



\*\*\*Prizes not Included\*\*\*



## Introducing Prize Hub Cloud!

Manage all your Prize Hubs online!

- Remote Configuration
- Prize Inventory Management
- Performance Monitoring
  - Vend Reports



Scan to learn more!

# FACTORY CONTACT INFORMATION



BAY TEK ENTERTAINMENT  
Pulaski Industrial Park  
1077 East Glenbrook Drive  
Pulaski, WI 54162 USA

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Open Monday - Friday  
8 AM - 5PM C.S.T.

All games are proudly manufactured at our factory in Pulaski, Wisconsin, USA

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# GAME SPECIFICATIONS

## MODULE WEIGHT

Main Module	254 lbs	115 kg
Capsule Module	474 lbs	215 kg
Spindle Module	381 lbs	173 kg
Locker Module	298 lbs	135 kg
XL Locker	416 lbs	189 kg
Marquee Sign	23 lbs	10 kg

## MODULE DIMENSIONS

Main Module	20" x 33" x 79"	51 x 84 x 201 cm
Capsule Module	34" x 33" x 79"	86 x 84 x 201 cm
Spindle Module	34.5" x 33" x 79"	88 x 84 x 201 cm
Locker Module	17" x 33" x 79"	43 x 84 x 201 cm
XL Locker	26.5" x 33" x 79"	65 x 84 x 201 cm
Marquee Sign	26" x 23" x 45"	66 x 59 x 114 cm

## OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

## SHIPPING MODULE WEIGHT

Main Module	344 lbs	156 kg
Capsule Module	564 lbs	256 kg
Spindle Module	471 lbs	214 kg
Locker Module	388 lbs	176 kg
XL Locker	506 lbs	229 kg
Marquee Sign	80 lbs	36 kg

## SHIPPING MODULE DIMENSIONS

Main Module	40" x 40" x 86"	102 x 102 x 219 cm
Capsule Module	40" x 40" x 86"	102 x 102 x 219 cm
Spindle Module	40" x 40" x 86"	102 x 102 x 219 cm
Locker Module	40" x 40" x 86"	102 x 102 x 219 cm
XL Locker	40" x 40" x 86"	102 x 102 x 219 cm
Marquee Sign	68" x 38" x 22"	173 x 97 x 56 cm

## POWER REQUIREMENTS

INPUT VOLTAGE RANGE	110 to 240 VAC
INPUT FREQUENCY RANGE	50/60 Hz

## MAX OPERATING CURRENT

Main Unit - 1.4A @ 115 VAC / 0.7A @ 230 VAC
Capsule Unit - 1.1A @ 115 VAC / 0.55A @ 230 VAC
Spindle Unit - 0.7A @ 115 VAC / 0.35A @ 230 VAC
Locker Unit - 0.7A @ 115 VAC / 0.35A @ 230 VAC
Locker XL Unit - 0.7A @ 115 VAC / 0.35A @ 230 VAC

# SAFETY PRECAUTIONS

<b>NOTICE</b>
Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.
<b>DANGER</b>
DO NOT perform repairs or maintenance on this game with the power ON. Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet.
<b>WARNING</b>
Use of flammable substances can cause severe burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.
<b>CAUTION</b>
Lifting heavy objects can cause back, neck or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game.
<b>ATTENTION</b>
Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer.
<b>IN CASE OF EMERGENCY</b>
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.
<b>WARNING</b>
This unit is capable of producing sound levels hazardous to human hearing. Consult local sound regulations and adjust volume accordingly.

## Cleaning Instructions:

Use mild glass cleaner for the windows and a damp rag for the exterior wood. The appliance should not be cleaned by water jet.



# MACHINE DIMENSIONS

All Modules are 33 inches deep and 79 inches tall.



# WELCOME TO PRIZE HUB

**Congratulations on your Prize Hub purchase!**

**Create game rooms where they've never been before!**

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

**With the flexibility to utilize many ticketless user interfaces, card swipe systems, RFID readers and bar code scanners, the Prize Hub is your ticket to the future of redemption!**

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

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

*Your Friends at Bay Tek Entertainment*



## GAME INSPECTION

Please inspect the game for any damaged, loose, or missing parts.

If damage is found, please contact your freight carrier first.  
Then, contact Bay Tek Entertainments' Service Department at  
(920) 822-3951 Ext. 1102

Or email us at [service@baytekent.com](mailto:service@baytekent.com) for further assistance.

# PRIZE HUB SET UP

Each Prize Hub Module will arrive on it's own pallet.

Please inspect all pallets for shipping damage and report immediately to the freight company if any damage found.

## Unbox each pallet:

Remove the cardboard surround, plastic bag, and any attached banding straps.

Using 2 people, carefully remove the Module from the pallet and bring into position in the room.

## Planning:

Prize Hub 2.0 can be configured and assembled with any module attached to either side of any other module.

### Limitations:

- The Network Cable from each module must be routed through the lower side holes in the cabinet and plug into the main module's switch.
- The power cord from each module must come out the back of the module and plug into a power strip that can be accessed from the rear or side of cabinet.

This is an example of how the Prize Hub 2.0 can be configured:

From left to right: Capsule, Spindle, Main, Locker, Locker XL

It is recommended that the Main Module with the touchscreen be placed near the center so that the guest has easier access to all modules when shopping.



## Instructions:

Place each module in the approximate location and position relative to each other.

Remove the small bag of keys taped to each module and unlock and open the front and back doors.

Each module will have 2 pieces of wood attached to the side of cabinet. If this module is to be used on an end, these pieces of wood will need to be removed with a #2 square bit.

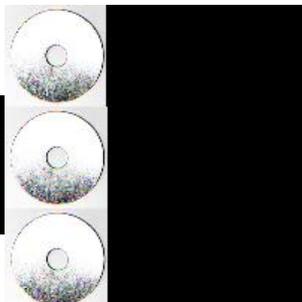
Locate mounting hardware kit inside each module. Part # A5KIT-PRIZEHUB

This hardware will be used to connect each module to the one next to it.

Locate 4 bolts, 8 washers, and 4 nuts from the hardware kit.



A5BOHH120



A5WAFE020



A5NULO060

# PRIZE HUB SET UP

Working through the back door of each module, install a bolt, 2 washers, and 1 nut into the hole near the top into the Prize Hub module next to it. Tighten with a 1/2" wrench.

If this module is to be used on an end, install the bolt so the nut will be on the inside of the module next to it.

Install a bolt, 2 washers, and 1 nut into the hole near the bottom into the Prize Hub module next to it. Tighten with a 1/2" wrench.

The 2 front sets of hardware are installed in a similar way from the front door of the module, or inside locker after Prize Hub is powered on and tested.

Locate the network cable and power cable inside each module.

Remove the power cable and plug into the power strip.

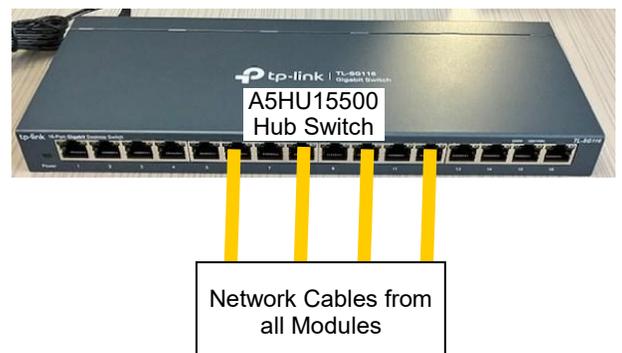
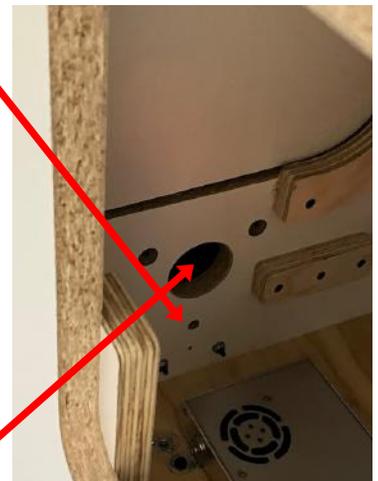
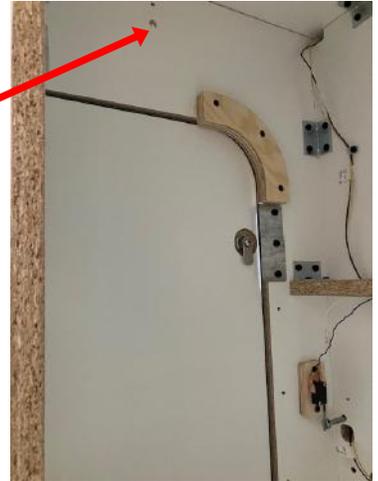
Position the power strip so that the rocker switch is accessible from the edge of the assembled modules, or from the back of the cabinet.

Route the network cable from each module through the side holes in the cabinet toward the main module.

All network cables will plug into the Hub Switch located inside the main module.

Plug each modules network cable into any socket on the switch.

Once all modules are connected and plugged in, power on the entire machine using the toggle switch on the power strip.



# PRIZE HUB SET UP

Locate the Hardware Finish Kit from inside the main module.  
Part # A5KIT-PH2-FINISH

Locate the 2 metal plates that will cover the holes on both the left and right sides of the fully assembled cabinets.

Install using 4 of black screws for each plate.

Install a side decal on the outside side walls of the fully assembled cabinets. 3 decals are included with game. (2 are used, 1 is a spare)



## Place serial # stickers on main module

Each module will have an extra serial # sticker.

We recommend to place these stickers inside the front door of the main module above the monitor.

This will help identify any module attached to the main unit in case of any future problems.  
Serial #'s are important.



# PRIZE HUB SET UP

## Load Prizes

Locate the following items from your prize supplier:

- USB flash drive
- Live product displays (for capsules)
- Prizes
- Itemized packing slip

Load all prizes in the appropriate locations according to the ticket value on the packing slip.

Extra ticket number decals are included in case ticket values need to be changed.

### Capsule Module

Rotate the capsule tree to the desired position by turning it slowly by hand.

The bins are identified by the stickers on the plexi, the location is always to the right of the location markers.

Place capsules in to the hoppers with the shovel slide provided.

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

Display dimensions: 8" X 9"

The pictures will be loaded from the USB flash drive later.

Menu settings will be done later.



### Spindle Module

Open the front door of the spindle display case and slide the ticket value bars up and out of their rests. Set aside for later installation.

Remove the safety rods by turning CLOCKWISE.

Hang prizes on the spindles. To avoid time-out dispense failures, try to place the prizes no more than 3-4 coils apart.

Insert the safety rods OVER the hang tabs of the prizes, and secure by turning COUNTER-CLOCKWISE.

The pictures will be loaded from the USB flash drive later.

Menu settings will be done later.



### Locker Module

Open the main hub door and enter the menu: Machine Setup, Modules.



Machine Setup

Modules

Touch "Test Vend All" - This will open all of the locker doors.



Lift up on the doors and place the prizes inside.

Make sure the doors close securely and test them again to verify operation.

The pictures will be loaded from the USB flash drive later.

Menu settings will be done later.



# PRIZE HUB SET UP

## Quick Set Up in Menu System

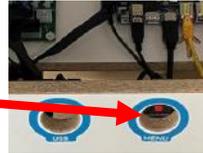
This is only a quick look at the important settings to get your Prize Hub set up and ready to be used. More detailed explanations of all menu functions are located in the Main Menu Section.

Insert the barrel key into the T Handle and turn until the handle pops out.

Turn the handle to open.

Press the red menu button inside the cabinet.

Close the door so you can view and touch the monitor.



Set “Expected Modules” and “Sequence” in the “Machine Setup” menu:

Touch “Machine Setup”



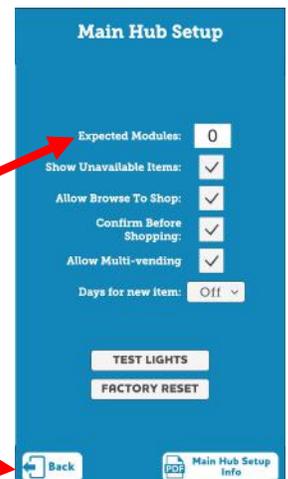
Touch “Main Hub”



Input the **number of modules** that are connected to the main hub.

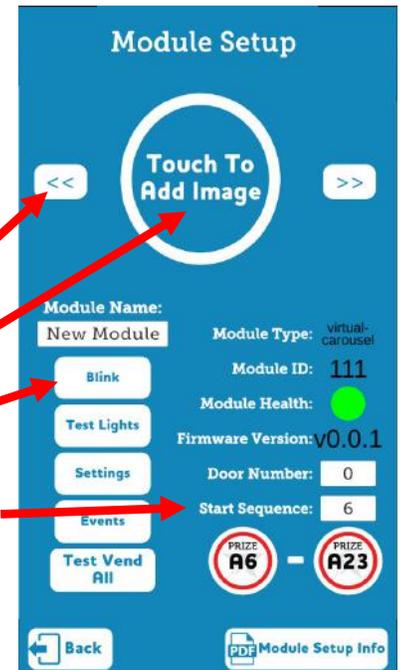
For example, if you have one of each spindle, capsule, locker, and locker XL modules; then you would enter 4.

Touch “Back”



# PRIZE HUB SET UP

Touch "Modules"



This screen will show all of the connected modules by touching the left and right arrow buttons

Touch the circle to bring up the image picker and change the image of the module to match its' type to help identify it.

Touch the "Blink" button to also help identify it.

**Start Sequence:** This important setting will distinguish between multiple modules of the same type. Each module has prize location assigned.

For Example:

The first spindle module's start sequence must be set to 1.

It will show B1 - B21

The second spindle module's start sequence must be set to 22.

It will show B22 - B42.

Locker and Locker XL modules are set up a similar way:

The C1-C5 Locker must be set to 1

The C6 - C14 Locker XL must be set to 6

If there is another Locker unit with higher door numbers, it will be set to 15.

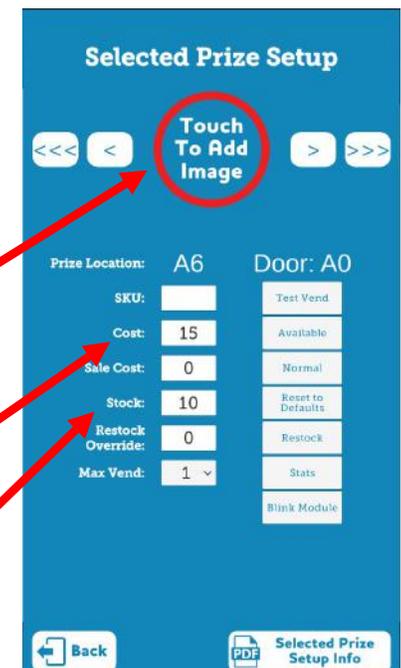
**Set "Cost" and "Stock" in the "Prize Setup" menu:**

From main menu touch "Prize Setup"



Prize Setup

Touch "Go To Prize"



This screen will show all of the prizes by touching the left and right arrow buttons. The triple arrows will cycle through by 10.

The prize image can be loaded by touching the default circle for non-cloud users. For best results load images through the Cloud service.

The images can also be loaded by touching the "Images" button in the Prize Setup menu. Both menu pages will load images from a USB thumb drive when it is inserted with the power on.

**Cost:** Set the amount of tickets needed to receive each prize.

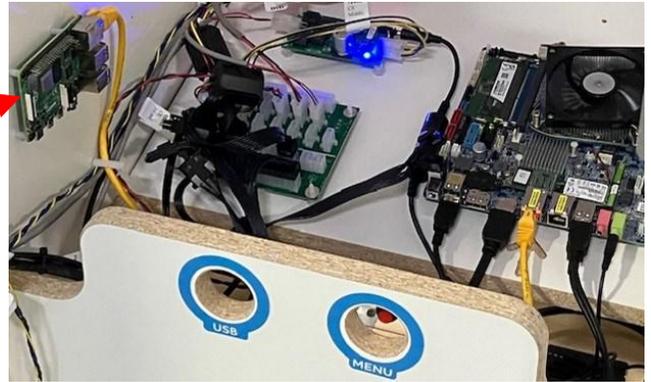
**Stock:** Count and set the current amount of prizes in each location.

# PRIZE HUB SET UP

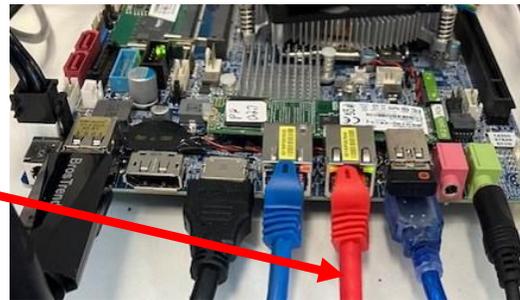
## Card System Setup

Every card system is different. However, they all will interface through the card payment adapter.

**Connect your card system to the Prize Hub:** Plug the card system's swiper or reader into the USB slot on the card payment adapter.



On card systems that have a network cable, this must be plugged into the right side network socket.



## Set information in the "Payment Systems Setup":

From main menu touch "Payment Systems Setup".



menu:

This screen will show the card system's name. If it does not, check power into the card payment adapter and network connection to hub switch and motherboard's left side network socket.



Touch the "Settings" button.

This screen will be different for the different card systems. **All fields must be filled out completely with the information provided by your card system company,**

**embed-payment-adapter**

Username  
Username provided by Embed  
value

Password  
Password provided by Embed  
value

IP Address  
IP address of ECS server  
value

Save Exit

Touch "Save" first, then touch and Exit".

The Prize Hub is now ready to be tested and operated.

# MARQUEE INSTALLATION

## Tools Needed:

2 people

Drill with #2 square bit

Un-package the marquee and locate the hardware packet; set aside.

There are 2 wood slats that will be installed on top of the machine.

The marquee will be install on these slats in the center of the assembled machine.

Team-lift the marquee onto the top of the Prize Hub.

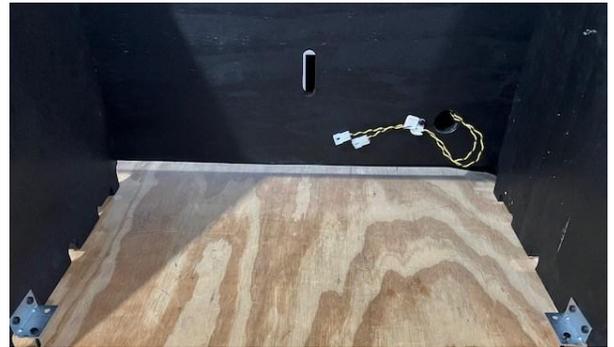
One person will have to hold the marquee up while the other directs them to center it.

Secure the marquee in place with included black wood screws.

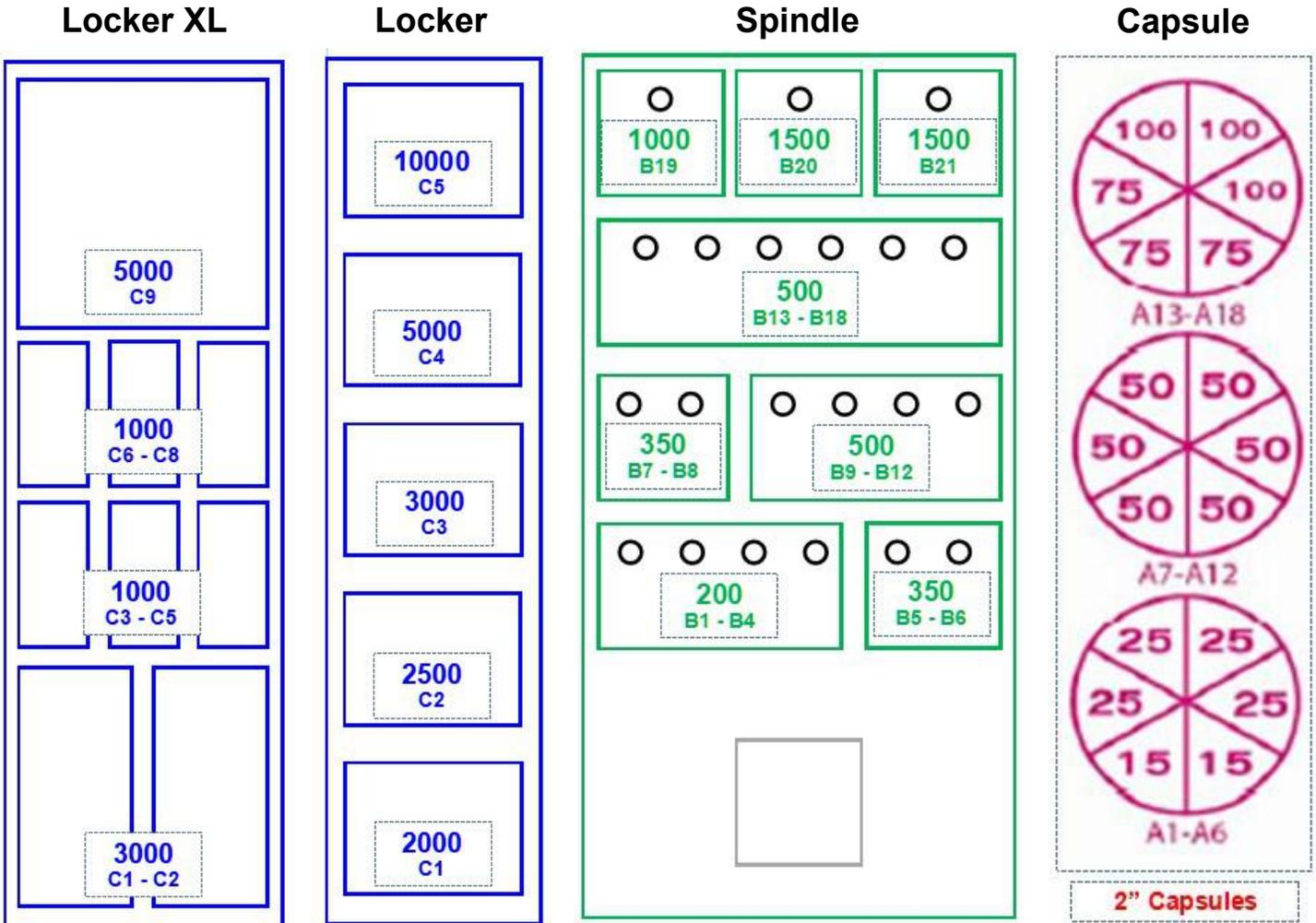
Plug the 2 cables from the sign labeled CE15575 into the 2 cables from the top of the main module labeled CE15510.

It does not matter which cable goes where.

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



# Module Dimensions & Capacity



	Capacity Per	Variety	Total Capacity	Max Height	Max Width	Max Depth
<b>Capsule Module</b>	120	18	2160	2" Capsules		
<b>Spindle Module</b>						
Rows 1-3	**	18	54 - 252	9"	5"	**
Top Row	**	3	9 - 42	9"	10"	**
<b>Locker Module</b>	1	5	5	10.5"	14"	13.5"
<b>Locker XL Module</b>						
Bottom Row	1	2	2	19.75"	19.75"	13.5"
Middle Rows	1	6	6	11.5"	5.5"	13.5"
Top Row	1	1	1	19"	9"	13.5"

The capsule mechanism is compatible with 2" acorn, round, egg, candy capsules, and 2" foam and super balls.

\*\* Spindle capacity varies by prize depth:

- 14 of flat items (one per coil)
- 10 of 1" thick items
- 5 of 2" thick items
- 3 of 3-4" thick items

# Sign Up for Prize Hub Cloud

## Prize Hub Cloud Setup

Setup requires a computer/laptop/phone to access the internet along with accessing the menu of Prize Hub itself.

Using your computer/laptop/phone, go to the website:  
**www.prizehubcloud.com**

This QR code will bring you there when scanned.

It is also located on service manual, or scan the QR code from the Prize Hub Cloud Menu.



Click on “Login / Signup”, or “Start Your Free Trial Today”.



If you already have a Prize Hub Cloud account, type your email and password and sign in.

Sign in with your email and password

Email

Password

[Forgot your password?](#)

**Sign in**

Need an account? [Sign up](#)

If you're new to Prize Hub Cloud: Click on “Sign up”

Fill in the blanks with your Email, First Name, Last Name, and desired password.

Sign up with a new account

Email

Given name

Family name

Password

**Sign up**

Already have an account? [Sign in](#)

Check your email for a code to verify your account.  
It may be in your junk mail folder.

**Confirm your account**

We have sent a code by email to d\*\*\*@h\*\*\*. Enter it below to confirm your account.

Verification code

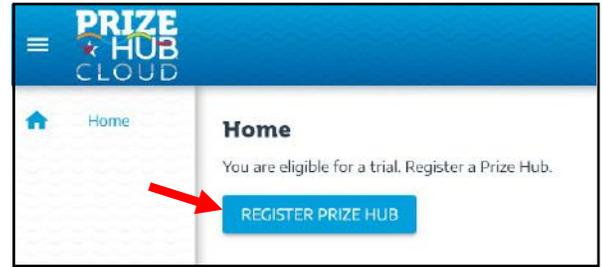
**Confirm account**

Didn't receive a code? [Send a new code](#)

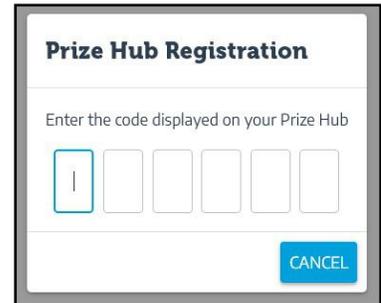
# Sign Up for Prize Hub Cloud

After you confirm your account, you will be taken to the home page.

Click on "Register Prize Hub".



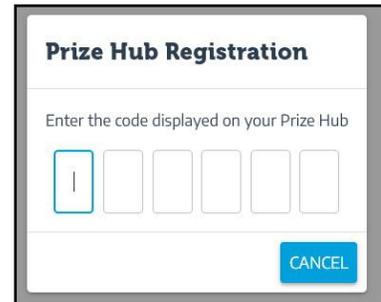
This screen will appear:



You will now need someone in front of the Prize Hub machine: From main menu, go to the Prize Hub Cloud Menu.

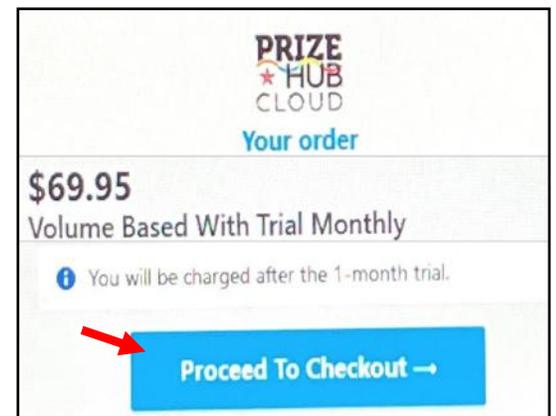


Click on "Register With Cloud"  
A code will be displayed.



Input the code shown into the website.

Click "Proceed to Checkout".

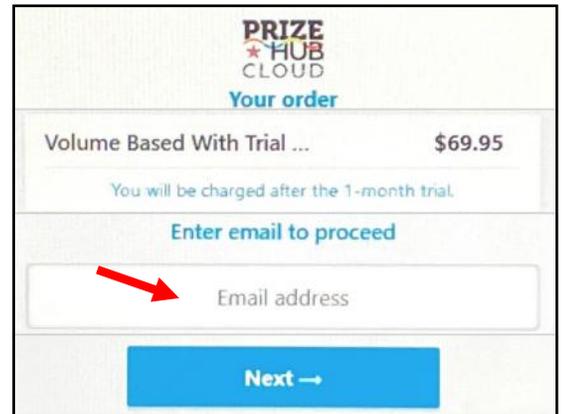


# Sign Up for Prize Hub Cloud

Enter email address.

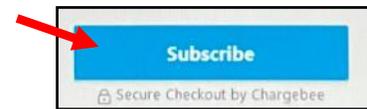
This will verify that you are new to the Cloud.

Click on "next".

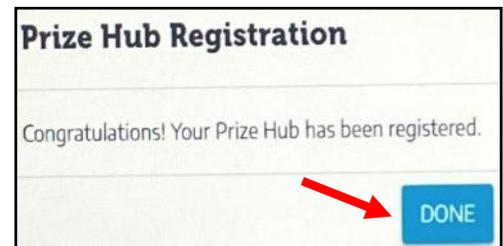


Add your account details:

- First and Last Name and email address.
- Billing Address.
- Complete the order by clicking "Subscribe".



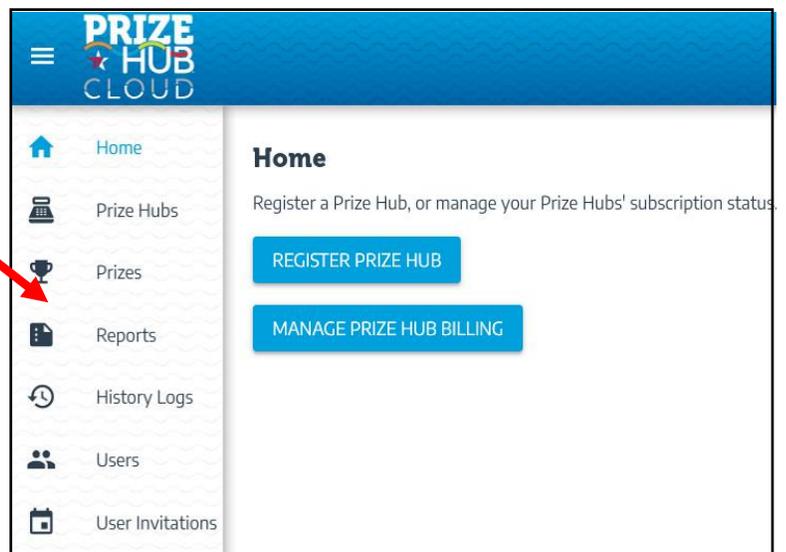
Registration is now complete - click "Done".



The account home screen will be displayed.

The left side of the screen will show data across all of your Prize Hubs.

Refer to "Prize Hub Cloud User Manual" for more information.



# IMPORTANT INFORMATION

## Important info about the Prize Hub 2.0

1.) All card system interfaces must plug into the Payment Adapter on the Prize Hub.

If the card system uses 2 different interfaces, for example a NFC reader and scanner, 2 Payment Adapters must be used.

The payment adapter has a micro SD card with a program that is specific for that card and only that specific card system.



2.) The user interface on the Prize Hub is designed to only show available prizes.

A prize will be Unavailable if:

Stock quantity of prize is 0.

Cost of prize is 0.

Set to Unavailable in the Prize Setup Menu

3.) The user interface is normally in “Browsing Mode” - all available prizes will show and the user can use the filter functions to click and look at prizes.

The user interface will go to “Shopping Mode” as soon as tickets are added.

Only prizes that are available to guest will be shown.

For example, if they add 200 tickets, all prizes above 200 will not be shown on the screen. This make it more clear for guests.

4.) Menu screens have Info buttons, that will show detailed manual information.



5.) USB icon will be displayed when a USB stick connected to the machine.

This must be inserted while the machine is on.



6.) An owner can set up many different users and passwords to restrict access to the menu options.

A User Profiles button will be displayed when you have users set up.



# PRIZE HUB USER INTERFACE

## Language Selection:

Shows the currently selected language being displayed.  
When touched, options will slide out based on machine setup. English, French, Italian, German, and Spanish will be supported.

## Message Center:

Default welcome message cycles with custom message during browsing mode.  
Shows tickets during shopping mode.

## Prize Filters:

Dispenser type buttons change which prizes are displayed.

If all dispensers are shown, then clicking a button will disable all other dispenser types and only display the type selected.

If all dispensers are NOT shown, then clicking a button will toggle that type.

Only dispenser types connected to the machine will be displayed, so if the operator only has lockers connected, only "C" will be visible.

The ticket slider can manipulate the "price range" of what is visible.



## Operator Information:

Displays any location data provided for guest.  
If no information is provided, the default message is "Welcome! The Prize Hub Is Ready!".

## Exit:

Touch to remove tickets from Prize Hub.

## Prize List:

This is a grid layout of prizes on the machine.

Pending the machines' setup, it may or may not include prizes that are unavailable.

Swipe to scroll through the prizes.

Side bar can also be used to scroll through the prizes.

Each prize is a button that can be clicked.

If the prize is unavailable, it doesn't do anything.

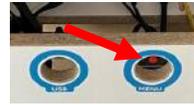
If the prize is available and we are browsing, it will post a larger prize display with a cancel button.

If the prize is available and we are shopping, it will post a larger prize display with a select and cancel button.

# Prize Hub Main Menu

## How to enter menu:

Press and hold the red menu button inside the front door of the cabinet for 2 seconds. The main menu will show on screen.



“User Profile” will only show if password is set up.

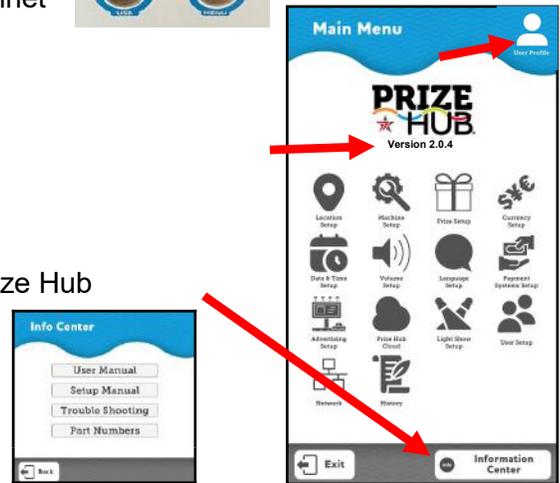
Software version is displayed.

Menu Options are available to touch.

“Information Center” Button:

Brings up tutorials explaining the operation of the Prize Hub

Note: If any menu items are greyed out, they have been set to a non-standard value in Cloud. If they need to be changed, change in Cloud.



# Location Setup Menu

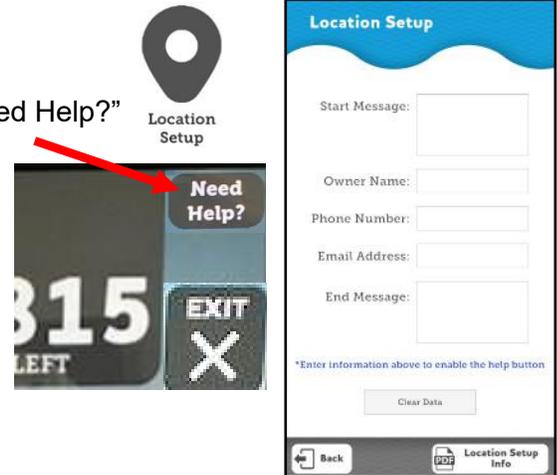
## Location Setup Menu

This information will show on screen when a guest touches the “Need Help?” icon on the main user interface.

All fields can be typed in at the touchscreen, or attach a keyboard.

This is information the operator would provide for guests for who to contact.

If none provided, the icon will not show on the user interface.



# Machine Setup Menu

## Machine Setup Menu

### Main Hub

Settings for the main hub and user interface.

### Customize UI

Changes the custom message and the ticket slider filter.

### Modules

Sets the Sequence of each module.

Sets the individual settings for each module type.

### Dispensers

Options to change the dispenser type color

Settings that will be used for each prize that is associated with dispenser type.

### Timeouts

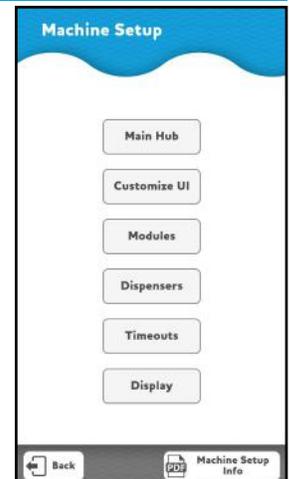
Settings for how long the Prize Hub will wait for certain things.

### Display

Ability to change the display orientation.



Machine Setup



# Machine Setup Menu

## Main Hub Setup Menu

### Expected Modules

Set to how many modules are attached to the main unit.  
Prize Hub Cloud will post an error message if this does not match the number of modules that Cloud reports.

### Show Unavailable Items

If checked, the User Interface will display the prizes that are out of stock. These prizes will not show when tickets are added to the Prize Hub.

### Allow Browse to Shop

If checked, a guest can touch a prize icon on the screen during Browsing, and it will allow a green check mark so that the guest can go to Shopping Mode. This will disable the Multivend option.

### Confirm Before Shopping

If checked, at card swipe the Prize Hub will show the amount of tickets on card, and asks if you would like to continue to Shopping Mode.

### Allow Multi-vending

If checked, a guest can change the quantity of the selected prize to dispense more than one at a time. Make sure the "Max Vend" is set in the "Dispenser Setup" menu in Machine Setup Menu

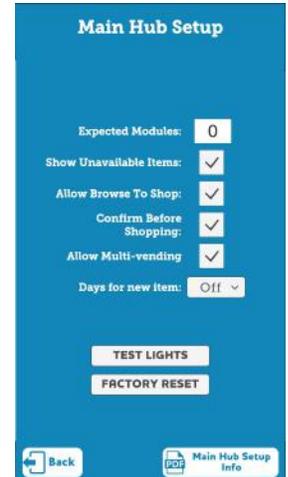
### Days for a new item

If a "New Item" is checked in the Prize Setup, a banner declaring "New Item" will be shown on this picture for the selected number of days.

Off	7	14	30
-----	---	----	----

**Test Lights:** Option to change light colors on top and below main module to test.

**Factory Reset:** Option to erase all current settings and bring the Prize Hub back to it's original factory settings. (not recommended)



**!!!WARNING!!!**  
You are about to factory reset your Prize Hub. This action will erase every setting and close the menu. THIS CAN NOT BE UNDONE!

Are you sure you want to factory reset this Prize Hub?



## Customize UI Menu

### 2nd Browsing Message

A custom message will show on the user interface after "Welcome"

### Filter Timeout

Amount of seconds that the Ticket Filter changes will show filtered selections before returning to show all prizes during browsing.

10	15	30	60	90	120
----	----	----	----	----	-----

### Enable Ticket Filtering

If checked, screen will show module buttons and a ticket slider to narrow the range of prizes shown during browsing.



### Ticket Filter Increment:

The distance that the sliders move.

5	10	25	50	100
---	----	----	----	-----

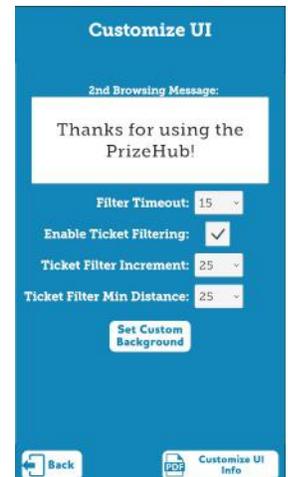
### Ticket Filter Min Distance:

How close the 2 sliders can come together.

0	25	50	75	100
---	----	----	----	-----

### Set Custom Background:

Ability to load via USB stick a background image to show during browsing.  
720 x 1080 is best size



# Machine Setup Menu

## Module Setup Menu

Click the circle to bring up the image picker and change the image of the module to match its type.

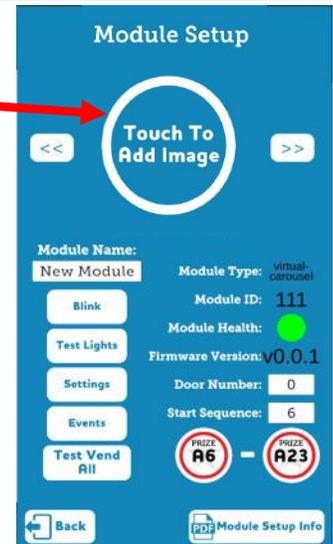
Each connected module can be cycled through with the [<] and [> >] buttons

**Module Name:** Can be named “Left Spindle”, “Right Spindle” etc.

**Blink:** Will blink the lights inside the module to help identify it.

### Test Lights:

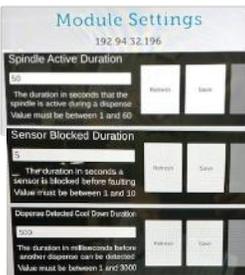
Option to change light colors on top and below module to test. Touch color and the appropriate light will change color.



### Settings:

Screen will appear showing the different timeouts depending on which module is connected. The new time in seconds can be entered and touch the “Save” icon to save. The bar will turn green if time is accepted.

### Spindle Module

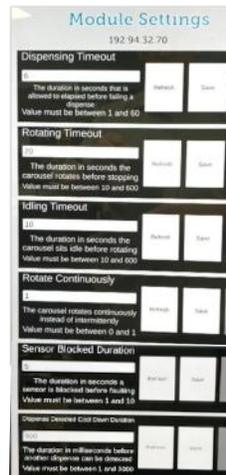


Maximum amount of time (in seconds) the spindle will turn if it does not see a prize drop.

Amount of time (in seconds) that the prize chute sensors can be blocked before triggering an error.

Amount of time in milliseconds before another dispense is detected. Too small and it may see one prize twice.

### Capsule Module



Maximum amount of time (in seconds) the capsule motor will turn if it does not see a prize drop.

Amount of time (in seconds) that the carousel will rotate.

Amount of time (in seconds) that the carousel will stop rotating.

Set to 1 if you prefer the carousel to rotate constantly without stopping.

Max amount of time in seconds which the sensor can be activated before triggering error state.

Amount of time in milliseconds before another dispense is detected. Too small and it may see one prize twice.

### Locker Module



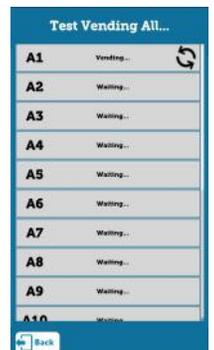
Amount of time (in seconds) the locker solenoid will be held open during dispense

### Events:

Helpful diagnostic information specific to the module are listed.

### Test Vend All:

Good for diagnosing issues, and extremely helpful for loading locker doors. This will open all locker doors one at a time automatically.



**Module Type/ Module ID:** Hard coded information from the module I/O boards.

**Firmware Version:** Shows the software version on the module controller board.

**Door Number:** Appears when Dispenser Setup, Door Location is set to Letter and Number. This will show the door number when connecting multiple modules.

**Start Sequence:** This important setting will distinguish between multiple modules of the same type. Each module has prize location assigned.

For Example:

The first spindle module’s start sequence must be set to 1. It will show B1 - B21

The second spindle module’s start sequence must be set to 22. It will show B22 - B42.

Locker and Locker XL modules are set up a similar way:

The C1-C5 Locker must be set to 1

The C6 - C14 Locker XL must be set to 6. If there is another Locker unit with higher door numbers, it will be set to 15.

# Machine Setup Menu

## Dispenser Setup Menu

Click the circle to bring up the color picker to change the dispenser type color shown on the user interface.

Dispersers

Each connected module can be cycled through with the [ << ] and [ >> ] buttons.

The Dispenser can be named. Usually Capsule, Locker, or Spindle

**Reset Color:** Will reset the color of the dispenser to the default color.

**Ignore Stock Value:** If checked it will dispense item until empty.

**Restock Value:** The amount that the stock value will go to when “Restore Stock” is touched.

**Max Vend:** The maximum amount allowed to dispense if “Allow Multi-Vends” is checked on the Main Hub setup page.

1 2 3 4 5

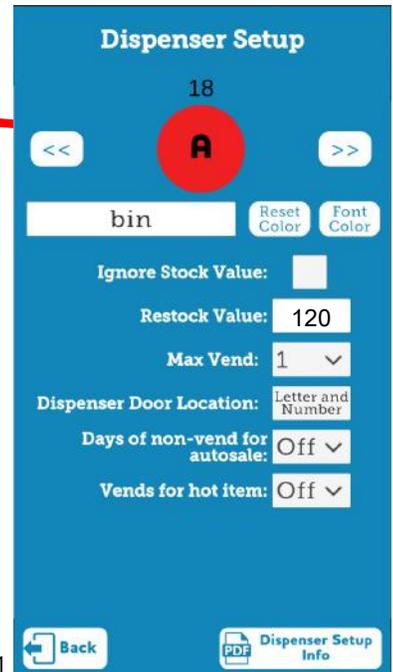
**Dispense Door Location:** Shows location as Letter, Letter & Number, or Prize Location

**Days of non-vend for autosale:** If desired, a prize can automatically go on sale if not dispensed for a set number of days.

Off 14 30 60

**Vends for a hot item:** Once this amount of vends is reached in a 24 hour period, a “hot” banner will show on prize image.

Off 1 2 3 ... 24 25



## Timeouts Menu

Timeouts

### Menu Timeout:

The amount of time in seconds that the menu will show before going back to attract. A screen touch will reset this timer.

60 120 300 600

### Shopping Timeout:

The amount of time in seconds after swiping a card that the tickets will remain on the screen.

20 30 40 60

A screen touch will reset this timer.

### Prize Details Timeout:

The amount of time in seconds after touching a prize during browsing, that it will remain full sized on the screen.

5 10 15

A screen touch will reset this timer.

### Prize Confirm Timeout:

The amount of time in seconds after selecting a prize, that the prize confirm screen will show before going back to attract.

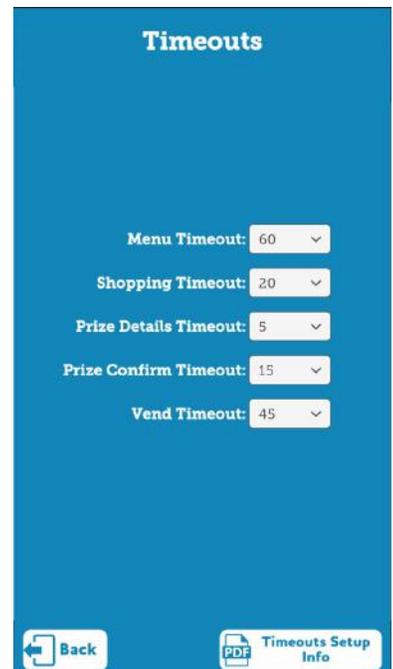
10 15 20 25 30

A screen touch will reset this timer.

**Vend Timeout:** The maximum amount of time the dispenser will run if it does not see a prize dispensed.

Note: This includes the time for all multivend items. If 5 spindle prizes are selected, depending on spacing on the spindle, it may take 120 seconds to dispense all 5 prizes.

45 60 90 120 240



## Display and Input Settings Menu

For future use if the monitor ever changes and the display orientation needs to be changed.



# Prize Setup Menu

## Prize Setup Menu

### Go to Prize

Settings for each specific prize.  
Cost to redeem each prize, stock levels, test vend



### Details

Displays basic settings of all prize locations  
Shows whether a prize is available

### Images

Option to load prize images to prizes.  
Click on the prize image to “queue up” the image to add to any prize location

### States

Displays current state of all prize locations

### Stock

Displays all prizes with their associated stock value  
All stock values can be reset to default.

### Stats

Display all prizes with their associated statistics  
Button to reset individual and all statistics



## Go To Prize Menu:

Touch the image or default circle to bring up the image picker to change the image shown on user interface

Touch the [ < ] and [ > ] buttons to cycle through each prize location.

Touch the [ <<< ] and [ >>> ] buttons to cycle through 10 prizes at a time.

**SKU:** Option to include a SKU number for inventory tracking

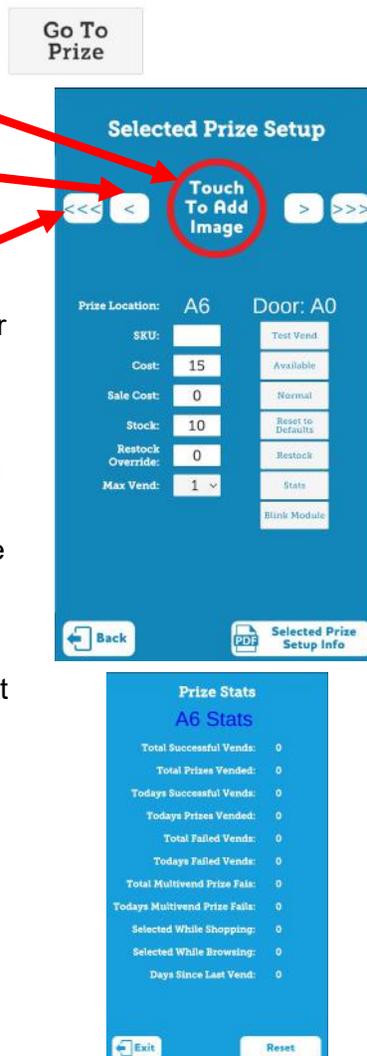
**Cost:** The amount of tickets needed to receive prize.

**Sale Cost:** The amount of tickets needed to receive prize if “on sale”.

**Stock:** Current amount of prizes on/in the location. (Lockers will max at 1)

**Restock Override:** Restock values are set in the Machine Setup --> Dispenser Setup Menu. A specific spindle can be set to a different restock value if desired  
“Restock All” will use this value if set.

**Max Vend:** Maximum Vends are set in the Machine Setup -> Dispenser Setup Menu. This value will override that value.



**Test Vend:** The Prize Hub will vend this prize location.

**Available/Empty:** Can be toggled between “Available” and “Empty”. Vend Failure may show if there is a problem with location. Default may show if the prize has never been set up.

**Normal/New Item:** This will show a banner over the prize image on the user interface declaring a New Item.

**Reset to Defaults:** Will reset the item settings to the factory default.

**Restock:** When touched, it will set the stock levels to restock value.

**Stats:** Will show current statistics of this prize.

**Blink Module:** Will blink the lights of the module to help identify it.

# Prize Setup Menu

## Prize Details Menu

Details

Displays the current status of all items:

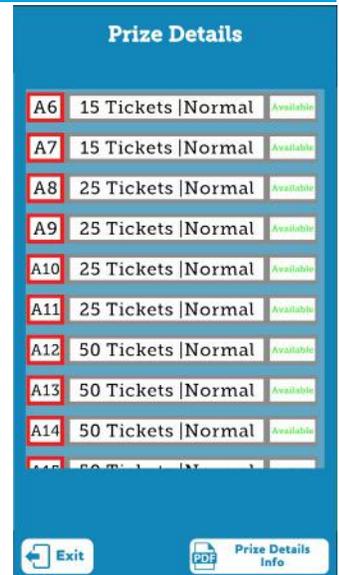
### Prize Location

**Cost of Prize** - The amount of tickets needed to vend prize.

**Max Vend Allowed:** Set in “Main Hub Setup” menu in Machine Setup Menu and the “Max Vend” is set in the “Dispenser Setup” menu in Machine Setup Menu

**Sale status:** Normal, new, or on sale.

### Prize Available / Not Available



## Images Menu

Images

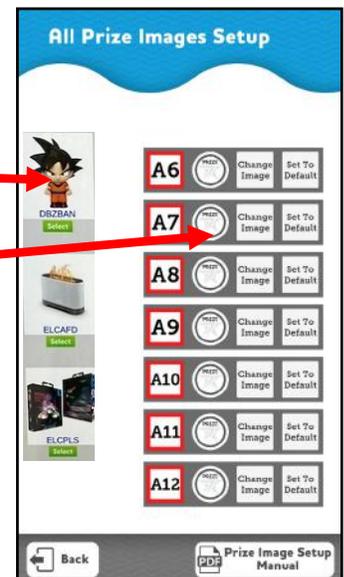
Images are displayed on the left

Click on the select button of the image to “queue up” the image to add to a prize location.

Prize locations are displayed on the right

Touch “Change Image” to set this prize location to the currently selected image.

Touch “Set to Defaults” to set this image to the default Letter/Number image.



## Prize States Menu

States

Displays all prizes with their associated state value

Available, Empty or Vend Failed

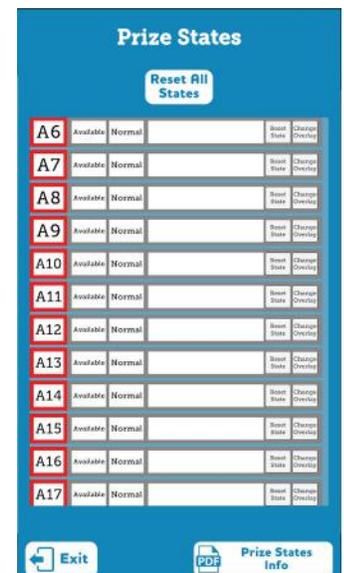
Normal, On Sale, New Item, or Hot Item

A window to show any error messages or changes made

Touch “Reset State” to change individual prize to Available.

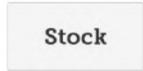
Touch “Change Overlay” to change to Normal, On Sale, New Item, or Hot Item

Touch “Reset All States” will change all prizes to Available.



# Prize Setup Menu

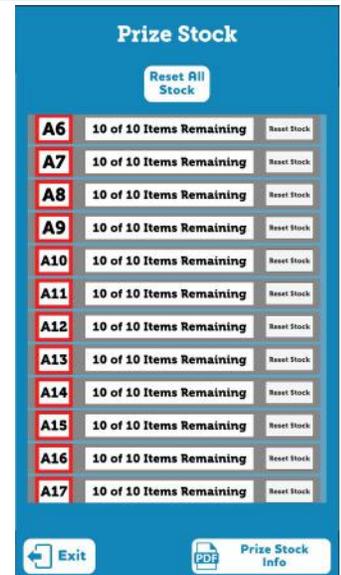
## Prize Stock Menu



Displays all prizes with their current associated stock value

Touch "Reset Stock" to return stock levels to their original values.

Touch "Reset All Stock" to return all prizes stock levels to their original values.



## Prize Stats Menu



Displays all prizes with their associated stats:

Successful Vends Total  
Successful Vends Today

Failed Vends Total  
Failed Vends Today

Touches Browsing - Number of times a prize was touched from user interface.  
Touches Shopping - Number of times a prize was selected for dispensing.

Touch "Reset Stats" to clear statistics to zero.

Touch "Reset All Stats" to clear all prize statistics to zero.



# Currency Setup Menu

## Currency Setup Menu



Currency is what is being redeemed for prizes. (Tickets, points, or coupons)

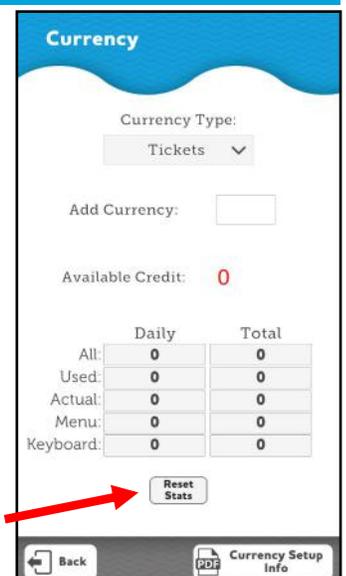
Tickets	Points	Coupons
---------	--------	---------

Add Currency will add the amount of tickets to the screen for testing.

Shows amount of tickets added by the different input options.

Statistics show daily and total tickets added to Prize Hub and used.

Touch "Reset Stats" to clear to 0.



# Date & Time Setup Menu

## Date & Time Setup Menu:

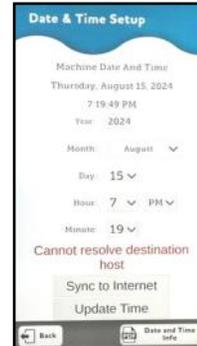
Ability to set to local time.

The option to set the hourly offset to match their particular time

This will not change automatically for day light savings time changes.

Note: If your Prize Hub is offline, a different screen will appear:  
The time and date will have to be set manually.

Hint: If changing from a date too distant from the current date, first set the date to a closer date, then set current date.



# Volume Setup Menu

## Volume Setup Menu

Volume Sliders to adjust volume levels for:

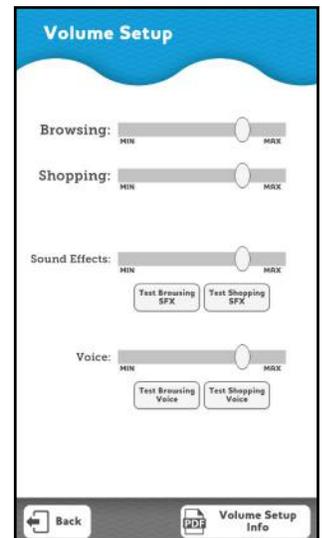
**Browsing:** Slider is a master volume adjustment for browsing mode.

**Shopping:** Slider is a master volume adjustment for shopping mode.

**Sound Effects:** Slider for Sound Effects volume level.

**Voice:** Slider for Voice volume level.

Touch the "Test" buttons to test the volume levels.



# Language Setup Menu

## Language Setup Menu

### Idle Timeout:

Selects the amount of time in seconds that a language will revert back to the Default Language.

10	15	20	25	30	45	60
----	----	----	----	----	----	----

### Default

Sets the normal default language for the user interface.

Check languages to have them appear as an option on the user interface.

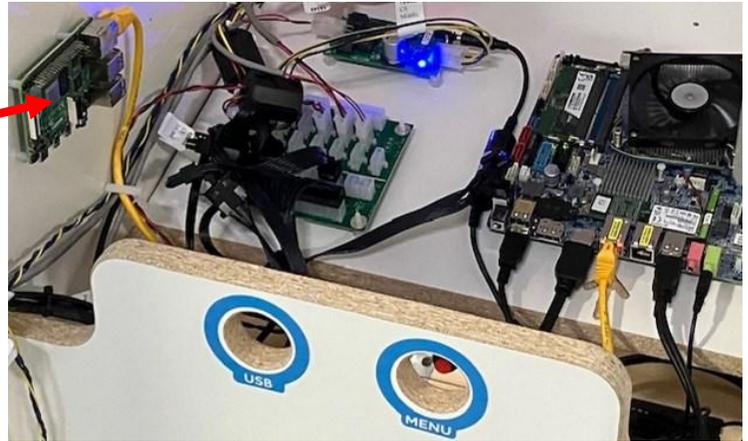


# Payment Systems Setup Menu

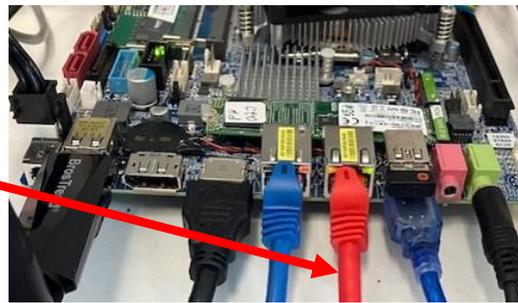
## Payment System Setup Menu

Every card system is different. However, they all will interface through the card payment adapter.

**Connect your card system to the Prize Hub:**  
Plug the card system's swiper or reader into the USB slot on the card payment adapter.



On card systems that have a network cable, this must be plugged into the **right** side network socket.



**Set information in the "Payment Systems Setup" menu:**

From main menu, touch "Payment Systems Setup"



This screen will show the card system.

If it does not, check power into the card payment adapter and network connection to hub switch and motherboard's left side network socket.

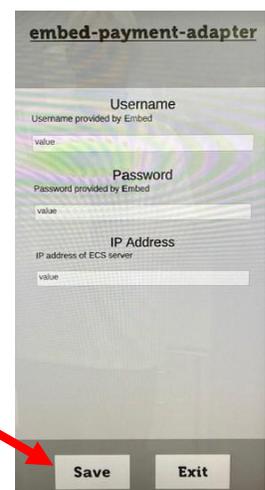
Touch the "Settings" button.



This screen will be different for the different card systems.

**All fields must be filled out completely with the information provided by your card system company.**

Touch "Save" first to save your changes to the payment adapter. Then touch and Exit"



# Advertising Setup Menu

## Advertising Setup Menu

If the image is empty, no ad is present.

Touch advertisement to select from a group of advertisements.

Or load your own advertisements from a USB stick.

720 x 1080 is best size

Select the advertisements to add to the user interface.

### On Duration:

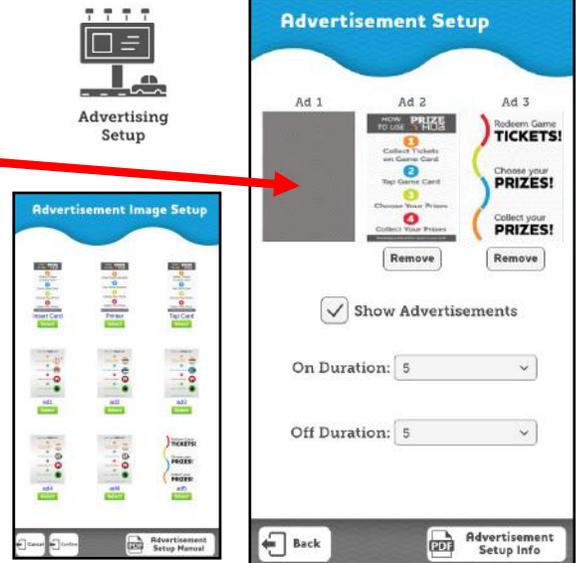
The amount of time in seconds the advertisement shows on the screen.

5	10	15	...	45	50	55	60
---	----	----	-----	----	----	----	----

### Off Duration:

The amount of time in seconds for the advertisement to be off before the next ad shows.

5	10	15	...	45	50	55	60
---	----	----	-----	----	----	----	----



# Prize Hub Cloud Setup Menu

## Prize Hub Cloud Setup Menu

Cloud is an online portal that allows operators to analyze and manage their Prize Hub units remotely and in real time via computer or mobile.

This is an additional monthly fee.

Set up your account on the website: [www.prizehubcloud.com](http://www.prizehubcloud.com).

It can be reached by scanning the QR code on the front of the service manual, or scanning the QR code from this Prize Hub Cloud Menu.

Enable the Cloud functionality.

After account setup on the website, you can register your Prize Hub and it will ask for a code.

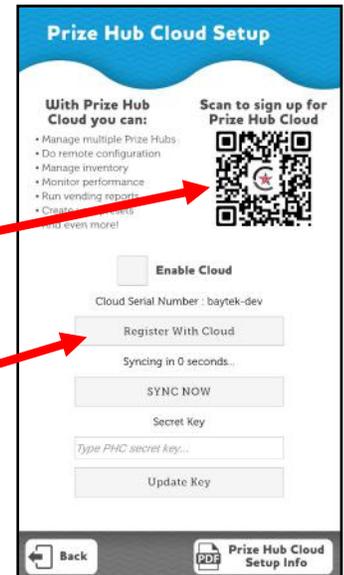
Touch "Register with Cloud" to give the code for the website registration.

The "SYNC NOW" button will pull any changes made on the website down to the Prize Hub.

Note: Any changes made on the Prize Hub itself will be pushed up to the Cloud when you exit the Prize Hub menu.

"Secret Key" is the code generated by the website that will link the Prize Hub to the website. **Warning - if this is changed, this Prize Hub will not appear on Cloud.** This is originated by the Cloud website by the "Rotate Secret" button.

If this needs to change, the user would input the secret key, then press "Update Key". It would only be needed if the hard drive on motherboard was changed.



# Light Show Setup Menu

## Light Show Setup:

Setup the order of modules to showcase the chase pattern by holding and dragging modules to match the correct orientation of the modules.

Touch "Refresh" after moving modules.

Touch Test Order to show lights sequence in the order left to right.

## Browsing Sequence:

Select how the light show will behave during browsing.

Solid Color, Pulse between 2 colors, Chase (first color chasing 2nd), or Rainbow

## Shopping Sequence:

Select how the light show will behave after a card swipe.

Solid Color, Pulse between 2 colors, Chase (first color chasing 2nd), or Rainbow

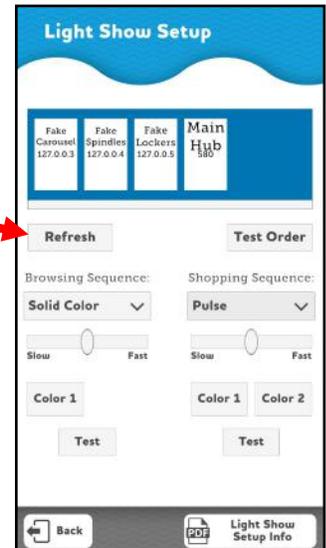
Set the speed for each type of pattern

Setup the 2 colors that all modules will cycle through.

Touch "Test" button to test and save changes.



Light Show Setup



# User Setup Menu

## User Setup Menu

Setup usernames and passwords to allow employees access to the menu.

Each account has their own accessibility to certain menu options

Enables the secret menu entry from the touch interface - Touch 1, 2, 1, 2



An Owner must be set up before the secret menu entry is unlocked.

An Owner can set up users with their own specific username and password.

If "Require Strong Password" is checked, then the password needs to be at least 8 characters and contain one upper case letter, one lower case letter, and one number.

Password hint can not be contained in your password.

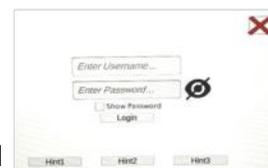
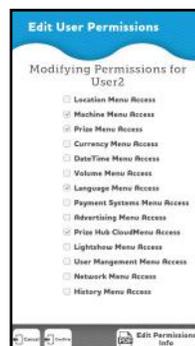
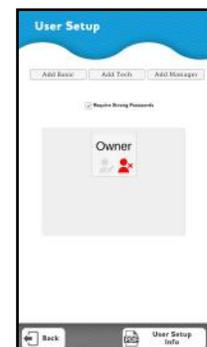
Multiple users can be set up, with capability to limit access to different menu options.

User permissions can be modified after setup.

Users can be deleted.



User Setup



When entering the menu, you will now be required to enter your username and password.

Note: Using the service button inside the cabinet overrides the password entry.

# Network Setup Menu

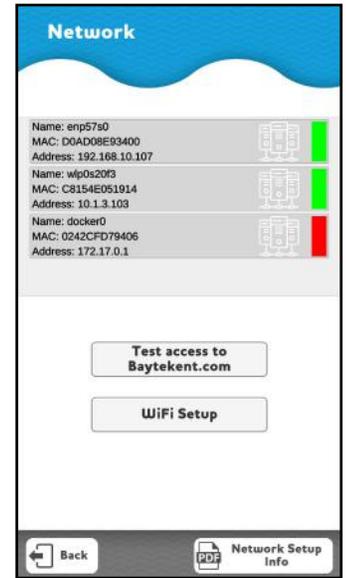
## Network Menu:

Show information regarding devices (including the main hub) connected to the machine



Button to test network availability

Button to setup the WiFi adapter on the motherboard.



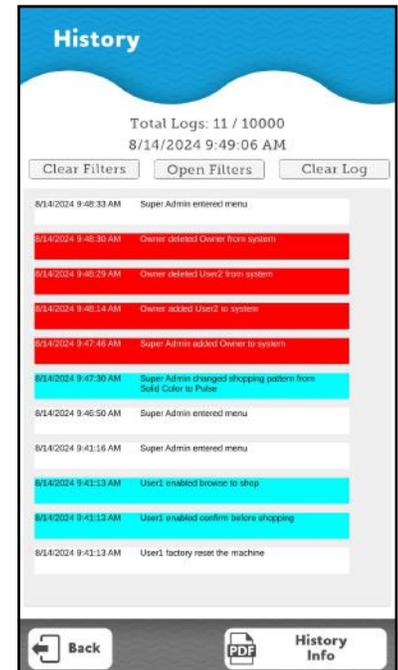
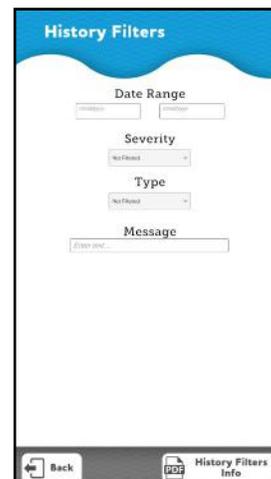
# History Menu

## History Menu:

Logs the activity on the machine.



Filters are available to narrow down results.



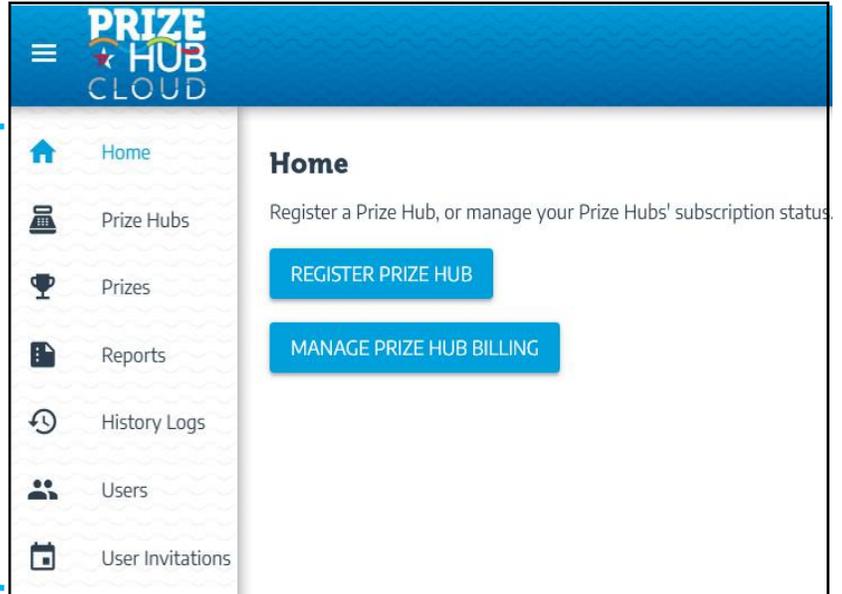
# Prize Hub Cloud User Manual

Prize Hub Cloud is an Online Web Portal that allows you to manage all your Prize Hubs in one place.

Remote Configuration  
Prize Inventory Management  
Performance Monitoring  
Vend Reports  
And More!

The left side of the screen will detail information from all of your Prize Hubs.

We will first navigate through these tabs, then go into the details of individual Prize Hub machines.

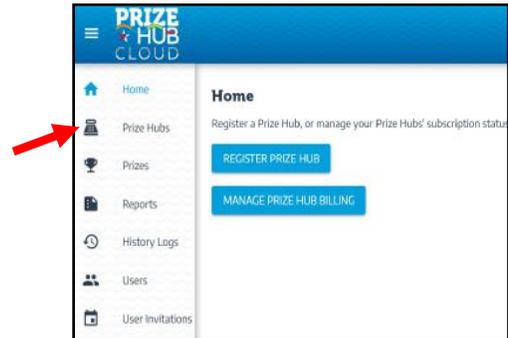


## All of Your Prize Hubs

### Prize Hubs Tab



Click on the Prize Hubs tab.



Lists all of your Prize Hub machines on your account. Includes the MAC address and subscription status.

Prize Hubs				FILTERS	REFRESH
Name	Serial Number	Status	Favorite		
00:19:0F:58:29:E2	00:19:0F:58:29:E2		★		
Software Room	00:19:0F:58:29:A6		★		

Filters can be used to narrow down list:

Filter by Name, MAC address, Alerts, Online Status, Billing Status, Favorites, and Account Assigned.

Individual Prize Hubs can be selected and details examined and adjusted. Instructions will be provided in the "Setting Up Prizes in Cloud" section.

# All of Your Prize Hubs

## Prizes Tab

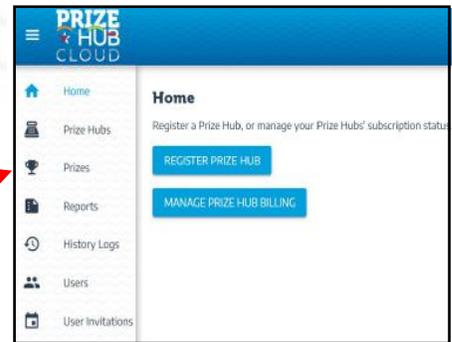
This is the general repository of all prizes for your Prize Hubs.

Includes:

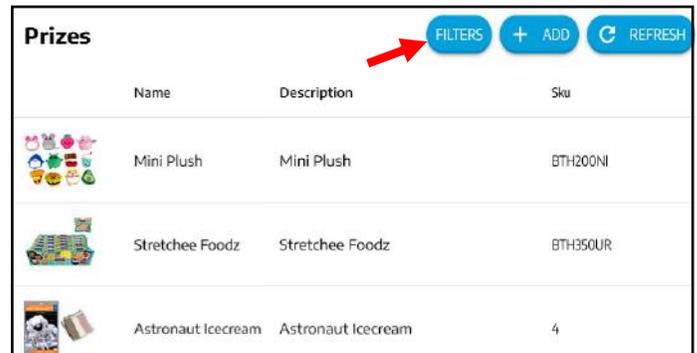
- Picture of Prize
- Name of Prize
- Description
- SKU Number

Note: If pictures have been loaded onto a Prize Hub itself using a USB stick, these pictures MUST be loaded into Cloud to take full advantage of its capabilities.

Refer to "Setting up Prizes in Cloud"



Click on "Add" to add a prize to your account.  
Refer to "Setting up Prizes in Cloud"



Filters can be used to narrow down list:

Filter by Name, Description, SKU Number, Minimum Ticket Value, and Maximum Ticket Value.

Click on an individual prize to examine details and adjust if needed.

Includes the actual cost of the prize and suggested ticket value to set inside the Prize Hub.

# All of Your Prize Hubs

## Reports Tab

Shows reports of Statistics, Vends, Prize Vends, and Outages across all of your Prize Hubs.

### Statistics Reports

Click on Filters

To run wide open, click Apply

Statistics Report shows total tickets statistics, and total vend statistics.

The report can be exported to PDF, Excel, and CSV.

Filters can be used to narrow down data.

Statistic	Value
Total Tickets Redeemed	3050552
Total Tickets Comped	0
Total Tickets Printed	2742
Total Capsule Vends	579
Total Spindle Vends	2169
Total Locker Vends	521
Total Locker XI Vends	1
Total Successful Vends	10344
Total Failed Vends	763

### Vends Reports

Click on Filters

To run wide open, click Apply

Vends Report shows Account, Prize Name, Prize Cost, Successful and Failed Vends, Total Tickets Spent, Ticket Revenue and Gross Profit

The report can be exported to PDF and Excel.

Filters can be used to narrow down data.

Prize Name	Prize Cost	Successful Vends	Failed Vends	TicketsSpent	Ticket Revenue	Gross Profit
Stretchee Foodz	\$2.00	65	0	32500	\$325.00	
Deddy Bear	\$8.00	19	0	19000	\$190.00	\$38.00
Deddy Bears	\$0.00	84	0	63000	\$630.00	\$629.90
Finger Lights	\$1.00	52	0	10400	\$104.00	\$52.00
Five Nights At Freddy	\$4.00	33	0	16500	\$165.00	\$33.00

### Prize Vend Statistics Reports

Click on Filter

Click on Prize Hub of interest, or to run wide open, click Apply.

Prize Vend Statistics Report shows Account, Prize Name, Current Vends, and Lifetime Vends statistics.

The report can be exported to PDF, Excel, and CSV.

Filters can be used to narrow down data.

Prize Name	Current Vends	Lifetime Vends
Mini Plush	37	1423
Stretchee Foodz	25	793
Astronaut Icecream	39	886
Avatar The Last Airbender	37	982
Barbie Stickers	30	1273

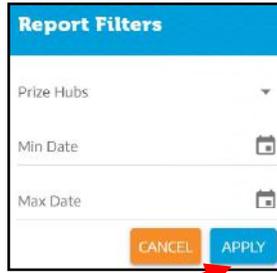
# All of Your Prize Hubs

## Prize Hub Outages Report

Click on Filter



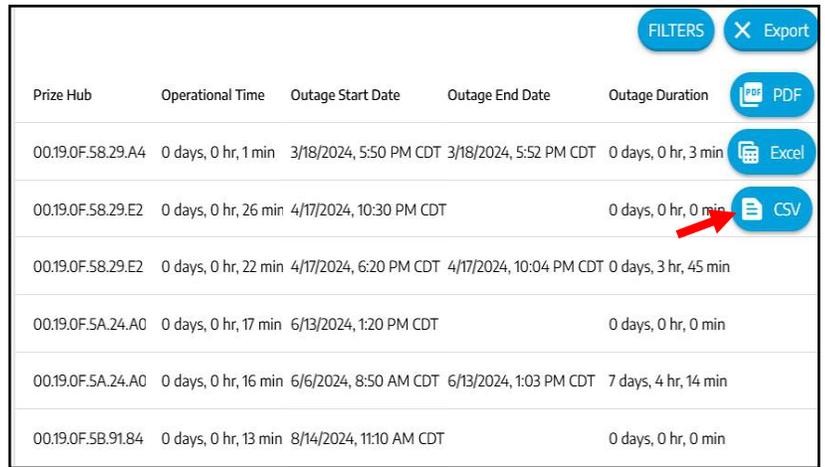
To run wide open, click Apply



Outages Report shows Prize Hub MAC Address, Operational Time, Outage State Date, Outage End Date, and Outage Duration.

The report can be exported to PDF, Excel, and CSV.

Filters can be used to narrow down data.



Prize Hub	Operational Time	Outage Start Date	Outage End Date	Outage Duration
00:19:0F.58.29.A4	0 days, 0 hr, 1 min	3/18/2024, 5:50 PM CDT	3/18/2024, 5:52 PM CDT	0 days, 0 hr, 3 min
00:19:0F.58.29.E2	0 days, 0 hr, 26 min	4/17/2024, 10:30 PM CDT		0 days, 0 hr, 0 min
00:19:0F.58.29.E2	0 days, 0 hr, 22 min	4/17/2024, 6:20 PM CDT	4/17/2024, 10:04 PM CDT	0 days, 3 hr, 45 min
00:19:0F.5A.24.A0	0 days, 0 hr, 17 min	6/13/2024, 1:20 PM CDT		0 days, 0 hr, 0 min
00:19:0F.5A.24.A0	0 days, 0 hr, 16 min	6/6/2024, 8:50 AM CDT	6/13/2024, 1:03 PM CDT	7 days, 4 hr, 14 min
00:19:0F.5B.91.84	0 days, 0 hr, 13 min	8/14/2024, 11:10 AM CDT		0 days, 0 hr, 0 min

## History Logs Tab

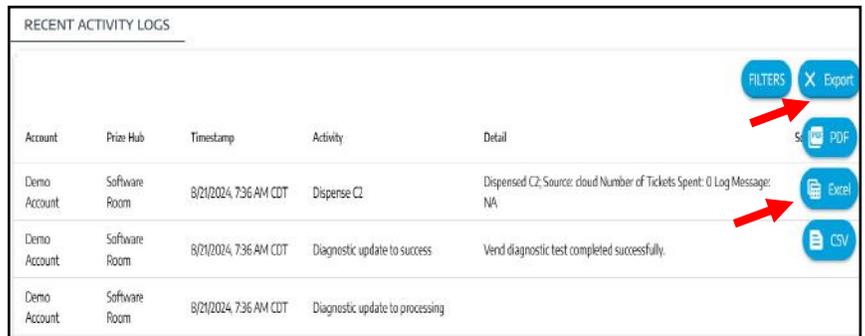
Shows list of recent activity and errors across all of your Prize Hubs.

### Recent Activity Logs

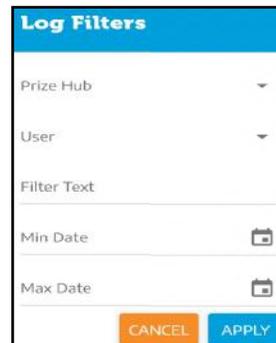
Recent activity log shows Account, Prize Hub, Time Stamp, the Activity, and details of that activity.

The report can be exported to PDF, Excel, and CSV.

Filters can be used to narrow down data.



Account	Prize Hub	Timestamp	Activity	Detail
Demo Account	Software Room	8/21/2024, 7:36 AM CDT	Dispense C2	Dispensed C2, Source: cloud Number of Tickets Spent: 0 Log Message: NA
Demo Account	Software Room	8/21/2024, 7:36 AM CDT	Diagnostic update to success	Vend diagnostic test completed successfully.
Demo Account	Software Room	8/21/2024, 7:36 AM CDT	Diagnostic update to processing	



# All of Your Prize Hubs

## Users Tab



Users can be set up to be able to log into Cloud and view and modify as one of 2 different users:

- Account Admin
- Operator



Add a user:

Click on "Add"

Input the new users first and last name, which language they prefer, email address, country and phone number, and their role designation in the Cloud system.

## Alert Preferences

The user can receive texts, emails or both from the Prize Hub.

## Recent Activity Logs

Recent activity of the users are logged.

Filters can be used to narrow down data.

## User Invitations Tab



After a user is added, the invite record will be listed. Resend invite emails and cancel invites if needed. The record disappears once the invite is accepted.

# Individual Prize Hub

Let's zero in on a specific Prize Hub and show the options and capabilities of Cloud.

Note: Changes made on Cloud will download to Prize Hub every 3 minutes. They can be pulled instantly from the Prize Hub Cloud menu by touching Sync Now

Click on "Prize Hubs"

This will show all of your Prize Hubs and their status.

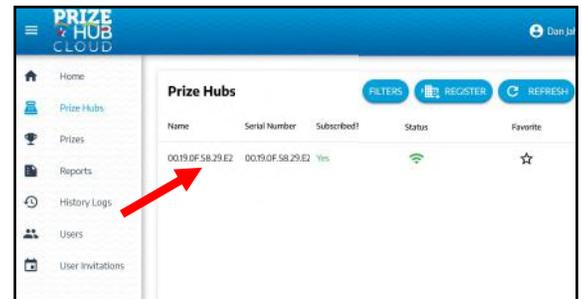
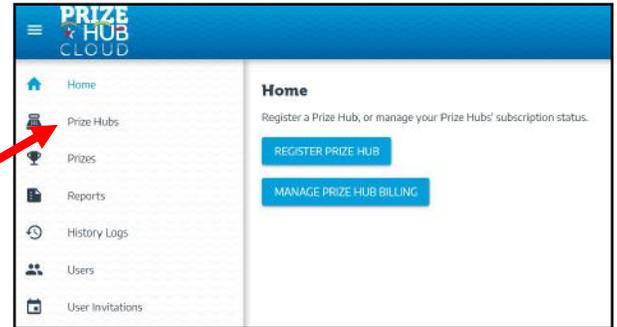
The status icon will be green if the Prize Hub is communicating with the server.

It will be red if it is not communicating.

A Prize Hub recently plugged in will show green after 1 minute.

A Prize Hub recently unplugged will show red within 11 minutes.

Click on the Prize Hub your interested in.



## Information Tab

Lists basic info about the Prize Hub.

The name of the Prize Hub.

The description of the Prize Hub.

The MAC address of the Prize Hub.

The IP address of the Prize Hub.

The software version of the Prize Hub.

The date/time it last communicated with Cloud.

The account to which the Prize Hub is assigned.

Rotate Secret is only used in conjunction with "Update Key" on the Prize Hub itself.

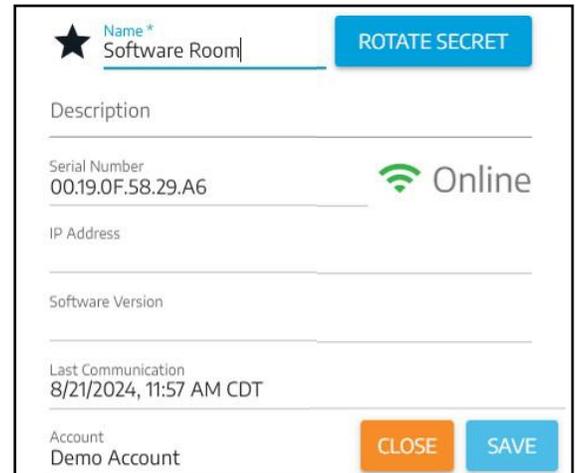
"Secret Key" is the code generated by Cloud that will link the Prize Hub to the website.

**Warning - if the secret key is not in sync, this Prize Hub will not appear on Cloud.**

This syncing is originated by the Cloud website by the "Rotate Secret" button.

If this needs to change, the user would input this secret key into the Prize Hub, then press "Update Key".

It would only be needed if the hard drive software on the motherboard were to be changed.



# Individual Prize Hub

INFORMATION INVENTORY SETTINGS DIAGNOSTICS CONFIGURATION RECENT ACTIVITY LOGS OUTAGES

## Inventory

The Inventory tab lists all of the inventory locations the Prize Hub.

**Prize Picture:** The picture that will display on Prize Hub.

**Name:** The prize location on Prize Hub.

**Prize Name:** The name of the prize.

**Ticket Value:** The amount of tickets needed to receive the prize on Prize Hub.

**Sale Ticket Value:** If desired, a prize can automatically go on sale for this ticket value if not dispensed for a set number of days. Autosale is in the Machine Setup - Dispenser Menu

**Enabled:** Shows if the prize is active.

**Sync State:** Shows status of synced or pending.

**Quantity Remaining out of Max Quantity:**

Click on a prize location to show details of the prize and/or change the details.

**Sync Status:**

Showing if the Prize Hub and Cloud are both updated.

A picture of the prize:

Click "Change Prize" to change the picture of the prize.

**Max Quantity:**

Input the maximum amount of the prizes that will fit on a spindle, or inside the capsule dispenser. (Lockers will be 1)

**Remaining Quantity:**

Displays the current remaining quantity of prizes left in the location.

**Low Quantity Threshold:**

Input your desired quantity of prizes left in the location that will trigger a "Low quantity" email or text.

**Ticket Value:**

Displays the amount of tickets needed to receive this prize. (This should match the physical ticket decal on the Prize Hub)

**Sale Ticket Value:**

If desired, input the amount of tickets that a prize will go "on sale" if set up in the menu system. Autosale is in the Machine Setup - Dispenser Menu

**Sale Date Range:**

The date range that the "on sale" ticket amount will be applicable.

Note: If the options are not changeable in this screen, the prize has not been set up properly in the Cloud database.

Refer to "Setting up Prizes in Cloud" Section.

Name	Prize Name	Ticket Value	Sale Ticket Value	Enabled	Sync State	
A1	Dino Pencil Topper	50	30	Yes	synced	< 80 / 120
A2	Fidget Spinner	50	30	Yes	synced	< 105 / 120
A3	Jolly Ranchers	20	15	Yes	synced	< 105 / 120
A4	Sticky Hands	45	38	Yes	synced	< 101 / 120

**Vend Slot Editor**

A1 (capsule) ✔

Sync Status  
✔ Synced

 CHANGE PRIZE REMOVE

Dino Pencil Topper

Max Quantity  
120

Remaining Quantity  
80

Low Quantity Threshold  
10

Ticket Value  
50

Sale Ticket Value  
30

Sale Date Range  
12/31/2001 to 12/31/2001

CLOSE SAVE

This Inventory list can be filtered by clicking the "Filters" Button.

The list can be filtered by:

Name (Prize Location)

Prize Name

Empty Locations Only

Low Inventory Locations Only

Vend Module Type

**Inventory Filters**

Name

Prize Name

Empty Only  
No

Low Inventory Only  
No

Vend Module Type

CANCEL APPLY

# Individual Prize Hub

## Settings Tab



Email and Text Alerts can be enabled or disabled.

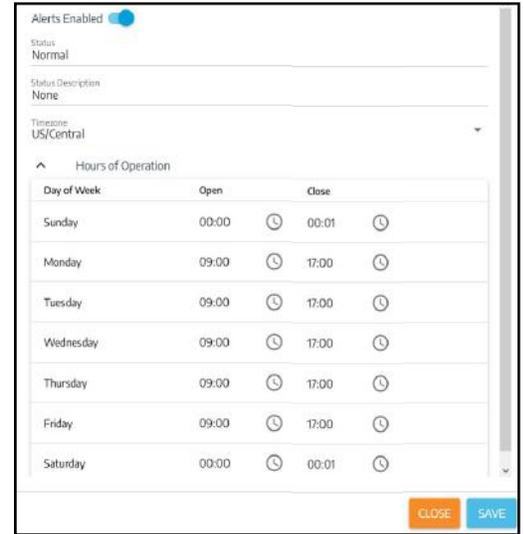
Displays current Status and Description of Status

Time Zone:

Select the time zone where this Prize Hub is located. This will help in knowing what time the alerts should be time stamped.

Hours of Operation:

Input the hours that the location is normally open and doing business. Prize Hub keeps track of outages and it will ignore outages that are outside of the normal operation hours of the business.



## Diagnostics Tab



Lists the recent activity of the Prize Hub.

Shows the current step in the update process.



Ability to test vend a prize location.  
Select a Prize, and click "Vend"



# Individual Prize Hub

INFORMATION INVENTORY SETTINGS CONFIGURATION RECENT ACTIVITY LOGS OUTAGES

## Configuration Tab

Displays the last update: Date and Time

Displays the source of the last update. Prize Hub or Cloud Website User Email.

Displays Sync Status

Create Snapshot: This creates a save file in Cloud with all the Prize Hub settings. This can be used to restore the Prize Hub's settings in case of a hard drive failure and replacement.



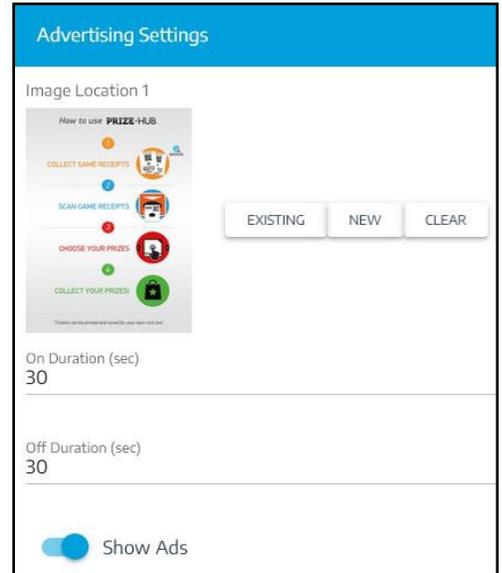
## Advertising Settings:

Advertisement Images can be loaded onto the Prize Hub. jpg or mpeg file 1080 by 720

Duration of each ad to be shown in seconds.

Duration of Attract Mode showing on screen shown in seconds.

Slide "Show Ads" to be blue to activate ads.



## Currency Settings:

Currency is whatever the customer is using the Prize Hub with. Normally it is left blank for tickets, but can be \$ in the future.

Currency Prefix: \$ for USA, CA\$ for Canada

Currency Suffix: Tickets, Points, or Coupons



## Custom UI Settings:

A custom User Interface background screen can be loaded onto the Prize Hub. Select "New" to load a jpeg or mpeg 1080 x 720 file.

Custom message: Type in a message that will show on the Prize Hub during attract mode, alternating after the "Welcome" message.

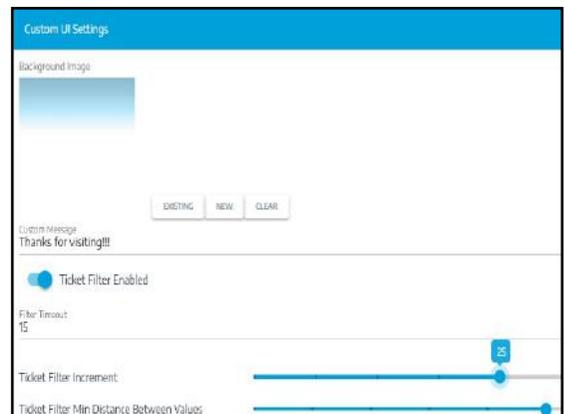
Ticket Filter: Slide "Ticket Filter" to be blue to enable. The Prize Hub screen will show module buttons and a ticket slider to narrow the range of prizes shown during browsing.

Ticket Filter Increment:

The distance that the sliders move.

Ticket Filter Min Distance between values:

How close the 2 sliders can come together.



# Individual Prize Hub

## Language Settings:

**Default Language:** Ability to choose the default text shown on the Prize Hub to be English, French, German, Italian, or Spanish.

**Idle Timeout:** The amount of time in seconds that the Prize Hub will revert back to the default language after a different language is selected.

The options for different text languages that may be selected. English, Spanish, French, German, Italian, and Hebrew



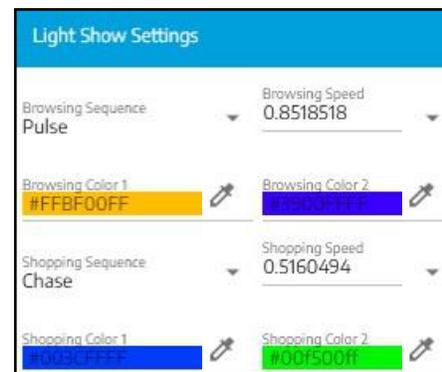
## Light Show Settings:

**During Browsing (Attract Mode):** Top and bottom lights on Prize Hub can stay solid color, pulse between 2 colors, Chase (1st color chasing 2nd), or random Rainbow color while it is in attract mode. Choose colors and speed if it applies.

**During Shopping (Tickets on Prize Hub):** Top and bottom lights on Prize Hub can stay solid color, pulse between 2 colors, Chase (1st color chasing 2nd), or random Rainbow color while it is in attract mode.

Choose colors and speed if it applies.

For changes to take affect, the Prize Hub must be power cycled, or the menu entered and exited.

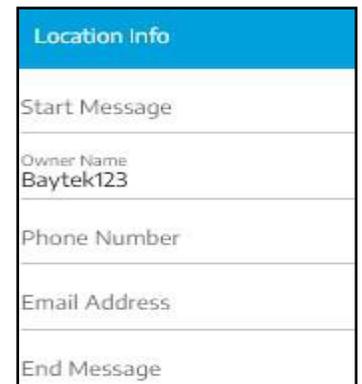
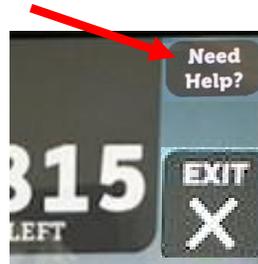


## Location Info:

This information will show on screen when a guest touches the Operator Information Icon on the main user interface.

This is information the operator would provide for guests for who to contact.

If none provided, the icon will not show on the user interface.



# Individual Prize Hub

## Machine Settings:

**Expected Modules:** Set to how many modules are attached to the main unit. Prize Hub Cloud will post an error message if this does not match the number of modules that Cloud reports.

**Expected Payment Adapters:** Set to how many payment adapters are attached to the main unit. Typically one. This may be more if they are different ways the customer pays for items.

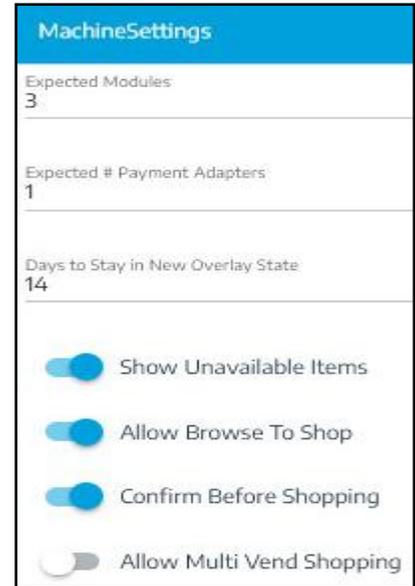
**Days to stay in “New” overlay state:** If a “New Item” is checked in the Prize Setup, a banner declaring “New Item” will be shown on this picture for the selected number of days.

**Show Unavailable Items:** If checked blue, the User Interface will display the prizes that are out of stock. These prizes will not show when tickets are added to the Prize Hub.

**Allow Browse to Shop:** If checked blue, a guest can touch a prize icon on the screen during Browsing, and it will allow a green check mark so that the guest can go to Shopping Mode. This will disable the Multivend option.

**Confirm Before Shopping:** If checked blue, at card swipe the Prize Hub will show the amount of tickets on card, and asks if you would like to continue to Shopping Mode.

**Allow Multi-vending Shopping:** If checked blue, a guest can change the quantity of the selected prize to dispense more than one at a time. Make sure the “Max Vend” is set in the “Dispenser Setup” menu in Machine Setup Menu



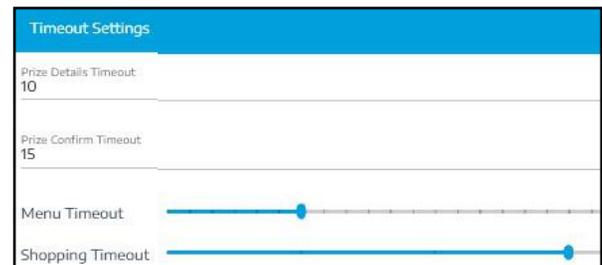
## Timeout Settings:

**Prize Details Timeout:** The amount of time in seconds after touching a prize during browsing, that it will remain full sized on the screen. A screen touch will reset this timer.

**Prize Confirm Timeout:** The amount of time in seconds after selecting a prize, that the prize confirm screen will show before going back to attract. A screen touch will reset this timer.

**Menu Timeout:** The amount of time in seconds that the menu will show before going back to attract. A screen touch will reset this timer.

**Shopping Timeout:** The amount of time in seconds after swiping a card that the tickets will remain on the screen. A screen touch will reset this timer.



## User Settings:

If checked blue, the password will need to be at least 8 characters and contain one upper case letter, one lower case letter, and one number.

All accounts is a list of usernames and password hints.



## Volume Settings:

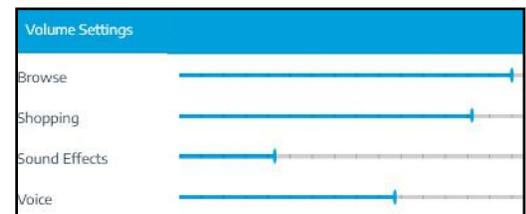
Volume Sliders to adjust volume levels for:

**Browse:** Slider is a master volume adjustment for browsing mode.

**Shopping:** Slider is a master volume adjustment for shopping mode.

**Sound Effects:** Slider for Sound Effects volume level.

**Voice:** Slider for Voice volume level.



# Individual Prize Hub

## Recent Activity Logs:

Shows recent activity of the Prize Hub.

Activity Log shows Prize Hub account, timestamp of date and time, the Activity, and detail of the activity.

The log can be exported to PDF, Excel, and CSV.

Account	Timestamp	Activity	Detail	Source User
Demo Account	8/21/2024, 7:36 AM CDT	Dispense C2	Dispensed C2; Source: cloud Number of Tickets Spent: 0 Log Message: NA	
Demo Account	8/21/2024, 7:36 AM CDT	Diagnostic update to success	Vend diagnostic test completed successfully.	
Demo Account	8/21/2024, 7:36 AM CDT	Diagnostic update to processing		
Demo Account	8/19/2024, 1:17 PM CDT	Auth secret rotated		
Demo Account	8/16/2024, 9:35 AM CDT	Auth secret rotated		
Demo Account	8/6/2024, 2:16 PM CDT	Dispense C2	Dispensed C2; Source: cloud Number of Tickets Spent: 0 Log Message: NA	
Demo Account	8/6/2024, 2:16 PM CDT	Diagnostic update to success	Vend diagnostic test completed successfully.	
Demo Account	8/6/2024, 2:16 PM CDT	Diagnostic update to processing		
Demo Account	8/6/2024, 1:54 PM CDT	Dispense B5	Dispensed B5; Source: customer Number of Tickets Spent: 350 Log Message: NA	
Demo Account	8/6/2024, 1:54 PM CDT	Dispense B5	Dispensed B5; Source: customer Number of Tickets Spent: 350 Log Message: NA	

This activity log can be filtered by clicking the “Filters” Button.

The list can be filtered by:

User

Text words

Earliest Date

Latest Date

### Log Filters

User ▼

Filter Text

Min Date 📅

Max Date 📅

CANCEL
APPLY

## Outages Log:

Lists any gaps of the Prize Hub logging to Cloud.

Outages Log shows the Operational Time, Outage Start Timestamp, Outage Ending Time Stamp, and Outage Duration.

The log can be exported to PDF, Excel, and CSV.

Operational Time	Outage Start Date	Outage End Date	Outage Duration
0 days, 4 hr, 47 min	8/6/2024, 2:30 PM CDT	8/21/2024, 7:36 AM CDT	14 days, 17 hr, 7 min
0 days, 0 hr, 28 min	8/6/2024, 9:40 AM CDT	8/6/2024, 9:43 AM CDT	0 days, 0 hr, 4 min
0 days, 18 hr, 7 min	8/6/2024, 9:50 AM CDT	8/6/2024, 9:12 AM CDT	0 days, 0 hr, 3 min
4 days, 16 hr, 44 min	7/23/2024, 9:00 AM CDT	8/5/2024, 3:03 PM CDT	13 days, 6 hr, 4 min
3 days, 7 hr, 7 min	7/18/2024, 3:50 PM CDT	7/18/2024, 4:16 PM CDT	0 days, 0 hr, 27 min
3 days, 15 hr, 50 min	7/14/2024, 12:00 AM CDT	7/15/2024, 8:43 AM CDT	1 day, 8 hr, 44 min

This outages log can be filtered by clicking the “Filters” Button.

The list can be filtered by:

Earliest Date

Latest Date

### Report Filters

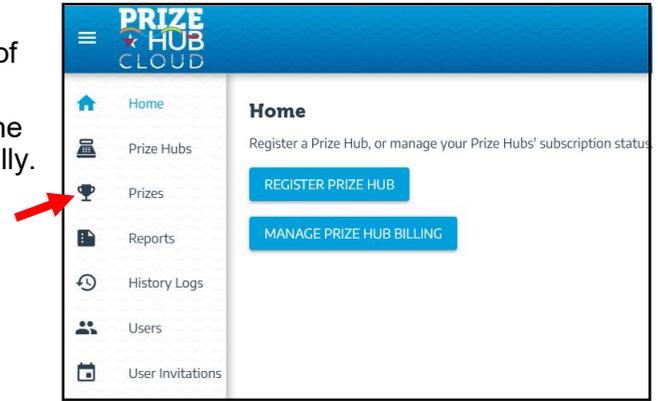
Min Date 📅

Max Date 📅

CANCEL
APPLY

# Setting up Prizes in Cloud

To take full advantage of the reports and statistics features of cloud, you must set the prizes up in the Prizes tab of Cloud. Then, for future prize changes or additions, you can make the change on Cloud, and the Prize Hub will change automatically.

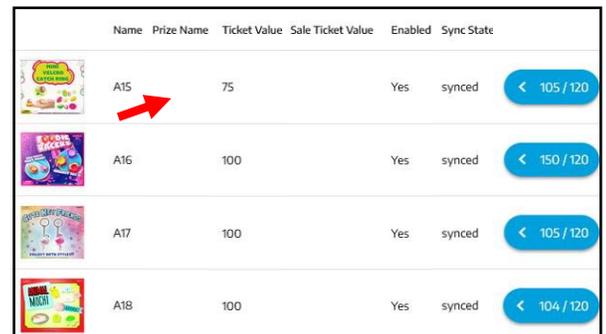


If prizes have already been set up on your Prize Hub itself, but not on Cloud, you are not finished yet!

For example, from the Inventory tab - this Prize Hub is set up with pictures and ticket values for each prize.

**But, they do not have a Prize Name!**

Each prize must have a Prize Name so that the reports and statistics can be compiled.



Name	Prize Name	Ticket Value	Sale Ticket Value	Enabled	Sync State	
	A15	75		Yes	synced	< 105 / 120
	A16	100		Yes	synced	< 150 / 120
	A17	100		Yes	synced	< 105 / 120
	A18	100		Yes	synced	< 104 / 120

## Instructions:

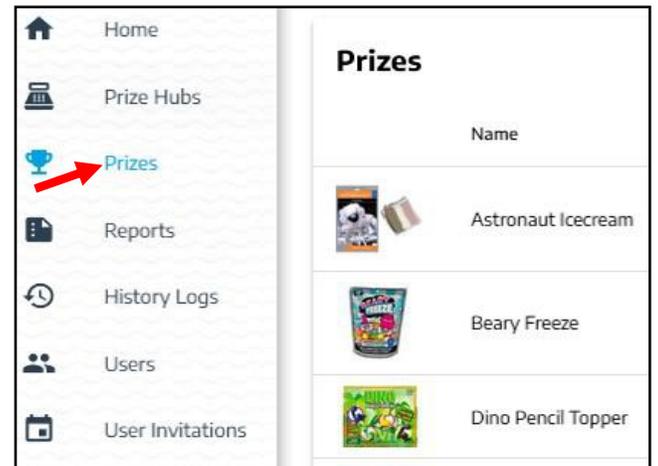
Click on the Prizes tab.

**Step 1: Obtain and save pictures of prizes into a folder.**

It is best to use the USB stick that came with the Prize Kit.

If you do not have the USB stick, and the pictures were already loaded onto the Prize Hub itself, these pictures can be saved from Cloud into a folder.

Refer to the "Saving pictures from Cloud" section.



Plug the USB stick into the USB socket on your computer or laptop.

# Setting up Prizes in Cloud

## Step 2: Load pictures from USB stick to the Prizes tab.

Click the + ADD button.

Name	Description	Sku
Astronaut Icecream	Astronaut Icecream	4
Beary Freeze	Beary Freeze	1

Type in the name of the Prize

Type in the Description

Note: Make these as descriptive or as broad as possible, depending on your need for reports.

Click on New, and load a picture from your USB stick.

Enter a SKU number if desired from your inventory control personnel.

Type in the actual prize value. (Cost of prize)

Type in the Ticket Value needed to redeem from Prize Hub.

Click on the "Save" button.

Click on the "Close" button.

The Prize will now appear in the Prizes list.

Do this for all of your prizes.

Prize Editor

Name \*  
Required

Description \*  
Required

Account \*  
Demo Account

no image

EXISTING NEW

Sku

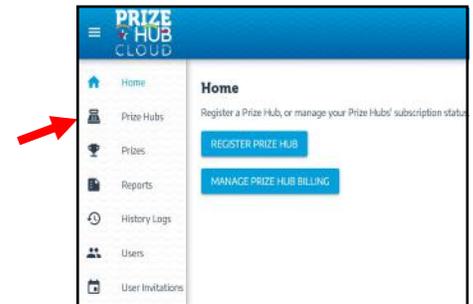
Prize Value \*  
\$0.000000

Suggested Ticket Value

CLOSE SAVE

## Step 3: Load prizes from the Prizes tab to the Inventory of your Prize Hub.

Click on the Prize Hubs tab.



Click on the Prize Hub that you wish to load prizes onto.

Name	Serial Number	Status	Favorite
00:19:0F:58:29:E2	00:19:0F:58:29:E2	📶	★
Software Room	00:19:0F:58:29:A6	📶	★

Click on the Inventory Tab



# Setting up Prizes in Cloud

Click on the location that the prize is located.

Name	Prize Name	Ticket Value	Sale Ticket Value	Enabled	Sync State	
A15		75		Yes	synced	< 105 / 120
A16		100		Yes	synced	< 150 / 120
A17		100		Yes	synced	< 105 / 120
A18		100		Yes	synced	< 104 / 120

Click on a "Add Prize"

**Vend Slot Editor**

A12 (capsule) ✔

Sync Status  
✔ Synced

No Prize ADD PRIZE

Locate the prize picture in that location and click on it.  
 (The filter button can be used to narrow down this list)

**Prizes** FILTERS

	Name	Description	SKU
	Dino Pencil Topper	Pencil Topper	1201
	Fidget Spinner	Spinner	210
	Mini Velcro Catch Ring	Mini Velcro Catch Ring	12122444

Fill in the following fields:

**Max Quantity:**

Input the maximum amount of the prizes that will fit on a spindle, or inside the capsule dispenser. (Lockers will be 1)

**Remaining Quantity:**

Input the current remaining quantity of prizes left in the location.

**Low Quantity Threshold:**

Input your desired quantity of prizes left in the location that will trigger a "Low quantity" email or text.

**Ticket Value:**

Input the amount of tickets needed to receive this prize. (This should match the physical ticket decal on the Prize Hub)

**Sale Ticket Value:**

If desired, input the amount of tickets that a prize will go "on sale" if set up in the menu system. Autosale is in the Machine Setup - Dispenser Menu

**Sale Date Range:**

The date range that the "on sale" ticket amount will be applicable.

Click on the "Save" button.

Do this for all of your prizes.

**Vend Slot Editor**

A15 (capsule) ✔

Sync Status  
✔ Synced



CHANGE PRIZE
REMOVE

Mini Velcro Catch Ring

Max Quantity  
120

Remaining Quantity  
105

Low Quantity Threshold  
10

Ticket Value  
75

Sale Ticket Value

Sale Date Range  
12/31/2001 to 12/31/2001 ✕

CLOSE
SAVE

# Saving Pictures from Cloud

If prizes have already been set up on your Prize Hub itself, but not on Cloud, you must set the prizes up in the Prizes tab of Cloud.

Click on the Inventory tab.



This Prize Hub has been set up with pictures and ticket values for each prize from the Prize Hub itself.

But, they do not have a Prize Name!  
Each prize must have a Prize Name so that the reports and statistics can be compiled.

Name	Prize Name	Ticket Value	Sale Ticket Value	Enabled	Sync State	
	A15	75		Yes	synced	< 105 / 120
	A16	100		Yes	synced	< 150 / 120
	A17	100		Yes	synced	< 105 / 120
	A18	100		Yes	synced	< 104 / 120

These instructions will inform how to correctly load prizes so that the prize name is showing.

## Step 1: Obtain and save pictures of prizes into a folder.

- Best to use the same USB stick that was used to load the pictures onto the Prize Hub.
- Or else the pictures can be saved from Cloud into a folder.

### How to:

Click on the prize.



Right click on the prize image.



Select "Save Image As..." and choose a folder to save it into.

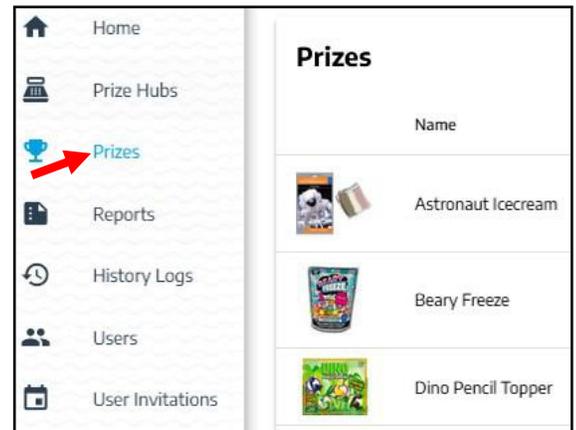
Do this for all of your prizes.



Close the Inventory screen.

Click on the Prizes tab.

Notice that the prize is not in this list yet.



# Saving Pictures from Cloud

## Step 2: Load pictures from the folder to the Prizes tab.

Click the + ADD button.

Name	Description	Sku
 Astronaut Icecream	Astronaut Icecream	4
 Beary Freeze	Beary Freeze	1

Type in the name of the Prize

Type in the Description

Note: Make these as descriptive or as broad as possible, depending on your need for reports.

Click on New, and load a picture from your prize pictures folder.

Enter a SKU number if desired from your inventory control personnel.

Type in the actual prize value. (Cost of prize)

Type in the Ticket Value needed to redeem from Prize Hub.

Click on the "Save" button.

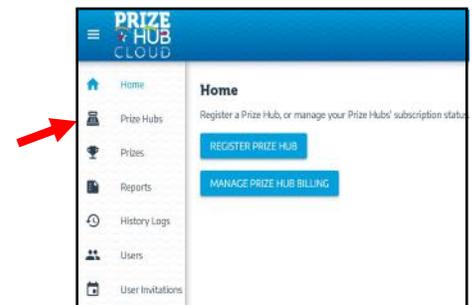
Click on the "Close" button.

The Prize will now appear in the Prizes list.

Do this for all of your prizes.

## Step 3: Load prizes from the Prizes tab to the Inventory of your Prize Hub.

Click on the Prize Hubs tab.



Click on the Prize Hub that you wish to load prizes onto.

Name	Serial Number	Status	Favorite
00:19:0F:58:29:E2	00:19:0F:58:29:E2		★
Software Room	00:19:0F:58:29:A6		★

Click on the Inventory Tab



# Saving Pictures from Cloud

Click on a Prize that does not have Prize Name.

Name	Prize Name	Ticket Value	Sale Ticket Value	Enabled	Sync State	
	A15	75		Yes	synced	< 105 / 120
	A16	100		Yes	synced	< 150 / 120
	A17	100		Yes	synced	< 105 / 120
	A18	100		Yes	synced	< 104 / 120

Click on "Add Prize"



Locate that same prize picture and click on it.  
(The filter button can be used to narrow down this list)

**Prizes** FILTERS

	Name	Description	SKU
	Dino Pencil Topper	Pencil Topper	1201
	Fidget Spinner	Spinner	210
	Mini Velcro Catch Ring	Mini Velcro Catch Ring	12122444

The prize will now have a name.

Click on the "Save" button.

Do this for all of your prizes.

**Vend Slot Editor**

A15 (capsule) ●

Sync Status  
✔ Synced

 CHANGE PRIZE REMOVE

Mini Velcro Catch Ring

Max Quantity  
120

Remaining Quantity  
105

Low Quantity Threshold  
10

Ticket Value  
75

Sale Ticket Value

Sale Date Range  
12/31/2001 to 12/31/2001 ✕ 📅

CLOSE SAVE

# TROUBLESHOOTING GUIDE

## ***Troubleshooting Strategy***

Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and remedy. Use the process of elimination to find the faulty component. Always check for the simple and obvious causes first such as unplugged, loose or broken wires and bad sensors, bent, pinched, stuck or jammed components.

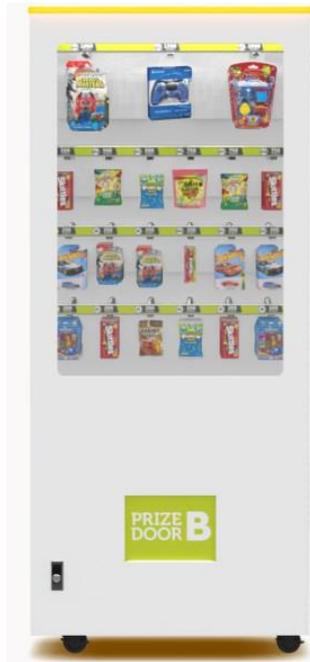


***This Troubleshooting Guide is organized by Prize Hub Component.***

***Please go to section for component of your particular problem.***



***Capsule  
Module***



***Spindle  
Module***



***Main  
Module***

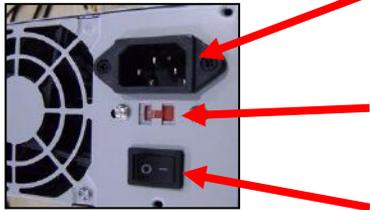


***Locker  
Module***

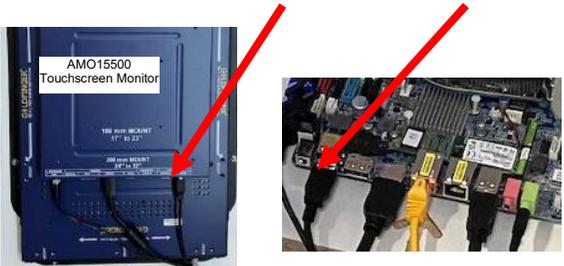


***Locker XL  
Module***

# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No power to the game. No lights on at all.</b></p> <p><b>(Power Supply not ON)</b></p> 	<p>Unplugged Circuit breaker tripped</p> <p>Power strip faulty</p> <p>GFCI Outlet Plug defective.</p> <p>Line Filter defective</p> <p>Check AC cord from power strip into Power supply</p> <p>Ensure Power Supply switch is set to 115V (Some power supplies may not have this)</p> <p>Ensure power rocker switch is on.</p> <p>Power supply shutting down because of 12 V overload</p>	<p>Check wall outlet</p> <p>Reset power strip breaker switch or building circuit breaker</p> <p>Change plug position, replace if needed (A5OU5000)</p> <p>Ensure 110 Volts is getting to Power Strip Replace plug if needed. (A5PL1800)</p> <p>Ensure 110 Volts is getting to Power Strip Replace filter if needed. (A5FI9050)</p> <p>Ensure power in cord is tight</p> <p>Check this if applicable</p> <p>Set rocker switch to ON (-)</p> <p>Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.</p>
<p><b>Monitor shows nothing at all on power on.</b></p> 	<p>Power cable unplugged from monitor.</p> <p>Faulty power supply for monitor</p> <p>Power strip faulty</p> <p>Reboot game and check for any errors on monitor. Power game down, wait 10 seconds, then power game ON to reset.</p> <p>Faulty monitor.</p>	<p>Ensure power is screwed into side of monitor, down to power cord (CORD5001) and plugged into power strip.</p> <p>Monitor power supply is part of the monitor. A new monitor must be purchased. A5MO15500</p> <p>Change plug position, replace if needed (A5OU5000)</p> <p>If error shows on monitor, the monitor may be working, but problem is from motherboard.</p> <p>If monitor has power, the touch works and makes touch sounds, the monitor is faulty Replace monitor. (A5MO15500)</p> <p><b>Blurry Monitor - Too bright, or dim.</b> There is a satellite board that can be plugged into the monitor to make adjustments to the screen. Press the "Auto" button on control unit to select Auto Adjustment. This may take a few seconds.</p> <p>Verify that the screen looks good and image is centered.</p>

# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Monitor touchscreen is not touching where it should</b></p>	<p>Power off the entire Prize Hub, wait 10 seconds and power on.</p>	<p>The touchscreen will recalibrate at power on,</p>
<p><b>Monitor shows “No Signal” then black.</b></p> <p>Reboot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.</p> <p>Motherboard/power supply is not working.</p>	<p>Faulty or loose RAM</p> <p>Small 12 Volt power connector unplugged on motherboard.</p> <p>Monitor HDMI cable unplugged.</p> <p>Faulty power supply - Check for 12 Volts and green LED on motherboard.</p>	 <p><b>AAIMB1-PH2 Motherboard</b></p> <p>Refer to Monitor/Motherboard Power Supply Diagnostics for further diagnostic information</p>
<p><b>Monitor shows “UEFI Interactive Shell” on screen.</b></p> <p>Reboot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.</p> <p>Hard Drive is not working.</p>	 <p>Faulty Hard Drive or faulty motherboard.</p>	<p>No M.2 software drive in motherboard. Check for good mounting in socket.</p> <p>Refer to “How to Update Software”</p> <p>Replace hard drive (A5HD1800) or motherboard as needed.</p>
<p><b>Touchscreen does not work.</b></p> <p>Reboot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.</p>	<p>USB Connector unplugged Problem can be monitor or motherboard.</p> <p>Replace USB cable. (A5CORD5438)</p> <p>Replace monitor A5MO15500</p>	<p>Verify connector at monitor and motherboard</p>  <p>AMO15500 Touchscreen Monitor</p>
<p><b>Speaker does not work.</b></p> <p>Motherboard creates sound, A5CB9621A board amplifies it.</p>  <p>A5CEAU010 Audio Jack from green socket on Motherboard to Main Board</p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty speaker.</p> <p>Determine if A5CB9621A board is good.</p> 	<p>Refer to Wiring Diagram. Check connections and reseat audio cable from speaker to motherboard. Cable # AACE8811, AACE15555, A5CE2321 and A5CEAU010.</p> <p>Replace speaker. (AACE8811)</p> <p>Unplug audio jack cable (A5CEAU010) from motherboard, plug into MP3 player and see if music is amplified and comes out of speaker. If Yes - then motherboard is faulty. If No - then a connection after the motherboard is faulty.</p>

# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Menu Button does not work.</b>  <b>Hold Menu button for 3 seconds</b>                      A keyboard can be connected and press "m" to enter menu</p>	<p>Disconnected, loose or broken wires.                      Faulty button.                      Verify power into Controller Board.                      Verify USB communication to motherboard.                      Faulty AACB15500 board.</p>	<p>Check connections from button to AACB15500 controller board.                      Cables # AAPB2700 and AACE15554                      Test button and replace. (AAPB2700)                      Test for 5V and 12V on CE15553 cable.                      Replace USB cable A5CORD14                      Replace AACB15500 controller board.</p>
<p><b>Optional top marquee sign does not light up.</b></p>	<p>Disconnected, loose or broken wires.                      Faulty LED cables in sign.</p>	<p>Check connections from power distribution board to LED cables in sign (Cables #'s AACE15510 and AACE15575)                      Replace LED light cable AACE15575</p>
<p><b>LED strip inside main module does not light up.</b></p>	<p>Disconnected, loose or broken wires.                      Faulty LED cables inside unit.</p>	<p>Check connections from CB15500 Controller board to LED cables in ceiling of cabinet. (Cables #'s AACE15550 and AACE15551)                      Replace LED light cable AACE15551</p>
<p><b>RGB Color LED strip on top of game does not light up or missing colors.</b></p>	<p>Disconnected, loose or broken wires.                      Faulty LED cables.</p>	<p>Check connections from CB15500 Controller board to LED cable on top of game. (Cables #'s AACE15546 and AACE15535)                      Replace LED light cable AACE15535</p>
<p><b>RGB Color LED strip on bottom of game does not light up or missing colors.</b></p>	<p>Disconnected, loose or broken wires.                      Faulty LED cables.</p>	<p>Check connections from CB15500 Controller board to LED cable on bottom of game. (Cables #'s AACE15548 and AACE15547)                      Replace LED light cable AACE15547</p>
<p><b>Does not load picture files from USB stick.</b></p>  <p><b>Make sure to push in the USB stick while power is on. It will not work if the Prize Hub boots up with it plugged in.</b></p>	<p>File name is not recognized.                      Picture files are too large                      USB stick Faulty</p>	<p>Either .jpg or .png format                      Use all small lower case letters in file name.                      Optimum size of 590 X 590 pixels                      Open with Microsoft Office Picture Manager                      Click on "Picture" tab scroll down to "Resize"                      Click on "Custom width x height" and change both fields to 590.                      Click on "File" and Save                      Load picture files onto different USB and retry.</p>
<p><b>Entire Hub not being seen by Prize Hub.</b></p>	<p>Please refer to "Entire Hub not Recognized by Main Hub" in troubleshooting section.</p>	

# MAIN UNIT TROUBLE SHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Scanner does not work.</b></p> <p>Check for lights on scanner itself. A red light beam should come from scanner when paper is inserted</p>	<p><b>No lights on scanner.</b></p> <p>Power problem to scanner.</p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty power supply or outlet plug.</p> <p>Check for voltage at scanner.</p>
	<p><b>Yes - Lights are on scanner.</b></p>	<p>Ensure QR Code is enabled.</p> <p>Faulty USB communication.</p> <p>Problem can be scanner or motherboard.</p>
	<p><b>Other items to check:</b></p> <ul style="list-style-type: none"> <li>- Ensure the LED light board is on and lighting up the scanner area.</li> <li>- Ensure the receipt printed is dark. Printer may need to be cleaned.</li> <li>- Try reprogramming the scanner. Refer to “scanner programming”</li> <li>- The scanner itself should make a quiet “beep” when it recognizes a scan-able item. This may not be a valid receipt that the Prize Hub recognizes, but it means the scanner is working. Reprogram the scanner.</li> </ul>	
<p><b>Prize Unavailable on screen</b></p> 	<p>There are many reasons this may show up on monitor.</p>	<p>Please refer to “Prize Unavailable Message” in troubleshooting section.</p>

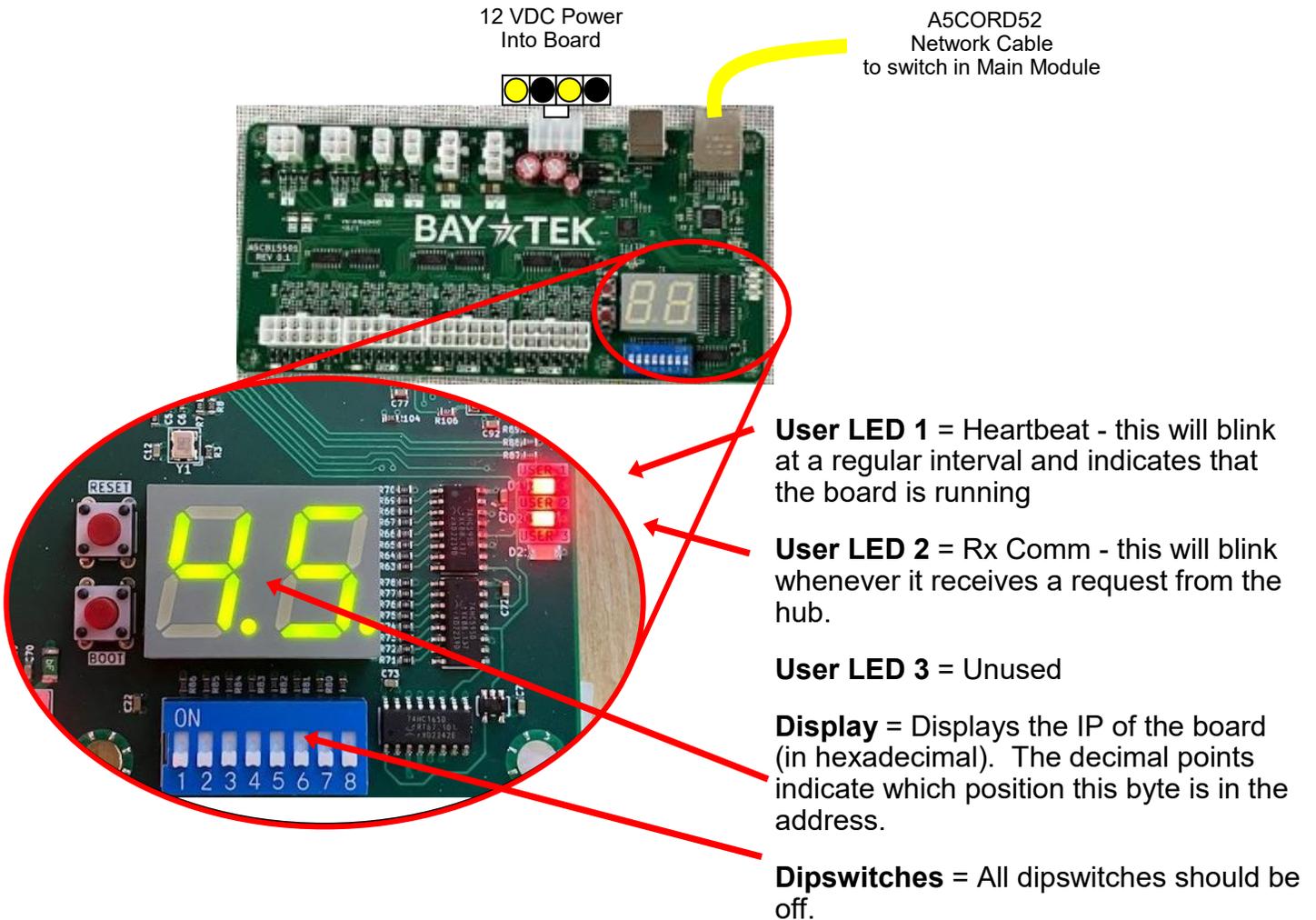
# CONTROLLER BOARD INFORMATION

Each Module will have a controller board in the back of the cabinet.

They may look different, but they have similar functions.

They are programmed specific to the module type, and each handles all of the input and output functions of the module.

**Ensure all boards have a 12 Volt DC power connector, and a network cable to the switch in the main module.**



# MAIN UNIT TROUBLE SHOOTING GUIDE

## Entire Module not recognized by Prize Hub

Troubleshooting sequence:

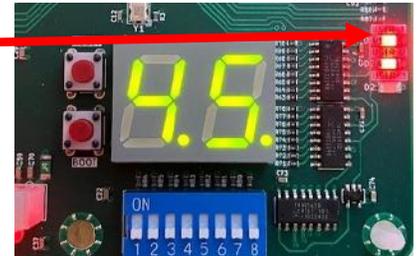
First - Make sure the module is powered on and all lights are on.

Remove the back door of the module and ensure the controller board has 12 volts DC. This board should have red LED's on and a display that will be flashing numbers.

Verify that User LED 1 is blinking at a regular interval.

This indicates that the board is running.

If the red LED is not blinking, power cycle the entire Prize Hub.



Ensure the network cable is plugged securely from the controller board to the network hub in the main module.



Enter the main menu - Machine Setup Menu - Modules tab. Cycle through the connected modules using the arrow tabs.

Touch "Blink" to help identify multiple modules.

The module must now show up here.

If it does not, then the problem is the network cable, or controller board.



Go the Prize Set Up menu and "Go to Prize"  
Cycle through these prizes by using the arrows.  
Touch "Blink Module" to help identify the module.

Once you find the module was missing:

Set the "Cost" to a number, as in 200 on all prizes in that module.

Set "Stock" to a number, as in 9 on all prizes in that module.

The module will now show on the user screen.



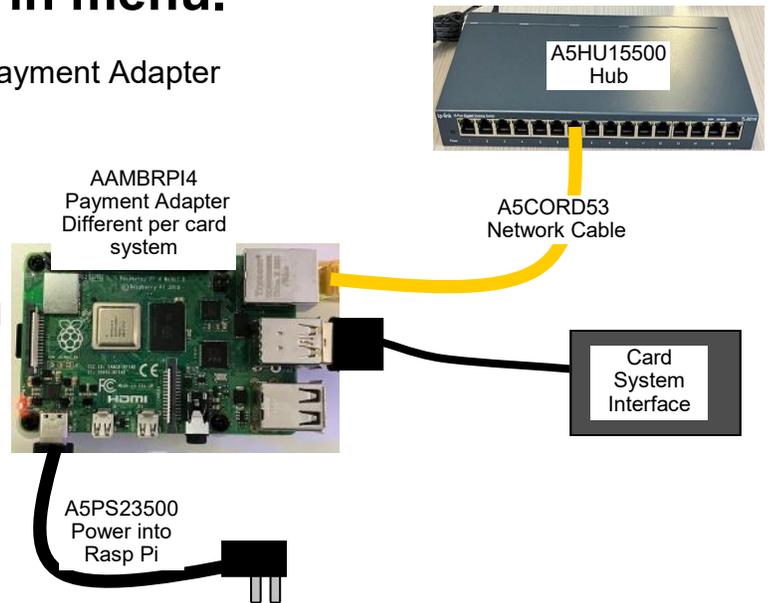
# MAIN UNIT TROUBLE SHOOTING GUIDE

## Card System not showing in menu.

All card system interfaces must plug into the Payment Adapter on the Prize Hub.

If the card system uses 2 different interfaces, for example a NFC reader and scanner, 2 Payment Adapters must be used.

The payment adapter has a micro SD card with a program that is specific for that card and only that specific card system.



Access the menu and go to Payment Systems Setup

The payment adapter will be shown on the screen.

If it does not show:

Check power into raspberry pi board, network cable from it to the hub. The hub will be connected to the motherboard with a network cable from the hub to the left socket on the motherboard.

If it shows, but is the wrong company, then the micro SD card must be replaced.

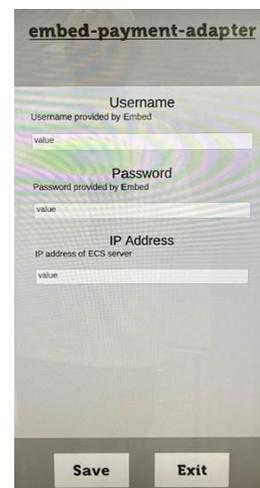
Click on the “Settings” tab to access the log in credentials for that specific card system.

This screen will be different for the different card systems.

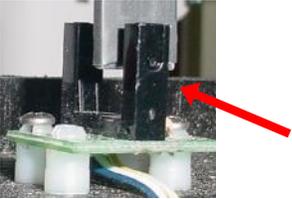
**All fields must be filled out completely with the information provided by your card system company.**

Touch save to save changes and exit.

Test and make sure tickets are added when a card is swiped.



# CAPSULE MODULE TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No power to the capsule module. No lights on at all.</b></p> <p><b>(Power Supply not ON)</b></p> 	<p>Unplugged</p> <p>Circuit breaker tripped</p> <p>GFCI Outlet Plug defective.</p> <p>Line Filter defective</p> <p>Check AC cord from power strip into Power supply</p> <p>Ensure power rocker switch is ON in back of module.</p> <p>Power supply shutting down because of 12 V overload</p>	<p>Check wall outlet or outside power strip.</p> <p>Reset power strip breaker switch or building circuit breaker</p> <p>Ensure 110 Volts is getting to Power Supply</p> <p>Replace plug if needed. (A5PL1800)</p> <p>Ensure 110 Volts is getting to Power Supply</p> <p>Replace filter if needed. (A5FI9020)</p> <p>Ensure power in cord is secure.</p> <p>Set rocker switch to ON (-)</p>  <p>Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.</p>
<p><b>LED strip on door does not light up.</b></p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty LED cables inside unit</p>	<p>Check connections from CB15500 Controller board to LED cable on front door. (Cables #'s AACE15544 and AACE15542)</p> <p>Replace LED light cable AACE15542</p>
<p><b>RGB Color LED strip on top of game does not light up or missing colors.</b></p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty LED cables.</p>	<p>Check connections from CB15500 Controller board to LED cable on top of game. (Cables #'s AACE15532 and AACE15533)</p> <p>Replace LED light cable AACE15533</p>
<p><b>RGB Color LED strip on bottom of game does not light up or missing colors.</b></p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty LED cables.</p>	<p>Check connections from CB15500 Controller board to LED cable on top of game. (Cables #'s AACE15530 and AACE15531)</p> <p>Replace LED light cable AACE15531</p>
<p><b>Carousel Motor Always Turning or Does Not Slow Down.</b></p> 	<p>Carousel home sensor is blocked or faulty.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty sensor</p> <p>Faulty Control Board</p>	<p>Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked.</p> <p>Check connections from sensor to CB15503 controller board. Cables # AACB4401 and AACE15538</p> <p>Replace AACB4401</p> <p>Replace AACB15503</p>
<p><b>Carousel Motor Not Turning.</b></p>	<p>Door Switch is Open</p> <p>Pivot Motor Home Sensor</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty Stepper Motor</p>	<p>Check switch operation, inspect connections on AACE15537 cable.</p> <p>At power ON and door closure, the pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below.</p> <p>Inspect cables from Carousel Stepper Motor to CB15503 controller board. CE1812AAMO6901</p> <p>Replace Stepper Motor (AAMO6901)</p>

# CAPSULE MODULE TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy	
<p><b>Capsule does not Drop</b></p> <p><b>Go to Menu and try "Test Dispense"</b></p>	<p>Door Switch is Open</p> <p>Pivot Motor Home Sensor</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty Stepper Motor</p>	<p>Check switch operation, inspect connections on AACE15537 cable.</p> <p>At power ON, pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below.</p> <p>Inspect cables from Carousel Stepper Motor to CB15503 Controller board. (AACE15540, AAMO6901)</p> <p>Replace Stepper Motor (AAMO6901)</p>	
	<p>Carousel Motor does not slow down</p>  <p>Disconnected, loose or broken wires.</p> <p>Faulty Sensor</p> <p>Faulty Control Board</p>	<p>Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked.</p> <p>Check connections from sensor to CB15503 controller board. Cables # AACB4401 and AACE15538</p> <p>Replace AACB4401</p> <p>Replace AACB15503</p>	
	<p>Capsule Engage Motor is not turning</p>	<p>After motors swing over, the Individual capsule engage motor will spin sprocket.</p> <p>If motor does not turn, check for 12 volts DC at motor.</p>	<p>If 12 Volts DC is ok: Replace motor (AAMO1800)</p> <p>If no 12 Volts DC: Check for disconnected, loose or broken wires. (Cable #'s AAMO1800, AACE15545)</p> <p>Replace Control Board (AACB15503)</p>
	<p>Capsule Engage Motor is turning</p>	<p>If motor is turning and no capsules drop there must be a jam inside unit.</p>	<p>Remove capsules and locate and clear jam.</p>
	<p><b>Carousel Motor is hard to turn by hand</b></p>	<p>Carousel motor should be easy to spin by hand. If it is hard to spin: At power ON, pivot motor failed the home sensor test. Please refer to "Motor/ Sensor self test failed at power on" section below. Binding in chain and/or sprockets. Stepper motor itself is binding. Turn game off and see if binding continues.</p>	
<p><b>Carousel Motor Not Turning</b></p>	<p>Door Switch is Open</p> <p>Pivot Motor Home Sensor</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty Stepper Motor</p>	<p>Check switch operation, inspect connections on AACE15537 cable.</p> <p>At power ON and door closure, the pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below.</p> <p>Inspect cables from Carousel Stepper Motor to CB15503 controller board. (AACE1812, AAMO6901)</p> <p>Replace Stepper Motor (AAMO6901)</p>	

# CAPSULE MODULE TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Prize Dispense Failure on screen.</b></p>  <p>Capsule does not drop after Prize Hub tries to drop it. Prize will go to "Unavailable"</p>	<p>Capsule location empty</p> <p>Carousel Home sensor unplugged or blocked.</p> <p>Capsule Jam</p>	<p>Refill capsule location and do a stock reset all</p> <p>Refer to "Capsule Does Not Drop" troubleshooting section.</p> <p>Clear jammed capsule from location</p>
<p><b>Too many Capsules dropping.</b></p> <p>Capsule is not being seen by multiple redundant sensor. Each level has a sensor.</p>  <p style="text-align: center; font-size: small;">Capsule Drop Sensor AACB4401</p>  <p style="text-align: center; font-size: small;">Capsule Opto Sensor AACB15505</p>	<p>Dirty, blocked, or faulty Drop Sensor at bottom of tube.</p> <p>Dirty, blocked, or faulty Drop Sensor at 2nd and 3rd levels on the tube.</p> <p>Disconnected, loose or broken wires.</p>	<p>Inspect AACB4401– Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked. Replace if it stays at 3.3 VDC or 0 VDC.</p> <p>Inspect AACB15505– Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked. Replace if it stays at 3.3 VDC or 0 VDC.</p> <p>Check for disconnected, loose or broken wires from sensor to CB15503 controller board. Replace if needed. (AAE15545, AACB4401)</p>
<p><b>Motor/ Sensor self test failed at power on.</b></p> <p>Power game down, wait 10 seconds, then power game ON.</p>	<p>Pivot Motor does turn at power on.</p> <p>Dirty, blocked, or faulty Home Sensor</p>  <p style="text-align: center; font-size: small;">Home Sensor (AACB4401)</p> <p>Disconnected, loose or broken wires.</p>	<p>Inspect AACB4401– There should be 12 volts DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked. Replace if it stays at 3.3 VDC or 0 VDC.</p> <p>Check for disconnected, loose or broken wires from sensor to CB15503 controller board. Replace if needed. (AAE15543, AACB4401)</p>
<p>Pivot Motor does NOT turn at power on.</p>	<p>Disconnected, loose or broken wires.</p> <p>Check for 12 Volts DC at motor at power ON.</p>	<p>Check connections from motor to CB15503 controller board.(AAE15543, AAMO1800)</p> <p>If 12 V is at motor - Replace motor (AAMO1800)</p> <p>If no 12 V at motor - Replace AAE15543 cable and/or AAMO1800 motor.</p>

# CAPSULE MODULE TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Prize Unavailable on screen</b></p>  <p>The Prize Hub will normally not show prizes that are unavailable.</p> <p>Ticket Cost must be greater than 0.</p> <p>Stock must be greater than 0.</p> <p>Enter the Machine Menu, Main Hub Setup to enable or disable the "Show Unavailable Items"</p> 	<p>Location is actually empty of prizes.</p> <p>Prize dispensing malfunction.</p> <p>Front door opens while it is dispensing prize.</p> <p>Prize jam.</p> <p>Stock Quantity is set too low.</p> <p>Motor/Sensor self test failed at power on.</p> <p>Entire Unit Not Recognized by Main Hub</p> <p>No communication from a Capsule Unit to Main Hub</p>	<p>Capsules will hold 120 of the 2" capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable.</p> <p>Capsule carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, that capsule location will show unavailable, not subtract tickets from guest and have them chose a different prize.</p> <p>If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables. Refer to "Carousel motor not turning" in troubleshooting guide.</p> <p>Capsule unit is specifically designed to resist and power-through jams. If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand and see if it dispenses capsule. If not - Remove capsules and locate jammed capsule. If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section</p> <p>Make sure stock quantities are high enough so that the Prize Hub does not think it is out of prizes before the unit is empty.</p> <p>If pivot motor test fails on power on. At power on - The pivot motor will move and test home sensor. If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.</p> <p>Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.</p> <p>Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.</p>

# SPINDLE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No power to the capsule module.</b> <b>No lights on at all.</b> <b>(Power Supply not ON)</b></p> 	<p>Unplugged Circuit breaker tripped</p> <p>GFCI Outlet Plug defective.</p> <p>Line Filter defective</p> <p>Check AC cord from power strip into Power supply</p> <p>Ensure power rocker switch is on in back of module.</p> <p>Power supply shutting down because of 12 V overload</p>	<p>Check wall outlet or outside power strip. Reset power strip breaker switch or building circuit breaker</p> <p>Ensure 110 Volts is getting to Power Supply Replace plug if needed. (A5PL1800)</p> <p>Ensure 110 Volts is getting to Power Supply Replace filter if needed. (A5FI9020)</p> <p>Ensure power in cord is secure.</p> <p>Set rocker switch to ON (-) </p> <p>Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.</p>
<p><b>LED strip on door does not light up.</b></p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty LED cables inside unit</p>	<p>Check connections from CB15501 Controller board to LED cable on front door. (Cables #'s AACE15563 and AACE15564)</p> <p>Replace LED light cable AACE15564</p>
<p><b>RGB Color LED strip on top of game does not light up or missing colors.</b></p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty LED cables.</p>	<p>Check connections from CB15501 Controller board to LED cable on top of game. (Cables #'s AACE15561 and AACE15562)</p> <p>Replace LED light cable AACE15562</p>
<p><b>RGB Color LED strip on bottom of game does not light up or missing colors.</b></p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty LED cables.</p>	<p>Check connections from CB15501 Controller board to LED cable on top of game. (Cables #'s AACE15569 and AACE15560)</p> <p>Replace LED light cable AACE15560</p>
<p><b>Spindle Not Turning</b> Test dispense a prize by going into menu and selecting a spindle</p>	<p>Check for 12 Volts DC on spindle motor</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty controller board.</p>	<p>If spindle motor has 12 VDC, and does not move - Replace spindle. (AADSPZ010)</p> <p>If no 12 VDC: Check connections from spindle to controller board. (CE15567, CE15573, CE15574, CE15572)</p> <p>Replace controller board. (AACB15501)</p>
<p><b>Spindle Always Turning</b></p>	<p>Spindle will time out and stop spinning after 50 seconds as the maximum menu setting.</p>	<p>If spindle continues to spin, the controller board is faulty. Replace board. (AACB15501)</p>

# SPINDLE HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Prize does not Drop or More than One Prize Drops at a time.</b></p> <p>Spindle will turn off after prize chute sensors “sees” prize drop.</p> <p>The spindle will turn for 35 seconds - if the prize does not fall from spindle, or gets stuck in the prize chute, it will not be seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have them chose a different prize.</p>	<p>Prize is stuck on spindle.</p> <p>Prize stuck in prize chute</p> <p>Prize chute sensors are dirty, misaligned, or faulty.</p>	<p>Make sure prize hanger is UNDER retaining pin.</p> <p>Inspect prize chute and clear jam.</p> <p>Clean emitters and detectors. Ensure they are pointing straight out and no components on boards are bent</p> <p>To remove sensors: Remove 4 of #2 square head screws from L Brackets in rear of prize chute wood box. Wood Box will now slide out front of game. Remove Prize Chute Sensor by removing the 4 Phillips bolts that secure sensor to black plastic mask. (The black plastic masks must remain attached to wood to provide alignment for the sensors.)</p> <p>Inspect cables between sensors and to controller board. (AAE15566) Replace if needed.</p> <p>Ensure AAE15566 cable is plugged securely into controller board. It does not matter which sensor goes into which socket.</p> <p>Replace both Prize Chute Sensors.</p> <p>Replace Controller Board. (AACB15501)</p>  
<p><b>Prize Unavailable on screen</b></p> 	<p>Location is actually empty of prizes.</p> <p>Prize dispensing malfunction.</p> <p>Prize jam.</p> <p>Stock Quantity is set too low.</p> <p>Entire Unit Not Recognized by Main Hub</p> <p>No communication from a Spindle Unit to Main Hub Unit.</p>	<p>Spindles will hold 3 to 17 items depending on thickness of the prize. Once all the prizes are won, it will show that prize unavailable.</p> <p>A spindle will turn off after 35 seconds (configurable in menu) - if the prize is not seen by prize chute sensors, then it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.</p> <p>The spindle will turn for 35 seconds (configurable in menu)- if the prize does not fall from spindle, or gets stuck in the prize chute, it will not be seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him chose a different prize. Refer to “Prize does not Drop.” section</p> <p>The number of prizes on the spindles should reflect the actual number of prizes hanging on each spindle. The game will then only dispense that amount, then go to prize unavailable.</p> <p>Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p> <p>Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p>
<p><b>Prize Dispense Failure on screen.</b></p> <p>Prize does not drop after Prize Hub tries to drop it.</p> <p>Prize will go to “Unavailable”</p>	<p>Prize did not dispense when Prize Hub expect it.</p> 	<p>Refer to “Prize Unavailable on screen” troubleshooting section.</p>

# LOCKER HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No power to the capsule module. No lights on at all.</b></p> <p><b>(Power Supply not ON)</b></p> 	<p>Unplugged</p> <p>Circuit breaker tripped</p> <p>GFCI Outlet Plug defective.</p> <p>Line Filter defective</p> <p>Check AC cord from power strip into Power supply</p> <p>Ensure power rocker switch is ON in back of module.</p> <p>Power supply shutting down because of 12 V overload</p>	<p>Check wall outlet or outside power strip.</p> <p>Reset power strip breaker switch or building circuit breaker</p> <p>Ensure 110 Volts is getting to Power Supply</p> <p>Replace plug if needed. (A5PL1800)</p> <p>Ensure 110 Volts is getting to Power Supply</p> <p>Replace filter if needed. (A5FI9020)</p> <p>Ensure power in cord is secure.</p> <p>Set rocker switch to ON (-) </p> <p>Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.</p>
<p><b>LED strips in doors do not light up</b></p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty LED lights.</p>	<p>Check connections from CB15502 Controller board to LED cable in front doors. (Cables #'s AACE15505 and AACE15506)</p> <p>Replace LED light cable AACE15506</p>
<p><b>RGB Color LED strip on top or bottom of game does not light up or missing colors.</b></p>	<p>Disconnected, loose or broken wires.</p> <p>Faulty LED cables.</p>	<p>Check connections from CB15502 Controller board to LED lights on top and bottom of game. (Cables #'s CE15501, CE15502, CE15503, CE15504)</p> <p>Replace LED light cable AACE15502, AACE15504</p>
<p><b>Locker door does not open</b></p> <p>Enter menu to test dispense</p>	<p>Solenoid is engaging</p> <p>Pivot point not adjusted correctly</p> <p>Solenoid is NOT engaging</p>	<p>Linkages loose or not aligned.</p> <p>Remove wood platform. Inspect linkages at solenoid.  Inspect linkages at pivot.  Slotted holes will allow pivot bracket to move forward and backward.  Move forward if latch does not lock door. Move backward if door has play when locked.</p> <p>Faulty wires. Check connections from solenoid to Controller Board. (AACE15514)</p> <p>If 12 Volts DC is at solenoid: Replace solenoid. (A5SO5052)</p> <p>If no 12 Volts DC at solenoid: Replace cables and/or controller board. (AACE15514, AACB15502)</p>
<p><b>Locker door stays open. Solenoid stays engaged.</b></p> <p>Solenoid will disengage 2 seconds after door switch sees the door open and then close.</p>	<p>Open locker door, lift and remove wood base to access switch.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty controller board.</p>	<p>Check connections from switch to controller board.  Replace if needed. (A5SW200, AACE15513)</p> <p>Replace AACB15502 board.</p>
<p><b>Prize Unavailable on screen</b></p> 	<p>Location is actually empty of prizes.</p> <p>Prize dispensing malfunction.</p> <p>Entire Unit Not Recognized by Main Hub</p>	<p>Lockers can only hold 1 prize. Once that is empty, it will show that prize unavailable.</p> <p>If locker door does not open for whatever reason, it will show that prize unavailable, but <b>does</b> subtract tickets and will log that win in the history menu.</p> <p>Refer to “Entire Unit not Recognized by Main Hub” in troubleshooting section.</p>

# LOCKER XL HUB TROUBLESHOOTING GUIDE

Problem		Probable Cause	Remedy
<p><b>No power to the capsule module. No lights on at all.</b></p> <p><b>(Power Supply not ON)</b></p> 		<p>Unplugged</p> <p>Circuit breaker tripped</p> <p>GFCI Outlet Plug defective.</p> <p>Line Filter defective</p> <p>Check AC cord from power strip into Power supply</p> <p>Ensure power rocker switch is ON in back of module.</p> <p>Power supply shutting down because of 12 V overload</p>	<p>Check wall outlet or outside power strip.</p> <p>Reset power strip breaker switch or building circuit breaker</p> <p>Ensure 110 Volts is getting to Power Supply</p> <p>Replace plug if needed. (A5PL1800)</p> <p>Ensure 110 Volts is getting to Power Supply</p> <p>Replace filter if needed. (A5FI9020)</p> <p>Ensure power in cord is secure.</p> <p>Set rocker switch to ON (-) </p> <p>Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.</p>
<p><b>LED strips in doors do not light up</b></p>		<p>Disconnected, loose or broken wires.</p> <p>Faulty LED lights.</p>	<p>Check connections from CB15502 Controller board to LED cable in front doors. (Cables #'s CE15517-20 and AACE15521)</p> <p>Replace LED light cable AACE15521</p>
<p><b>RGB Color LED strip on top or bottom of game does not light up or missing colors.</b></p>		<p>Disconnected, loose or broken wires.</p> <p>Faulty LED cables.</p>	<p>Check connections from CB15502 Controller board to LED lights on top and bottom of game. (Cables #'s CE15522, CE15523, CE15503, CE15515)</p> <p>Replace LED light cable AACE15523, AACE15515</p>
<p><b>Locker door does not open</b></p> <p>Enter menu to test dispense</p>	<p>Solenoid is engaging</p>	<p>Linkages loose or not aligned.</p> <p>Pivot point not adjusted correctly</p>	<p>Remove wood platform.</p> <p>Inspect linkages at solenoid. </p> <p>Inspect linkages at pivot. </p> <p>Slotted holes will allow pivot bracket to move forward and backward.</p> <p>Move forward if latch does not lock door.</p> <p>Move backward if door has play when locked. </p>
	<p>Solenoid is NOT engaging</p>	<p>Faulty wires.</p> <p>Check for 12 Volts DC at solenoid.</p>	<p>Check connections from solenoid to Controller Board. (AACE15514)</p> <p>If 12 Volts DC is at solenoid: Replace solenoid. (A5SO5052)</p> <p>If no 12 Volts DC at solenoid: Replace cables and/or controller board.</p>
<p><b>Locker door stays open. Solenoid stays engaged.</b></p> <p>Solenoid will disengage 2 seconds after door switch sees the door open and then close.</p>		<p>Open locker door, lift and remove wood base to access switch.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty controller board.</p>	<p>Check connections from switch to controller board. Replace if needed. (A5SW200) </p> <p>Replace AACB15502 board.</p>
<p><b>Prize Unavailable on screen</b></p> 		<p>Location is actually empty of prizes.</p> <p>Prize dispensing malfunction.</p> <p>Entire Unit Not Recognized by Main Hub</p>	<p>Lockers can only hold 1 prize. Once that is empty, it will show that prize unavailable.</p> <p>If locker door does not open for whatever reason, it will show that prize unavailable, but <b>does</b> subtract tickets and will log that win in the history menu.</p> <p>Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.</p>

# Diagnostics

The primary source of information about a specific module issue will be the “Events” tab in the Module Setup Menu.

Enter the menu of Prize Hub and touch “Machine Setup”

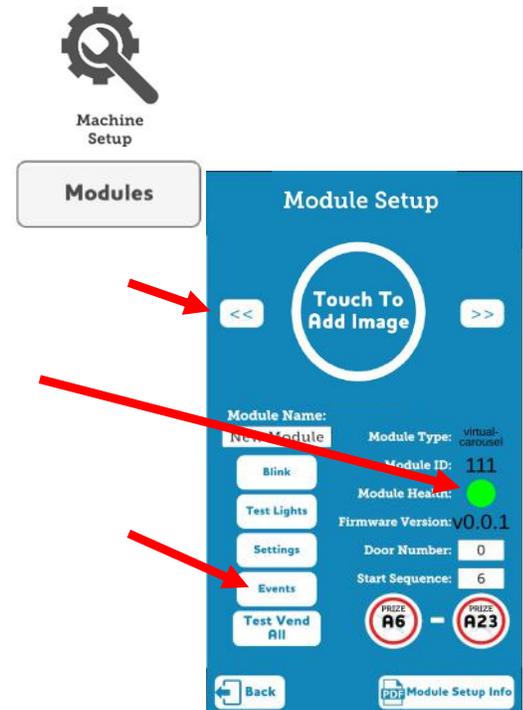
Touch “Modules”

Touching the side arrows, scroll to the module with the issue.

It will have a red indicator here.

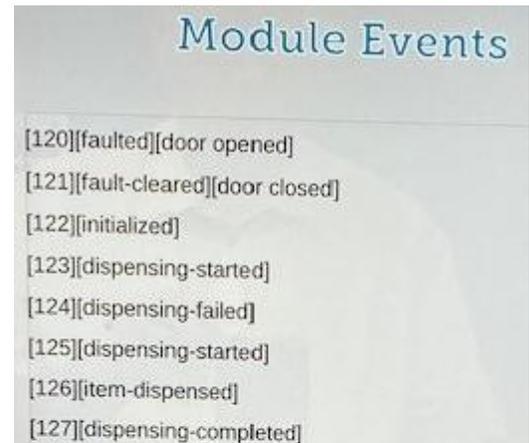
Touch “Events”

This will list the last 100 events logged for this module. Scroll to the bottom of the list for more recent items.

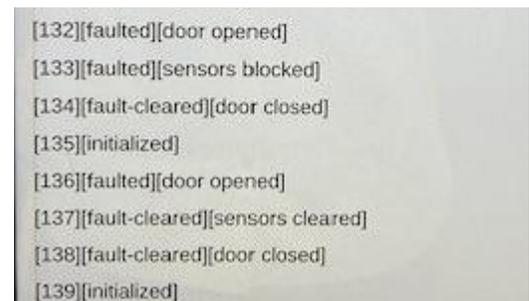


Examples of the Events Log for the Capsule module:

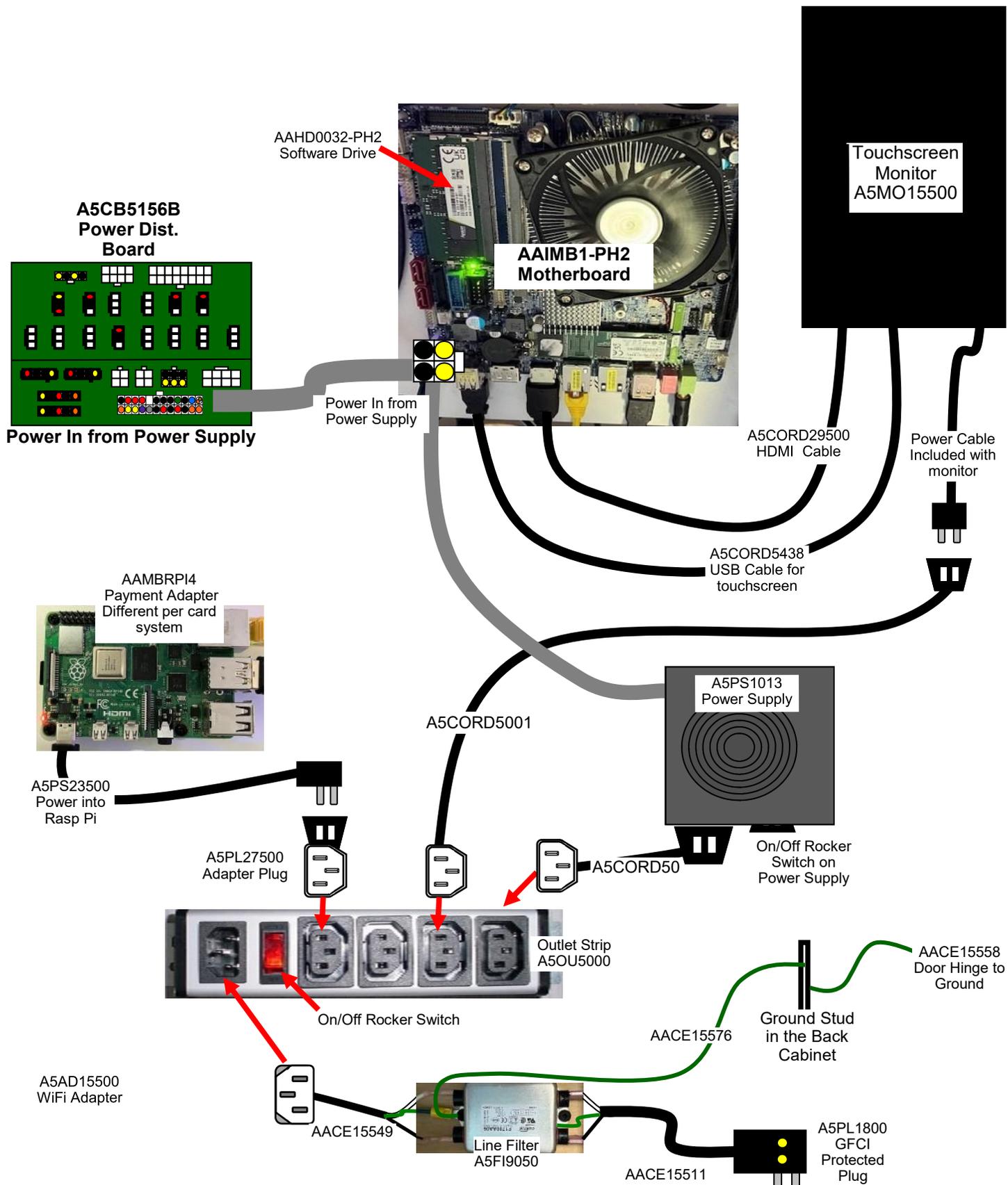
- 120 - Front door is opened
- 121 - Front door is closed
- 122 - Capsule motors being cycled in and out
- 123 - Prize starting to be dispensed
- 124 - Failed dispensing a capsule
- 125 - Prize starting to be dispensed
- 126 - Prize dispensed
- 127 - Dispensing complete and tickets taken



- 132 - Front door is opened
- 133 - Sensors are blocked
- 134 - Front door is closed
- 135 - Capsule motors being cycled in and out
- 136- Front door is opened
- 137 - Sensors are cleared
- 138 - Front door is closed
- 139 - Capsule motors being cycled in and out

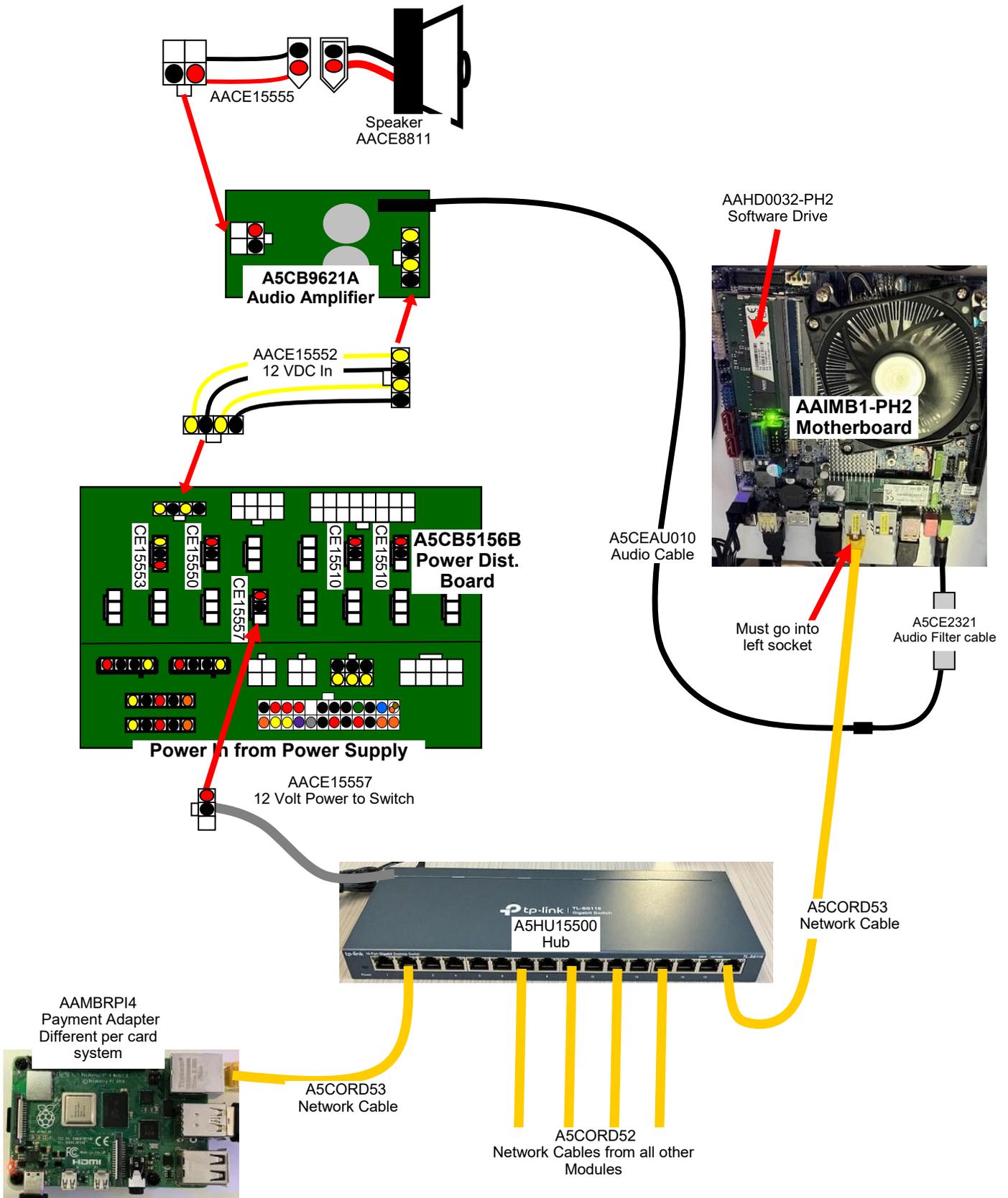


# MAIN MODULE WIRING DIAGRAM

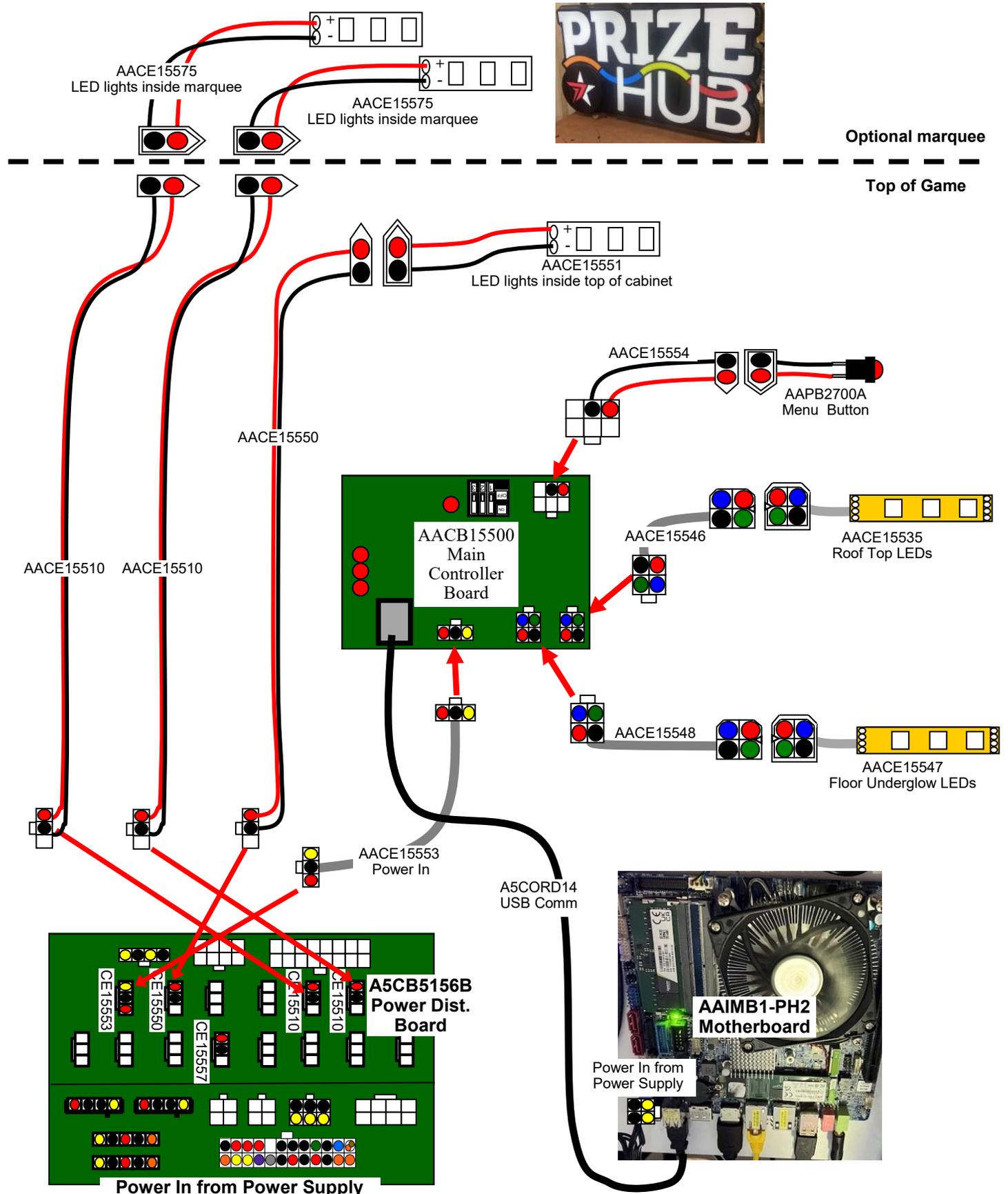


Note: 220 VAC has a different AC Power In cable and socket A5CORD5 & A5CN1055

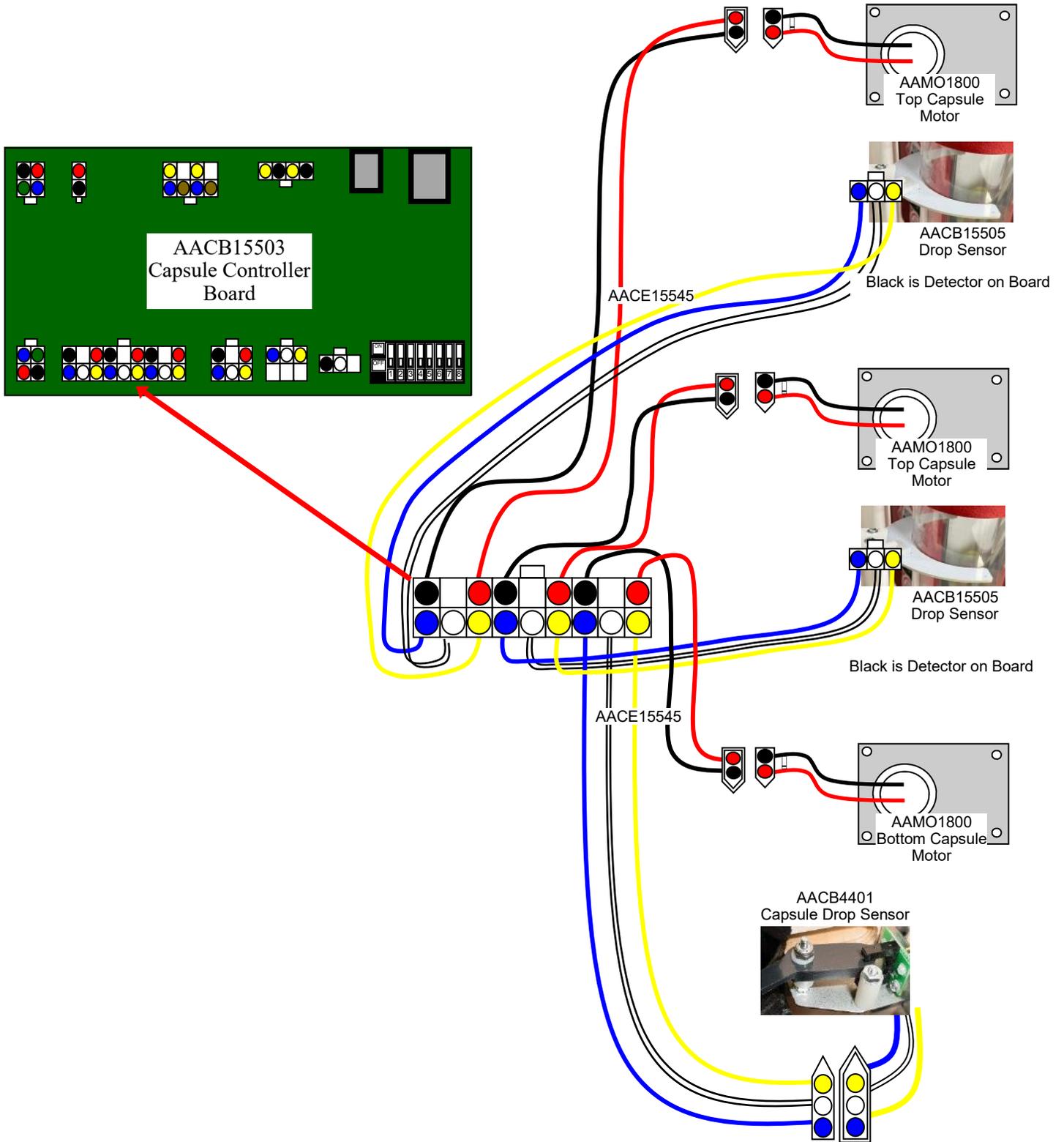
# MAIN MODULE WIRING DIAGRAM



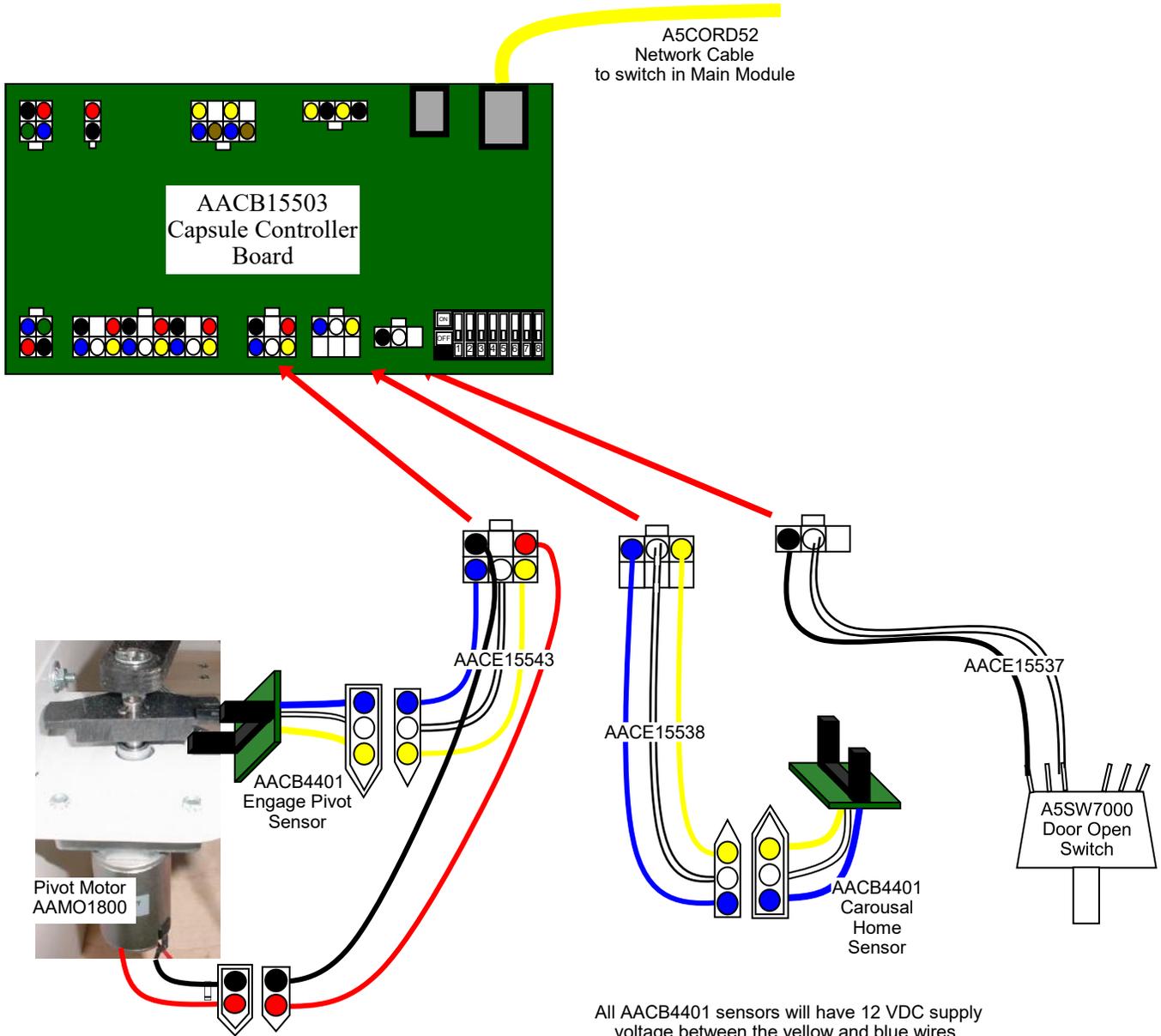
# MAIN MODULE WIRING DIAGRAM



# CAPSULE MODULE WIRING DIAGRAM

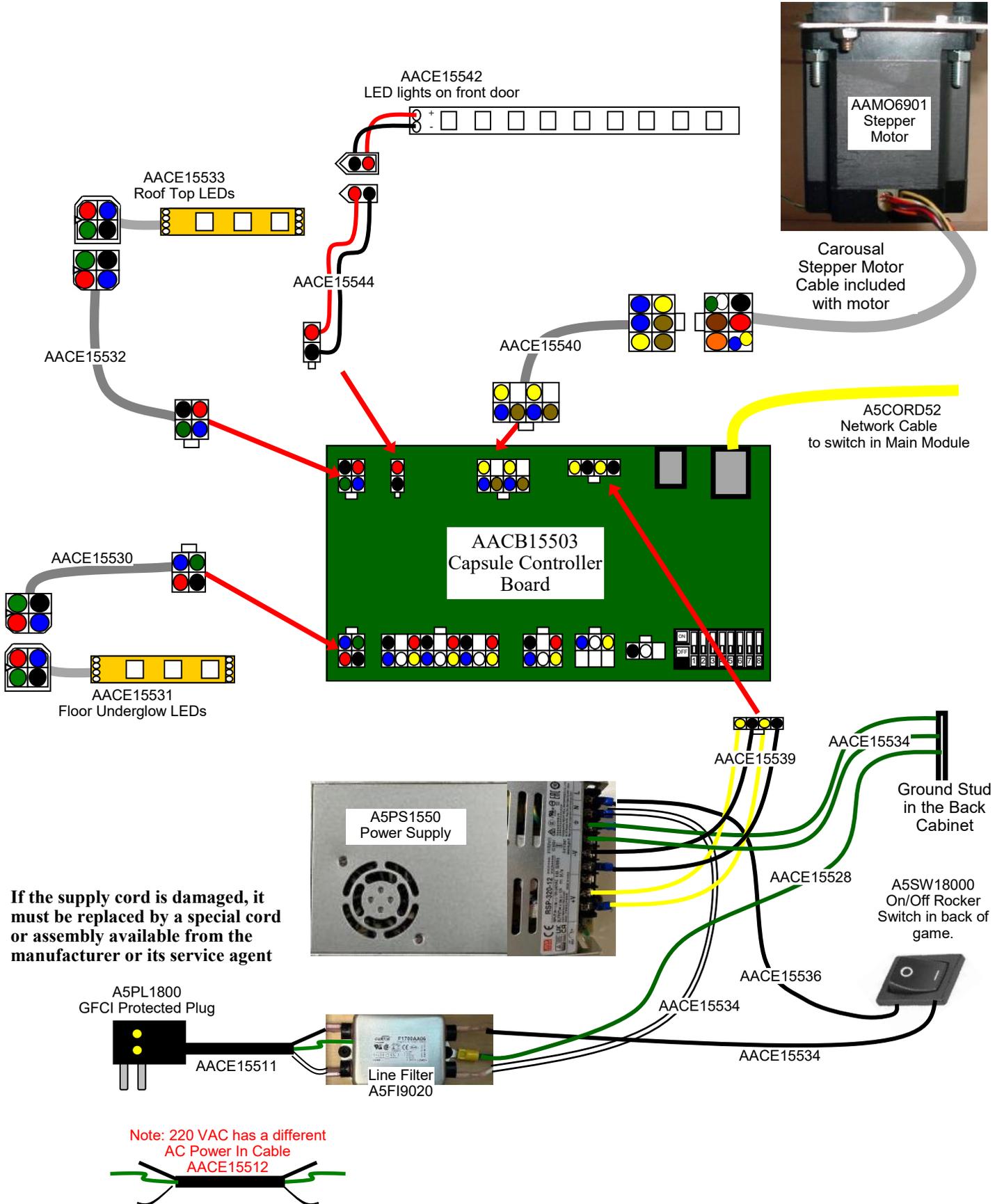


# CAPSULE MODULE WIRING DIAGRAM

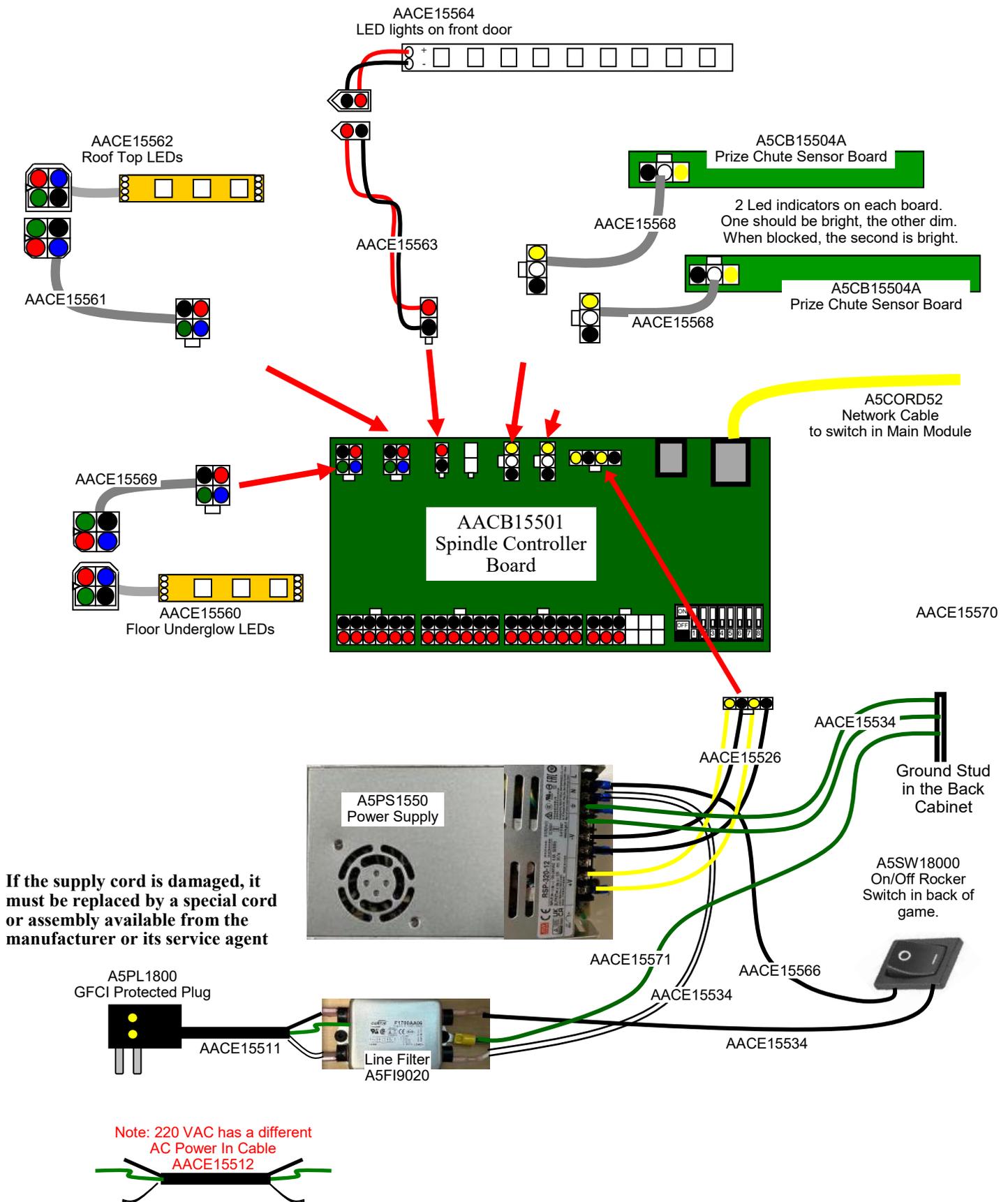


All AACB4401 sensors will have 12 VDC supply voltage between the yellow and blue wires.  
There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked

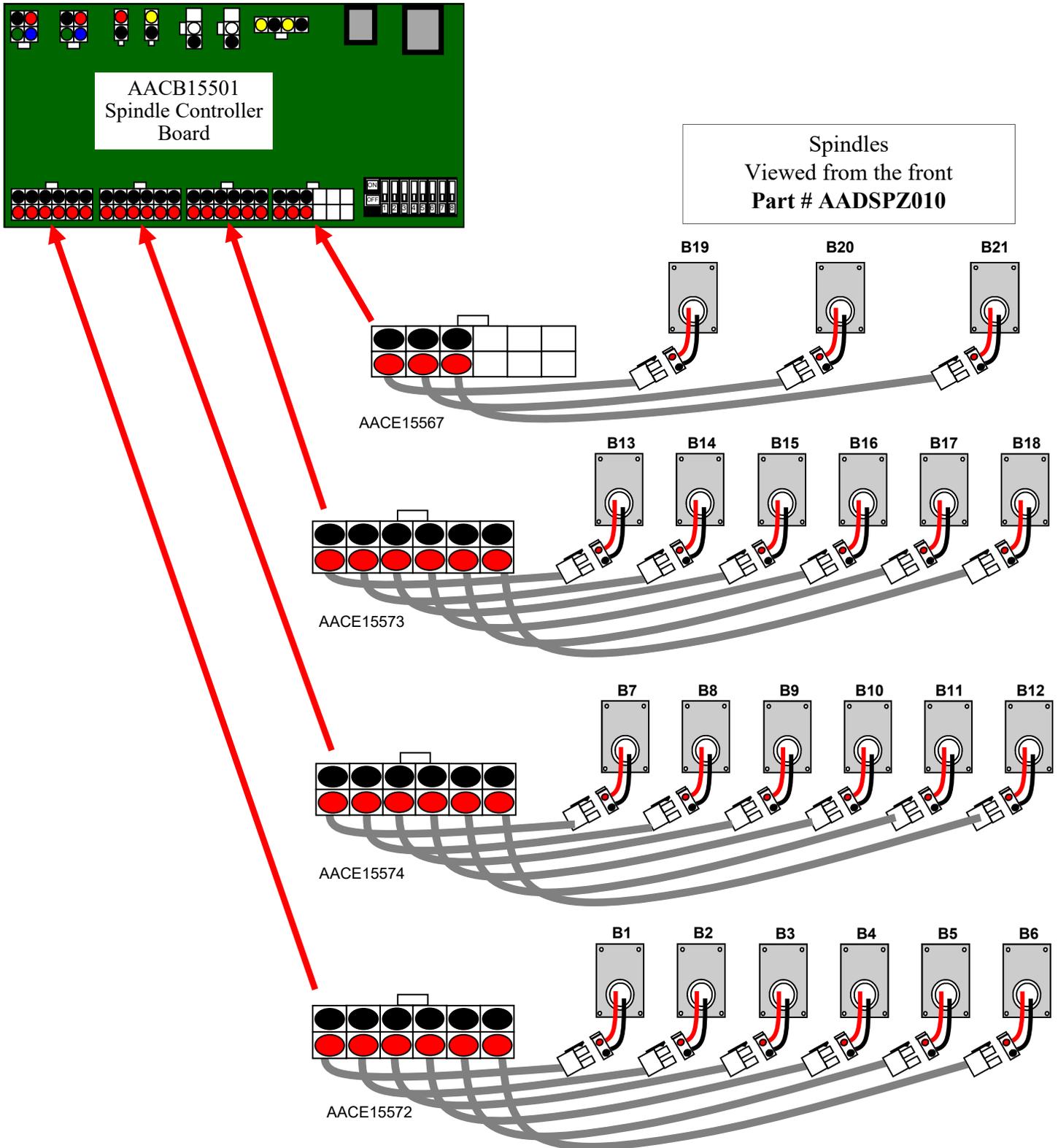
# CAPSULE MODULE WIRING DIAGRAM



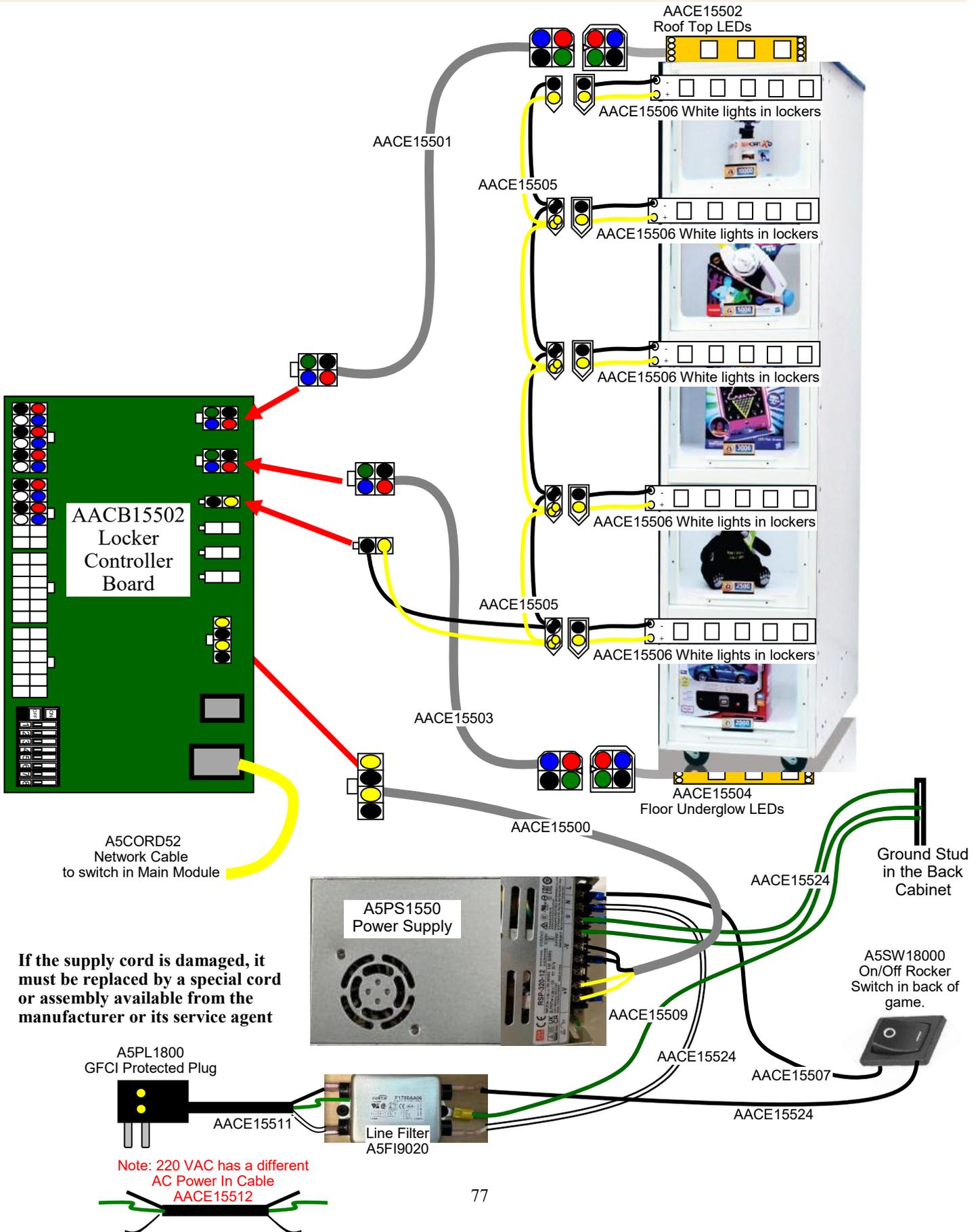
# SPINDLE MODULE WIRING DIAGRAM



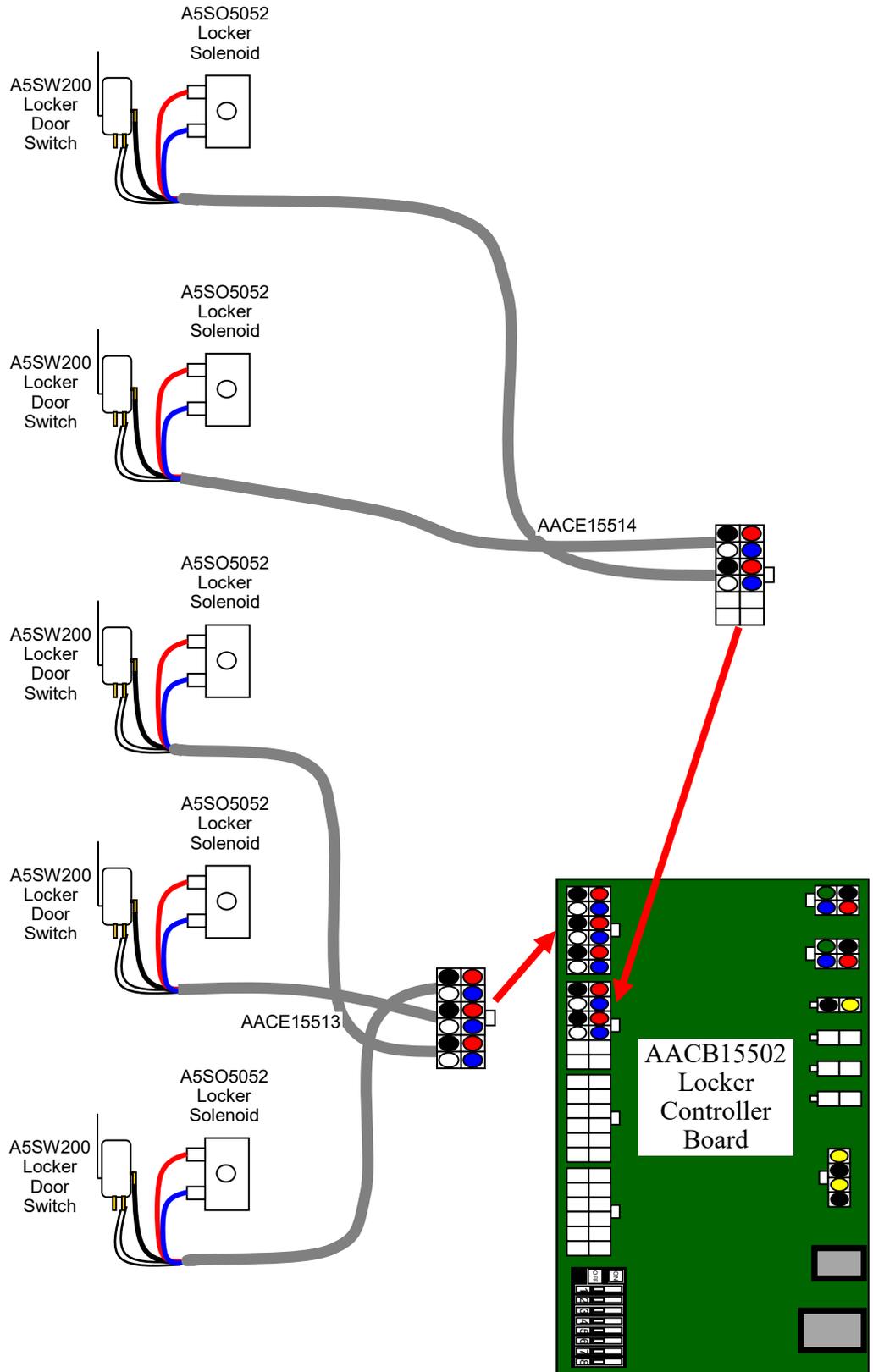
# SPINDLE MODULE WIRING DIAGRAM



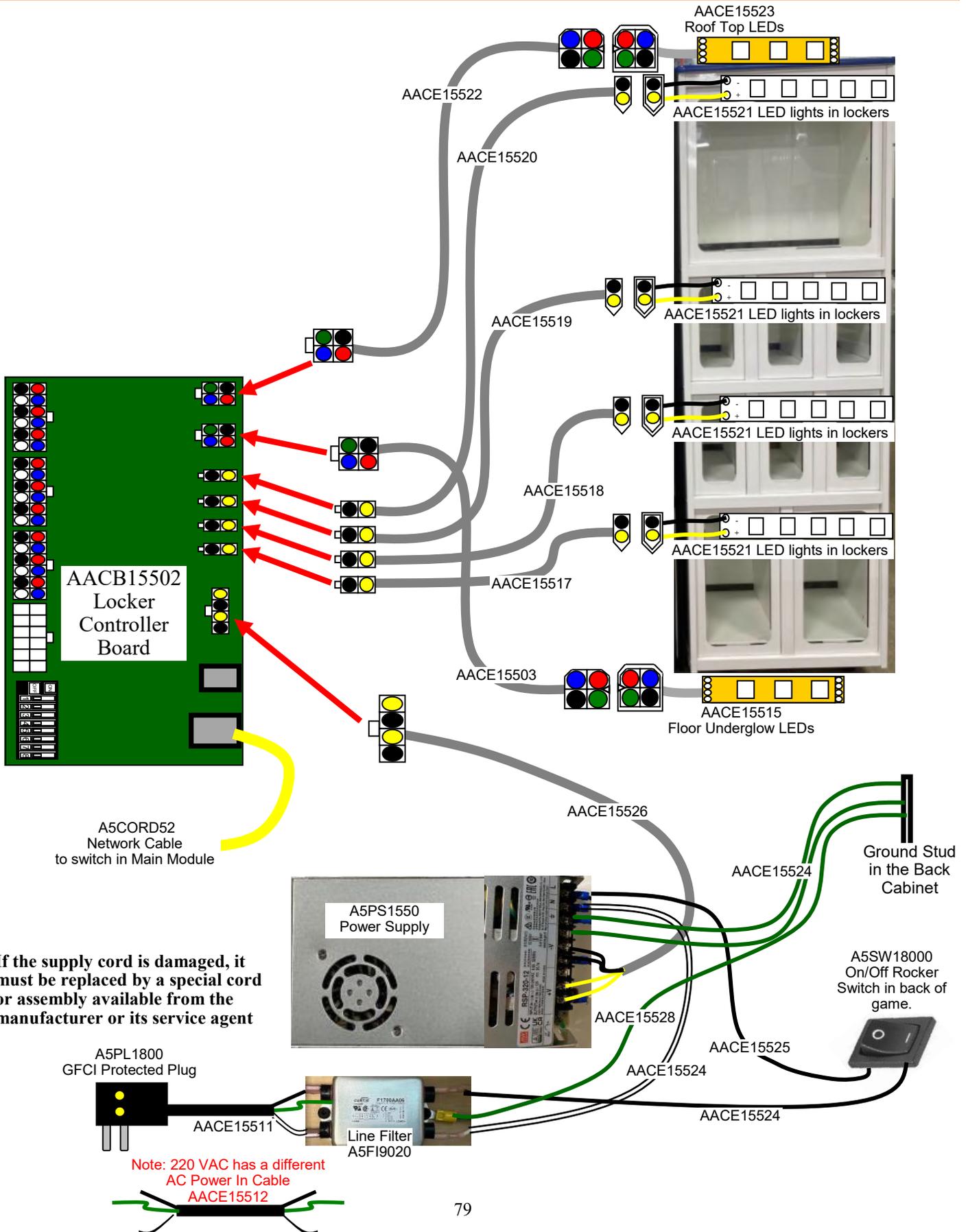
# LOCKER MODULE WIRING DIAGRAM



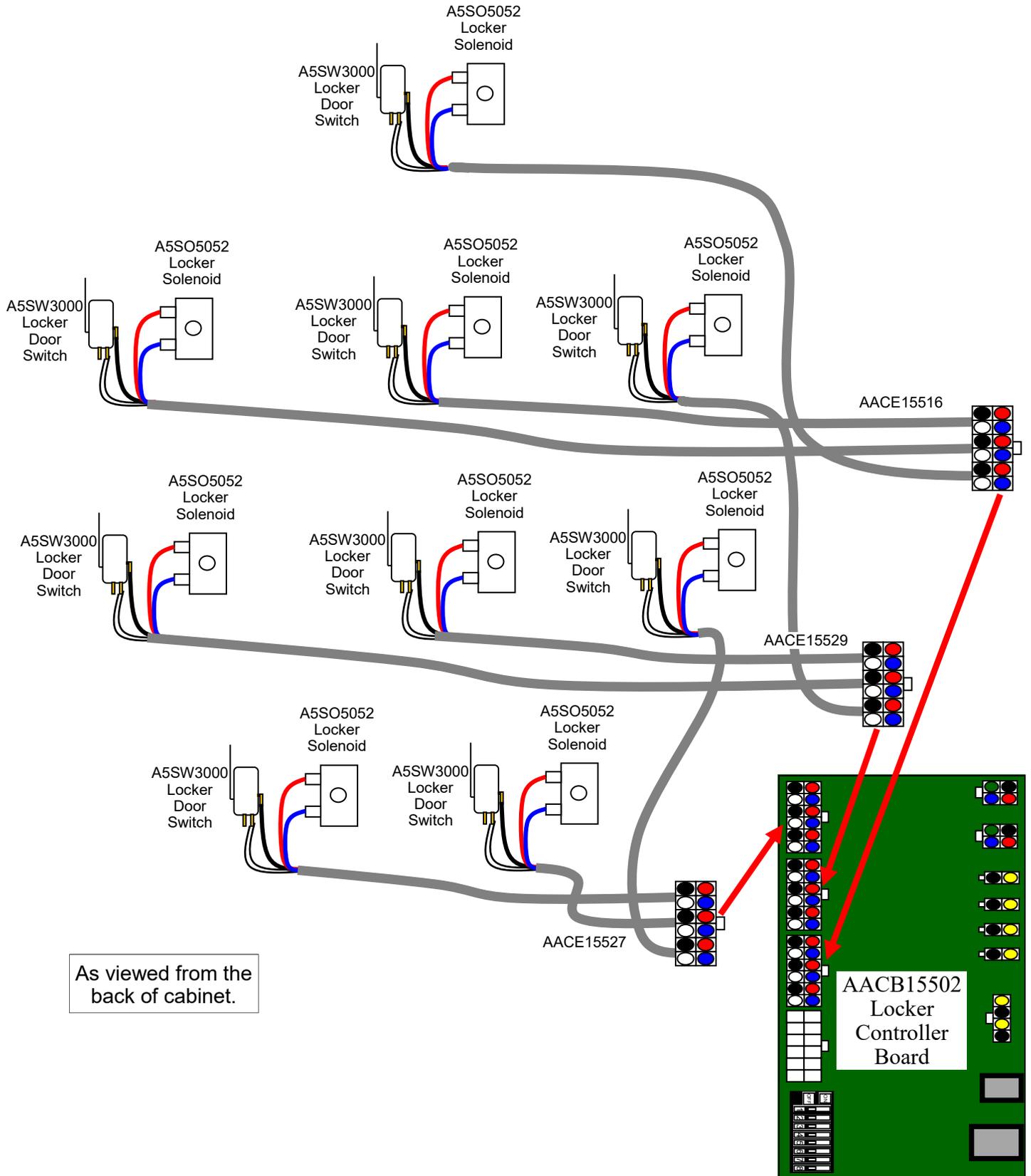
# LOCKER MODULE WIRING DIAGRAM



# LOCKER XL MODULE WIRING DIAGRAM



# LOCKER XL MODULE WIRING DIAGRAM



As viewed from the back of cabinet.

# NETWORK TROUBLESHOOTING

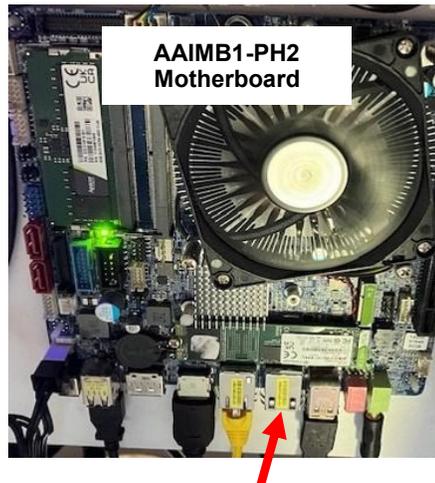
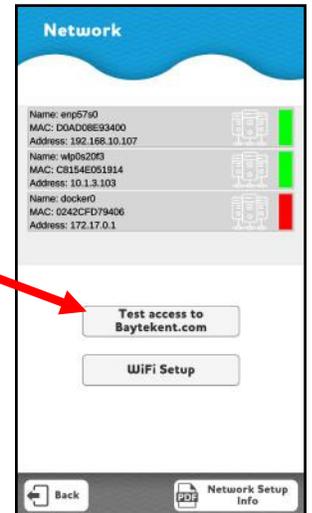
## Test connection to the Internet

Enter the menu and go to the Network Menu.  
Touch “Test access to Baytek.com”

If a green color, then it is connected to the internet.

If a red color, then it is not connected.

Ensure the network cable is plugged from the wall to the right side socket of the motherboard.  
(The left socket cable must go to the hub)



# INTERCARD CARD SYSTEM INFORMATION

Ensure all card readers are plugged into the payment adapter - not a motherboard socket.



AASD0032-\*\*\*  
Micro SD Card is different per card system

## Intercard Option - Part # AAINTE-INTERCARDSWIPE

Swipe card to load tickets onto reader and Prize Hub.

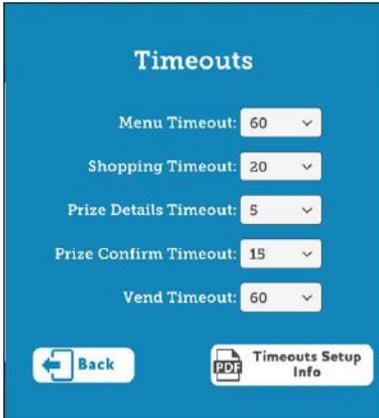
Swipe card again to remove tickets from reader and Prize Hub.

If guest is actively using Prize Hub, the tickets will stay on the reader and PH.

If guest is not actively using PH:

The tickets will be removed from PH after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from the reader after 80 seconds or until guest swipes any card.

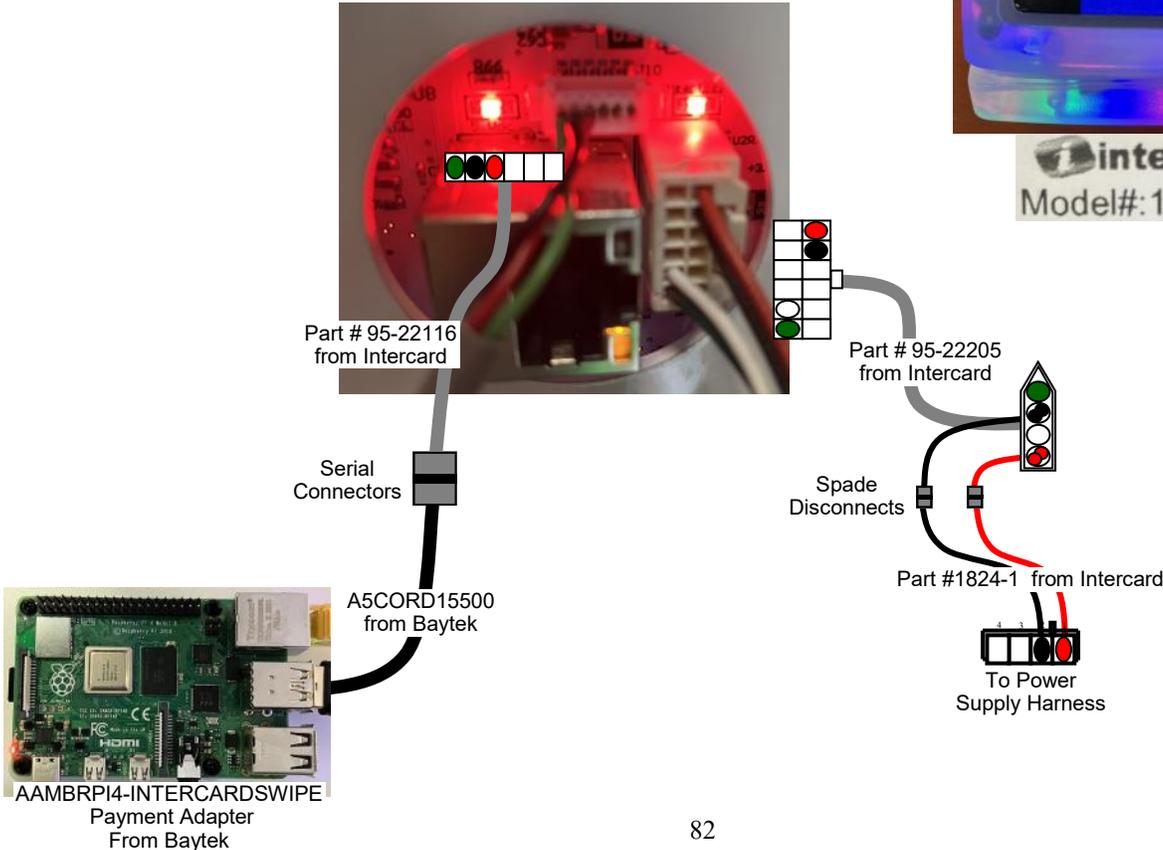


## Wiring Diagram:

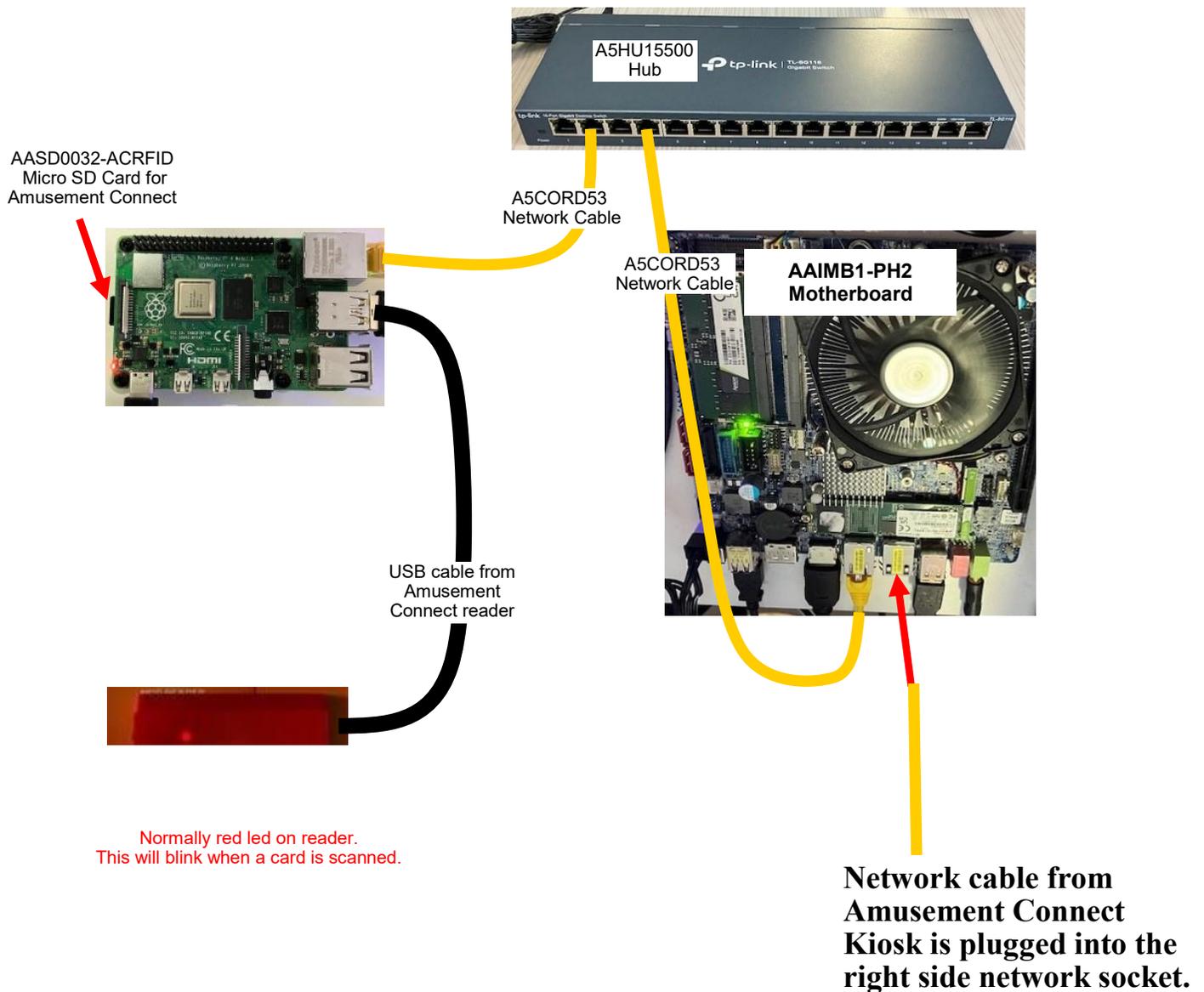
This is for the magnetic swipe reader Model # 1918-1



intercard  
Model#: 1918-1



# AMUSEMENT CONNECT CARD SYSTEM INFORMATION



## Amusement Connect Option - Part # AAIN-T-ACRFID

Tap card to load tickets onto reader and Prize Hub.

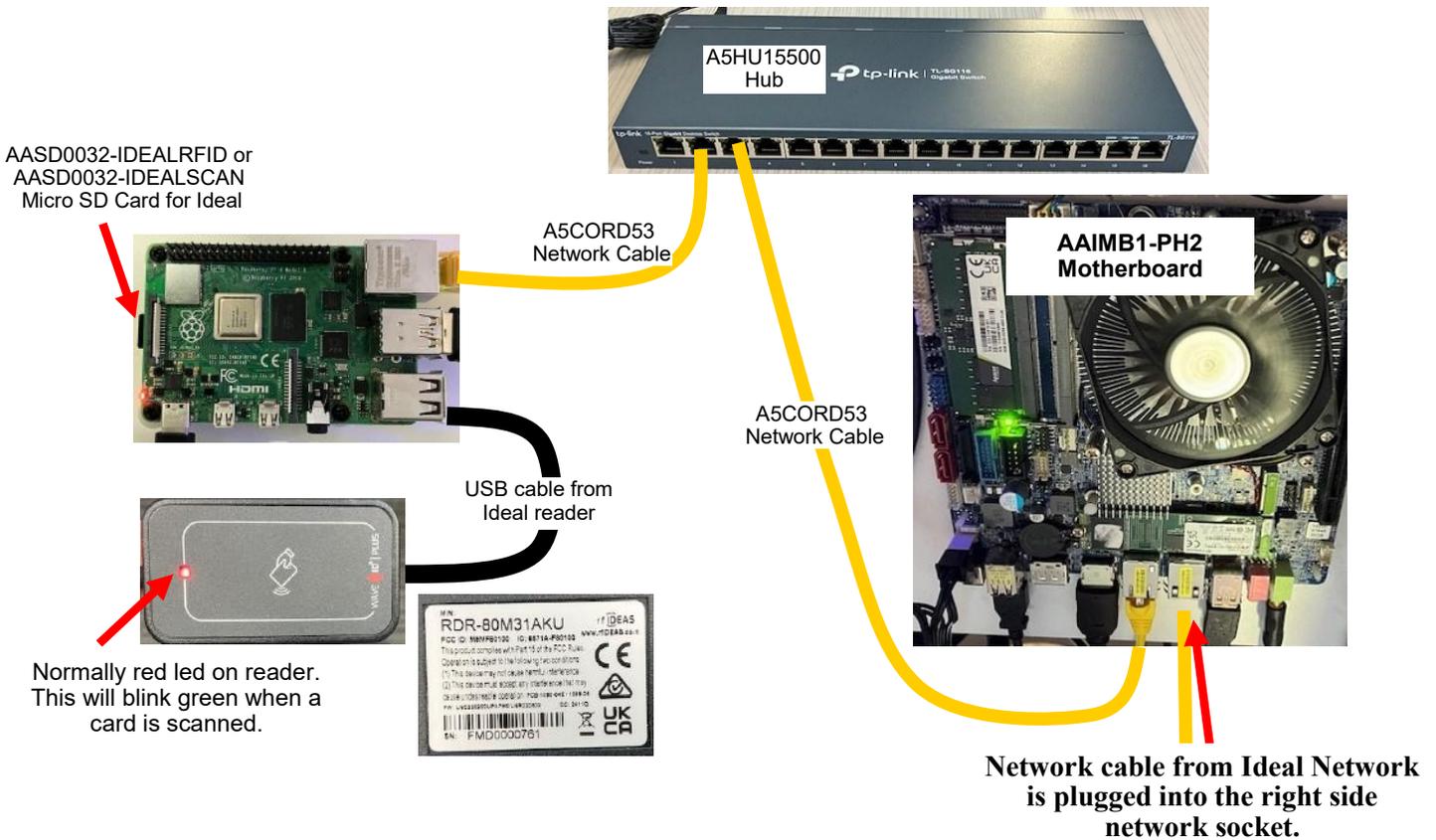
If guest is actively using Prize Hub, the tickets will stay on the reader and PH.

If guest is not actively using PH:

The tickets will be removed from PH after the "Shopping Timeout" in the Machine Setup Menu  
--> Timeouts has been reached.

The tickets will be removed from the reader after 80 seconds or until guest swipes any card.

# IDEAL CARD SYSTEM INFORMATION



## Ideal Option - AAINT-IDEALRFID or AAINT-IDEALSCAN (Magnetic Swipe Card is not supported.)

There are 3 different type of cards:

SLXM: This card has both RFID chip and bar code, so that it can be read by Ideals' special RFID reader or our scanner with a special program that puts a ! In front of the string of numbers.

1108: This card has both RFID chip and bar code, so that it can be read by Ideals' special RFID reader or our scanner with a special program that puts a ! In front of the string of numbers.

No name: This card has only a bar code, it can be read by our scanner with a special program that puts a ! In front of the string of numbers.

Payment Adapter Setup - Raspberry Pi software version  
Raspberry Pi IP address



Touch "Settings" to enter information to connect to the Ideal server.  
Enter IP address of the Ideal server.  
Input the port # of the Ideal server.

Tap card or scan to load tickets onto reader and Prize Hub.

If guest is actively using Prize Hub, the tickets will stay on the reader and PH.

If guest is not actively using PH:

The tickets will be removed from PH after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached or X Exit is touched.

Multiple cards scanned right after each other will stack up and add together on the screen. The first card scanned will have the tickets removed first.



Part # AAINT-IDEALRFID (RFID Reader is supplied by Ideal)



Part # AAINT-IDEALSCAN (Scanner is included)



# SACOA CARD SYSTEM INFORMATION

Ensure all card readers are plugged into the payment adapter - not a motherboard socket.

## Sacoa Options -

Sacoa cards may be a magnetic stripe card, RFID card, or bar code card.

The Prize Hub interface on the outside of the cabinet will vary depending on which interface is used.

Magnetic Stripe reader included

RFID card reader **not** included.

Scanner included.

## Part # AAIN-

Payment Adapter Setup - Raspberry Pi software version  
Raspberry Pi IP address

Touch "Settings" to enter information to connect to the Sacoa server.

Username and password are case sensitive.

Input the port # and the IP address of the Sacoa server.

Swipe card to load tickets onto reader and Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then use the second cards tickets.

Sacoa RFID reader - MIFARE READER V2



Blue Lights - Normal operation. Waiting for scan.

Yellow Lights - Reading a card

Red Lights - Failed a card read.

Green lights - Successful card read.

AASD0032-SACOARFID  
Micro SD Card



Part # AAIN-T-SACOASWIPE



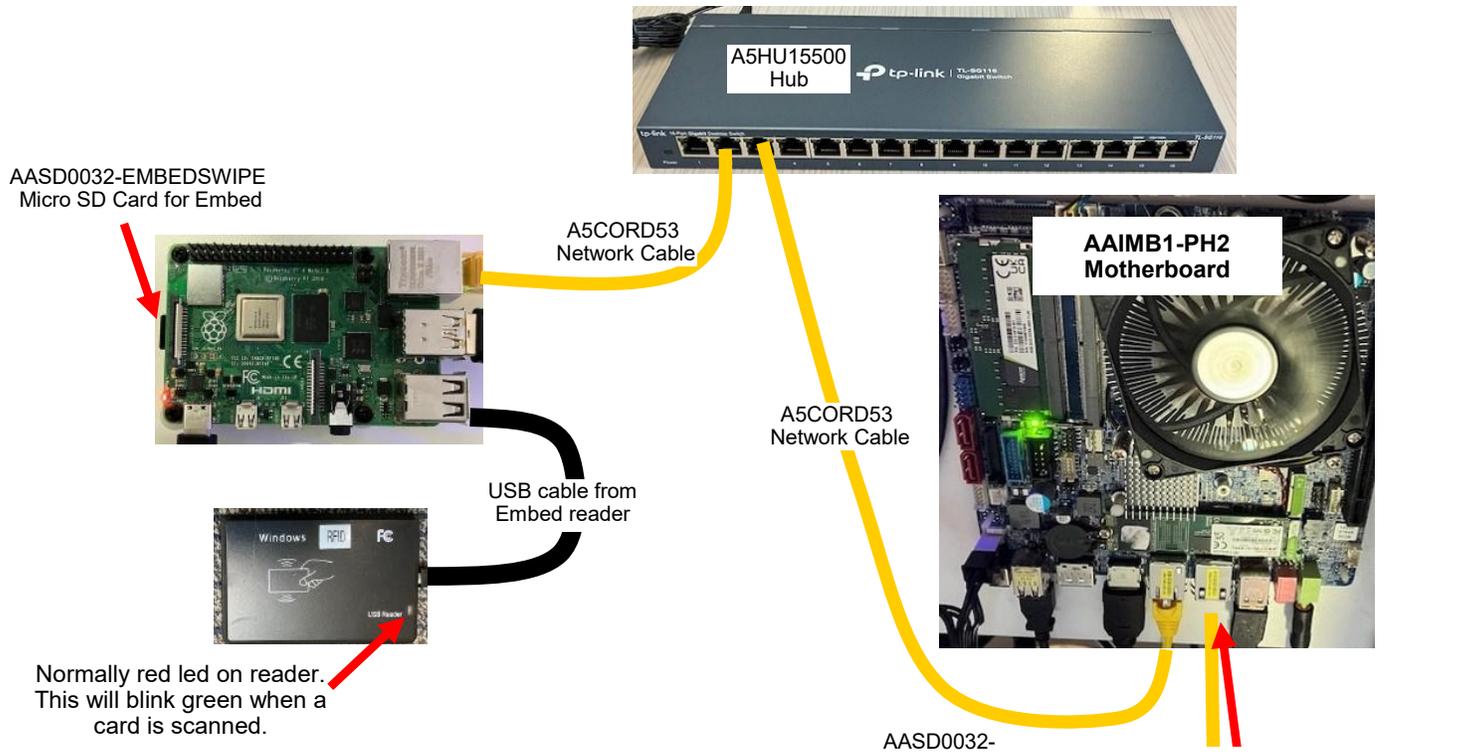
Part # AAIN-T-SACOARFID



Part # AAIN-T-SACOASCAN



# EMBED CARD SYSTEM INFORMATION



## Embed Options -

Embed cards may be a magnetic stripe card or RFID card. The Prize Hub interface on the outside of the cabinet will vary depending on which interface is used.

Magnetic Stripe reader included  
Reader will beep when a scan is made.



Part # AAKIT-PH-READER

RFID card reader **not** included.



Part # AAKIT-PH-RFID

## Part # AAINTEMBEDRFID or AAINTEMBEDSWIPE

Payment Adapter Setup - Raspberry Pi software version  
Raspberry Pi IP address

Touch "Settings" to enter information to connect to the Embed server.

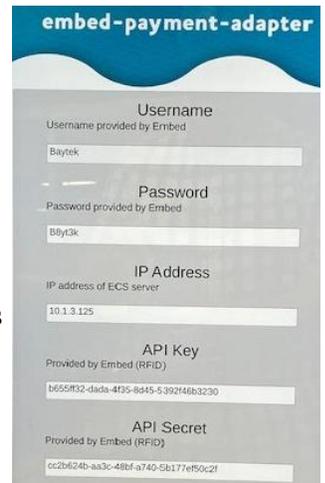
Username and password are case sensitive.  
Enter the Username, Password, IP address of the Embed server, API Key and API Secret.

Swipe or tap card to load tickets onto reader and Prize Hub.

If 2 cards are used to add up tickets onto Prize Hub, it will use the first cards tickets first, then use the second cards tickets.



Software is Swipe card  
If guest is reader and  
If guest is The tickets



Embed Card re Embed to load actively PH. not acti will be

**Embed Option - Part # AAINTE-EM**  
Card reader is NFC reader - Model ACR122U  
Software is Embed 1.0.1 for payment adapter  
Tap card to load tickets onto reader and Prize Hub  
If guest is actively using Prize Hub, the tickets v  
If guest is not actively using PH:  
The tickets will be removed from PH after the  
Menu --> Timeouts has been reached.

The tickets will be removed from

# CORE CASHLESS CARD SYSTEM INFORMATION

**Ensure all card readers are plugged into the payment adapter - not a motherboard socket.**

AASD0032-\*\*\*  
Micro SD Card is  
different per card  
system



## Core Cashless Options -

Core cards may have a magnetic stripe, RFID chip, or bar code. The Prize Hub interface on the outside of the cabinet will vary depending on which interface is used.

Magnetic Stripe reader included



Part # AAIN-T-CORESWIPE

RFID card reader **not** included.



Part # AAIN-T-CORERFID

Scanner included.



Part # AAIN-T-CORESCAN

**Payment Adapter Setup** - Raspberry Pi software version  
Raspberry Pi IP address

Touch "Settings" to enter information to connect to the Embed server.

### Settings in Payment Adapter:

Enter the IP address of the Core Cashless server, Card Type, and Card Subtype.

### Card Type & SubType:

The first digit indicates what type of credential is being used, and the second digit indicates any specifics about that type of credential.

For example CORE, 1,1 indicates a barcode (1) and the barcode type is CODE128 (as the second 1).

CORE,2,4 is a magstripe (2) and no details (4).

Swipe card to load tickets onto reader and Prize Hub.

If guest is actively using Prize Hub, the tickets will stay on the reader and PH.

If guest is not actively using PH:

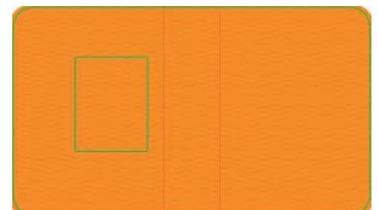
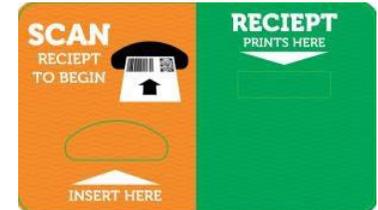
The tickets will be removed from PH after the "Shopping Timeout" in the Machine Setup Menu --> Timeouts has been reached.

The tickets will be removed from the reader after 80 seconds or until guest swipes any card.

A screenshot of the "Core Cashless Payment Adapter" settings screen. It has a blue header with the text "Core Cashless Payment Adapter". Below the header, there are three sections: "IP Address" with the label "IP address of Core Cashless server" and a text input field containing "208.74.101.30"; "Card Type" with the label "Type of Core Cashless Card" and a text input field containing "1"; and "Card Subtype" with the label "Subtype of Core Cashless Card" and a text input field containing "1".

# CARD SYSTEM INFORMATION

(Depending on card system)  
A5DE15516 Intercard  
A5DE15518 Gamer Green  
A5DE15519 Reader  
A5DE15520 Intercard Swipe  
A5DE15521 RFID  
A5DE15526 Readercore  
A5DE15527 Printer Scanner  
A5DE15528 Intercaard Kiasoft



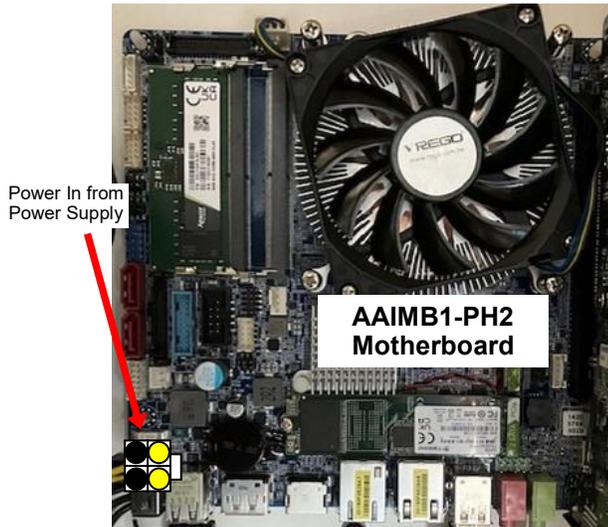
# AAIMB1 MOTHERBOARD

Prize Hub 2.0 uses the AAIMB1 motherboard.

There are a few differences from Baytek's other games' motherboards.

## Difference # 1:

The power in from the power supply connection is only a 4 pin plug.



## Difference # 2:

Jumpers on the motherboard need to be in these positions:



## Difference # 3:

2 network cable sockets.

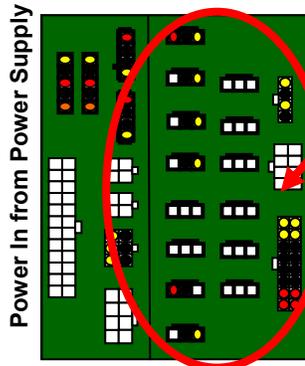
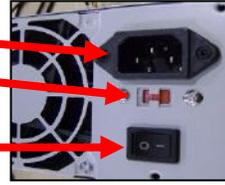
**The left socket must be used for cable going to the hub switch.**

The right socket is optional and would plug to network from wall.



# POWER SUPPLY DIAGNOSTICS

- 1.) Verify AC power to game. Check power strip in front door. The rocker switch should be illuminated.
- 2.) Check connection to power supply.
- 3.) Ensure Power Supply switch is set to 115V (or 230V)  
(Some model power supplies may not have this)
- 4.) Ensure Power switch is on.
- 5.) Ensure fan is turning.
  - If power supply fan is turning and there is no 12 Volt out:  
Check power supply cables to the Power Distribution Board.



A5CB5156B  
Power Dist. Board

- This board takes the power in, and directs it to the different 12 volt loads.
- Replace power supply if this board is not receiving 12 volts. (A5PS1013)
  - Unplug all power out connectors from the right side of the Power Distribution Board. Turn on game and if it boots correctly, plug one cable in at a time until the issue is found.
  - If power supply fan is not turning, then continue to "Verify Power to Motherboard"

## AAIMB1-PH2

Make sure the 4 pin power connector is plugged in.



AAIMB1-PH2  
Motherboard

## Verify Power to Motherboard

The motherboard will turn on power supply.  
If your game has no 12 volts, it may be the motherboard not turning on.  
Also - there may be a 12 volt short somewhere in cabinet that is not allowing the power supply to turn on.

## Minimize load on power supply and isolate short

Unplug the power supply cables going to the Power Distribution Board.  
This will leave the power supply, motherboard, and monitor left plugged in together.

If power supply, motherboard, and monitor now turn on:  
Plug in the Power Distribution Board to power supply, but unplug all of the outputs from the board.  
Turn on game and verify the 12 volts is good.  
Then plug in one component at a time to power supply to locate short.

If power supply still does not power on:  
Replace power supply (A5PS1013), or motherboard. (AAIMB1-PH2)

# HOW TO REPLACE SOFTWARE

The Prize Hub 2.0 motherboard software is programmed onto a M.2 drive

To replace the game software, this M.2 drive will need to be replaced on the motherboard.

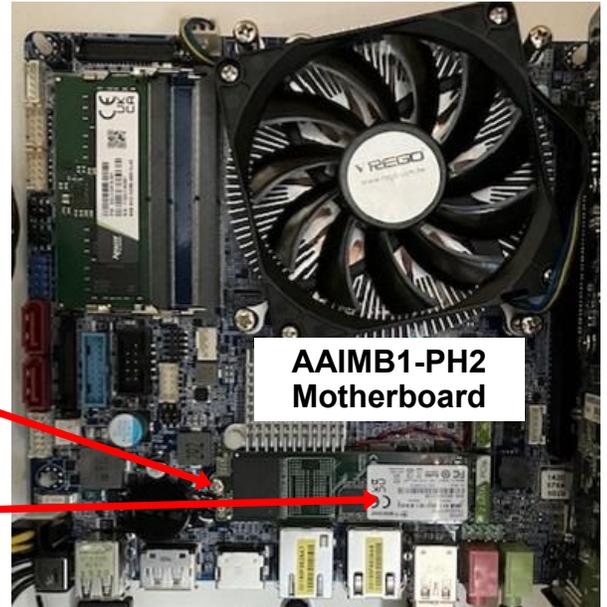
## Instructions:

Power down the game by unplugging it from the wall.

Carefully remove the small Phillips head screw holding down the M.2 drive. Set aside for later installation.

The M.2 drive will now slide out of its socket and be removed from the motherboard.

Install the new M.2 drive in the socket and secure it by re-installing the small Phillips screw.



If using Cloud, and a **snapshot has been set up, restore the snapshot.**  
**- the Secret will need to be reset. Rotate Secret and Update Key.**

# LOADING PRIZES MESSAGE

The “Loading Prizes” message will normally appear at power on.

It will disappear within seconds as the prizes are loaded onto the screen.

If it stays on the screen:

- 1.) the main module is not seeing any connected hubs.  
Refer to “Entire Module is not recognized by Prize Hub” troubleshooting section.
- 2.) Prizes are not set up with ticket Cost and Stock quantity.  
Refer to Prize Menu, Go to Prize Menu.



# ZEBEX BARCODE SCANNER PROGRAMMING

If a failure were to occur that caused the scanner to become inoperable, follow these steps to re-register the scanner.

## Identify the brand of scanner included in your Prize Hub

ZEBEX Scanners have a black housing or an orange and black housing. They are the latest model being used in the Prize Hub

## ZEBEX Scanner Programming

Make a copy of this page and cut on the dotted lines.

Follow these instructions:

1. Scan the first code- "Restore Defaults"
2. Scan the second code- "Presentation Mode"
3. Scan the third code- "Enable Interleaved 2 of 5"
4. Scan the fourth code- "Two Discrete Lengths"
5. Scan the number codes in the following sequence: **1 4 1 6**



# Prize Unavailable Message

Prize Unavailable will show for a variety of reasons:

- A.) Location is actually empty of prizes.
- B.) Prize dispensing malfunction.
- C.) Timeout Setting in Menu.
- C.) Prize jam.
- D.) Stock Quantity is set too low.
- E.) Motor/Sensor self test failed at power on.
- F.) Entire row of prizes unavailable.



## A.) Location is actually empty of prizes.

The locker will only hold one prize. Once that prize is won, it will show that prize unavailable.

Spindles will hold 3 to 17 items depending on thickness of the prize. Once all the prizes are won, it will show that prize unavailable.

Capsules will hold 120 of the 2" capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable.

**Solution: If location contains prizes, and still shows that prize is unavailable, continue to suggestions below**

## B.) Prize dispensing malfunction.

### Capsule Unit:

Capsule carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, the motor will time-out and carousel will go around again to try to dispense that same capsule.

If that capsule has tried to dispense twice and fails, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables.

### Spindle Unit:

A spindle will turn off after 35 seconds - if the prize is not seen by prize chute sensors, then it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

Place prizes close enough to the front of the spindle to ensure the prize drops within this 35 second window.

### Locker Unit:

If locker door does not open for whatever reason, the coil will try a couple times to engage and open the door. It will show that prize unavailable, but **does** subtract tickets and will log that win in the history menu.

**Solution: Refer to troubleshooting section of each unit to diagnosis further.**

## C.) Timeout Setting in Menu

Located in the "Machine Setup" Menu:

### Capsule Unit:

Dispensing Timeout: If set too low, the dispenser will not have enough time to drop a capsule. The Prize Hub interprets this as an empty capsule location, so it removes this capsule from service.

Dispense Detected Cool Down Duration: If this is set too low, the sensors may count one prize as two prizes.

### Spindle Unit:

Spindle Active Duration: If set too low, the prize on the spindle will not have enough time to drop. The Prize Hub interprets this as an empty spindle, so it removes this spindle from service.

Dispense Detected Cool Down Duration: If this is set too low, the sensors may count one prize as two prizes.

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

# Prize Unavailable Message



## D.) Prize jam.

### Capsule Unit:

Capsule unit is specifically designed to resist and power-through jams.

If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand and see if it dispenses capsule.

If not - Remove capsules and locate jammed capsule.

If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section



### Spindle Unit:

The spindle will turn for 35 seconds - if the prize does not fall from spindle, or gets stuck in the prize chute, it will not be seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him choose a different prize.

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

## E.) Stock Quantity is set too low.

Enter Owner Menu and go to Prize Menu.

There is a selection for "Stock Quantity" -

This must be set to a number, the Prize Hub will allow that number to be dispensed and then show Prize Unavailable for that prize only.

## F.) Motor/Sensor self test failed at power on.

### Capsule Unit

At power on and when door closes - The pivot motor will move and test home sensor.

If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.

**Solution: Refer to Capsule Unit Troubleshooting Section to diagnosis motor/sensor.**

## G.) Entire row of prizes unavailable.

If Entire unit is not recognized by main hub, the entire row of prizes will show unavailable.

### Spindle Unit:

Prize chute sensors are blocked, dirty, or faulty.

No communication from a Spindle Unit to Main Hub Unit.

### Capsule Unit:

If pivot motor test fails on power on.

At power on - The pivot motor will move and test home sensor.

If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.

No communication from a Capsule Unit to Main Hub Unit.

**Solution: Refer to "Entire Hub not Recognized by Main Hub" in troubleshooting section.**

# MAIN MODULE DECAL DIAGRAM

(Depending on color of units)  
 A5DE15502 White Logo Decal  
 A5DE15503 Black Logo Decal



A5DE15500 Monitor Frame Decal

(Depending on card system)

- A5DE15516 Intercard
- A5DE15518 Gamer Green
- A5DE15519 Reader
- A5DE15520 Intercard Swipe
- A5DE15521 RFID
- A5DE15526 Readercore
- A5DE15527 Printer Scanner
- A5DE15528 Intercaard Kiasoft

A5DE15522 Serial Number Placeholder (Inside door)

A5DE15529 Menu USB Button Decals (Inside door)

# CAPSULE MODULE DECAL DIAGRAM

(Depending on how many units you have)

- A5DE15517-1 Card Holders A1-A18
- A5DE15517-2 Card Holders A19-A36
- A5DE15517-3 Card Holders A37-A54

(Depending on how many units you have)

- A5DE15507-1 Capsule Markers A1 thru A18
- A5DE15507-2 Capsule Markers A19 thru A36
- A5DE15507-3 Capsule Markers A37 thru A54



A5DE15501 Prize Door A Decal

# SPINDLE MODULE DECAL DIAGRAM

(Depending on how many units you have)  
 A5DE15506-1 Spindle Markers 1 thru 21  
 A5DE15506-2 Spindle Marker 22 thru 42  
 A5DE15506-3 Spindle Marker 43 thru 63



A5DE15510 Prize Door Decal B

# LOCKER & XL MODULE DECAL DIAGRAM



**Locker Module**

A5DE15512-1 Locker Markers 1 thru 14  
 A5DE15512-2 Locker Markers 15 thru 28  
 A5DE15512-3 Locker Markers 29 thru 42



**Locker XL Module**

# MAIN & MARQUEE PARTS PICTURES



A5CA1002 A5KIT-PH2-FINISH A5KIT-PRIZEHUB A5LK6000 A5PL1805 A5RVNY070 AAHA1001



W5KE5000 WSTM4001 A5BK6035 A5BK9999 A5ME15509 A5ME15510 A5ME1810 A5ME1810-BLK A5ME1869



A5ME1870 A5ME1886 A5ME1889 A5ME1894 A5ME4439-WHT A5ME4439-BLK A5CE2321 A5CE6602



A5CEAU010 A5CORD14 A5CORD29500 A5CORS5001 A5CORD53 A5CORD5438 A5OU5000 A5PL1800



A5PS23500 AACE15510 AACE15511 AACE15535 AACE15546 AACE15547 AACE15548 AACE15549



A5CORD5 A5CN1055 AACE15550 AACE15551 AACE15552 AACE15553 AACE15554 AACE15555



AACE15557 AACE15558 AACE15575 AACE15576 AACE8811A AAPB2700A A5DE15500 A5DE15502

# MAIN & MARQUEE PARTS PICTURES



A5DE15503



A5DE15504



A5DE15505



A5DE15522



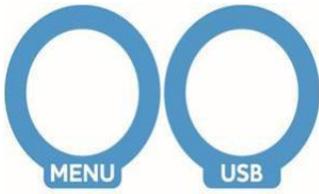
A5DE15523



A5DE15523-B



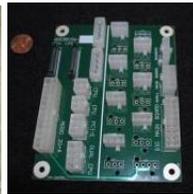
A5DE15524



A5DE15529



A5PT15500



A5CB5156B



A5AD15500



A5CB9621A



A5FI9050



A5HU15500



A5MO15500



A5PS1013



AACB15500



AAIMB1-PH2



AAHD0032-PH2

# CAPSULE MODULE PICTURES



A5BR1001



A5CA1002



A5CH1800



A5KIT-PRIZEHUB



A5LK6000



A5PICV032



A5SP1006



A5SP1007



A5SP1801



A5SP1802



A5ST1800



A5SW18000



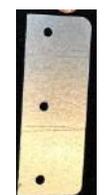
A5SW7000



A5VI1800



AAHA1001



W5KE5000

# CAPSULE MODULE PARTS PICTURES



W5TM4000 W5TM4001 W5TM5800 A5BK6035 A5BKSW001 A5ME15508 A5ME1727 A5ME1728 A5ME1729



A5ME1761 A5ME1810 A5ME1810-BLK A5ME1831 A5ME1864 A5ME1865 A5ME1869 A5ME1870 A5ME1872



A5ME1873 A5ME1874 A5ME1875 A5ME1876 A5ME1878 A5ME1879 A5ME1880 A5ME1881 A5ME1882 A5ME1886



A5ME1889 A5ME1895 A5CORD52 A5PL1800 AACE15511 AACE15528 AACE15530 AACE15531 AACE15532



AACE15533 AACE15534 AACE15536 AACE15537 AACE15538 AACE15539 AACE15540 AACE15542 AACE15543



AACE15544 AACE15545



A5DE15501



A5DE15507-1

A5DE15507-2



A5DE15507-3



A5DE15524

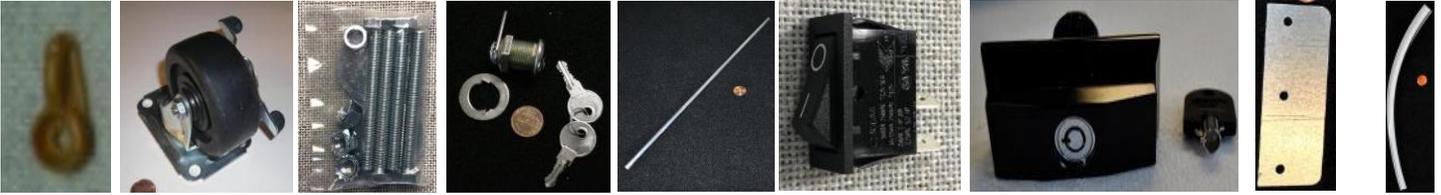


AAVF1800



WACA1872 A5FI9020 A5CB15505 A5PS1550 AACB15503 AACB4401 AAMO1800 AAMO6901

# SPINDLE MODULE PARTS PICTURES



A5BTRT010 A5CA1002 A5KIT-PRIZEHUB A5LK6000 A5SHZN010 A5SW18000 AAHA1001 W5KE5000 W5TM4001



A5BK6035 A5ME15500 A5ME15506 A5ME15502 A5ME15504 A5ME15505 A5ME15503 A5ME1810 A5ME1810-BLK



A5ME1869 A5ME1870 A5ME1886 A5ME1889 A5ME4407-WHT A5ME4408-WHT A5ME4409 A5CORD52 A5PL1800



AACE15511 AACE15526 AACE15534 AACE15560 AACE15561 AACE15562 AACE15563 AACE15564 AACE15566



AACE15567 AACE15568 AACE15569 AACE15571 AACE15572 AACE15573 AACE15574 A5DE15506-1

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400	400	400	400	400	400
450	450	450	450	450	450
500	500	500	500	500	500
550	550	550	550	550	550
600	600	600	600	600	600



100	100	100	100	100	100
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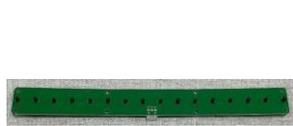
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3000	3000	3000	3000	3000	3000

1000	1000	1000	1000	1000	1000
1100	1100	1100	1100	1100	1100
1200	1200	1200	1200	1200	1200
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1400	1400	1400	1400	1400	1400
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2700	2700	2700	2700	2700	2700
2800	2800	2800	2800	2800	2800
2900	2900	2900	2900	2900	2900
3000	3000	3000	3000	3000	3000

**WARNING**  
Before obtaining access to terminals, all supply circuits must be disconnected.

**AVERTISSEMENT**  
Avant d'accéder aux bornes, tous les circuits d'alimentation doivent être déconnectés.

A5DE15506-2 A5DE15506-3 A5DE15510 A5DE15513 A5DE15514 A5DE15515 A5DE15524



A5CB15504A



AADSPZ010



A5FI9020



A5PS1550



AACB15501

# LOCKER MODULE PARTS PICTURES



A5CH1700 A5CA1002 A5KIT-PRIZEHUB A5LK6000 A5KE5000 A5SW200 A5SW1800 A5SP1801 A5SP9107



A5NUWE015 A5SCBH010 A5HKS020 A5SCBH015 A5SHZN015 W5HG1030 W5TM4001 A5CL1003 A5ME1762-BLK



A5ME1763 A5ME1763-BLK A5ME1765 A5ME1766 A5ME1766-BLK A5ME1767 A5ME1767-BLK A5ME1770 A5ME1771



A5ME1773 A5ME1774 A5ME1775 A5ME1776 A5ME1810 A5ME1810-BLK A5ME16528 A5ME16539 A5CORD52



A5PL1800 AACE15500 AACE15501 AACE15502 AACE15503 AACE15504 AACE15505 AACE15506 AACE15507



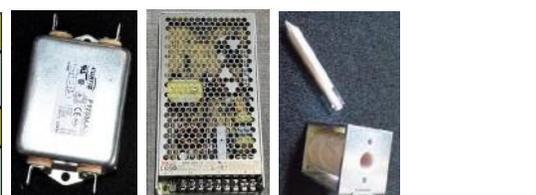
AACE15508 AACE15509 AACE15511 AACE15513 AACE15514 AACE15524 A5DE15512-1 A5DE15512-2

100	100	100	100	100	100	750	750	750	750	750	1000	1000	1000	1000	1000	1000
150	150	150	150	150	150	900	900	900	900	900	1300	1300	1300	1300	1300	1300
200	200	200	200	200	200	1000	1000	1000	1000	1000	2000	2000	2000	2500	2500	2500
250	250	250	250	250	250	1500	1500	1500	1500	1500	3000	3000	3000	3500	3500	3500
300	300	300	300	300	300	2000	2000	2000	2000	2000	4000	4000	4000	4500	4500	4500
350	350	350	350	350	350	3000	3000	3000	3000	3000	5000	5000	5000	6000	6000	6000
400	400	400	400	400	400	4000	4000	4000	4000	4000	7000	7000	7000	8000	8000	8000
450	450	450	450	450	450	5000	5000	5000	5000	5000	9000	9000	9000	10000	10000	10000
500	500	500	500	500	500	7000	7000	7000	7000	7000	15000	20000	25000	30000	40000	50000
550	550	550	550	550	550	9000	9000	9000	9000	9000	55000	60000	65000	70000	75000	80000
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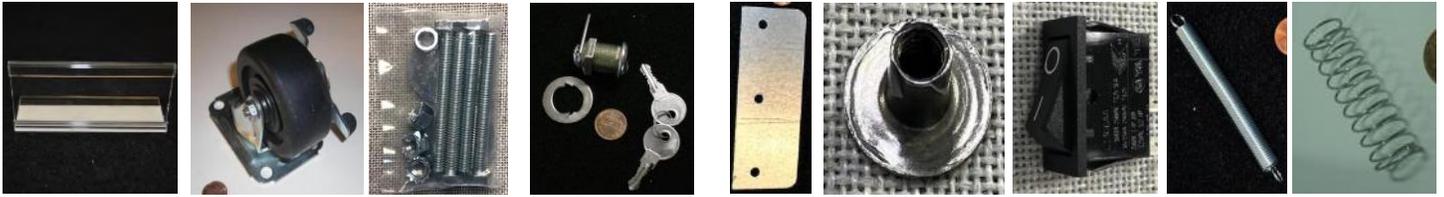
A5DE15512-3 A5DE15513 A5DE15514 A5DE15515 A5DE15524 A5FI9020 A5PS1550 A5SO5052 AACB15502

**WARNING**  
Before obtaining access to terminals, all supply circuits must be disconnected.

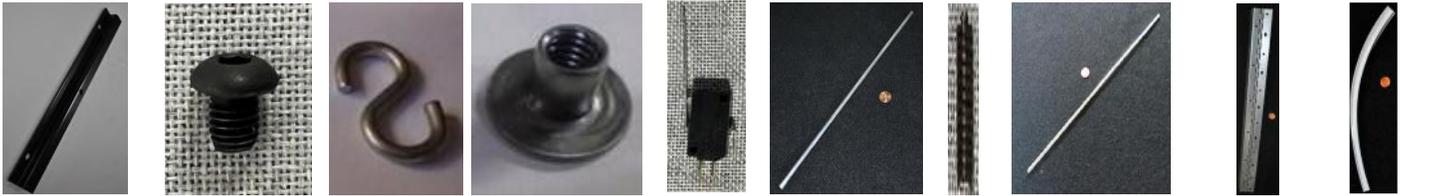
**AVERTISSEMENT**  
Avant d'accéder aux bornes, tous les circuits d'alimentation doivent être déconnectés.



# LOCKER XL MODULE PARTS PICTURES



A5CH1700 A5CA1002 A5KIT-PRIZEHUB A5LK6000 A5KE5000 A5NUTE025 A5SW18000 A5SP1801 A5SP9107



A5CL1003 A5SCBH010 A5HKS020 A5NUWE015 A5SW3000 A5SHZN010 A5SP1304 A5SHZN015 W5HG1030 W5TM4001



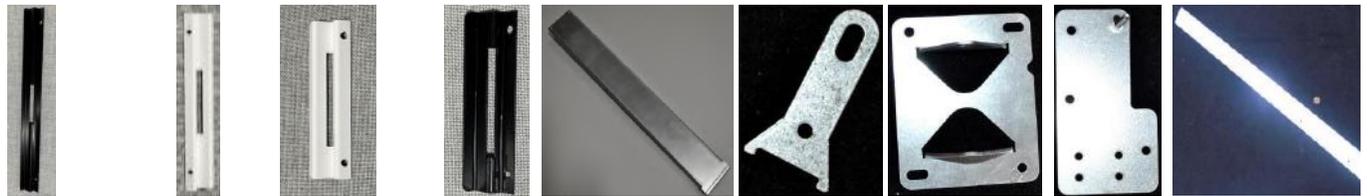
A5ME16500 A5ME16514 A5ME16501 A5ME16512 A5ME16502 A5ME16513 A5ME16515 A5ME16516 A5ME16517



A5ME16532 A5ME16518 A5ME16530 A5ME16519 A5ME16531 A5ME16520 A5ME16536 A5ME16521 A5ME16537



A5ME16522 A5ME16533 A5ME16523 A5ME16534 A5ME16524 A5ME16535 A5ME16525 A5ME16526 A5ME16527



A5ME16538 A5ME16528 A5ME16529 A5ME16540 A5ME1765 A5ME1773 A5ME1774 A5ME1775 A5ME1810



A5ME1810-BLK A5CORD52 A5PL1800 AACE15503 AACE15511 AACE15515 AACE15516 AACE15517 AACE15518

# LOCKER MODULE PARTS PICTURES



AACE15519 AACE15520 AACE15521 AACE15522 AACE15523 AACE15524 AACE15525 AACE15526 AACE15527



100	100	100	100	100	100
150	150	150	150	150	150
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300	300	300	300	300	300
350	350	350	350	350	350
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450	450	450	450	450	450
500	500	500	500	500	500
550	550	550	550	550	550
600	600	600	600	600	600

750	750	750	750	750	750
800	800	800	800	800	800
850	850	850	850	850	850
900	900	900	900	900	900
950	950	950	950	950	950
1000	1000	1000	1000	1000	1000
1050	1050	1050	1050	1050	1050
1100	1100	1100	1100	1100	1100
1150	1150	1150	1150	1150	1150
1200	1200	1200	1200	1200	1200
1250	1250	1250	1250	1250	1250
1300	1300	1300	1300	1300	1300
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1550	1550	1550	1550	1550	1550
1600	1600	1600	1600	1600	1600

1000	1000	1000	1000	1000	1000
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9000	9000	9000	10000	10000	10000
11000	11000	12000	13000	13000	13000
14000	14000	15000	16000	16000	16000
17000	17000	18000	19000	19000	19000
20000	20000	21000	22000	22000	22000
23000	23000	24000	25000	25000	25000
26000	26000	27000	28000	28000	28000
29000	29000	30000	31000	31000	31000
32000	32000	33000	34000	34000	34000
35000	35000	36000	37000	37000	37000
38000	38000	39000	40000	40000	40000
41000	41000	42000	43000	43000	43000
44000	44000	45000	46000	46000	46000
47000	47000	48000	49000	49000	49000
50000	50000	51000	52000	52000	52000

AACE15528 AACE15529 A5DE15512-1 A5DE15512-2 A5DE15512-3 A5DE15513 A5DE15514 A5DE15515

**WARNING**  
Before obtaining access to terminals, all supply circuits must be disconnected.

**AVERTISSEMENT**  
Avant d'accéder aux bornes, tous les circuits d'alimentation doivent être déconnectés.



A5DE15524 A5TG16500 A5TG16501 A5TG16502 A5FI9020 A5PS1550 A5SO5052 AACB15502

# MAIN & MARQUEE MODULE PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5CA1002	Caster With Swivel & Brake (4 Per)	AACE15551	Overhead LED Light
A5KIT-PH2-FINISH	Hardware Finish Kit	AACE15552	Audio Power Cable
A5KIT-PRIZEHUB	Hardware Kit	AACE15553	Controller Board Power Cable
A5LK6000	Lock, B10, Back Doors	AACE15554	Menu Button Cable
A5PL1805	Plug, Round Push In, White	AACE15555	Speaker Cable
A5RVNY070	Plastic Rivets, Push In (28 Per) Used In Marquee Only	AACE15557	Hub Switch Power Cable
AAHA1001	T Handle Lock Assy	AACE15558	Door Hinge to Ground Stud Cable
W5KE5000	Keeper, Lock	AACE15575	Marquee LED Lights, (2 Per) Used In Marquee Only
W5TM4001	T-Molding, 7/8" White (7 Feet Per)	AACE15576	Line Filter to Ground Stud Cable
A5BK6035	Bracket (3 Per)	AACE8811A	Speaker
A5BK9999	Bracket, Power Supply Mounting	AAPB2700A	Menu Button
A5ME15509	Metal, White Front Door, White Version Only	A5DE15500	Decal, Monitor Frame
A5ME15510	Metal, Black Front Door, Black Version Only	A5DE15502	Decal, Logo, White, White Version Only
A5ME1810	Metal, Side White Guard, (2 Per) White Version Only	A5DE15503	Decal, Logo, Black, Black Version Only
A5ME1810-BLK	Metal, Side Black Guard, (2 Per) Black Version Only	A5DE15504	Decal, Logo, Printed Plexi, Used In Marquee Only
A5ME1869	Lock Arm	A5DE15505	Decal, BayTek Star, Printed Plexi, Used In Marquee Only
A5ME1870	Metal Door Lock Rail	A5DE15522	Decal, Serial Number Placeholder
A5ME1886	Metal, Lock Link	A5DE15523	Side Decal, White (2 Per) White Version Only
A5ME1889	Metal, Lock Bracket	A5DE15523-B	Side Decal, Black (2 Per) Black Version Only
A5ME1894	Metal, Short Bottom Door Guard	A5DE15524	Decal, Unplug Warning
A5ME4439-WHT	Metal, Bill Validator Cover (2 Per) White Version Only	A5DE15529	Decal, Menu/USB Buttons
A5ME4439-BLK	Metal, Bill Validator Cover (2 Per) Black Version Only	A5PT15500	Vacuum Form, Used In Marquee Only
A5CE2321	Cable, Audio Noise Eliminator	A5CB5156B	Power Distribution Board
A5CE6602	Cable, USB Ext, 3', A Male to A Female	A5AD15500	WiFi Adapter
A5CEAU010	Cable, Audio Stereo, 3.5mm, 2ft	A5CB9621A	Audio Amplifier Board
A5CORD14	Cord, 3' USB Right Angle	A5FI9050	Line Filter
A5CORD29500	Cord, HDMI, 4', Male To Male	A5HU15500	Hub, 16 Switch Ethernet Port
A5CORD5001	Cord, Extension, C14 To C13, 3ft. (2 Per)	A5MO15500	Monitor, 22" Touch, Goldfinger
A5CORD53	Cable, Cat5e Ethernet, Yellow, 3ft (2 Per)	A5PS1013	Power Supply, EVGA 500
A5CORD5438	USB A To USB B, Black, 6ft	AACB15500	Controller Board Main Unit
A5OU5000	Outlet Strip	AAIMB1-PH2	Motherboard Assy. Prize Hub 2.0
A5PL1800	Wall Socket Plug GFCI, Auto Reset	AAHD0032-PH2	M.2 Drive Software Prize Hub 2.0
A5PS23500	Power Supply for Rasp Pi		
AACE15510	Marquee Power Jumper Cable, (2 Per)		
AACE15511	Line Filter to Power Plug, 110 Volt Version Only		
AACE15535	Roof Top LED Lights		
AACE15546	Underglow Bottom Light Jumper		
AACE15547	Underglow Bottom LED Lights		
AACE15548	Roof Top Light Jumper		
AACE15549	Line Filter To Powerstrip, 110 Volt Version Only		
A5CORD5	Cord, AC Computer Cord, 6.5', 220 Volt Version Only		
A5CN1055	Inlet Plug for Power Cord, 220 Volt Version Only		
AACE15550	Overhead 12v Power Jumper		

# CAPSULE MODULE PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5BR1001	Bearing (2 per)	A5ME1881	Metal, Gear Motor Rocker
A5CA1002	Caster With Swivel & Brake (4 Per)	A5ME1882	Metal, Capsule Chute Bracket
A5CH1800	Chain, #35, 88 Links Long	A5ME1886	Metal, Lock Link
A5KIT-PRIZEHUB	Hardware Kit	A5ME1889	Metal, Lock Bracket
A5LK6000	Lock, B10, Back Doors	A5ME1895	Metal, Long Bottom Door Guard
A5PICV032	Clevis Pin, 1.4"D X 1-5/8"L	A5CORD52	Cable, Cat5e Ethernet, Yellow, 20ft
A5SP1006	Sprocket on Motor, #35x10 Tooth	A5PL1800	Wall Socket Plug GFCI, Auto Reset
A5SP1007	Sprocket on Carousel, #35x72 Tooth	AACE15511	Line Filter to Power Plug, 110 Volt Version Only
A5SP1801	Spring Inside Capsule Bins (54 Per)	AACE15512	Line Filter to Power Cord, 220 Version Only
A5SP1802	Spring, w/Hook Ends (6 Per)	AACE15528	Line Filter to Ground Stud
A5ST1800	J Channel Strip for Display Cards (18 Per)	AACE15530	Underglow Bottom Light Jumper
A5SW18000	On/Off Rocker Switch 20a 250v	AACE15531	Underglow Bottom RGB LED Lights
A5SW7000	Door Interlock Switch	AACE15532	Roof Top Light Jumper
A5TG1801	Tempered Glass for Capsule Module	AACE15533	Roof Top RGB LED Lights
A5VI1800	Vibration Damper (4 Per)	AACE15534	Power Supply to Stud & Switch Cable
AAHA1001	T Handle Lock Assy	AACE15536	Switch To Line Filter, Black Wire
W5KE5000	Keeper, Lock	AACE15537	Door Open Switch Cable
W5TM4000	T-Molding, 7/8" Black, (11 Feet Per)	AACE15538	Carousel Sensor Jumper
W5TM4001	T-Molding, 7/8" White (6 Feet Per)	AACE15539	Power Supply to Controller Board Cable
W5TM5800	T-Molding, 5/8" Black, (11 Feet Per)	AACE15540	Carousel Motor Jumper
A5BK6035	Bracket (3 Per)	AACE15542	12v Door LED Lights
A5BKSW001	Interlock Switch Bracket	AACE15543	Lever Motor/Sensor Cable
A5ME15508	Metal, Chute Sensor Bracket, (2 Per)	AACE15544	Door Light Jumper
A5ME1727	Metal, Motor Bracket	AACE15545	Pole Motor/Sensor Cable
A5ME1728	Metal, Cap Disp, Right Side (18 Per)	A5DE15501	Decal, Prize Door A
A5ME1729	Metal, Cap Disp, Left Side (18 Per)	A5DE15507-1	Decal, Prize Marker A1-A18
A5ME1761	Metal, Capsule Shear (18 Per)	A5DE15507-2	Decal, Prize Marker A19-A36
A5ME1810	Metal, Side Guard, White (2 Per) White Version Only	A5DE15513	Decal, Low Ticket Value
A5ME1810-BLK	Metal, Side Guard, Black (2 Per) Black Version Only	A5DE15514	Decal, Mid Ticket Value
A5ME1812	Metal, Stepper Motor Bracket	A5DE15515	Decal, Lx Ticket Value
A5ME1813	Metal, Vibration Bracket (2 Per)	A5DE15517-1	Decal, Printed Card Holders A 1-18
A5ME1825	Metal, Capsule Module White Door, White Version Only	A5DE15517-2	Decal, Printed Card Holders A 19-36
A5ME1825-BLK	Metal, Capsule Module Black Door, Black Version Only	A5DE15517-3	Decal, Printed Card Holders A 37-54
A5ME1831	Metal, Capsule Loading Funnel	A5DE15524	Decal, Unplug Warning
A5ME1864	Metal, Capsule Dispense Shaft	AAVF1800	Capsule Chute Assembly
A5ME1865	Metal, Capsule Motor Bracket (3 Per)	WACA1872	Capsule Window with J Channel (18 Per)
A5ME1869	Metal, Lock Arm	A5FI9020	Line Filter
A5ME1870	Metal, Door Lock Rail	A5CB15505	Sensor, Capsule Chute on Tube (2 Per)
A5ME1872	Metal, Side Glass Clamp (2 Per)	A5PS1550	Power Supply, 200w, Prize Hub 2.0
A5ME1873	Metal, Top Glass Clamp (2 Per)	AACB15503	Controller Board Capsule Module
A5ME1874	Metal, Capsule Prize Box	AACB4401	Encoder Sensor With Cable (3 Per)
A5ME1875	Metal, Top Capsule Baffle	AAMO1800	Capsule Motor (4 Per)
A5ME1876	Metal, Bottom Capsule Baffle	AAMO6901	Stepper Motor w/Connector
A5ME1878	Metal, 3/8 Dia x 4" Lg Rod (18 Per)		
A5ME1879	Metal, Top Swing Bracket		
A5ME1880	Metal, Sensor Bracket		

# SPINDLE MODULE PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5BTRT010	#4 Nylon, Retaining Clip (5 Per)	AACE15573	Control Board to Spindle Row 3 Jumper
A5CA1002	Caster With Swivel & Brake (4 Per)	AACE15574	Control Board to Spindle Row 2 Jumper
A5KIT-PRIZEHUB	Hardware Kit	A5DE15506-1	Decal, Slot Marker B 1-21, Printed Plexi
A5LK6000	Lock, B10, Back Door	A5DE15506-2	Decal, Slot Marker B 22-42, Printed Plexi
A5SHZN010	Shaft, Zinc (2 Per)	A5DE15506-3	Decal, Slot Marker B 43-63, Printed Plexi
A5SW18000	On/Off Rocker Switch 20a 250v	A5DE15510	Decal, Prize Door B
A5TG15500	Tempered Glass 27.94 x 40.75 3/16"	A5DE15513	Decal, Low Ticket Value
AAHA1001	T Handle Lock Assy	A5DE15514	Decal, Mid Ticket Value
W5KE5000	Keeper, Lock	A5DE15515	Decal, Lx Ticket Value
W5TM4001	T-Molding, 7/8"White (19 Feet Per)	A5DE15524	Decal, Unplug Warning
A5BK6035	Bracket (3 Per)	AACB15504	Prize Sensor Boards (2 Per)
A5ME15500	Metal, White Front Door, White Version Only	AADSPZ010	Prize Dispense Spindle (21 Per Game)
A5ME15506	Metal, Black Front Door, Black Version Only	A5F19020	Line Filter
A5ME15502	Metal, Side Glass Clamp, White (2 Per)	A5PS1550	Power Supply, 200w, Prize Hub 2.0
A5ME15504	Metal, Bottom/Top Glass Bracket, White (2 Per)	AACB15501	Controller Board Spindle Module
A5ME15505	Metal, White Bottom Door Guard, White Version Only		
A5ME15503	Metal, Black Bottom Door Guard, Black Version Only		
A5ME1810	Metal, White Side Guard (2 Per) White Version Only		
A5ME1810-BLK	Metal, Black Side Guard (2 Per) Black Version Only		
A5ME1869	Metal, Lock Arm		
A5ME1870	Metal, Door Lock Rail		
A5ME1886	Metal, Lock Link		
A5ME1889	Metal, Lock Bracket		
A5ME4407-WHT	Metal, Prize Door, White		
A5ME4408-WHT	Metal, Security Door, White		
A5ME4409	Metal, Prize Door Connector (2 Per)		
A5CORD52	Cable, Cat5e Ethernet, Yellow, 20ft		
A5PL1800	Wall Socket Plug GFCI, Auto Reset		
AACE15511	Line Filter to Power Plug, 110 Volt Version Only		
AACE15512	Line Filter to Power Cord, 220 Version Only		
AACE15526	Power Supply to Controller Board Cable		
AACE15534	Power Supply to Stud & Switch Cable		
AACE15560	Underglow Bottom RGB LED Lights		
AACE15561	Roof Top RGB Light Jumper		
AACE15562	Roof Top RGB LED Lights		
AACE15563	Door Light Jumper		
AACE15564	12v Door LED Lights		
AACE15566	Switch To Line Filter, Black Wire		
AACE15567	Control Board to Spindle Top Row 1 Jumper		
AACE15568	Prize Chute Sensor Cable (2 Per)		
AACE15569	Underglow Bottom RGB Jumper		
AACE15571	Line Filter to Ground Stud		
AACE15572	Control Board to Spindle Botom Row 4 Jumper		

# LOCKER MODULE PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5SW200	Door Switch (5 Per)	AACE15506	12V White Locker LED Lights (5 Per)
A5SW18000	On/Off Rocker Switch 20a 250v	AACE15507	Power Switch to Power Supply Black Wire
A5LK6000	Lock, B10, Back Doors (6 Per)	AACE15508	Power Switch to Line Filter Black Wire
W5KE5000	Keeper, Lock (6 Per)	AACE15509	Line Filter to Ground Stud
A5CA1002	Caster With Swivel & Brake (4 Per)	AACE15511	Line Filter to Power Plug, 110 Volt Version Only
A5SP1801	Spring, w/Loop Ends (5 Per)	AACE15512	Line Filter to Power Cord, 220 Version Only
A5SP9107	Spring, Flinger (10 Per)	AACE15513	Solenoid 1-3 Cable
A5NUWE015	Weld Nut 3/8"-16 Thread (10 Per)	AACE15514	Solenoids 4 & 5 Cable
A5SCBH010	3/8"-16thd,1/2"Lg (10 Per)	AACE15524	Power Supply to Stud & Switch Cable
A5HKS020	S Hook (5 Per)	A5DE15512-1	Decal, Door Markers C 1-14
A5SCBH015	5/16"-18,3/4" Lg (3/16 Allen Wrench) (5 Per)	A5DE15512-2	Decal, Door Markers C 15-28
A5SHZN015	Shaft, Zinc (5 Per)	A5DE15512-3	Decal, Door Markers C 29-42
W5HG1030	Hinge,23" Single Bend (4 Per)	A5DE15513	Decal, Low Ticket Values
W5TM4001	T-Molding, 7/8"White (6 Feet Per)	A5DE15514	Decal, Mid Ticket Values
A5KIT-PRIZEHUB	Hardware Kit	A5DE15515	Decal, Large Ticket Values
A5CL1003	Glass Clamp (15 Per)	A5DE15524	Decal, Unplug Warning
A5ME1762	Metal, Front White Side Rail (2 Per) White Version Only	A5TG1803	Tempered Locker Door Glass (5 Per)
A5ME1762-BLK	Metal, Front Black Side Rail (2 Per) Black Version Only	A5F19020	Line Filter
A5ME1763	Top White Front Rail, White Version Only	A5PS1550	Power Supply, 200w, Prize Hub 2.0
A5ME1763-BLK	Top Black Front Rail, Black Version Only	A5SO5052	Solenoid, Prize Hub Locker, 6 Volt (5 Per)
A5ME1765	Metal, Lock Arm (5 Per)	AACB15502	Controller Board Locker Module
A5ME1766	Metal, Locker Front White Door, White Version Only		
A5ME1766-BLK	Metal, Locker Black Door, Black Version Only		
A5ME1767	Metal, Locker Doorstop, White (5 Per) White Version Only		
A5ME1767-BLK	Metal, Locker Doorstop, Black (5 Per) Black Version Only		
A5ME1770	Metal, Door Spring Bracket (5 Per)		
A5ME1771	Metal, Door Spring Guard (5 Per)		
A5ME1773	Metal, Door Link (5 Per)		
A5ME1774	Metal, Bracket, Lock Arm (5 Per)		
A5ME1775	Metal, Bracket, Solenoid (5 Per)		
A5ME1776	Metal, Solenoid Guard, Locker (4 Per)		
A5ME1810	Metal, Side Guard, White (2 Per) White Locker Only		
A5ME1810-BLK	Metal, Side Guard, Black (2 Per) Black Locker Only		
A5ME16528	Medium Locker Door Brkt, White (5 Per) White Version Only		
A5ME16539	Medium Locker Door Brkt, Black (5 Per) Black Version Only		
A5CORD52	Cable, Cat5e Ethernet, Yellow, 20ft		
A5PL1800	Wall Socket Plug GFCI, Auto Reset		
AACE15500	Power Supply to Controller Board Cable		
AACE15501	Roof Top Light Jumper		
AACE15502	Roof Top LED Lights		
AACE15503	Underglow Bottom Light Jumper		
AACE15504	Underglow Bottom RGB LED Lights		
AACE15505	12V White LED Light Jumper		

# LOCKER XL MODULE PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5CA1002	Caster With Swivel & Brake (4 Per)	A5ME16539	Medium Locker Black Door Brkt (4 Per) Black Version Only
A5CH1700	C Channel Ticket Holder (9 Per)	A5ME16529	Small Locker White Door Brkt (6 Per) White Version Only
A5CL1003	Glass Clamp (14 Per)	A5ME16540	Small Locker Black Door Brkt (6 Per) Black Version Only
A5HKS020	S Hook (3 Per)	A5ME1765	Metal, Lock Arm (9 Per)
A5KIT-PRIZEHUB	Hardware Kit	A5ME1773	Metal, Door Link (9 Per)
A5LK6000	Lock, B10, Back Doors (6 Per)	A5ME1774	Metal, Bracket, Lock Arm (9 Per)
A5NUTE025	1/4-20 X 7/16 Tee Nut Propeller (24 Per)	A5ME1775	Metal, Bracket, Solenoid (9 Per)
A5NUWE015	Weld Nut 3/8"-16 Thread (12 Per)	A5ME1810	Metal White Side Guard (2 Per) White Version Only
A5SCBH010	Bolt 3/8"-16thd,1/2" (10 Per)	A5ME1810-BLK	Metal Black Side Guard (2 Per) Black Version Only
A5SENY089	Spacer, Nylon, 0.375id X .50d X .38 (24 Per)	A5CORD52	Cable, Cat5e Ethernet, Yellow, 20ft
A5SHZN010	Shaft, Zinc (9 Per)	AACE15503	Underglow Bottom RGB Jumper
A5SHZN015	Shaft, Zinc (9 Per)	AACE15511	Line Filter to Power Plug, 110 Volt Version Only
A5SP1304	Spring, 4" Extension W/Loop Ends (6 Per)	AACE15512	Line Filter to Power Cord, 220 Version Only
A5SP1801	Spring, Ext, w/Loop Ends (3 Per)	AACE15515	Underglow Bottom RGB LED Lights
A5SP9107	Spring, Flinger (18 Per)	AACE15516	Solenoid 7-9 Top Cable
A5SW18000	On/Off Rocker Switch 20a 250v	AACE15517	White 12V LED Bottom Jumper #1
A5SW3000	Door Open Switch (9 Per)	AACE15518	White 12V LED Jumper #2
W5HG1030	Hinge,23", Single Bend (4 Per)	AACE15519	White 12V LED Jumper #3
W5KE5000	Keeper, Lock (6 Per)	AACE15520	White 12V LED Top Jumper #4
W5TM4001	T-Molding,7/8" White (6 Feet Per)	AACE15521	LED 12V White Lights in Lockers (4 Per)
A5ME16500	Large White Metal Door, White Version Only	AACE15522	Roof Top RGB Light Jumper
A5ME16514	Large Black Metal Door, Black Version Only	AACE15523	Roof Top RGB LED Lights
A5ME16501	Small White Metal Door (6 Per) White Version Only	AACE15524	Power Supply to Stud & Switch Cable
A5ME16512	Small Black Metal Door (6 Per) Black Version Only	AACE15525	Switch To Line Filter, Black Wire
A5ME16502	Medium White Metal Door (2 Per) White Version Only	AACE15526	Power Supply to Controller Board Cable
A5ME16513	Medium Black Metal Door (2 Per) Black Version Only	AACE15527	Solenoid 1-3 Bottom Cable
A5ME16515	Metal, Sidewall Spring Cover, White (9 Per)	AACE15528	Line Filter to Ground Stud
A5ME16516	Metal, Spring Door Bracket, White (9 Per)	AACE15529	Solenoid 4-6 Cable
A5ME16517	Top White Metal Strut, White Version Only	A5DE15512-1	Decal, Door Markers C 1-14
A5ME16532	Top Black Metal Strut, Black Version Only	A5DE15512-2	Decal, Door Markers C 15-28
A5ME16518	Right Side White Metal, White Version Only	A5DE15512-3	Decal, Door Markers C 29-42
A5ME16530	Right Side Black Metal, Black Version Only	A5DE15513	Decal, Low Ticket Value
A5ME16519	Left Side White Metal, White Version Only	A5DE15514	Decal, Mid Ticket Value
A5ME16531	Left Side Black Metal, Black Version Only	A5DE15515	Decal, Lx Ticket Value
A5ME16520	Medium White End Cap Metal, White Version Only	A5DE15524	Decal, Unplug Warning
A5ME16536	Medium Black End Cap Metal, Black Version Only	A5TG16500	Large Tempered Glass 1/8" 19.19x21.69
A5ME16521	Small White End Cap Metal (4 Per) White Version Only	A5TG16501	Small Tempered Glass 1/8" 11.38x5, (6 Per)
A5ME16537	Small Black End Cap Metal (4 Per) Black Version Only	A5TG16502	Medium Tempered Glass /8" 18.38x9.19 (2 Per)
A5ME16522	Large Locker White Strut Metal, White Version Only	A5FI9020	Line Filter
A5ME16533	Large Locker Black Strut Metal, Black Version Only	A5PL1800	Wall Socket Plug GFCI, Auto Reset
A5ME16523	Small Locker White Strut Metal (2 Per) White Version Only	A5PS1550	Power Supply, 200w, Prize Hub 2.0
A5ME16534	Small Locker Black Strut Metal (2 Per) Black Version Only	A5SO5052	Solenoid, Prize Hub Locker, 6 Volt (9 Per)
A5ME16524	Medium Locker White Strut Metal, White Version Only	AACB15502	Controller Board Locker XL Module
A5ME16535	Medium Locker Black Strut Metal, Black Version Only		
A5ME16525	Large Window Bracket, Black (7 Per)		
A5ME16526	Small Window Bracket, Black (6 Per)		
A5ME16527	Large Locker White Door Bracket, White Version Only		
A5ME16538	Large Locker Black Door Bracket, Black Version Only		
A5ME16528	Medium Locker White Door Brkt (4 Per) White Version Only		



# TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Entertainment! We know that keeping your games in great operating condition is important to your business. When you need us, we are here to help. You can call us for free technical assistance, and you can count on us to have parts on-hand to support your game. When you do need us, it's important that you know what to expect.  
We offer options that fit your needs.

## **Electronics / Circuit Boards:**

· **Spare Parts** – Take matters into your own hands and purchase new spare Circuit Boards for your Bay Tek games. Many of our games share the same main-board electronics. This means you can buy one set of spare electronics to support many of your Bay Tek games. Spare boards allow you to get your game up and running the quickest and provide you a valuable troubleshooting option. Call our technicians to get recommendations for what you should keep on hand for spare parts!

## **Technical Support:**

“You” are the best tool for troubleshooting! Your abilities to understand the game and your skills to repair the game are invaluable to us! If you need help, you know you can call us. It's not easy to diagnose a game remotely by phone, but our technicians do a great job. They'll need your help to perform some troubleshooting steps and convey to them exactly what's happening with your game.

## **Returns & Credits:**

Sometimes the issue isn't what it seemed to be. If you need to return a circuit board, just give us a call to get Return Authorization. You will be credited for the cost of the board and charged only the bench fee for our processing and retesting that board.

*Note: Bench fees apply regardless of whether the repair was your choice or a recommendation from a Bay Tek Entertainment technician.*

*It's a small price to pay for troubleshooting the issues with your game.*

**[You can count on our Technical Support Team for service and support!](#)**

# WARRANTY OPTIONS

Bay Tek Entertainment warrants to the original purchaser that the game will be free of defects in workmanship and materials for a period of 12 months from the date of shipping

Bay Tek Entertainment will, without charge, repair or replace at its option defective product or component parts upon notification to the parts/service department.

New, purchased parts have a 30 day warranty.

Any labor expended is not included in this warranty.

Warranty replacement part(s) will be shipped immediately via ground service, along with a Return Material Authorization (RMA) number for the return of defective part(s). Defective part(s) must be shipped back to Bay Tek Entertainment unless otherwise instructed.

***This warranty does not apply in the event of any misuse or abuse to the product, or as a result of any unauthorized repairs or alterations. The warranty does not apply if the serial number decal is altered, defaced, or removed from its original position.***

Should you need your game serviced, determine the serial number from the decal on the back of the game cabinet or main board, and call **920.822.3951 Ext. 1102**

or e-mail to: [service@baytekent.com](mailto:service@baytekent.com)