MR. VIPS™
INSTALLATION AND OWNER'S MANUAL

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Site Preparation

In determining the location for your Mr. VIPS™ video game, consideration must be given to a suitable, grounded electrical outlet. Since the game is a computerized device, it should have a separate circuit, if at all possible. If a separate circuit is not available, care should be taken to provide a clean and constant voltage. As a basic guideline, never connect the unit to a circuit that also supplies power to freezers, coolers or other high power consuming and electrical noise generating equipment. Place the game in a location where nothing will interfere with proper ventilation. The game should not be exposed to any dripping or splashing liquids. Objects filled with liquid should not be placed on the unit.

This model should be located on a sturdy, level surface. There are castor wheels on the bottom of the game. Once the game is in place, lock the front two wheels so that the game will not move.

Setting up your Game

1. After removing the game from the carton, placing it where it will be located, and locking the wheels, load the prize products into the game. To load the prizes:

- Unlock and remove the upper back door to load small and large prize products in the back of unit (see Figure 12). Load large prize capsules one at a time starting with the lowest row and working up to top row (see Figure 12). Load small prize products by dumping them into the small prize hopper (see Figure 12). After the small prize hopper has been filled, use the extra small prize storage if necessary by dumping products at the top of the extra storage column (see Figure 12). When finished, replace and lock the upper back door.

- To load the medium prize products, unlock the two locks in the display lid and lift the lid up and back to expose the display area (see Figure 11). Load the medium prize products into the medium prize fill hole.

- With the display area open, place your small, medium and large prize displays in the appropriately marked display compartments.

2. Plug the game into a standard AC outlet.

3. Wait for the game to go through its boot-up sequence. At the completion of the boot-up sequence, the game will display the Player Menu.

4. The machine has been preset at the factory and therefore should not need to be adjusted, however it is recommended that the screen be calibrated (see "Screen Calibration") and the coin/bill acceptor(s) and prize motors be tested. To test the motors, push the red setup button located behind the upper coin door (see Figure 11) to display the Main Menu, then select "Diagnostics". (See "Diagnostics Menu".)

5. There are many custom settings available for the game. To customize the settings, follow the instructions beginning with the Main Menu section in this manual.

Game Description

Mr. VIPS™ comes housed in an 15" upright cabinet. This model has 5 key-locked compartments: two rear doors, the display lid, the coin/bill acceptor door and the coin box door. It comes equipped with a coin mech and bill stacker, and optional coin acceptors for tokens or foreign coins are also available.

CPU Section

The CPU section is accessible by opening the lower rear door. See Figure 12. The CPU section houses the motherboard, I/O board, power supply, hard drive, the main harness, rope light controllers, prize delivery chute, prize flap, small and medium prize motors, and centronics connector (for software updates).

Coin Mech/Bill Acceptor Section

The coin mech and/or bill acceptor are accessible by opening the upper coin door (see Figure 11 for location). The metal cash box door is key-locked for security purposes. The vending counter is mounted in the rear of the upper coin door and can be easily viewed when door is fully opened (see Figure 11).

Located behind the upper coin door are two internal switches, SETUP (red button) and CALIBRATE (yellow button). Pressing the SETUP button will bring you to the Main Menu Screen (see Figure 1). See the next section for calibration instructions.

General Care and Maintenance

NOTE: *THIS GAME SHOULD ONLY BE SERVICED BY QUALIFIED SERVICE PERSONNEL.*
CAUTION: *THERE ARE HIGH VOLTAGE PARTS IN THIS GAME. BE CAREFUL WHEN SERVICING THE INSIDE OF THE GAME. GAME SHOULD ALWAYS BE UNPLUGGED BEFORE SERVICING.*

Screen Calibration

- Press the yellow "CALIBRATE" button (located behind the upper coin door) to enter the screen calibration mode.
- Touch the center of the first cross that appears on the screen. Once you release your finger, a second cross will appear.

NOTE: You must hold your finger on the cross for approximately 2 seconds for the calibration to be recognized.

- Touch the center of the second cross that appears on the screen.
- Once the second cross is touched and released, another cross will appear on the screen. To test the calibration of the screen, touch the cross with your finger and slowly drag your finger around the screen. The cross should follow your movement.
- Touch the "EXIT" icon.

Degaussing Your Monitor

If your monitor is displaying "purity problems," (a display with purity problems will have parts of an all-white screen affected by blotches of color) the monitor needs to be degaussed using a "degaussing coil." A degaussing coil is a circular electromagnet, used to cancel out any stray magnetic fields that may build up on a metal object.

All of our monitors have built-in degaussing coils that are automatically activated on power-up. If your game is experiencing minor purity problems, try powering down the game for 20 minutes and then reapplying power to activate the degaussing coil. If the problem is not corrected, you will have to use a manual-degaussing coil. Use the following instructions for degaussing a monitor.

1. Plug in your degaussing coil.
2. Hold the coil about three feet from the monitor, press the trigger to activate the magnetic field. For circular-shaped coils, orient the coil so you see the monitor through the hole in the middle; for wand-shaped coils, point the wand towards the screen.
3. Move the coil in a circular motion around the face of the monitor and slowly approach the game.
4. Continuing to move the coil in a circular motion, slowly back away from the monitor.

5a. CIRCULAR-SHAPED COILS: When you are about three feet away, quickly turn the coil perpendicular to the monitor and release the trigger.

5b. WAND-SHAPED COILS: When you are about three feet away, point the wand away from the monitor and release the trigger.

Monitor Adjustment Procedure

For adjusting the settings on our monitors, we suggest following the procedures described below. The vertical/horizontal controls and brightness/contrast controls are located on the monitor control board, inside the CPU section. Pressing the button labeled "SEL" will toggle through the digital controls. The LED's indicate which control is selected. One lit LED corresponds to the top row of options, while two lit LED's corresponds to the bottom row. The controls from left to right on the top row are: Contrast, Brightness, Horizontal Position, Horizontal Size, Vertical Position, Vertical Size. The controls from left to right on the bottom row are: Pincushion, Trapezoid, Parallel, Zoom and Recall (which sets the display settings to the original factory defaults). When the minimum or maximum value has been reached, the LED's will flash. Adjust the monitor controls until the screen looks as suggested in the following steps.

1. Set the game to the Quik Match game screen.

2. Adjust the vertical and horizontal size and vertical and horizontal position to make sure that the game screen fills the monitor screen and that the game screen is centered.

3. Adjust the brightness and contrast controls until the red tiles are a rich red and the background is black. The numbers on the tiles should be bright white. (Adjusting the brightness and contrast can also correct for a lack of sharpness.)

General Circuit Board Handling Information

Before handling any boards, observe the following procedures:

- Prevent Electro-Static Discharge by:
  1. Storing the boards in the anti-static bags in which they are shipped.
  2. Removing any static charge from your body before handling the boards.
  3. Using a ground strap when handling the boards.
- When plugging in connectors to the board, make sure the connector is inserted straight onto the header and that the connector covers all header pins.
- Do not connect any peripheral device to the board, if the power is still connected to the peripheral or if power is already applied to the board.

CAUTION: Be extremely careful when replacing the lithium battery on the motherboard. There is a danger of explosion if the battery on the motherboard is incorrectly replaced. Only replace the battery with the same type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Cleaning the Cabinet

- The cabinet should be cleaned with a damp cloth and mild detergent. Always apply the cleaner to the cloth and not directly on the game. Liquids could enter the cabinet and damage electronics inside.

Cleaning the Touchscreen Monitor

- The touchscreen glass should be cleaned with a damp cloth and isopropyl alcohol or a *non-ammonia* cleanser. ***Do not use any abrasive or vinegar-based cleansers, as they will damage the touchscreen glass.***

NOTE: *DO NOT USE ANY ABRASIVE SOLVENTS, ACID OR VINEGAR-BASED CLEANSERS ON THE MONITOR OR SIDE DECALS. OVER TIME, SUCH CLEANSERS COULD HARM THE TOUCHSCREEN AND ERASE THE DECALS. BE CAREFUL NOT TO USE COMMERCIAL CLEANERS CONTAINING ANY OF THESE SUBSTANCES.*

Cleaning the Fans and Vents

- The fans and vents should be cleaned of any dust and grime on a regular basis to ensure proper ventilation of the game.

- To ensure proper operation of the game, it is important that all fans are operating correctly and that the airflow is unobstructed. Make sure nothing is placed inside the cabinet or next to the fan vents that would inhibit the flow of air. Also, if any fans are not operating, it is important that they be replaced.

Mr. VIPS™ Features

Mr. VIPS™ is a touchscreen skill video amusement game with instant prize redemption. It incorporates a three-tiered prize system consisting of a small, medium, and large prize. Players play touchscreen video games and win prizes based upon their skill level and score achieved.

Dispenses a variety of small prizes:

1. 27 mm or 32 mm super balls
2. 850 or 600 count gum balls
3. 850 or 600 count jawbreakers
4. 1040 count Sweet Revenge
5. 700 count Megabytes
6. 1" to 1¼" round or acorn capsules

(Small prize capacity: 2,000 1" product)

Dispenses a variety of medium prizes:

1. 45 mm super balls
2. 49 mm super balls
3. 2" standard or round capsules

(Medium prize capacity: 200 2" capsules or 45/49 mm super balls)

Dispenses a 3¾" to 4" (95 mm to 100 mm) capsule for the large prize

(Large prize capacity: 42 4" (100 mm) capsules)

Operating Suggestions

The game default settings are set at the factory based upon our testing. These may or may not meet the needs of your individual locations. Factors that should be considered in determining game settings are location, custom base age (adults/teens/preteens), customer skill level and value of medium and large prizes. Evaluation of game settings are recommended on a weekly basis to monitor payout. Best returns are possible when scores are set to ensure winners; thereby, offering good value to the customer.

Critical games settings: All games are set for 50 cents per play.

Operating Tips

- Maintain desirable merchandise that has a high perceived value such as licensed products and rotate products regularly to produce higher revenues.

- Maintain a display of prizes that is attractive. Remember to update the display case when changing or rotating product.

- Control the product cost and payout by adjusting the prize points values. A skill game that is challenging with prize scores that are attainable will help to establish a game that everyone will want to play again and again.

Small, medium and large prizes are available from OK Manufacturing. To view samples of prize products, visit the Web site at www.okmfg.net or call 1-800-748-5480 to order.

Main Menu

The Main Menu can be accessed by pressing the red SETUP button inside the upper coin door of the game (see Figure 11). Use the Main Menu to set up all game software options.

NOTE: For help with the Options in any menu section, touch the green "?" icons to bring up a help screen.

FIGURE 1 - MAIN MENU SCREEN

A summary of the Main Menu functions appears in the table on the following page. For more detail, see the corresponding sections of the manual.

Main Menu	Available Options	Information
CREDITS	• Coin-In • Set Value of Credit • Options • Clear Credits • Free Credits	The Credits Screens allow the operator to set up the Coin-In Menu, set the price of games, select freeplay mode, and add or clear credits. You can also clear credits and set the number of free credits from the main Credits Menu.
GAMES	• Game Setup • Games Payout Setup • Options	The Games Screens allow the operator to select the available games, select to have the games automatically adjust based on popularity, set game prices and game scores necessary for each prize (or set the game to automatically adjust threshold values), turn on/off small and medium prizes and see the payout totals for all games. Options can also be set for individual games.
HI SCORES	• View/Clear Hi Scores • Options	Touch "CLEAR ALL GAMES" to clear all high scores or select a particular game to edit high scores for that game.
BOOKS	• Books Display • Cash Settlement Setup • Cash Settlement Collection	The Books Screens display current and lifetime credits information as well as calculate and collect the location and operator fees.
SYSTEM	• Set Time • Security Setup • Set Game Serial Number • Volume Control • Options	Set the game clock, security PIN, serial number, and game volume, and system options such as language control, and theft deterrent.
DIAGNOSTICS	• Video Test • I/O Test • Touchscreen Calibration • Touchscreen Test • View System Log • Checksum Test • System Info	• Enters the Video Test to display the test screens. Touch the screen to cycle through test. • Tests the function of the I/O board, DIP switches, coin meter, and prize wheels. • Allows the operator to calibrate the touchscreen. Follow the instructions on the screen. • Checks touchscreen calibration. Touch the crosshairs on the screen to make sure it is accurately following your movement. • Displays operations performed by the game. • Checks the hard drive for missing or corrupted files. • Gives details about various components in the game, including the processor, motherboard, memory, network, sound, video, touchscreen, modem, hard drive and fan speed.

Credits Menu

Coin-In

To Enter The "Coin-In" Screen, Touch "Coin-In" on the Credits Menu

Game cost can be controlled two ways: by changing the number of credits required to play a game or by changing the cost of a credit. The Coin-In Menu allows you to adjust the cost of a credit, as well as providing a way to give players "bonus" credits for depositing a higher amount of money.

When programming the Coin-In Menu, Channel 1 is set for the lowest value coin, Channel 2 for the next highest value, etc. If all six coin inputs are not used, the unused inputs must be set to "N/A". Adjust the coin/credit/meter pulse settings by touching the up and down arrows on the field you want to change.

COIN INPUT	COIN VALUE	COINS	=	CREDITS	&	METER PULSES
1A	10p	3		1		3
2B	20p	3		2		6
3C	50p	1		2	player premium 25p/credit	5
4D	1£	1		5	player premium 20p/credit	10

In the above example (UK currency), each game costs one (1) credit and the cost for a single credit is 30p. This method is preferred if you want game cost to always be reflected as "1 credit."

COIN INPUT	COIN VALUE	COINS	=	CREDITS	&	METER PULSES
1A	10p	1		1		1
2B	20p	1		2		2
3C	50p	1		6	1 bonus credit	5
4D	1£	1		15	5 bonus credits	10

In the above example (UK currency), the cost of a credit is set to 10p and each game costs 3 credits (for a total of 30p). This method allows game cost to be increased by the smallest unit of currency used (e.g. increasing the cost of Solitaire to four (4) credits would increase the game cost by 10p).

In both examples, note that meter pulses are independent of credits and only track the unit of currency (10p in the examples). Players are given an incentive to deposit more money by giving them "bonus" credits for depositing 50p or £1. Coins may be deposited in any combination of values and the game will automatically register the highest number of credits for the total amount of coins deposited. Once a game is played, any remaining fractional credits are erased.

Generally, most countries have a factory default setting. This setting can be adjusted (as described above), but will return if the game memory is cleared. Some programs, depending on the key used, have a currency default display located to the left of the coin inputs. It shows the currency value for each of the coin inputs. This display is used as a guide and is not used in any calculations. Touch the currency default display to hide/show the display.

Games Menu

Games

To Enter This Screen, Touch "Games" on the Main Menu

FIGURE 2 - GAMES MENU

Available games, prices and scoring levels, as well as game options, are programmed using these screens. On the Games Menu, select either **Standard** or **Kids' Games**. The available games can be manually selected on the Games Setup Menu, but certain games will only appear in one category

Game Setup

To Enter This Screen, Touch "Game Setup" on the Games Menu

FIGURE 3 - GAMES MENU: GAMES SETUP SCREEN

The game list is programmed using the Games Setup Screen. Select the Game Status for each game by touching **Auto**, **Locked In**, or **Disabled**. Use the scroll bar on the right to scroll through all games.

Auto: The game will rotate in and out of the player menu based on popularity. Use the arrows next to **Auto Adjust Rate** to choose how often the game's popularity is calculated (1-6 weeks). To disable the auto adjust feature, set the feature to **off**.

Locked In: The game will always appear in the menu.

Disabled: The game will never appear in the menu.

NOTE: If the auto adjust feature is set to **off**, but some games are still set to **Auto**, these games may still appear in the menu if you do not have the maximum number of games set to **Locked In**.

The Games Setup Screen also shows the game play percentages for each game. **Previous %** lists the game play before the last auto-rotation occurred (if you have the game set to auto adjust) and **Current %** lists the game play after the last auto-rotation occurred.

Game Payout Setup

To Enter This Screen, Touch "Game Payout Setup" on the Games Menu

FIGURE 4 - GAMES MENU: GAME PAYOUT SETUP SCREEN

The Game Payout Setup Screen allows you to set the price for each game and determine how the prize payouts are calculated.

Use the **Adjust Payouts** button to select Auto or Manual Adjust Payouts. If you want to set your own payout percentage for prizes, set the adjust payouts button to Manual. If you want the game to self-adjust, set the adjust payouts button to Auto.

When the game is set to Manual Adjust Payouts, you are able to edit the game scores which determine when prizes are awarded for each game. To edit the game scores, touch a score under the corresponding prize value (Prize #1, Prize #2, Prize #3) and use the + and - buttons to change the score. Use the left and right arrows to page through the list of games.

The figures in the **Payouts %** columns are used to show the projected payouts based on the game scores you have selected. Use when adjusting the game scores in manual mode.

When the game is set to Auto Adjust, the scores will automatically adjust in order to keep the prize payouts fixed. The fixed payout percentages are shown beneath the Adjust Payouts button when the game is set to Auto Adjust.

The total prize payouts for all games are tallied at the top of the Games Menu screen, under **Actual Payout Totals**. To reset these payout totals, touch the **Reset Payout Totals** button.

You can also choose how many prize levels are enabled. Use the **Disable/Enable Medium Prize** and **Disable/Enable Small Prize** buttons to toggle the medium and small prizes on and off.

The **Clear All** button returns the game to its default settings and clears the **Payouts %** values to zero.

Hi Scores Menu

View/Clear Hi Scores

Use this menu to manage hi scores. The first screen allows you to select a particular game to edit or you can clear all hi scores for all games.

To Enter This Screen, Touch "View/Clear Hi Scores" on the Hi Scores Menu and Choose a Game Name
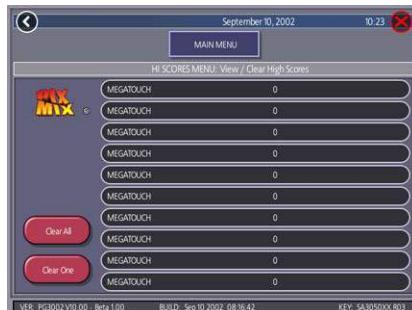
FIGURE 5 - HI SCORES MENU:
VIEW/CLEAR HI SCORES SCREEN

To edit scores for a particular game, select the game from the first screen. To remove a particular score, select the score from the list and touch **Clear One**. To clear all hi scores for that game, touch **Clear All**.

Books Menu

The Books Screens display the current and lifetime credit totals for each game, as well as the percentage of credits played per game (the percentage for each game is the total number of credits played on that game divided by the total number of credits entered into the machine).

Books Display

To Enter This Screen, Touch "Books Display" on the Books Menu

FIGURE 6 - BOOKS MENU:
BOOKS DISPLAY SCREEN

The books information can be sorted in three ways with the button that toggles through the sorting categories. **Unsorted** displays the books information in the standard order. **Sorted by Current** displays the current credits for each game from most to least played. **Sorted by Lifetime** displays the lifetime credits for each game beginning with the most played game.

To Enter This Screen, Touch "Books Display" on the Books Menu and Choose a Game
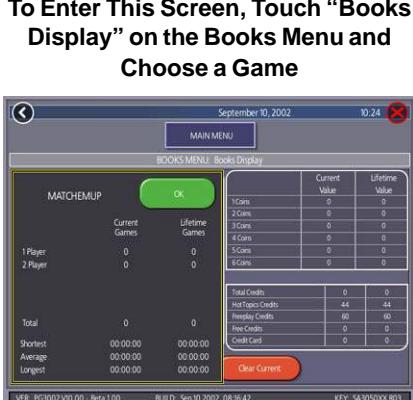
FIGURE 7 - BOOKS MENU:
BOOKS DISPLAY SCREEN WITH
GAME SELECTED

Touching a game name will display the current and lifetime credit totals for that particular game. It also shows the shortest, average, and longest playing times for that game.

Cash Settlement Setup

The Cash Settlement Screens are used to calculate the percentage of earnings the operator and location will receive, as well as fees collected by the operator.

The fee amounts can be changed on screen by touching the amount itself and using the keypad to enter a dollar figure. The other two columns display the cumulative totals for each fee and the totals for the current collection period. Fees are calculated on a prorated, per-day basis. Touch the NEXT icon to display more groups of fees. For the totals displayed on the Cash Settlement Collection Screen, choose YES or NO to display the operator's cut and enter the percentage of revenue the location will receive. Touch FINISH to save your changes.

To Enter This Screen, Touch "Cash Settlement Setup" on the Books Menu and touch "NEXT" after reading the information on the first screen

FIGURE 8 - BOOKS MENU: CASH SETTLEMENT SETUP SCREEN

NOTE: Make sure the time and date are set on the game in order to ensure correct fee calculation.

Cash Settlement Collection

The Cash Settlement Collection Screens will display the balance (total revenue minus total fees) to be split between the operator and the location.

To Enter This Screen, Touch "Cash Settlement Collection" on the Books Menu

FIGURE 9 - BOOKS MENU: CASH SETTLEMENT COLLECTION

Touch **Revenue Details/Cash Out** or **Fee Details** for breakdowns and **Clear/Complete Collection** to finish. Cash Settlement totals will reset once collection is complete.

To Enter This Screen, Touch "Fee Details" on the Cash Settlement Collection Screen

FIGURE 10 - BOOKS MENU: CASH SETTLEMENT COLLECTION: FEE DETAILS

System Menu

FIGURE 11 - SYSTEM MENU

Set Time	The Set Time Menu allows you to set both the time and date on the game. Time is shown in 24-hour, "military" time (e.g. 5:00pm = 17:00). Use the up and down arrows to set the time and date.
Security Setup	The operator can set the PIN number and select which of the features (Coin-In Menu, Free Credits, Game Menu, Hi Scores, Books, All Options) will be protected by the PIN. To change the PIN, you must first enter the existing PIN (the default PIN is "0000"), then enter a new 4-digit number and touch "SET" on the keypad. The game will prompt you to re-enter your PIN to confirm. After confirming your PIN, touch the icon for each of the features you wish to protect with the PIN.
Set Game Serial Number	Use this screen to enter the game's serial number using the keypad.
Volume Control	Touch the volume control icon to adjust the volume up or down. This screen allows you to sample the sound volume without exiting the screen.
Options	For help with the Options in any menu section, touch the option box to bring up a help screen.

Diagnostics Menu

FIGURE 12 - DIAGNOSTICS SCREEN

Video Test	Touch the screen to cycle through a series of video test screens.
I/O Test	Tests the SETUP and CALIBRATE buttons, all coin channels, the coin meter, and the prize wheels. A green light next to the appropriate button will register each time that item is tested, and the number next to the item should increment by one with each test. The green 'Switch' lights correspond to the different prize wheels and should register when the appropriate 'Payout' button is touched. The I/O Test Screen also displays which DIP switches are on or off.
Touchscreen Calibration	Follow the on-screen instructions to calibrate the touchscreen.
Touchscreen Test	Allows you to check the touchscreen calibration accuracy. The crosshairs should follow your finger exactly when you move it across the screen.
View System Log	Displays a log of all operations performed by the game since the log was last cleared. This information is helpful for customer service in troubleshooting your game.
Checksum Test	Checks the hard drive for missing or corrupted files. With STOP ON ERROR? set to YES, a message indicating which file is corrupted will be shown whenever the game encounters an error. With STOP ON ERROR? set to NO, a list of corrupted files will be displayed when the test is complete. If errors are detected, the software on the drive may need to be reloaded. If this does not solve the problem, the drive may require replacement. The test could take up to 20 minutes.
System Info	Gives details about the following: • processor type and speed • motherboard manufacturer • amount of memory • Ethernet card manufacturer • sound chip type • video chip type • touchscreen manufacturer • hard drive manufacturer and capacity • modem part identification number • fan speed

Merit Industries, Inc.
Troubleshooting Guide for *Megatouch FORCE™ Games*

PROBLEM	CORRECTIVE ACTION
• **no power** • **bill acceptor motor does not run** • **no flash on the monitor screen** • **no cooling fans operating** • **no output from power supply**	• Check that the power cord is connected to a "live" outlet. • Check that the power switch is on. • Check that the power cord is connected to the game power supply. • Check that the power supply's voltage select switch is set to the proper voltage. • Check the harness connections to the on/off switch and circuit breaker. • Check the circuit breaker for an "open". • Check the A/C harness connection to the power supply. • Check the line cord.
• **no video** • **no cooling fan operation** • **screen is blank** • **A/C power to the monitor and bill acceptor** • **no output from power supply**	• Check the power on jumper wire located on the motherboard. It should connect J2 to pin 21 of Panel 1. If this jumper wire is missing or not connected between the correct pins, it may prevent the power supply from turning on. For more information, see Tech Note 52. • Check the D/C harness connection to the motherboard. • Check the A/C harness connection to the power supply.
• **no video** • **cooling fans are working** • **there is a sound when coins are deposited**	• Check the video cable connections to the motherboard and the LCD display. • Check the +12 volt supply voltage to the LCD display (yellow wire +12, black wire ground) • Check the harness connections between the PC boards on the back of the LCD display. • Replace the LCD display.
• **no video** • **constant beeping or a sequence of beeps**	• The memory card (DIMM) may not be seated properly. Reseat the DIMM or replace it.
• **no video** • **no sound when coins are deposited**	• Check all connections to the motherboard. • Reseat the DIMM. • Replace the motherboard or send it for repair.
• **poor picture quality**	• Adjust Brightness, Contrast, Horizontal, and Vertical controls with monitor controls.
• **coin jam**	• Check the coin mech and coin chute for coins blocking the pathway. • Make sure the coin harness is connected between the normally open and common terminals on the coin switch. • Disconnect the bill acceptor and the coin switch one at a time to narrow down the problem. • Check the coin harness for pinched or damaged wires. • Disconnect the coin harness from J1, J3, J7, and J8 of the I/O board. If the coin jam still appears, the I/O board will have to be sent for repair.
• **meter not advancing**	• Check connection at I/O board. • Check wiring at *J2 METER* connector on I/O board.
• **game will not download CD**	• Make sure the CD is installed correctly, with the logo facing up. • Check for scratches or a defective CD. • Try a different set of CDs. • If you're downloading a CD set, make sure each CD is of the same revision.
• **"DISK BOOT FAILURE"**	This message indicates the motherboard is not receiving data from the hard drive and has locked up. • Check the IDE ribbon cable connections to the motherboard and hard drive. • Check the power to the hard drive. It should have +5 volts, +12 volts, and ground.

Merit Industries, Inc.
Troubleshooting Guide for *Megatouch FORCE Games* continued

PROBLEM	CORRECTIVE ACTION

• **game locks up or resets while being played or in the attract mode**
• **no movement on the screen**
• **power has to be cycled off and on to get the game to function again**
	• Check the output voltages from the power supply:
	
	Enhance SFX 1211J
	Red wire +5 volt
	Yellow wire +12 volt
	Blue wire -12 volt
	White wire +5 volt power good
	Violet wire +5 volt VSB
	Black wire ground
	Brown wire +3.3 volt
	
	• Clean the vents and the fans of any dust and dirt that may interfere with airflow.
	• Clean the CPU cooling fan on the motherboard.
	• Replace the CPU cooling fan if it is not operating properly.
	• Reseat the DIMM on the motherboard.
	• Clear memory with the following procedure:
	  • Turn off the game.
	  • Press and hold the "Setup" and "Calibrate" buttons.
	  • Turn the game on and keep holding the buttons until the screen displays "TWO BUTTON CLEAR DETECTED RELEASE BUTTONS". This should take about 30 seconds.
	  • Release the buttons. This will clear high scores, clear the books and reset options, and reset the game menu and coin menu to their factory settings.
	• Perform a checksum test on the hard drive:
	  • Turn off the game.
	  • Turn on DIP switch 8 on the I/O board.
	  • Turn on the game. The test will take about 10 minutes.
	    • A failure will cause the test to stop.
	    • A passed test will display "DRIVE CHECKSUM COMPLETE RESET ALL DIP SWITCHES TO REBOOT MACHINE".
	  • With power on, turn off DIP switch 8.

• **game locks up with "invalid key for version PG3002 – V XXXX"**	• Check the program number on the security key. It should be compatible with the program on the hard drive. • Check the contacts on the security key socket. Lift up on the contact on the bottom of the socket and make sure there is a good connection to the base of the security key. • Check the USB cable that connects the I/O board to the motherboard. • Check jumpers JP5 and JP6 on the I/O board. The USB cable can be connected to two connectors on the I/O board (J5A and J5B). The position of the shunts on jumpers JP5 and JP6 will enable either J5A or J5B. The shunts should be positioned towards the connector where the USB cable is connected. For more information, see Tech Note 55. • Try another security key with the same program number or test the security key in another game with the same program version.
• **"INVALID KEY" message while downloading software to the hard drive**	• If the security key was replaced before the download: • The motherboard did not boot from the CD-ROM drive. • Check that the CD-ROM drive is set as master. • Check the ribbon cable connections between the CD-ROM drive and the motherboard. • Try another CD-ROM drive or another set of CDs.

Merit Industries, Inc.
Troubleshooting Guide for *Megatouch FORCE Games* continued

PROBLEM	CORRECTIVE ACTION
• **game will not download CD**	• Make sure the CD is installed correctly, with the logo facing up. • Check for scratches or a defective CD. • Try a different CD-ROM drive or another set of CDs. • If you're downloading a CD set, make sure each CD is of the same revision.

• **"ERROR READING DRIVE C"**	• This message can be caused by the hard drive or in some program versions, a coin jam while the game is turned on.
	  1. Turn the game off.
	  2. Locate DS 1, position 8 and turn it on.
	  3. Turn on power to the cabinet. This will start the hard drive checksum test, which should take about 20 minutes to complete.
	  4. When the hard drive passes the test it will display a "CHECKSUM GOOD" message and continue to boot up into the game attract screens. This indicates a coin jam.
	  5. When the hard drive fails the test, the game will lock up with a "CHECKSUM ERROR" message, which will stay on the screen until the power is turned off. In this case, the hard drive will have to be replaced.

• **"DISK BOOT FAILURE"**	This message indicates the motherboard is not receiving data from the hard drive and has locked up. • Check the IDE ribbon cable connections to the motherboard and hard drive. • Check the power to the hard drive. It should have +5 volts, +12 volts, and ground.
• **"QUANTUM FIREBALL, SMART FAILURE DETECTED, BACK UP HARD DRIVE"**	The self-diagnostics on the hard drive has detected an error. • The hard drive will have to be replaced.
• **"CRITICAL ERROR ABORT RETRY FAIL" or "BAD COMMAND OR FILE NAME" error**	• Try reloading the program onto the hard drive with a different set of update CD's compatible with the security key. If it will not accept the download, try another CD-ROM drive. If it still does not work, replace the hard drive.

DISPLAY
CASE
LOCKS

CLEAR
PLASTIC
DISPLAY
LID

MEDIUM PRIZE FILL
(INSIDE DISPLAY LID)

TOUCHSCREEN

CALIBRATION
(YELLOW)

BILL
ACCEPTOR

SETUP
(RED)

COIN
MECH

METER

UPPER
COIN
DOOR
LOCK

PRIZE
DOOR

LOWER
COIN
DOOR
LOCK

DETAIL VIEW
INSIDE THE UPPER
COIN DOOR

LOCKING
CASTOR
WHEELS
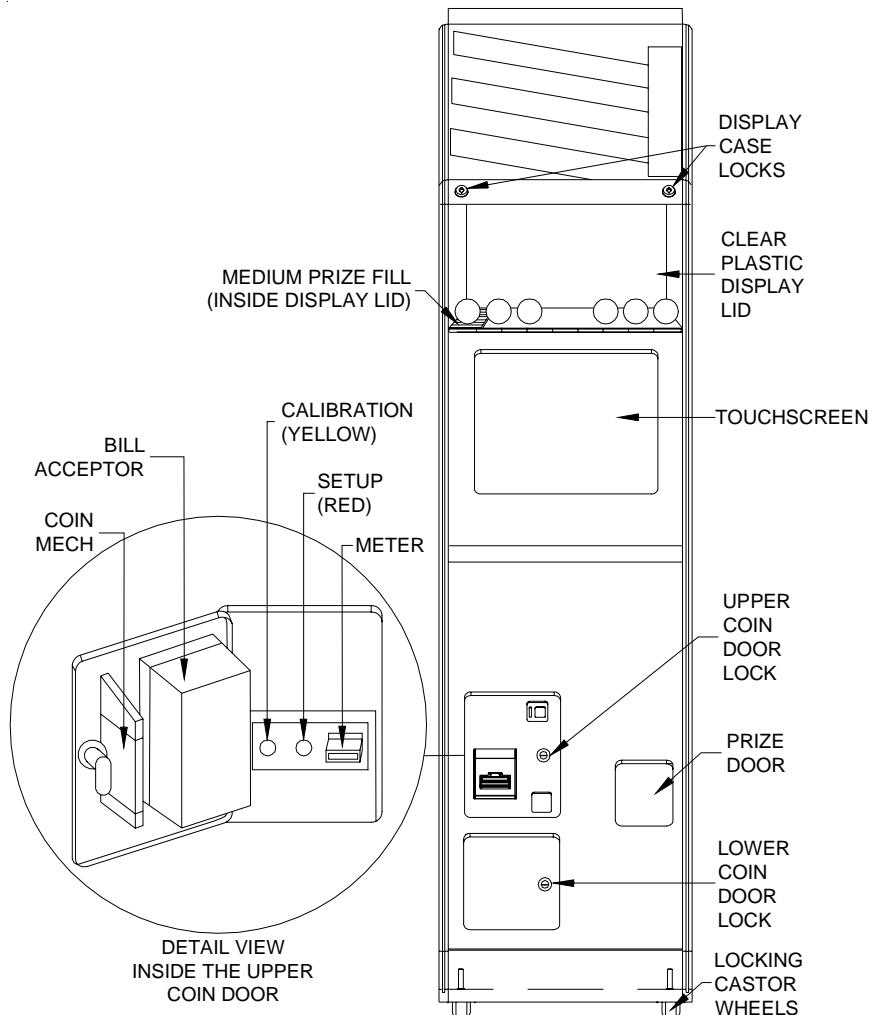
FIGURE 13 - FRONT VIEW OF MR. VIPS™

EXTRA SMALL

LARGE

SMALL

DETAIL VIEW INSIDE
THE UPPER REAR DOOR -
PRIZE FILL LOCATIONS

UPPER
REAR
DOOR
LOCKS

LOWER
REAR
DOOR
LOCKS

POWER
SUPPLY

MOTHERBOARD

AUDIO AMP
BOARD

I/O BOARD

SECURITY
KEY

HARD DRIVE

CPU

DETAIL VIEW OF CPU SECTION
INSIDE THE LOWER REAR DOOR
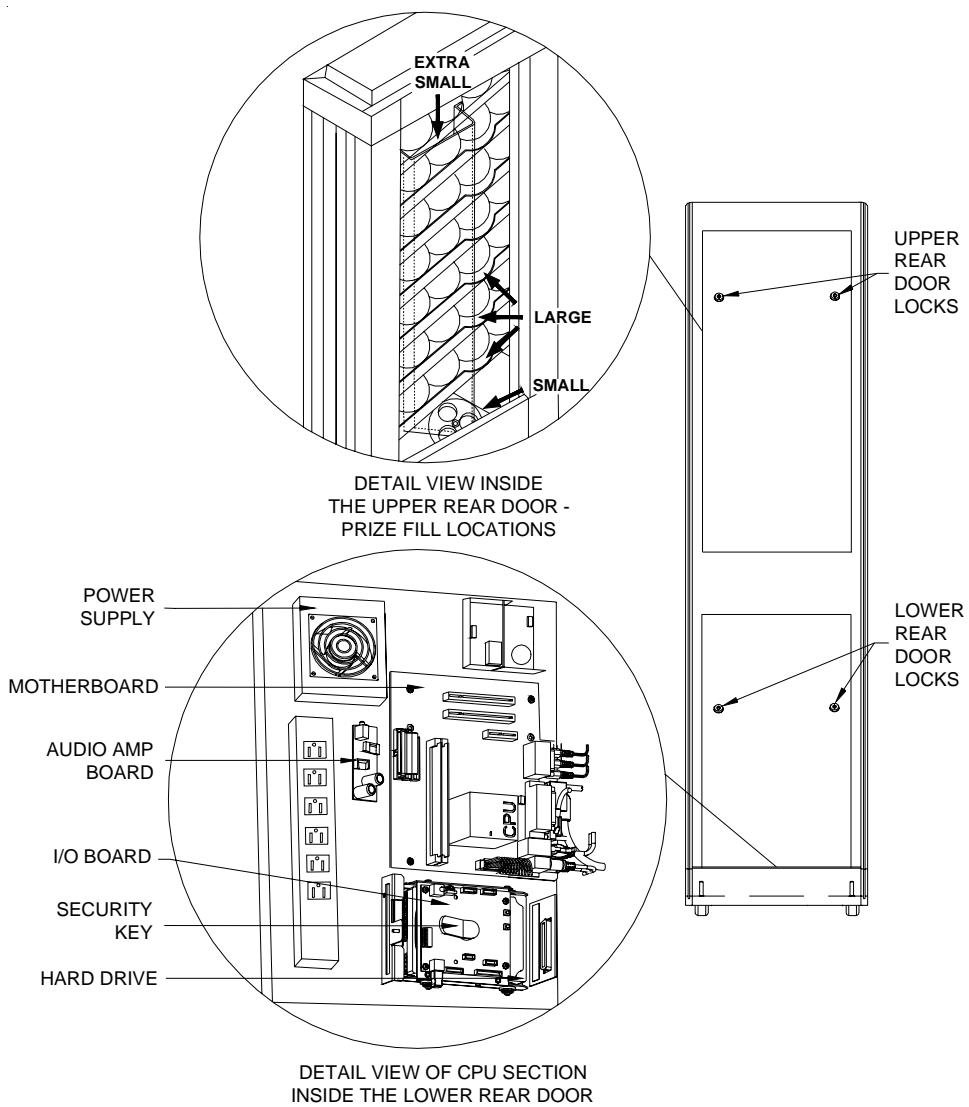
FIGURE 14 - REAR VIEW OF MR. VIPS™

MR. VIPS™ Replacement Parts List

REPLACEMENT COMPONENTS MR. VIPS	
PART NUMBER	DESCRIPTION
SA10057-05	MOTHERBOARD
EC7531-03	POWER SUPPLY, 110W ±12,+5,+3.3, AC-ON
EC9850-03	15" TOUCHSCREEN OVERLAY
EC9387-01	15" LCD DISPLAY
EC9840-10	MICROTOUCH SMT4 TOUCHSCREEN CONTROLLER
SA10065-01	I/O BOARD
SA10066-01	CONTROL BOARD
SA3092-0X	VIPS SECURITY KEY

NOTE: The parts in your game may vary. When calling for replacement parts, make sure to have your serial number available to ensure the accuracy of your order.

NOTE: In order for your Megatouch FORCE game to function properly, the hardware must only be replaced with FORCE hardware. Replacing the motherboard, I/O board, hard drive or touchscreen controller with hardware that is not specific for FORCE will eliminate some of the FORCE software features.

For additional assistance, after contacting your distributor, contact:

Merit Product Support and Services

USA and Canada call toll-free:
1-800-445-9353

Outside the USA and Canada call:
(215) 639-4700
FAX: (215) 639-5346

Merit Industries, Inc. P.O. Box 5004, Bensalem, PA 19020-8529.

You can also visit our Web site
www.meritind.com

Connection Diagrams

HARD DRIVE
CONNECTION
(PRIMARY IDE)

CENTRONICS
CONNECTION
(SECONDARY IDE)

MOTHERBOARD
POWER

CPU

TOP VIEW OF MOTHERBOARD

ETHERNET

I/O BOARD

TOUCHSCREEN
CONTROLLER
(COM 1)

VGA
VIDEO

AUDIO OUT

CONNECTOR SIDE VIEW OF MOTHERBOARD
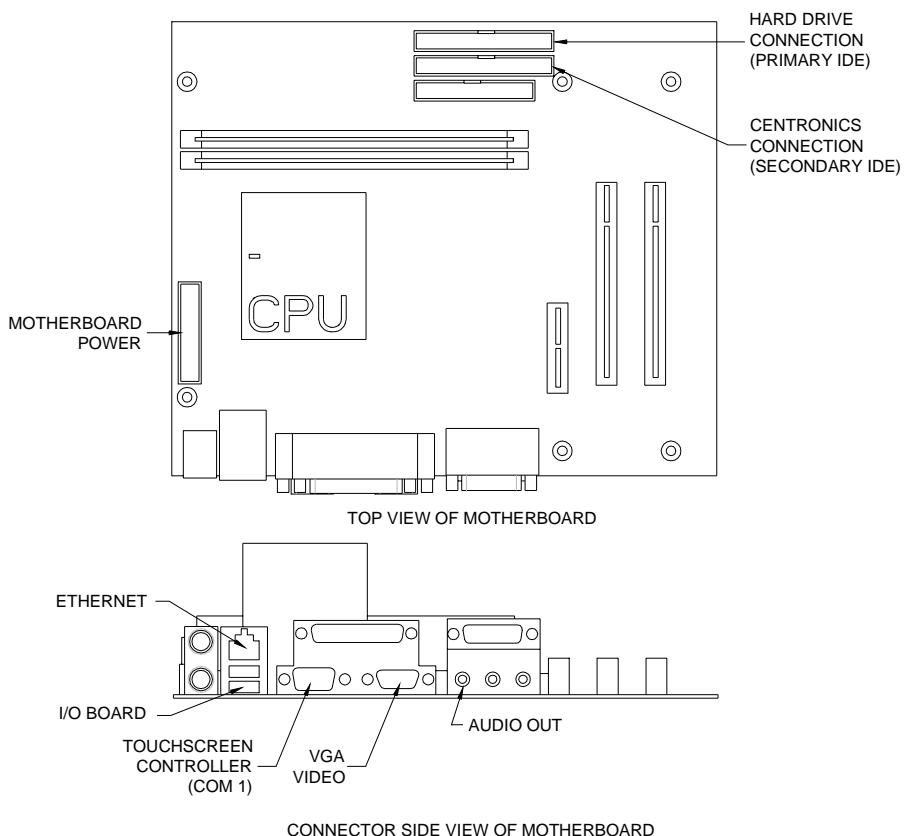
FIGURE 15 - ECS MOTHERBOARD DRAWING

Connection Diagrams

Motherboard - Power Connector

PIN 1
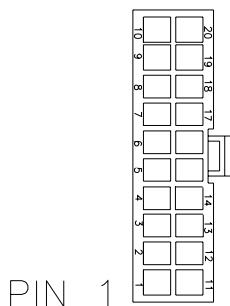
FIGURE 16 - REAR VIEW OF CABLE CONNECTOR

PIN	WIRE COLOR	USE
1	BROWN	+3.3 VDC
2	BROWN	+3.3 VDC
3	BLACK	GND
4	RED	+5 VDC
5	BLACK	GND
6	RED	+5 VDC
7	BLACK	GND
8	WHITE	PWR GOOD
9	VIOLET	+5V VSB
10	YELLOW	+12 VDC
11	BROWN	+3.3 VDC
12	BLUE	-12 VDC
13	BLACK	GND
14	BLACK	GND
15	BLACK	GND
16	BLACK	GND
17	BLACK	GND
18	-----	-----
19	RED	+5 VDC
20	RED	+5 VDC

Connection Diagrams

J5B
FROM USB PORT
ON MOTHERBOARD

J3
MECHANICAL
MECH

SECURITY
KEY

SETUP

CALIBRATE

JP5/JP6
JUMPER FOR
USB PORT

J2
METER

J6
I/O BOARD
POWER

J5A
FROM USB PORT
ON MOTHERBOARD

DETAIL VIEW
JUMPER LOCATION
TO ACTIVATE J5B

DETAIL VIEW
JUMPER LOCATION
TO ACTIVATE J5A
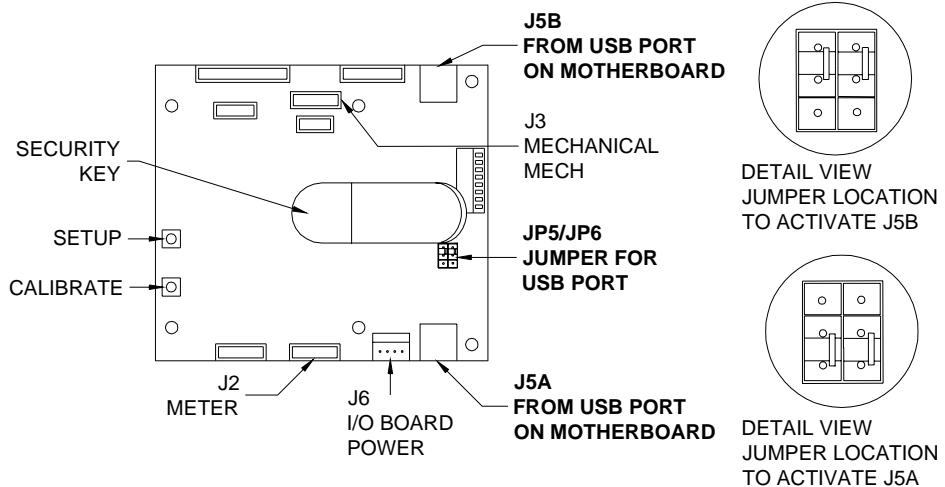
FIGURE 17 - I/O BOARD DRAWING

POWER CONNECTOR

J1
AUDIO IN

J2
SPEAKER OUT
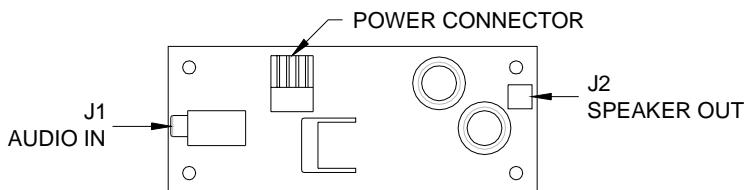
FIGURE 18 - AUDIO AMP BOARD DRAWING

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 (b) Failed PCBs are accumulated for a time period or quantity accumulation, as designated by Merit and sent in one shipment to save shipping expenses.

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Haftungsbeschränkung

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13. DER LIZENZGEBER HAT IN KEINEM FALL EINE HAFTUNG IHNEN GEGENÜBER FÜR SCHÄDEN, EINSCHLIESSLICH ETWAIGER GEWINNVERLUSTE, NICHT REALISIERTER EINSPARUNGEN ODER ANDERER NEBEN- ODER FOLGESCHÄDEN, DIE AUS IHRER VERWENDUNG ODER GEBRAUCHSUNFÄHIGKEIT DER SOFTWARE ENTSTEHEN.

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