN] – Next Item
Exit      – Exit Current Menu
```

Power Save Mode

Enter power save mode from the Power Save Mode screen by pressing TAKEWIN and GAMBLE simultaneously.

To exit power save mode operate the RESET switch.

Power Save Mode Screen

```
                         Audit Mode


        Power Save Mode

Power Save Mode is only available if -

     1. Credit is 0.
     2. A game is not in progress.
     3. There are no current errors.

Power Save is available




-------------------------------------------------------------------------
[TAKEWIN] and [GAMBLE] – Enter Power Save
[RESET] - Exit Power Save Mode when it is active
[RULES] - Exit Current Menu
```

Pending Faults / Disabling Conditions

This screen reports any pending faults or other disabling conditions.

Pending Faults / Disabling Conditions Screen

```
                         Audit Mode


Pending Faults / Disabling Conditions

                 0  EGM Main Door Opened








-------------------------------------------------------------------------
[RULES  ] - Exit To Previous Menu
```

Image Validation Menu

This screen provides a utility which calculates the SHA-1 values of the two flash cards. This information can be used to verify the correct images are installed.

Image Validation Menu

```
                                 Audit Mode


      Image Validation Menu

Game Name:                    Galaxy Gold
Boot Eprom Firmware No:        BINS001E
Main Eprom Firmware No:        MINS001M
Game Eprom Firmware No:        GINS001M
Flash Card Firmware No:        FGGIN01C


SHA-1 Values

Flash Card 1 (J8)      :
Yet to be calculated

Flash Card 2 (J12)     :
Yet to be calculated

Calculation Progress Status – Percentage completed


------------------------------------------------------------------------
[COLLECT] – Calculate the SHA-1 values. – May take up to 5 minutes.
[RULES  ] - Exit Current Menu.
```

Bonus History

This screen provides Bonus Awards History. It details the date and time, the amount and tax status of each bonus award.

Bonus History Screen

```
                                 Audit Mode


     Bonus Awards History

Date          Time     Bonus Awarded ($)    Tax Status

15/11/03  12:58:58          500.00          Deductible


------------------------------------------------------------------------
 [RULES  ] - Exit Current Menu
```

Multiplied Jackpot History

This screen provides Multiplied Jackpot History. It details the date and time, the amount and tax status of each multiplied jackpot award.

Multiplied Jackpot History Screen

```
                            Audit Mode


    Multiplied Jackpot History

Date         Time     Multiplied Win ($)  Tax Status

15/11/03  01:04:33           12.00       Deductible



-----------------------------------------------------------------
 [RULES  ] - Exit Current Menu
```

Test Mode

The Test Mode screen enables you to run various functional tests on the machine.

To access Test Mode:

1.   Display the Audit Mode Main Menu.

2.   Unlock and open the Main Door.

     Test Mode will change from its greyed out state, implying that it is now selectable.

3.   Press GAMBLE (scroll up) or TAKEWIN (scroll down) until Test Mode is highlighted.

4.   Press COLLECT and the Test Mode Main Menu will be displayed.

5.   You may close the main door at this point.

At the completion of testing exit Test Mode Main Menu as follows:

1.   Return to the Test Mode Main Menu.

2.   Press the RULES button to exit to the Audit Mode Main Menu.

3.   Press the RULES button twice to exit to the normal game screen.

4.   If the Main door is open and the Error message is displayed, close the main door and the message will self clear.

The following figure shows the Test Mode menu:

Test Mode Main Menu

```
                              Test Mode

       Device Tests

  Hopper Test
  Coin In Validation Test
  Banknote Validator Test
  Video Test
  Sound Test
  Button / Key Test
  Lamp Test
  Door Status Test
  Diverter Test
  Miscellaneous Input Test

       Memory Tests

  NVRAM Test

       Game Tests

  Game Combination Test




  ---------------------------------------------------------------------
  [COLLECT] - Select current item        [GAMBLE ] - Previous Item
  [RULES  ] - Exit Current Menu          [TAKEWIN] - Next Item
```

Device Tests

The Device Tests menu enables testing of selected connected devices.

Access the Device Tests from the Test Mode menu. Select the required test and press COLLECT.

The tests are described in the following sections.

Hopper Test

Use the Hopper Test to verify correct operation of the Hopper if fitted.

Notes:

- This only applies if a hopper is fitted.

- You must open the main door to initiate the Hopper Test, and then close it when prompted.

- Before you begin, ensure the hopper has an adequate supply of coins (minimum 10 coins). Once you have initiated the Hopper Test and dispensed some coins, there is no way to exit the test until you have reinserted the dispensed coins.

To start the Hopper Test:

1. Enter Test Mode, as described on page 41.
2. Make sure that there are at least ten coins in the hopper.
3. Select the Hopper Test from the Test Mode menu by using the GAMBLE and TAKEWIN buttons to scroll up and down.
4. Press the COLLECT button.

    A red message will prompt you to close the Main Door. The coin-dispensing chute is attached to the Main Door, so the main door must be closed at this point to enable coins to be dispensed.

5. Close the Main Door.
6. Press COLLECT to initiate the hopper test. The EGM will dispense ten coins to the coin tray and confirm the count on the screen.

    A red highlight message prompts you to re-insert the 10 coins. The Hopper Test screen shows the number of "Coins to Re-insert" and "Coins Re-inserted" progressively.

7. Re-insert the coins. When you have reinserted all ten coins an orange message appears noting 'HOPPER TEST COMPLETE, PRESS RULES TO EXIT.'
8. Press the RULES button to exit the Hopper Test screen.

The following figure depicts a Hopper Test screen before the test is performed.

Before Hopper Test

```
                           Test Mode

       Hopper Test


   Hopper Fault(s)
   (none)

   Coin Validator Fault(s)
   (none)






   ------------------------------------------------------------------------
   [COLLECT] - Begin Hopper Test
   [RULES  ] - Exit Hopper Test
```

The following figure depicts a Hopper Test screen after the test was run with an empty hopper.

After Hopper Test

```
                           Test Mode

        Hopper Test

   Coins to Dispense:         10     Coins Validator     DISABLED
   Coins Dispensed  :          0

   Coin Validator Test
   Coins to Re-insert :         0
   Coins Inserted     :         0

   HOPPER TEST COMPLETE. Press [RULES  ] to Exit Hopper Test.

   Coin Validator Pulse Counts
   VACS Pulse Count :           0   Credit Pulse Count :           0




   Hopper Fault(s)
   Hopper Empty/Jammed.

   Coin Validator Fault(s)
   (none)



       FAULT CLEARING REQUIRED


   ------------------------------------------------------------------------
   [RULES  ] - Exit Hopper Test
```

Coin In Validation Test

(Only in use if a coin validator is fitted.)

This has two subtests:

- Coin Validator Test.
- Coin Validator Disable Test.

Coin Validator Test

To test the Coin Validator, you will need ten coins.

Insert the coins, observing the Coin Validator Pulse Counts line. Each counter should increment by one for each coin you insert.

- The VACS (Valid Advanced Coin Signal) Pulse Count reads the number of coins that have been accepted as electrically valid by the Coin Validator.
- The Credit Pulse Count reads the number of coins that have passed the gate and entered the machine.

The two counters should match exactly and should increment from 1 to 10 as you insert the coins.

Coin Validator Disable

The purpose of this function is to enable you to disable the validator in order to diagnose faults.

You will need ten coins.

1. Insert a coin.
2. Press GAMBLE to enable or disable the coin validator.
3. Re-insert another coin.
4. Press GAMBLE and observe the Coin Validator status line at the top right of the screen.

When the Coin Validator is ENABLED, the coin should be accepted into the machine. When it is DISABLED, the coin should be rejected.

If coins are not accepting and rejecting correctly, the Coin Validator pulse counts will give you an indication of where the fault lies.

- If the Coins Validator is ENABLED and
  - o The VACS Pulse Count increments but the coin rejects, the validator is faulty or the gate is stuck in a closed position.
  - o The VACS Pulse Count does not increment but the coin is allowed to pass into the machine (you see the Credit Pulse Count increment), the validator is faulty or the validator gate is stuck in the open position.
- If the Coins Validator is DISABLED and
  - o The coin is accepted and the Credit Pulse Count increments. The validator gate is stuck in the open position.

Coin In Validator Test Screen

```
                              Test Mode

     Coin In Validation Test

Coins Validator                  :  Disabled
Software Sets Diverter to        :  Hopper
Actual Diverter position         :  Hopper


Coin Validator Pulse Counts
VACS Pulse Count                 :  0
Credit Pulse Count               :  0

Coin In Count                    :  0
Coin(s) in Hopper Direction      :  0
Coin(s) in Cashbox Direction     :  0


Coin Validator Fault(s)
(none)


MAIN DOOR CLOSED
Please open MAIN DOOR to perform Coin In Validation Test


-------------------------------------------        -------------------------
[COLLECT]  - Reset Counters
[GAMBLE ]  - Enable Coin In Validator
[TAKEWIN]  - Set Diverter to Cash Box
[RULES  ]  - Exit Coin In Validation Test
```

Banknote Validator Test

Use the Banknote Validator Test to prove the operation of the Banknote Validator.

1. Select the Banknote Validator Test from the Test Mode menu and press COLLECT.

2. Feed banknotes into the Banknote Validator.

3. The value of each note is displayed if it is correctly recognised.

4. Each inserted note is returned immediately.

Only enabled denominations can be recognised.

Banknote Validator Test

```
                           Test Mode

     Banknote Validator Test

Please insert banknotes into the Banknote Validator to test.
The value of the inserted banknotes will be displayed below.
All banknotes inserted will be ejected.
Note: Only enabled bills will be accepted.


Banknote Inserted - $50


-----------------------------------------------------------------------
[RULES  ] - Exit Bill Validator Test
```
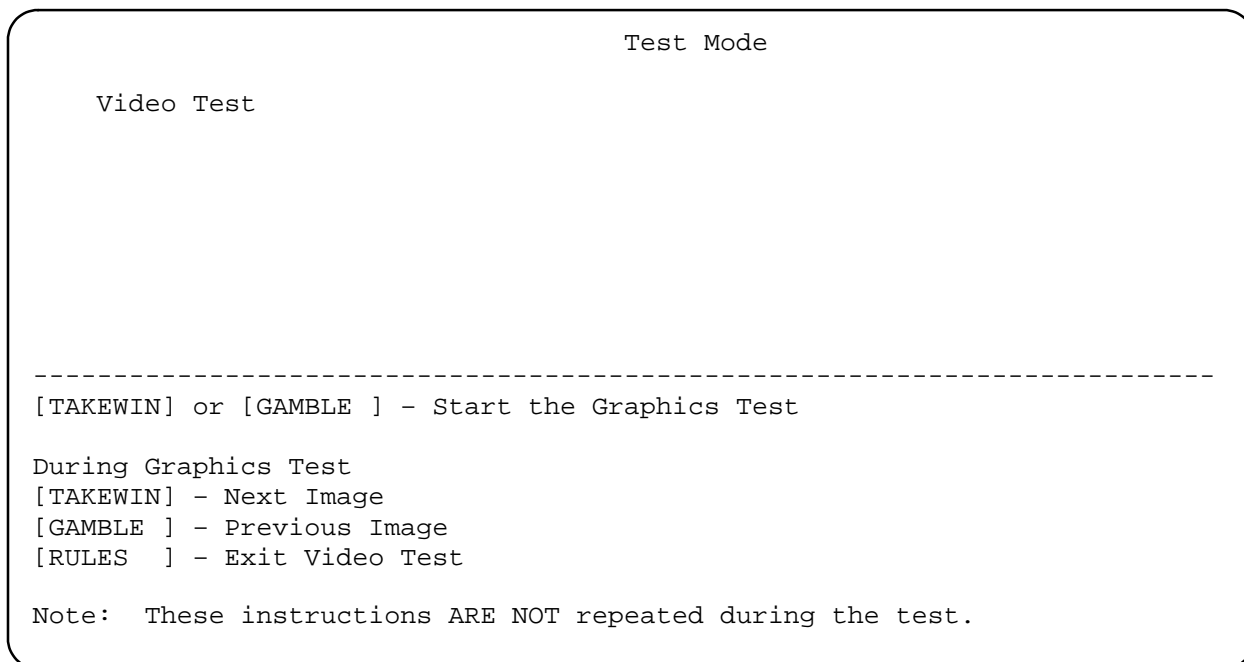
Video Test

Use the Video Test to test or adjust the display.

Select the Video Test from the Test Mode menu and press COLLECT.

Video Test Page

```
                           Test Mode

     Video Test




    ----------------------------------------------------------------------------
    [TAKEWIN] or [GAMBLE ] - Start the Graphics Test

    During Graphics Test
    [TAKEWIN] - Next Image
    [GAMBLE ] - Previous Image
    [RULES  ] - Exit Video Test

    Note:  These instructions ARE NOT repeated during the test.
```

To start the Video Test: press the TAKEWIN or GAMBLE buttons.

To display the other test screens, press the TAKEWIN (next) or GAMBLE (previous) buttons.

The test screens, in sequence, are:

1. 100% Red
2. 100% Green
3. 100% Blue
4. Black/white checker pattern.
5. Black/white crosshatch pattern.
6. Tones test pattern (see the illustration below).
7. Bands test pattern (see the illustration below).
8. Bands test pattern at half intensity.

To exit the Video test press RULES.

The illustration below shows the 'tones' and the 'bands' video test patterns.

Sample test patterns: 'tones' (left) and 'bands' (right)
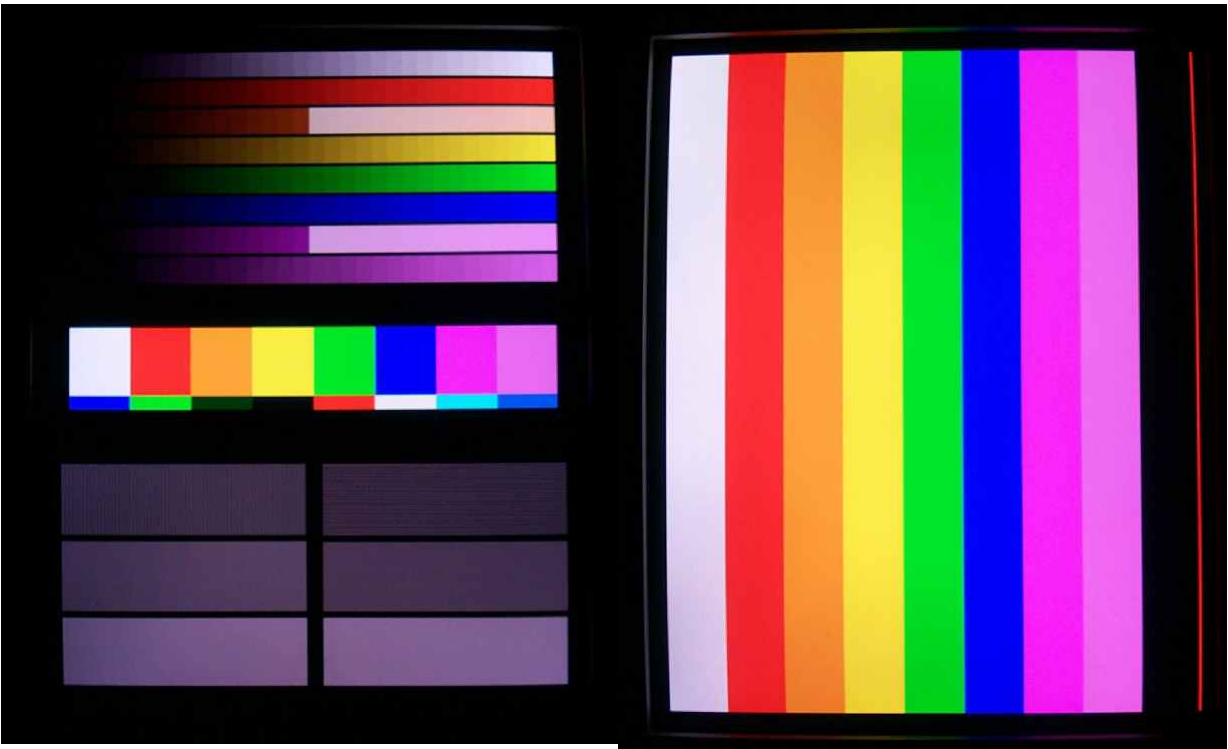
Sound Test

Use the Sound Test to determine that the correct sound is being used with each machine function.

Note: The Sound Test will test all available sounds.

Select the Sound Test from the Test Mode menu and press COLLECT.

Sound Test Screen

```
                          Test Mode

        Sound System Test

Total Sounds Available:     25
Current Sound Selected:      1  ( Alarm ).




-------------------------------------------------------------------------
[COLLECT] – Play Sound                 [GAMBLE ] – Select Previous Sound
[RULES  ] – Exit Current Menu          [TAKEWIN] – Select Next Sound
```

- Press the TAKEWIN (next sound) or GAMBLE (previous sound) buttons to select the number of the desired sound.

- Press COLLECT to play the sound.

- To exit the Sound Test press RULES button.

The table below shows all sounds available in the Ambassador BenchTop series of EGMs for a particular game.

Sounds

Sound No.	Sound Name	Duration (seconds)
1	Alarm	2.0
2	Feature Bell	1.4
3	Coin in	0.2
4	Melody 1	0.3
5	Melody 2	0.7
6	Melody 3	1.45
7	Melody 4	2.00
8	Melody 5	3.20
9	Melody 6	3.75
10	Melody 7	4.25
11	Melody 8	5.25
12	Melody 9	7.75
13	Melody 10	12.00
14	Melody 11	14.00
15	Melody 12	21.0
16	Melody 13	26.0
17	Reel Latch	0.25
18	Reel Stop	0.30
19	Meter Rack	1.65
20	Gamble Win	0.25
21	Gamble Lose	0.20
22	Card Flip	0.30
23	Attention	0.45
24	Bonus Win	1.0
25	Door Close	2.0
26	Feature	8.25

Note: This is an example of sounds and how they appear. The sounds are accessed within the game files and will vary slightly between games

Button / Key Test

The Button Test verifies the correct operation and sequences of the buttons.

Select the Button Test from the Test Mode menu and press COLLECT.

- Press a button to test.

  The screen should show the name of the button you pressed.

- The reset key can also be tested. If you turn the key clockwise or anti-clockwise the screen will show AUDIT SWITCH and RESET SWITCH respectively.

- To exit the test press RULES twice.

Button / Key Test Screen

```
                        Test Mode

    Button / Key Test

Last Key Pressed: RULES



------------------------------------------------------------------------
Press [RULES  ] 2 Times to EXIT
```
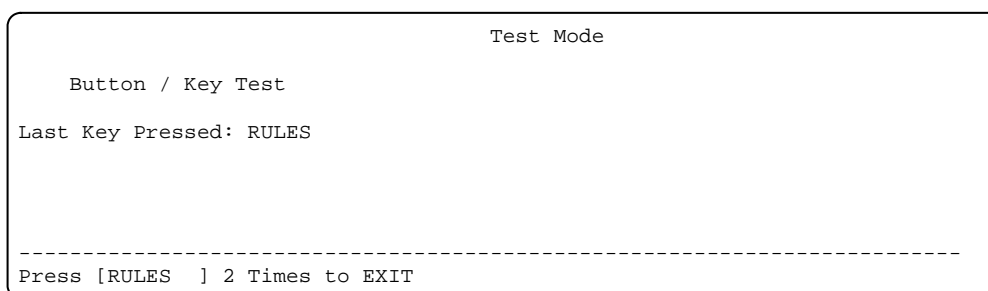
Lamp Test

The Lamp Test is carried out to verify correct operation and sequencing of the lamps within the buttons on the Button Panel. To initiate the Lamp Test:

- Select the Lamp Test from the Test Mode menu and press COLLECT

- Press the COLLECT button to display the Lamp Test screen.

- The Lamp Test commences automatically upon entering the screen. The individual lamps within the buttons illuminate individually in sequence (left to right) until all lamps are illuminated. Included within the test sequence is the illuminating/extinguishing of the tower lights. The lamps then extinguish individually in sequence (left to right) until all lamps are off. As the individual lamps illuminate and extinguish the Lamp Test screen displays the designation of the lamp being illuminated/extinguished.

- Exit the Lamp Test and return to the Test Mode Main Menu by pressing the RULES button.

Lamp Test Screen

```
                        Test Mode

    Lamp Test

Test cycles through all lamps until exit.

Lamp: PLAY BUTTON No 2  ON

------------------------------------------------------------------------
 [RULES  ] - Exit Lamp Test
```
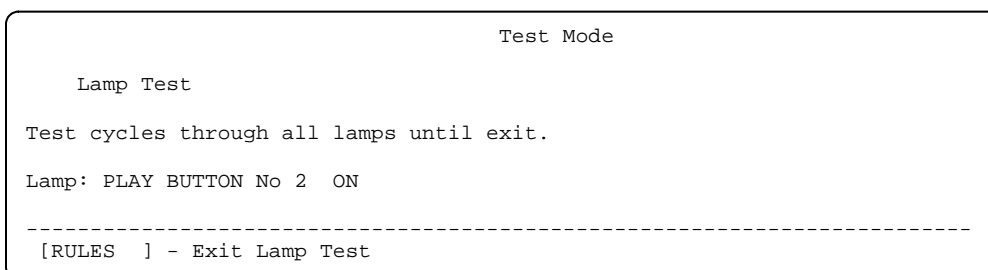
Door Status Test

The door status test is a test that reports the status of the security doors on the EGM. It is used to confirm that the door sensors are functioning correctly. The door condition must match the status displayed on screen. In the case of the Main Door it also includes the testing of both the **optical** and **switch** sensors that monitor that particular door, so for example if on the Main Door the optical sensor is disconnected or malfunctioning while the switch sensor is functioning correctly a Door Mismatch will be reported.

To enter the Door Status Test:

1.   Highlight the Door Status Test option from the Device Tests menu by scrolling through the options with the GAMBLE (scroll up) and the TAKEWIN (scroll down) buttons. The current option appears with a blue highlight.

2.   Select Door Status Test and then press COLLECT to enter.

Once you are in the Door Status Test page the screen will appear as shown below.

Door Status Test

```
                            Test Mode

      Door Status Test

EGM Main Door          :          CLOSED
EGM Main Door Mismatch :          NO
Cash Box Door :                   CLOSED
Processor Door :                  CLOSED
Note Acceptor Door :              CLOSED
Note Acceptor Stacker Door :      CLOSED
Monitor Door :                    CLOSED
Meter Cage Door :                 CLOSED




------------------------------------------------------------------------------
[RULES  ] - Exit Door Status Test
```

The "Monitor Door" interlock on Ambassador BenchTop machines refers to the interlock on the Monitor mask.

- You will see displayed the various security doors and their status.

- By opening / closing any of these doors whilst on this page you can confirm that the correct state of the door is being reported on the screen.

- When you have completed your testing, press RULES to exit from this page.

Diverter Test

(Only applicable if a hopper is fitted.)

Use the Diverter test to reveal Diverter action or sensor problems.

The Diverter test is used to confirm that the switching of the diverter between the Hopper and Cashbox is functioning correctly.

To enter the Diverter Test,

1. Highlight the Diverter Test option from the Device Tests menu. This is done by scrolling through the options with the GAMBLE (scroll up) and the TAKEWIN (scroll down) buttons. The current option appears with a blue highlight.

2. Press COLLECT to enter.

On screen will be displayed where the **Software** is setting the diverter to (i.e. Cashbox or Hopper) and secondly, where the diverter is **Physically** being set. Both **must** be the same.

If the diverter is set by the software to be positioned to dispense coins to the hopper then the diverter should physically be set to hopper, if not then there is a malfunction in the unit.

The test allows you to switch the diverter between Hopper and Cashbox.

- Press GAMBLE to switch the diverter to the Hopper.

- Press TAKEWIN to switch the diverter to the Cashbox.

To Exit the test press the Rules button.

Diverter Test

```
                              Test Mode

    Diverter Test

Software Sets Diverter to          : Cash Box
Actual Diverter position points to : Cash Box




-------------------------------------------------------------------------
[GAMBLE ] – Set Diverter to Hopper
[TAKEWIN] – Set Diverter to Cash Box
[RULES  ] – Exit Diverter Test
```

Miscellaneous Input Test

The Miscellaneous Input test can be used to determine the operational functionality of the Hopper (only applies if a hopper is fitted), and the hard meters.

- Hopper Level. It tests to determine whether a hopper full level is acknowledged.

- Hopper Connection status. It tests to determine whether the hopper connect / disconnect is acknowledged correctly by the EGM.

- Coin Out Sensor. It determines whether the Coin Out sensor is functioning and coins are being registered correctly.

Note: The correct functioning of the coin out sensor is imperative to the EGM. It is this sensor that the software uses to determine how much coin has been dispensed by the hopper.

- Hard Meters. It tests to determine whether the hard meters are connected.

To enter the Miscellaneous Input Test

1. Highlight the Miscellaneous Input Test option from the Device Tests menu by scrolling through the options with the GAMBLE (scroll up) and the TAKEWIN (scroll down) buttons. The current option appears with a blue highlight.

2. When Miscellaneous Input Test is selected, press COLLECT to enter.

You will be presented with a screen like the one displayed below

Miscellaneous Input Test

```
                        Test Mode

      Miscellaneous Input Test

Hopper Level                   :     NOT FULL
Hopper Connection Status       :     NOT CONNECTED
Coin Out Sensor                :     NOT BLOCKED
Hard Meters Connection Status:      CONNECTED




-----------------------------------------------------------------------
[RULES  ] - Exit Miscellaneous Input Test
```

NVRAM Test

The NVRAM (Non-Volatile Random Access Memory) Test checks the memory chips are working correctly in each of the NVRAM banks.

Normally you would not manually run the NVRAM Test. The EGM software runs it continuously in the background. If the test fails, the EGM Software issues an appropriate message and locks up the machine.

The following is the NVRAM Test Screen. It gives a PASS/FAIL indication.

NVRAM Test Screen

```
                              Test Mode

      NVRAM Test

 PASS:   NVRAM Test.




 -----------------------------------------------------------------------
 [COLLECT] – Start NVRAM Test
 [RULES  ] – Exit NVRAM Test
```
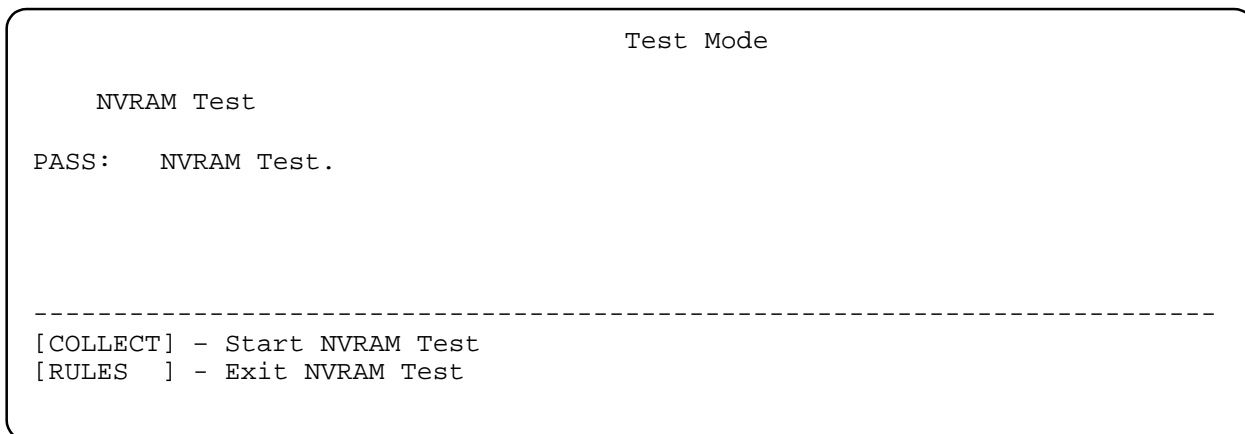
If the NVRAM Test fails, contact your Field Service representative for instructions.

Game Combination Test

The Combination Test enables you to test that the correct win amounts are being paid for the amount gambled and the number of lines played.

To start the Combination Test:

1. Press the COLLECT button to initiate the test. A modified game screen is displayed. Red and green squares (one red, four green) appear in the upper right corner of each reel. The red square indicates the active reel.

Combination Test Screen

Reel position Indicators

2. Press the COLLECT button to select the reel to spin.

3. Press the GAMBLE (rotate down) or TAKEWIN (rotate up) buttons to rotate the selected reel. Rotate each reel to the desired position.

4. Use the BET buttons to choose the amount to gamble. The selected amount will appear in the BET window and the Pay Table win amounts change to reflect the amount gambled.

5. Use the PLAY buttons to select the number of lines to play.

   The WIN window displays the credits that the game would pay. Any winning lines are highlighted on the reels, allowing the amount won to be verified according to the Pay Table.

6. Repeat the above steps to test other combinations as required.

7. Exit the Combination Test by rotating the Audit Mode/Credit Reset Switch clockwise to the AUDIT MODE position.

4

OPERATOR ROUTINE SERVICING

General Maintenance

This chapter provides information for routine servicing of the Ambassador BenchTop series EGM. The instructions are limited to those that are deemed appropriate to be carried out on-site with minimum disruption to the machine operation. More advanced information, and a listing of failure and status messages can be found at the end of this chapter.

Caution: when cleaning the machine do not use any abrasive or solvent. Do not use any bleaching or chlorine agents. Take care that no cleaning solution enters the machine.

Cabinet Body Cleaning

There are no specific maintenance requirements for the Cabinet Body other than cleaning.

Clean the exterior of the Cabinet Body using a mild detergent solution and a damp cloth.

Main Door Cleaning

Clean the Main Door using a mild detergent solution and a damp cloth.

Caution: Ensure that no solution enters the control panel buttons while cleaning.

Monitor Cleaning

Warning: Do not open the Monitor. Very high voltages are present inside; there is risk of electric shock. Ensure no cleaning solution enters. Only qualified Service Personnel should open the monitor.

Clean the monitor screen with a mild detergent solution and a damp cloth.

Banknote Stacker Assembly

Removing and Replacing the Banknote Stacker

The following procedure details how to remove the Banknote Stacker. (***Note****: The Banknote Stacker is from one specific manufacturer and hence depending on Banknote Stacker manufacturer, the method of removing and replacing Banknote Stacker may differ).*

Note: If the Banknote Stacker Door is unlocked and opened while the machine is on, alarms will sound and messages will be generated.

1. Open the Main Door.
2. Unlock the Banknote Stacker Door with the appropriate key. Open the door forward.
3. You will see a locking lever on the right. Depress it.
4. Grasp the Banknote Stacker handle and slide the stacker out part-way. Then release the locking lever and slide the Banknote Stacker all the way out.

The following procedure details how to install the Banknote Stacker.

1. Unlock the Banknote Stacker Door with the appropriate key. Open the door forward.
2. Position the Banknote Stacker in the opening and slide it in until it clicks into place.
3. Close and lock the Banknote Stacker Door.
4. Close the Main Door.

When you have finished, you must reset the machine by rotating the Credit Reset/Audit Mode switch momentarily to the Credit Reset position.

Removing, Dismantling and Replacing the Banknote Validator

Use this procedure to remove the Banknote Validator. The only reasons for removing the Banknote Validator are to clear minor jams and to clean it. (***Note****: The Banknote Validator shown is from one specific manufacturer and hence depending on Banknote Validator manufacturer, the method of removing, dismantling and replacing Banknote Validator may differ).*

Note: If you open the Banknote Validator while the machine is on, alarms will sound and messages will be generated.

1.   Open the Main Door.

2.   Locate the Banknote Validator latch release, shown on page 12. Pull the latch release out to disengage the latch and then continue to pull to slide the Banknote Validator out.

To replace the Banknote Validator, slide it into place until the latch clicks into position.

Once the Banknote Validator has been removed it can be dismantled to an extent, as described in the following two sections.

Opening the Banknote Validator

You can expose the banknote path as follows:

1.   Remove the Banknote Validator from the EGM.

2.   You will see a latch on the top of the unit. Pull this latch to disengage it and open the cover.

Opening the banknote path in the Banknote Validator

Latch for access to the banknote path

The banknote path cover opens this way

Hinge
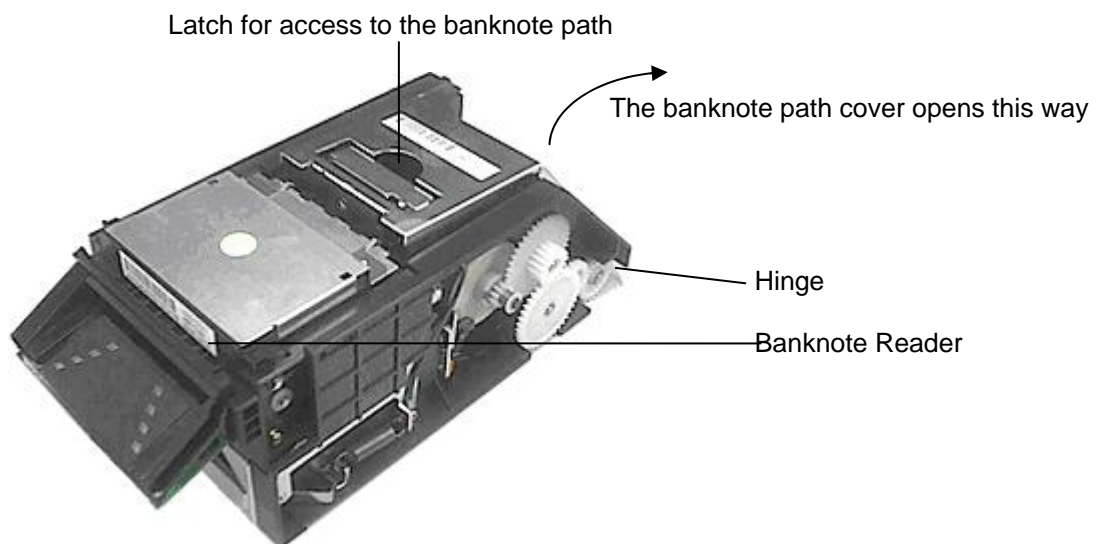
Banknote Reader

Gaining Access to the Banknote Reader

The Banknote Reader, located at the front of the Banknote Validator, is the component that houses the optical and magnetic sensors. You can remove and open it as follows.

1.   Detach the cable supplying the LED board under the bezel.

2.   Locate the Banknote Reader latch release, shown on page 12. It is a horizontal bar behind the aperture on the front of the Validator assembly. Press it downwards to disengage the latch.

3.   Pull the Reader forwards to remove it.

The separated Reader is shown in the following illustration.

The Banknote Validator with the Reader Removed

Manually rotate
these gears

Press these
lugs to open
the reader

Manually rotate
this gear
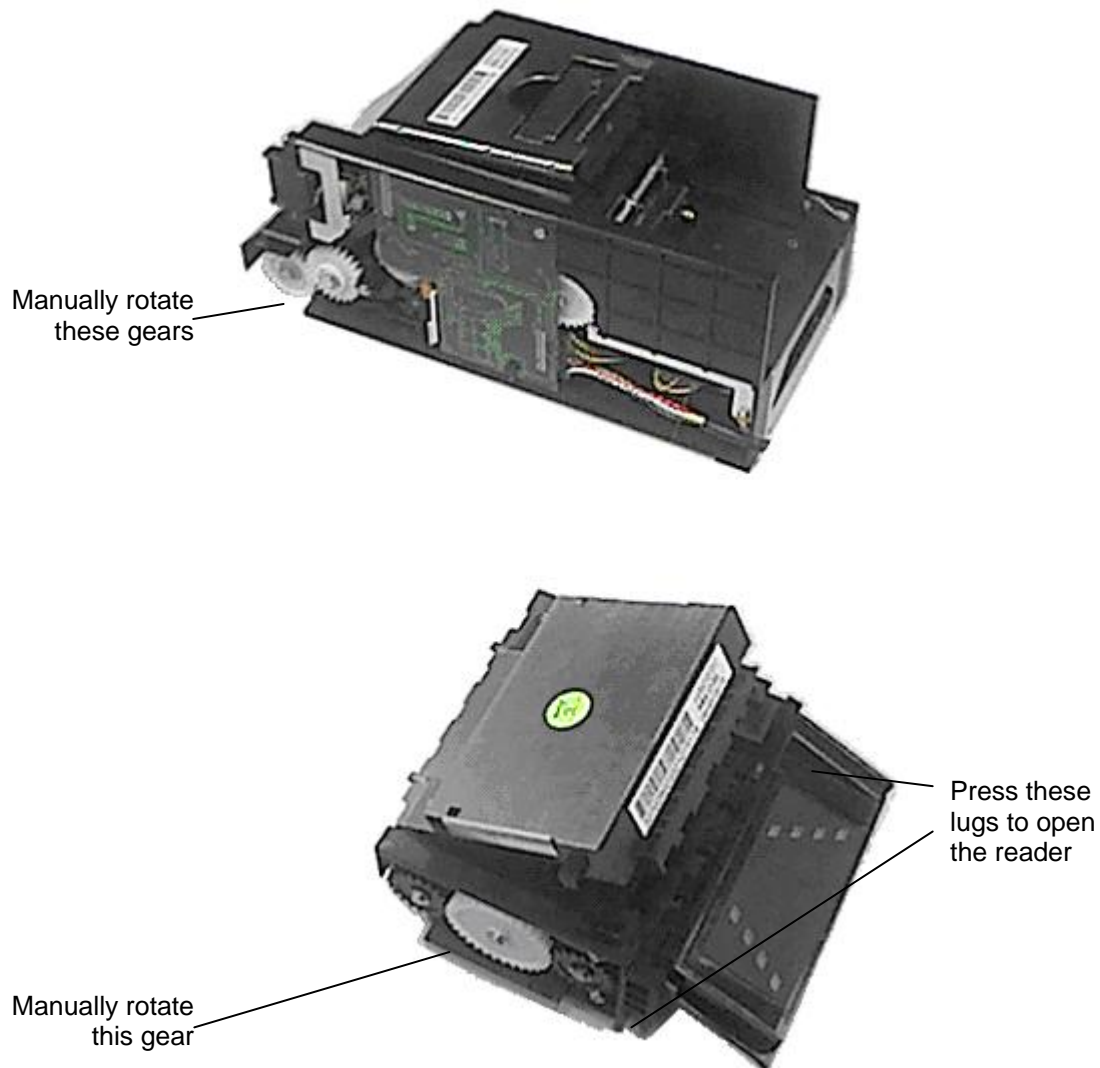
4.   The Reader is shown half open in the illustration above. Note that it is hinged at the back. To open it, locate the lugs shown in the illustration. You must pull them forwards simultaneously while you lift the front of the reader.

This is a slightly awkward operation and you will find it useful to examine the lugs and the latch mechanism carefully.

Note that it is possible to open the reader without removing it from the Banknote Validator, but you will not be able to move the belts and rollers.

To close and replace the Reader, reverse the procedure.

Banknote Validator Jam Clearing

To clear jams in the Banknote Validator you may try this procedure. Do not attempt any other maintenance of the Banknote Validator; call Service if this procedure does not solve the problem.

The procedure is to open the banknote path and the banknote reader and try carefully to clear the jam if possible.

You can move the belts in the banknote path by manually rotating the gears on the left hand sides of the validator and reader. The gears are noted in the illustration on page 58.

Test the Banknote Validator as described on the next page.

When you have finished, you must reset the machine by rotating the Credit Reset/Audit Mode switch momentarily to the Credit Reset position.

If this procedure does not solve the problem, call a Service Technician.

Banknote Validator Cleaning

The Banknote Validator may reject notes with increased frequency as deposits on the validator sensors accumulate. If the Banknote Validator requires cleaning the following procedure is to be used:

Caution: Use a 90% solution of isopropyl alcohol to clean the Banknote Validator. The use of other solvents may damage the optical sensors. Ensure that excess cleaning solution does not enter the Banknote Validator.

1. As with the jam clearing procedure, open the banknote path and the banknote reader.

2. Using a soft lint-free cloth dampened with isopropyl alcohol, wipe the note channel surfaces in the banknote path to remove any accumulated residue. You can move the belts in the banknote path by manually rotating the gears on the left hand side of the unit. The gears are noted in the illustration on page 58.

3. Using a soft lint-free cloth or cotton bud dampened with isopropyl alcohol remove any residue accumulated on the optical sensors and magnetic heads in the banknote reader. Remove any excess cleaning solution.

4. Using a soft lint-free cloth dampened with isopropyl alcohol clean the surface of the pressure rollers and belts in the banknote reader. You can move the rollers and belts in the reader (while holding the cloth against them) by manually rotating the gear on the left hand side of the unit. This gear is noted in the illustration on page 58.

5. Power up the EGM and conduct a Banknote Validator test (see *Banknote Validator Test*, next).

Banknote Validator Test

Use the Banknote Validator Test to prove the operation of the Banknote Validator. You need to enter Test Mode to conduct this test:

To access Test Mode

1. Display the Audit Mode Main Menu.
2. Unlock and open the Main Door.
3. Press GAMBLE (scroll up) or TAKEWIN (scroll down) until Test Modes is highlighted.
4. Press COLLECT to display the Test Mode Main Menu.
5. You may close the main door at this point.

Choose Banknote Validator Test from the Test Modes menu screen.

Testing the Validator

6. Select the Banknote Validator Test from the Test Mode menu and press COLLECT.
7. Feed banknotes into the Banknote Validator.

The value of each note is displayed if it is correctly recognised.

Each inserted notes is returned immediately.

At the completion of testing exit Test Mode Main Menu as follows:

Return to the Test Mode Main Menu. (By pressing the Rules button).

Press the RULES button again to exit until the machine is displaying the normal game screen.

Close and lock the Main Door. The error message 'Main Door open' will clear itself.

Only enabled denominations can be recognised.

Banknote Validator Test

```
                         Test Mode

    Banknote Validator Test

Please insert banknotes into the Banknote Validator to test.
The value of the inserted banknotes will be displayed below.
All banknotes inserted will be ejected.
Note: Only enabled banknotes will be accepted.


Banknote Inserted - $ 20




----------------------------------------------------------------------------
[RULES  ] - Exit Banknote Validator Test
```

Coin Validator

(Only applies if a coin validator is fitted.)

Coin Validator Cleaning

The Coin Validator may reject coins with increasing frequency as deposits on the validator sensors accumulate. If the Coin Validator requires cleaning the following procedure is to be used:
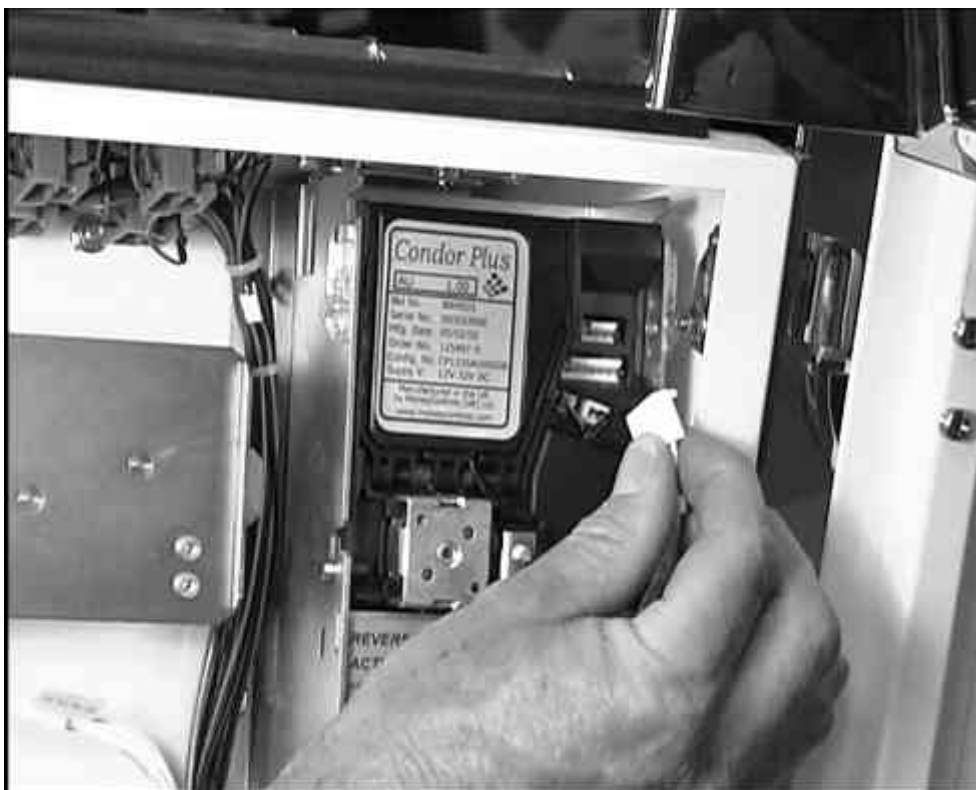
⚠ **Caution: Do not use any solvents to clean the Coin Validator. Use only a mild detergent solution. The use of solvents may damage the optical sensors within the Coin Validator.**
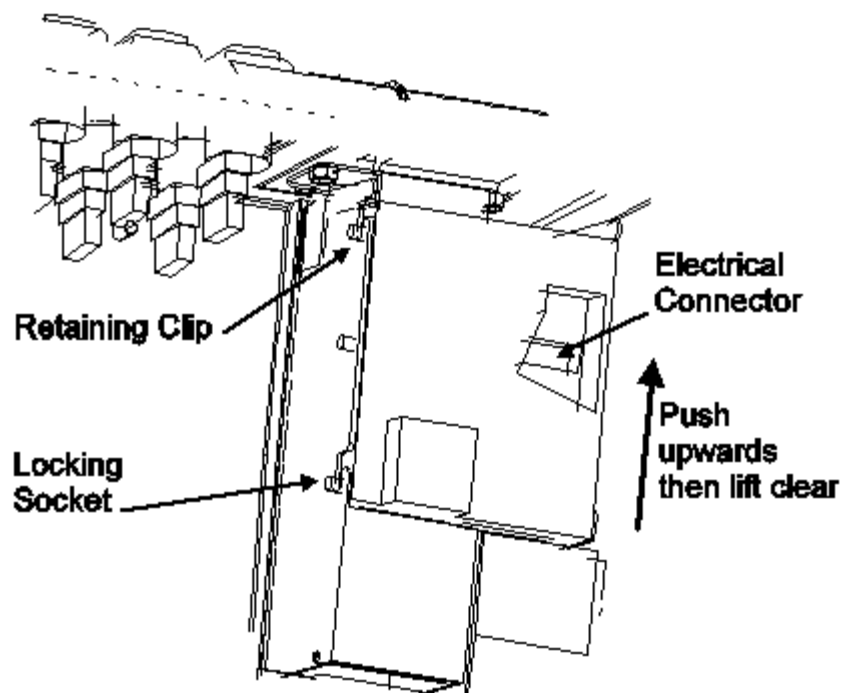
Removing the Coin Validator

1. Unlock and Open the Main Door.
2. Power down the EGM.
3. Disconnect the Coin Validator harness.

Disconnect the Coin Validator

4. Press the Coin Validator firmly upwards until the retaining clips disengage.
5. Lift the Coin Validator toward you to remove it.

Coin Validator Removal

Opening and cleaning the Coin Validator

6.   Open the Coin Validator coin path.

Open the Coin Validator

7.   Using an isopropyl wipe, remove any residue accumulated in the coin path.
        Take care not to use the wipe on the optical sensors. Remove any excess
        cleaning solution using a clean lint-free cloth.

8.   Using a cotton bud moistened with the detergent solution remove any residue accumulated on all of the optical sensors. Remove any excess cleaning solution using a clean lint-free cloth.

Re-installing the Coin Validator

9.   Locate the Coin Validator on the retention clips.

10.   Apply light downward pressure to engage all four lugs in the retaining clips.

11.   Re-connect the Coin Validator cable.

12.   Close and lock the Main Door.

13.   Power up the EGM.

       Note: The Coin Validator automatically carries out a diagnostic test on power up or reconnection. This diagnostic test also resets the inductive coils to compensate for the local environment and the support structure. Allow 20 seconds for the Validator to self-compensate before testing it with coins.

14.   Perform a Coin Validator test (see Coin Validator Test on page 44).

Hopper Servicing

The Hopper does not require removal for filling as it includes a coin loading aid.

To remove the Hopper use the following procedure:

1.   Unlock and open the Main Door to gain access to the Hopper.

2.   Power down the machine.

3.   Depress the retaining spring bar at the base of the Hopper and pull the base of the hopper towards you.

4.   Lift the hopper out of the EGM.

To re-install, reverse the removal procedure. Ensure that the spring bar engages in its recess.
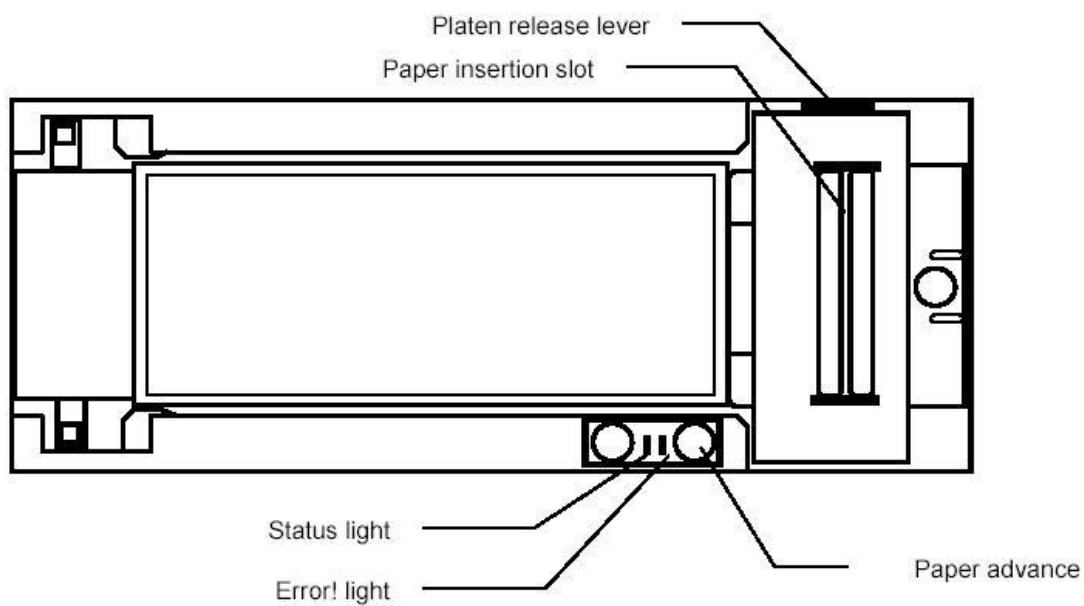
Printer Service

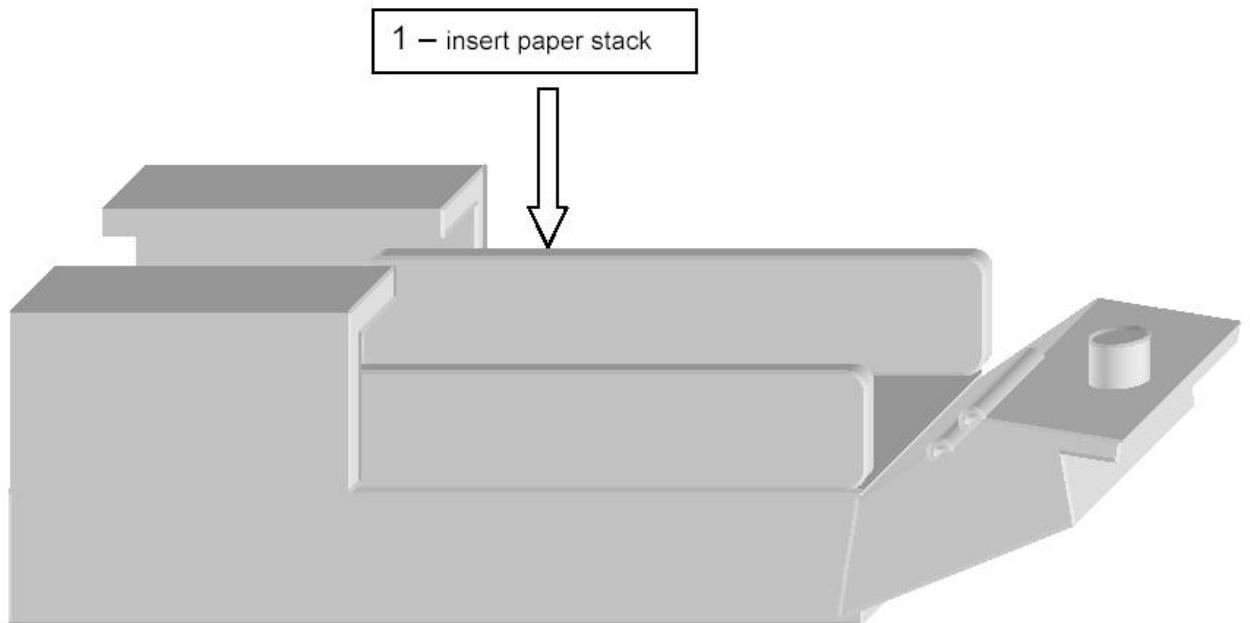A ticket printer is an optional accessory.

Ticket Printer

Platen release lever

Paper insertion slot

Status light

Error! light

Paper advance
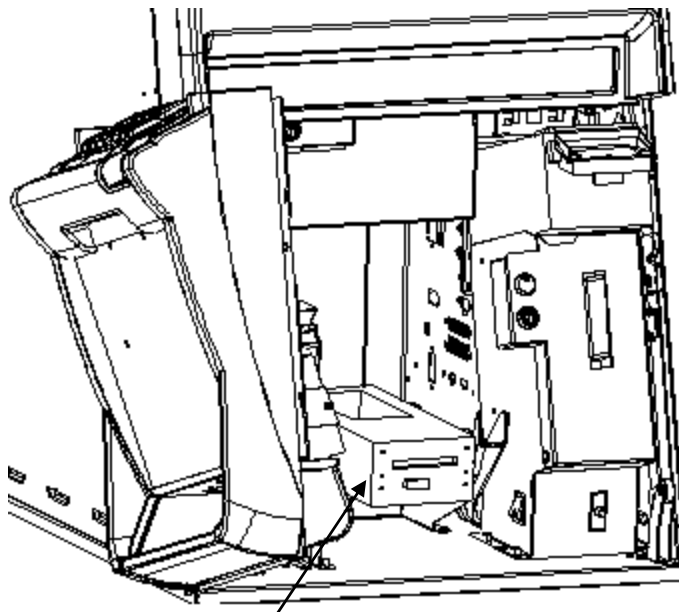
Paper Loading

1. Place the paper stack in the printer as indicated by the band around the stack and the label in the bottom of the paper tray.

1 — insert paper stack

2. Insert paper into the paper loading slot; the printer will automatically pull through a form or two, leaving it registered at the top of a form. Remove the excess tickets from the printer.

2 — insert paper here
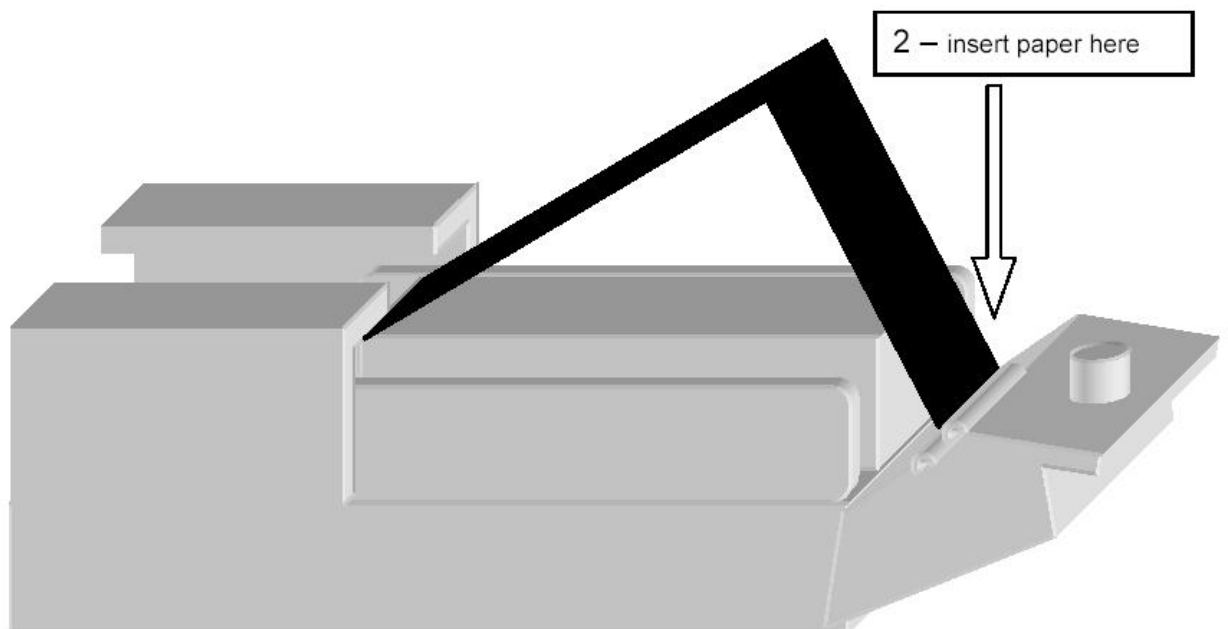
Clearing Paper Jam

When clearing a paper jam:
- Ensure that all paper paths from the entry point at the back of the paper well, through the printer and cutter and the presentation chute are clear of paper or obstructions
- Use the platen release lever located on the side of the unit
- Use the rotary screw at the top of the printer

⚠ DO NOT ever allow a screw driver or other probing object to come into contact with the printer; this can cause permanent damage

1. Undo the mechanism fastening screw at the top of the printer plate:

1 – undo the fastening screw
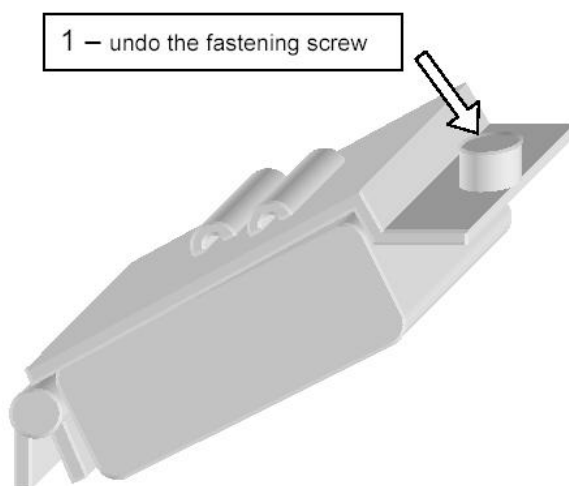
2. Swivel the printer open. The paper path will be exposed, and any jammed paper can be removed:

2 – swivel the head open

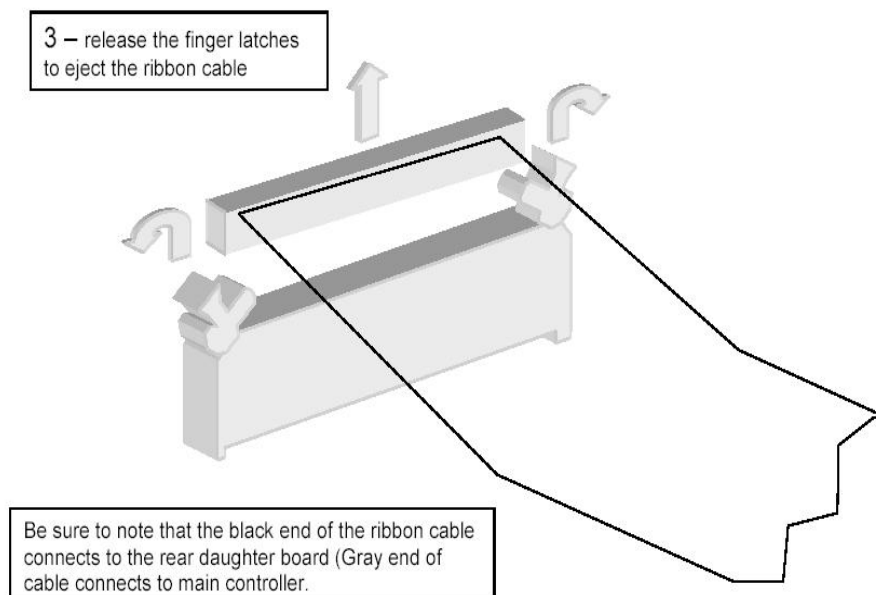3 – paper can be cleared from chute under the printer engine
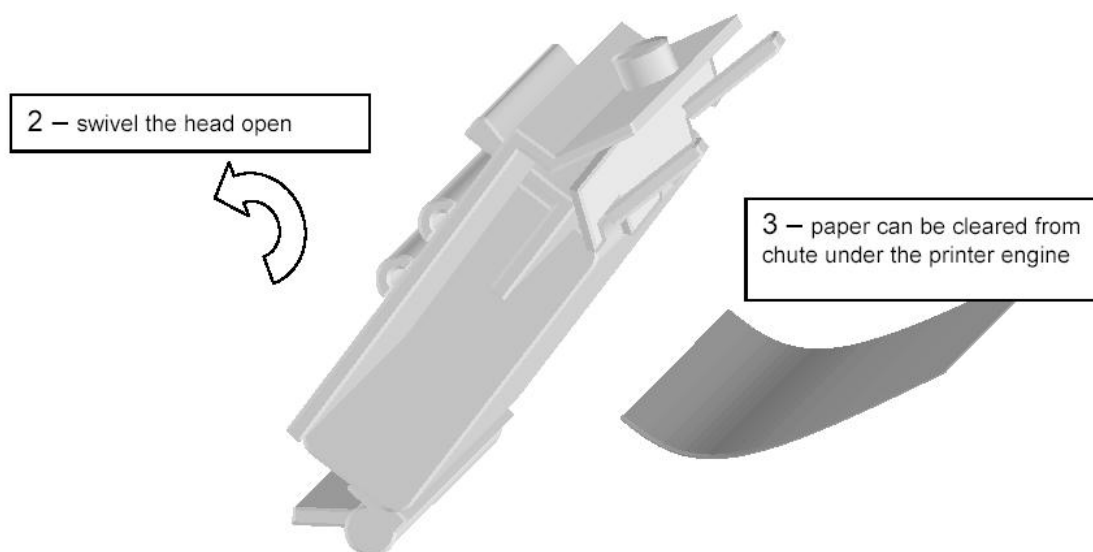
Removing the Inner Module

1. Turn off power

2. Slide the unit open until it locks in the open position

2 – slide the unit open until it locks
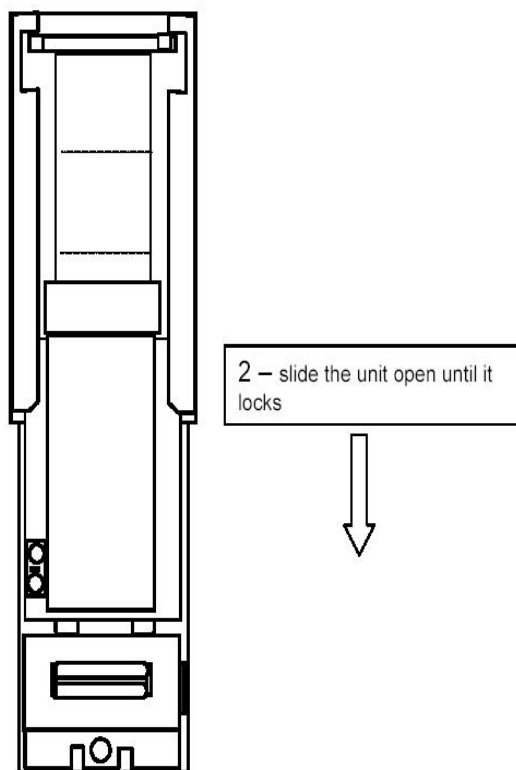
3. Release the ribbon cable by spreading the finger latches at the rear of the unit:

3 – release the finger latches to eject the ribbon cable

Be sure to note that the black end of the ribbon cable connects to the rear daughter board (Gray end of cable connects to main controller.

4. Press the release lever under the front of the unit in to release the sliding printer module. The will release the locking mechanism and the unit may be slid completely out of the stationary module.

4 – push inward on the locking bar at the front of the unit

Black connector end of cable hooks to rear daughter board

Gray connector end of cable hooks to main controller board

5 – slide the drawer module completely out of the stationary module
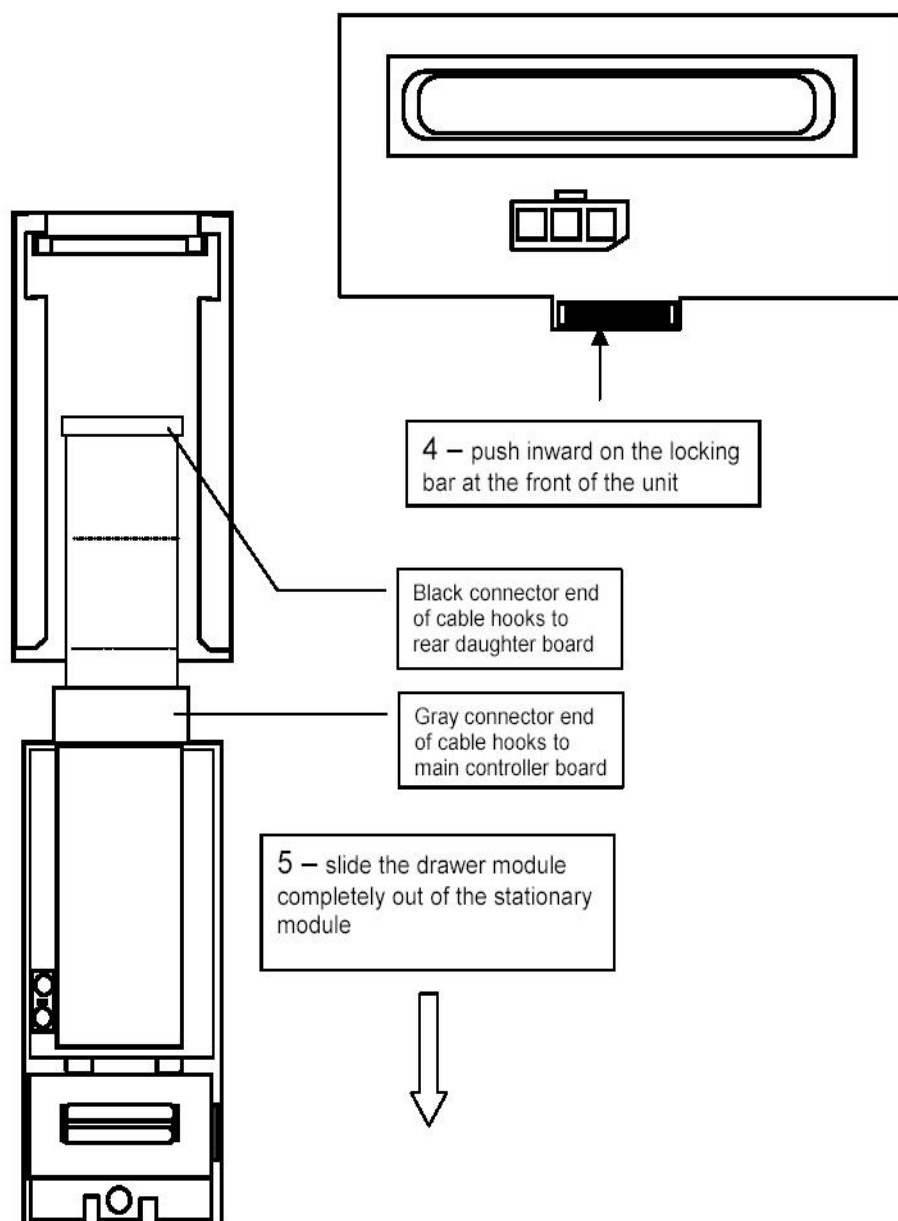
Fuse Replacement

> **WARNING:**
>
> **Disconnect the machine from the electrical supply prior to carrying out any maintenance on the fuse or power supply, and ensure no other person can re-connect the supply while you are working. You risk electric shock by attempting any maintenance with electrical power applied.**

1.   Disconnect the EGM from the electrical supply.

2.   Unlock and open the Main Door.

3.   Check that the EGM Power Switch is OFF (light is OFF within the switch).

4.   (Only if a hopper is fitted.) Remove the Hopper.

     The fuse holder is a bayonet cartridge type mounted on the lower left of the front panel of the power supply just above the supply input lead.

5.   Remove the fuse by turning the carrier counter clockwise. Remove the carrier.

6.   Replace the fuse in the carrier with a metric M205T 4 Amp Slow-blow fuse.

7.   Insert the carrier into the fuse holder and turn clockwise to lock.

8.   Connect electrical power to the machine and then switch on the EGM Power Switch.

9.   Verify that the power switch internal light (red) illuminates (confirms power to the power supply).

10. Verify that the Power Supply "Power Good" light (yellow) comes on and remains steady (confirms the Power Supply successfully started).

Button LED Replacement

The player push-buttons are fitted with LEDs which usually last longer than the life of the machine. If one fails to illuminate, the fault is not usually the LED.

To replace a Button LED:

Warning: Power down the EGM prior to replacing LEDs.

1.   Unlock and open the Main Door and gain access to the underside of the Button Panel. Power down the EGM.

2.   Grasp the base of the button and rotate counter clockwise (approx. 45ºC) to disengage from the body. The LED base can now be removed from the body.

3.   Remove the faulty LED and insert a serviceable LED.

4.   Re-seat the base in the body and rotate the base clockwise (approx. 45ºC).

5.   Close and lock the Main Door.

6.   Power up the EGM.

7.   Verify that the Button Lamps operate by carrying out a Lamp Test (see = on page 49).

Error Messages

The following is a list of messages that may be displayed by the EGM. The most common causes and remedies are also listed.

After clearing faults, use the audit key to reset the machine.

In the table below, the response "Decision" indicates that you need to consider what action you will take. Usually the significance of the message is "information only": for example, when the message appears while you have a technician working on the machine. However, if the message appears for no apparent reason, it may be an indication that you need to take action. For example: if the Message "Battery Charging OK" appears after a technician has replaced the battery, it indicates that the fault has been cleared. If it appears for no apparent reason, it means that at some previous time the battery charging was *not* OK, which can mean that the machine is developing a hardware fault so you may wish to call Service.

Message	Meaning	Operator Response
APB Communication Error	Communications with the APB are not responding	Call Technician
APB Communication OK	The system has reestablished communication with the APB	OK
APB Connected	Connection to the APB has been restored	OK
APB Disconnected	As Stated	Call Technician
APB Main Failure	No power to the APB	Call Technician
APB Main Restored	Power has been restored to APB	OK
Cash Box Door Closed	As Stated	OK
Cash Box Door Opened	The Cashbox is open	Close and lock the Cashbox - If not cleared, call technician
Coin In Yo Yo	The Coin Validator has detected a coin passing in the opposite direction or the Coin Validator is damaged. Reset the machine	Clear Coin Path Reset Call Technician
Coin Jam Cleared	As Stated	OK
Coin Validator Connected	As Stated	OK
Coin Validator Disconnected	Communications with the Coin Validator are not responding	Call Technician
Coin Validator Error	Coin Validator general error message: one ore more of several fault conditions has occurred	Reset EGM or Call Technician
Coin Validator Error Cleared	Above fault rectified	OK
Coin Validator Jam	Coin(s) jammed at the sensor (in the Coin Validator)	Clear Coin Path, Clean Optics, Reset EGM If fault persists, call technician
CONGRATULATIONS YOU HAVE WON	As Stated	OK
CONGRATULATIONS! LARGE WIN	As Stated	Hand pay win

Message	Meaning	Operator Response
CRC Table Error	The CRC Table is corrupted—this is a memory error	Call Technician
Diverter Error	Coin Diverter not in commanded position	Check for Jams, then call Technician
Diverter Error Cleared	Above fault cleared	OK
E2PROM Data Error	EEPROM (or E2PROM) write failure	Call Technician
E2PROM Data Error Cleared	Above fault cleared	OK
EGM Disable	As Stated	Call Technician
EGM Main Door Closed	The main door is correctly closed	OK
EGM Main Door Mismatch	Main door switches in incorrect state, or door switches or wiring damaged	Re-close door, Call Technician
EGM Main Door Mismatch Cleared	A door mismatch event has been cleared	Close Door
EGM Main Door Opened	The main door is open	Close Door, Reset EGM if required, call technician if fault persists
EPROM Error	EPROM corrupted or mismatched	Call Technician
Excessive Note Rejects Fault	An invalid/damaged Note has been entered 10 consecutive times or the optical sensors within the Banknote Validator are dirty/damaged. Adjust the video level	Clean Note Path or Call Technician
Extra Coin Out	Excess coins were dispensed by the Coin Hopper	Call Technician
Flash CRC Error	Flash CRC corrupted	Call Technician
Gamble exited due to win limit	As Stated	Decision
Gamble not available due to win limit	As Stated	Decision
Game Corruption	The game object in memory is corrupted or is not the same as the configured selection	Call Technician
Hard Meter Disconnected	The Hard Meters have been disconnected or are faulty	Call Technician
Hopper Connected	Coin Hopper is reconnected	Decision or Reset EGM
Hopper Disconnected	The Coin Hopper is not installed or connector not correctly mated	Reconnect Hopper or Call Technician
Hopper Empty	The Coin Hopper is out of coins (long timeout mode)	Refill Hopper and Reset EGM If happening consistently, call technician
Hopper Jam Cleared	As Stated	OK
Hopper Jammed	Coins Jammed across the Coin Hopper sensor	Clear Hopper
Hopper Optic Error	The software detected an error from the Hopper optics	Call Technician
Low NV-RAM Battery(Main Battery B1)	As Stated	Call Technician
Low NV-RAM Battery(Main Battery B2)	As Stated	Call Technician

Message	Meaning	Operator Response
Low PF Door Detection Batt(APB Battery B3)	As Stated	Call Technician
Monitor Door Closed	Closed after access	Reset EGM
Monitor Door Opened	The Monitor Mask is not latched	Refit mask
Banknote Validator Cheated	Note has been detected moving in reverse in the Banknote Validator	Call technician
Banknote Validator Connected	Banknote Validator reconnected	Reset EGM
Banknote Validator Disconnected	Banknote Validator is disconnected or Banknote Validator Defect	Reconnect Banknote Validator or Call Technician
Banknote Validator Door Closed	After access	Reset the EGM
Banknote Validator Door Opened	The Banknote Stacker Door is open, the Banknote Stacker Door switch is out of adjustment, or the Banknote Stacker Door switch or wiring is damaged	Close door or Call Technician
Banknote Validator Error Cleared	The fault below was cleared	OK
Banknote Validator Fault	A failure has been detected in the Banknote Validator.	Disable Banknote Validator so EGM can still operate and Call Technician.
Banknote Validator Jam Cleared	The fault below was cleared	OK
Banknote Validator Jammed	A Note is jammed in the Banknote Validator See *Jam Clearing* in Chapter 4) Or the Banknote Validator has incorrectly identified a note jam	Clear Banknote Validator or Call Technician
Banknote Validator Stacker Door Closed	The Stacker door has been correctly closed	OK
Banknote Validator Stacker Door Opened	The Banknote Stacker door is not in the locked position, the Banknote Stacker door switch is out of adjustment, or the Banknote Stacker door switch is damaged	Close Door or Call Technician
Banknote Validator Stacker Removed	The Banknote Stacker has been removed or not correctly mated in the Banknote Validator	Refit Stacker and Reset EGM or Call Technician
Banknote Validator Stacker Returned	After access	Reset EGM
Banknote Stacker Full	The Banknote Stacker is full or the pusher plate is jammed	Clear Stacker or Call Technician
Banknote Stacker Full Cleared	Above condition cleared	Reset EGM
NV-RAM Battery(Main Battery B1) Charging Failed	Battery could not be charged	Call Technician
NV-RAM Battery(Main Battery B1) Charging OK	Battery is charging correctly	Decision
NV-RAM Battery(Main Battery B1) OK	Battery voltage is within limits	Decision
NV-RAM Battery(Main Battery B2) Charging Failed	Battery could not be charged	Call Technician
NV-RAM Battery(Main Battery B2) Charging OK	Battery is charging correctly	Decision

Message	Meaning	Operator Response
NV-RAM Battery(Main Battery B2) OK	Battery voltage is within limits	Decision
NVRAM Device Error	NVRAM device is damaged	Call Technician
NVRAM Error	NVRAM has been corrupted or cleared	Call Technician
PF Door Detection Batt (APB Battery B3) Charging Failed	Battery could not be charged	Call Technician
PF Door Detection Batt (APB Battery B3) Charging OK	Battery is charging correctly	Decision
PF Door Detection Batt (APB Battery B3) OK	Battery voltage is within limits	Decision
Processor Door Closed	Logic Cage has been accessed but is now closed.	Error is self clearing.
Processor Door Opened	Logic cage has been opened.	Call Technician
Pwr Off Processor Door Access	The Logic Cage door was opened, tripping the intrusion detection, while machine power was off This message is displayed when the machine re-starts If the entry was authorised, reset the machine to clear the message	Call technician
Self Audit Error	Self Audit Check failed Reset the machine	Call Technician
System Error	NVRAM or EPROM is corrupted or there is a Game mismatch	Call Technician
SYSTEM LOCKUP	Program failure	Call Technician