

Owners Manual
Software Version- 1.02
March 24, 2006

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Service Fax: 920.822.1496
Sales: 920.822.3951

Record this information for future reference;

Serial number _____
(Located on Main Circuit board, Rear cabinet door, Front cabinet left door)

Date of Installation _____

Installed by _____

Service: (920) 822-3951 ext. 1102

Parts: (920) 822-3951 ext. 1101

For 24 hour pricing and ordering visit our web site at www.baytekgames.com.



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OPERATION AND SETUP SECTION

Safety Precautions



CAUTION: *Electrical Shock Hazard.*
Do not perform repairs or maintenance on this game with power ON. Unplug the unit from the wall outlet or shut off power at the power strip inside the cabinet.



CAUTION: *Electrical Shock Hazard.*
Always plug game into a grounded circuit.



CAUTION: *Use of flammable substances can cause severe burns or personal injury.*
Always use non-flammable solvents for cleaning parts and surfaces of this game. Do not use flammable substances such as gasoline, kerosene or thinners.

Unpacking, Assembly and Installation

Inspect the game for any damaged, loose or missing parts. If damage is found please contact the carrier first. Then contact Bay Tek Games at: service@baytekgames.com, or phone (920) 822-3951 to order replacement parts.

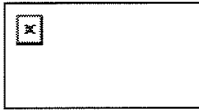


CAUTION: *Lifting Hazard.*
Lifting heavy objects can cause back, neck and other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game.

Ticket Troopers

ATTENTION OPERATORS..... PLEASE BE ADVISED TICKET TROOPERS GAME PLAY IS ADDICTIVE AND MAY CAUSE MAXIMUM EXCITEMENT.....OVER

Ticket Troopers is a 3 player quick coin game with an exciting police theme. The player aims the shooter and inserts the coin, aiming for the targets directly across. The continuously spinning playfield adds excitement as the coin speeds across to the other side. When the target is hit, the game projects flashing red and blue LED's. If the player hits the center target the siren sounds as the player is awarded a big ticket bonus. The spinning helicopter draws them in as the fast paced game play keeps them there.



Marquee Assembly

1. Remove the fully assembled marquee from the inside of the game.
2. Place marquee on top of the game.
3. Plug in both grey beacon wires into the white connectors.
4. Snap excess cabling into the plastic cable clamps to keep them snug and out of the way.
5. Line the screw holes up with the holes in the top of the game.
6. When the bolts are lined up with the weld nuts, tighten down using a **7/16"** socket wrench.
7. The marquee is powered by the power supply located near the main board of player station 2. The marquee will function when the game is powered up.

Prepare Coin Comparators

1. Remove the cover from the inside of each coin shooter.
2. Install one of your coins/tokens, preferably a new one.
3. Roll a few coins/tokens thru the comparator to insure it is working properly.

Game Set Up

1. Remove the Styrofoam bracing material from the helicopter.
2. Unroll the power cord and feed it thru the hole in the bottom of the game. If your location is equipped with power from the ceiling, the game has pre-drilled holes allowing an extension cord to be fed thru the top of the game.
3. Move the game into position and lock all four casters.
4. Turn the power on and replace the test tickets with your own.
5. Adjust volume, and you are ready to play.



PROGRAMMING SECTION

Programmable Options

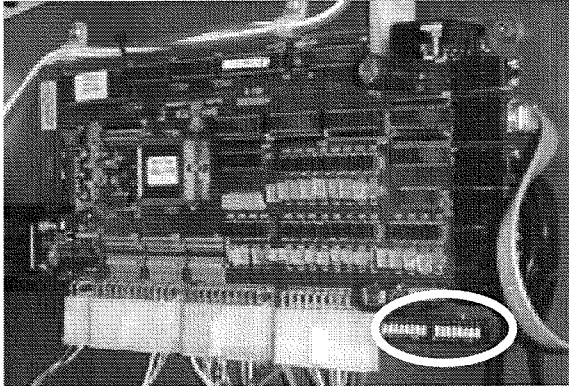
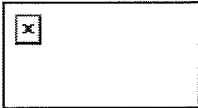


Figure 1 Dipswitch Locations on Main Circuit Board

The ticket patterns, coins per play, attract mode and more are controlled by dipswitches located on the main circuit board. See instructions below for details.

The main circuit board is located on the inside wall of the cabinet with access through the rear door. **Be sure power is off before setting these dipswitches.**

IMPORTANT: Power must be OFF to the game when setting dipswitches. Turn OFF the power strip inside the cabinet. Set the dipswitches to the desired settings, wait 30 seconds and then turn ON power at the power strip.

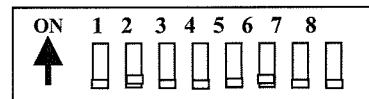


Programming Options

Group S1 Dipswitches	Value or Mode	1	2	3	4	5	6	7	8
Not Used		<i>off</i>	<i>off</i>	<i>off</i>	<i>off</i>	<i>off</i>	<i>off</i>		
Bonus Selection. You can choose the center target bonus amount with these switches.	25 Tickets							On	On
	* 50 Tickets							<i>off</i>	<i>off</i>
	75 Tickets							Off	On
	100 Tickets							On	Off

* Indicates the factory default setting.

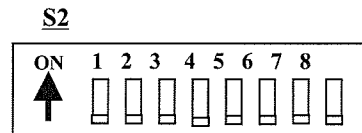
S1





Group S2 Dipswitches	Value or Mode	1	2	3	4	5	6	7	8
Echo Testing. This is a diagnostic tool and should be turned Off for game play mode. Please see page 8 for explanation.	Echo Test	On							
	* Normal Game Play	<i>Off</i>							
Attract Mode	Every 3 Minutes		On						
	* Every 10 Minutes		<i>Off</i>						
Not Used				<i>Off</i>	<i>Off</i>	<i>Off</i>	<i>Off</i>	<i>Off</i>	<i>Off</i>

* Indicates the factory default setting.





PREVENTIVE MAINTENANCE

Maintenance Chart

Use the following maintenance chart as a guide only. Actual maintenance intervals will depend on usage and environmental conditions at the location of the game.

Keep a log of all inspections, even if no problem exists, with date and time of inspection, action taken. A Repair Record Form is provided at the end of this manual.

IMPORTANT: *Do not use cleaning solvents on game graphics. Use only a mild soap solution and dry with a clean lint free cloth.*

IMPORTANT: *The game should be shut OFF for cleaning and maintenance.*



CAUTION: *Use of flammable substances can cause severe burns or personal injury. Always use non-flammable solvents for cleaning parts and surfaces of this game. Do not use flammable substances such as gasoline, kerosene or thinners.*

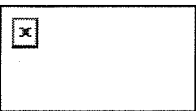
	Daily	Weekly	Monthly
Inspect game for physical damage. Repair as necessary.	X		
Check all game lighting. Repair/replace lamps as necessary.	X		
Fill ticket tray.	X		
Empty coin tray.	X		
Test game to insure proper operation.	X		
Clean outside surfaces with warm soapy water only. Do not use solvents on decals or Acrylic™ surfaces.		X	
Clean the front glass and acrylic pieces with glass cleaner.		X	
Blow paper dust from ticket mechanism. Clean more often if game is used extensively or conditions dictate cleaning sooner.		X	



TROUBLESHOOTING & DIAGNOSTICS SECTION

When troubleshooting moving components, be sure that the power to the game is OFF.

Troubleshooting Chart		
Problem	Probable Cause	Remedy
No power to the game.	<ul style="list-style-type: none">a. Unplugged.b. Blown fusec. Circuit breaker tripped.d. Bad power supply.	<ul style="list-style-type: none">a. Check wall outlet.b. Check transformer fuse (220v applications only).c. Try to determine cause then reset power strip breaker switch or building circuit breaker.d. See power supply diagnostic on page 11.
No Audio	<ul style="list-style-type: none">a. Volume too low.b. Loose wire.c. Main circuit board malfunction.	<ul style="list-style-type: none">a. Increase the volume at the volume control at the inside of the front door panel.b. Check audio cable connections to speaker, volume control and main circuit board.c. Replace main board with board from another Gen 5 game if possible to isolate the problem to the main circuit board.
Halogen lighting not functioning properly.	<ul style="list-style-type: none">a. Burned out lamps.b. Wiring damaged or disconnected from power supply.c. Lamp socket damaged or bad solder connections.	<ul style="list-style-type: none">a. Replace lamps.b. Check and repair wiring.c. Repair or Replace faulty sockets.



Tickets do not dispense.	<ul style="list-style-type: none">a. Ticket tray empty due to faulty low ticket sensor switch or broken/loose wires. Sensor switch stuck or switch wire bent out of position.b. Faulty cable to dispenser.c. Dirty opto-sensor or paper dust buildup in ticket dispenser.d. Ticket dispenser faulty.e. Main circuit board malfunction.	<ul style="list-style-type: none">a. Fill ticket tray. Replace low ticket sensor switch. Repair wiring. Clean ticket tray of dirt and loose tickets or debris. Bend switch wire to correct position under tickets.b. Check wiring continuity from dispenser to main board. Check for pinched, broken or disconnected wires. Replace as necessary.c. Clean with compressed air and if necessary wipe sensor with isopropyl alcohol on a cotton swab.d. Replace dispenser with spare working dispenser.e. Replace main board with a spare Gen 5 board if possible to isolate the problem to the main circuit board.
Wrong number of tickets dispensed.	<ul style="list-style-type: none">a. Ticket Pattern or other ticket dipswitches set wrong.b. Dirty opto-sensor on ticket dispenser.c. Faulty ticket dispenser.d. Main circuit board malfunction.	<ul style="list-style-type: none">a. Check and reset dipswitches for proper setting.b. Clean with compressed air and if necessary wipe with isopropyl alcohol on a cotton swab.c. Replace with spare working dispenser.d. Replace main board with a spare Gen 5 board if possible to isolate the problem to the main circuit board.



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, bad sensors, blown fuses, bent, pinched, stuck or jammed components.



Diagnose Power Supply

Use the following procedure to check the power supply for Gen 5 games.

Check the small green LED light on the power supply circuit board. If the light is out there is a short somewhere. If the light dims, there is an overload in one of the circuits such as a bad motor.

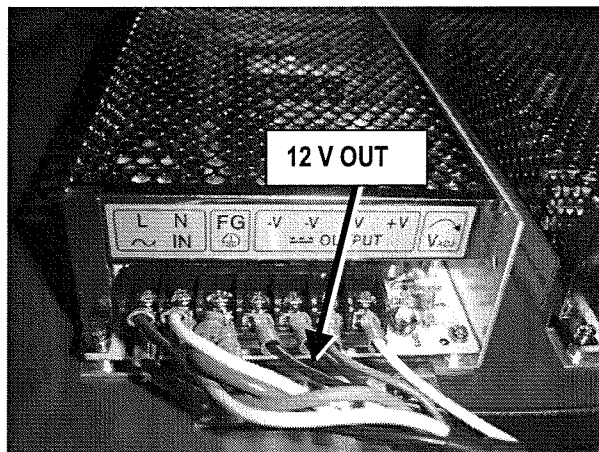
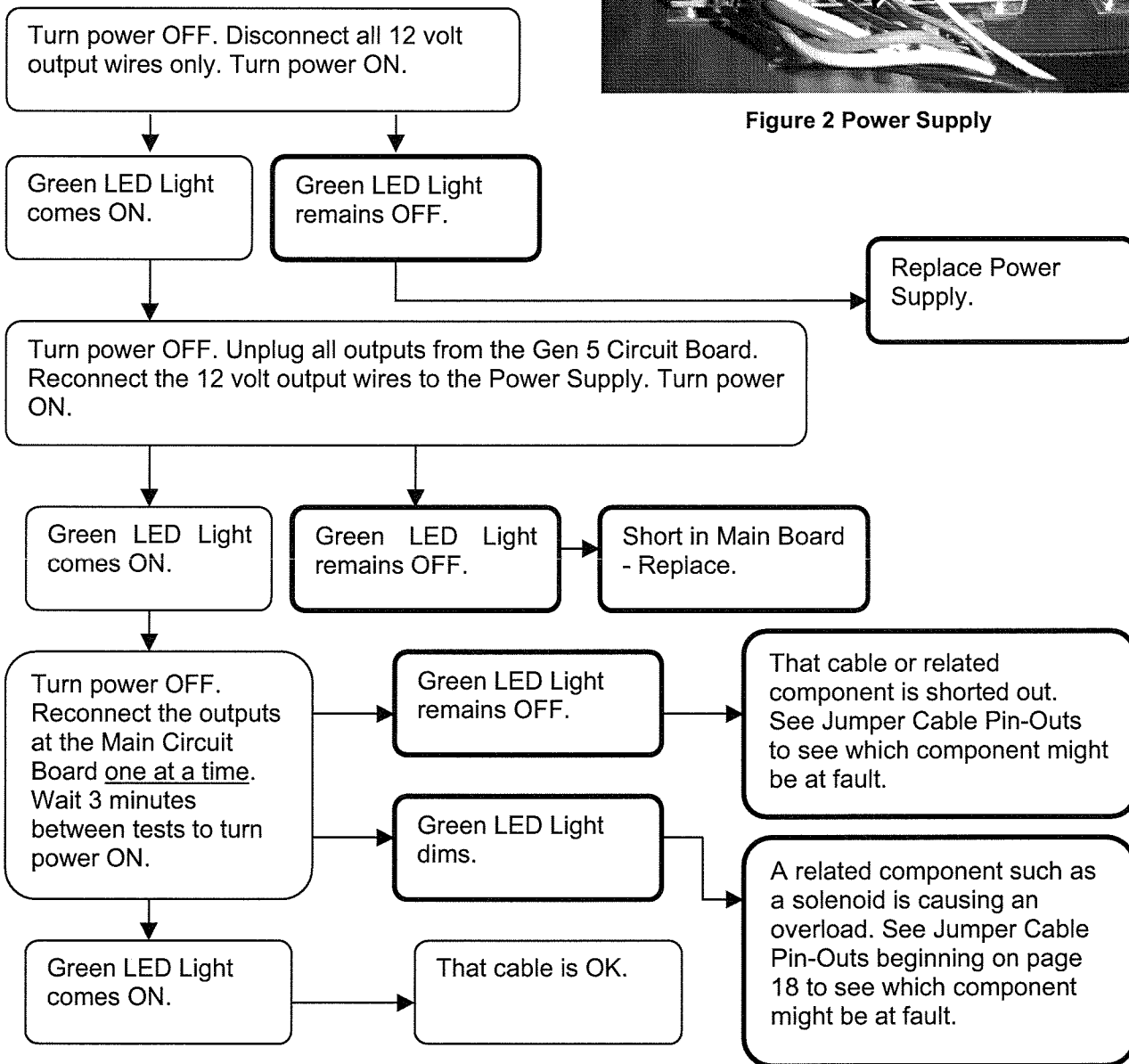


Figure 2 Power Supply

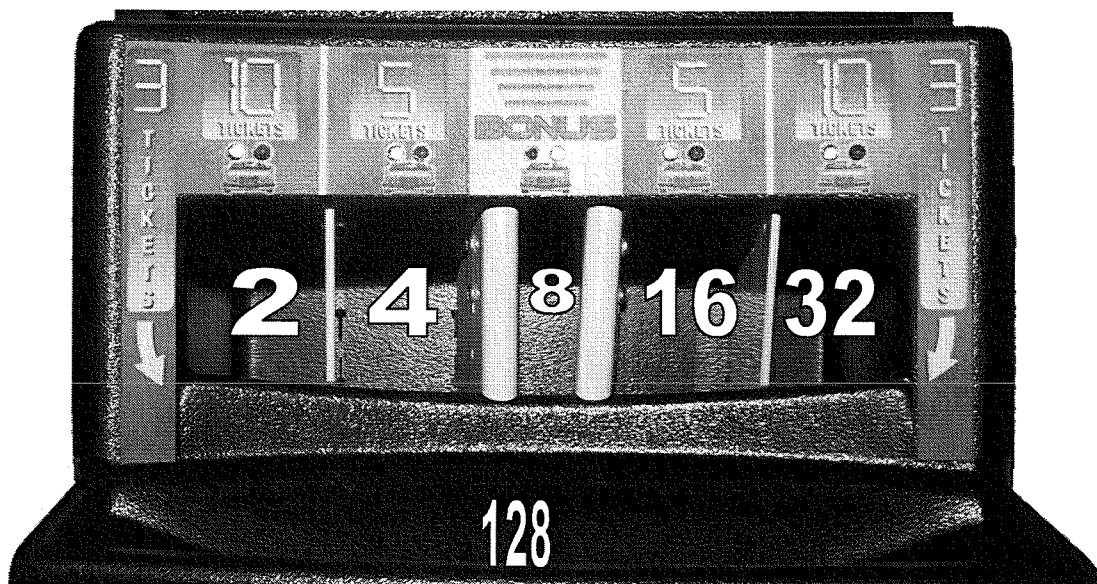




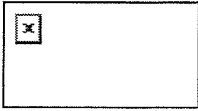
ECHO TESTING

This test can be performed to check that the sensors in each target assembly are working correctly.

1. Open player station 2 door and shut off the power.
2. On the main board, turn **On** dip 1 from bank two.
3. Turn the game back on. All three displays should read zero, if not contact Bay Tek Games service department at 920.822.3951 Ext. 1102.
4. Start blocking the sensors, the display board will read as follows:



5. If the number **does not** appear on the display please contact Bay Tek Games service department at 920.822.3951 Ext 1102.



SERVICE AND REPAIR SECTION



CAUTION: *Electrical Shock Hazard.*

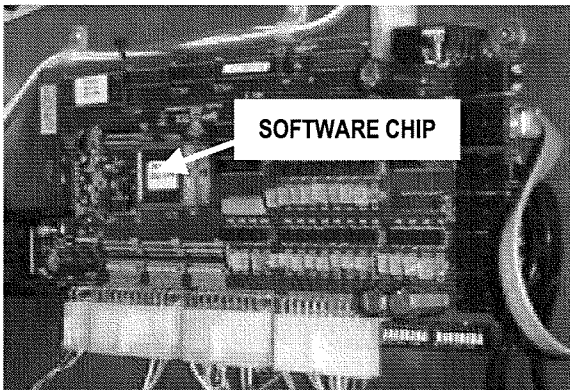
Do not perform maintenance or repair of this equipment with power ON. Unplug the unit from the wall outlet or shut off power at the power strip inside the cabinet.

CAUTION: *Static electricity could harm circuit boards and processor chips. Always ground yourself by cable or by touching metal surfaces prior to removing or servicing electronic equipment in this game. Avoid working on carpeted surfaces.*

Main Circuit Board

Replacing the main Gen 5 circuit board.

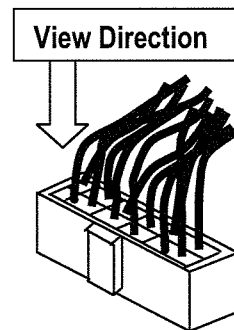
1. With the power to the game OFF, carefully unplug the various connectors, black chase lighting cables and the white (or grey) display cables.
2. Remove the four Phillips head screws at the four corners of the board and remove the board from the mounting panel.



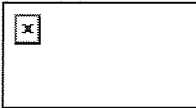
3. Before installing the new board, check to be sure that the dipswitches are set in the same position as the old board.

NOTE: *If swapping the circuit board with a spare Gen 5 board for testing purposes, be sure to also swap out the software chip. Use extreme care to prevent static electricity and to prevent bending socket pins.*

4. Install the new board and reconnect the cable connectors.
5. Turn power back ON and test the game. If everything works properly close and lock all access doors.

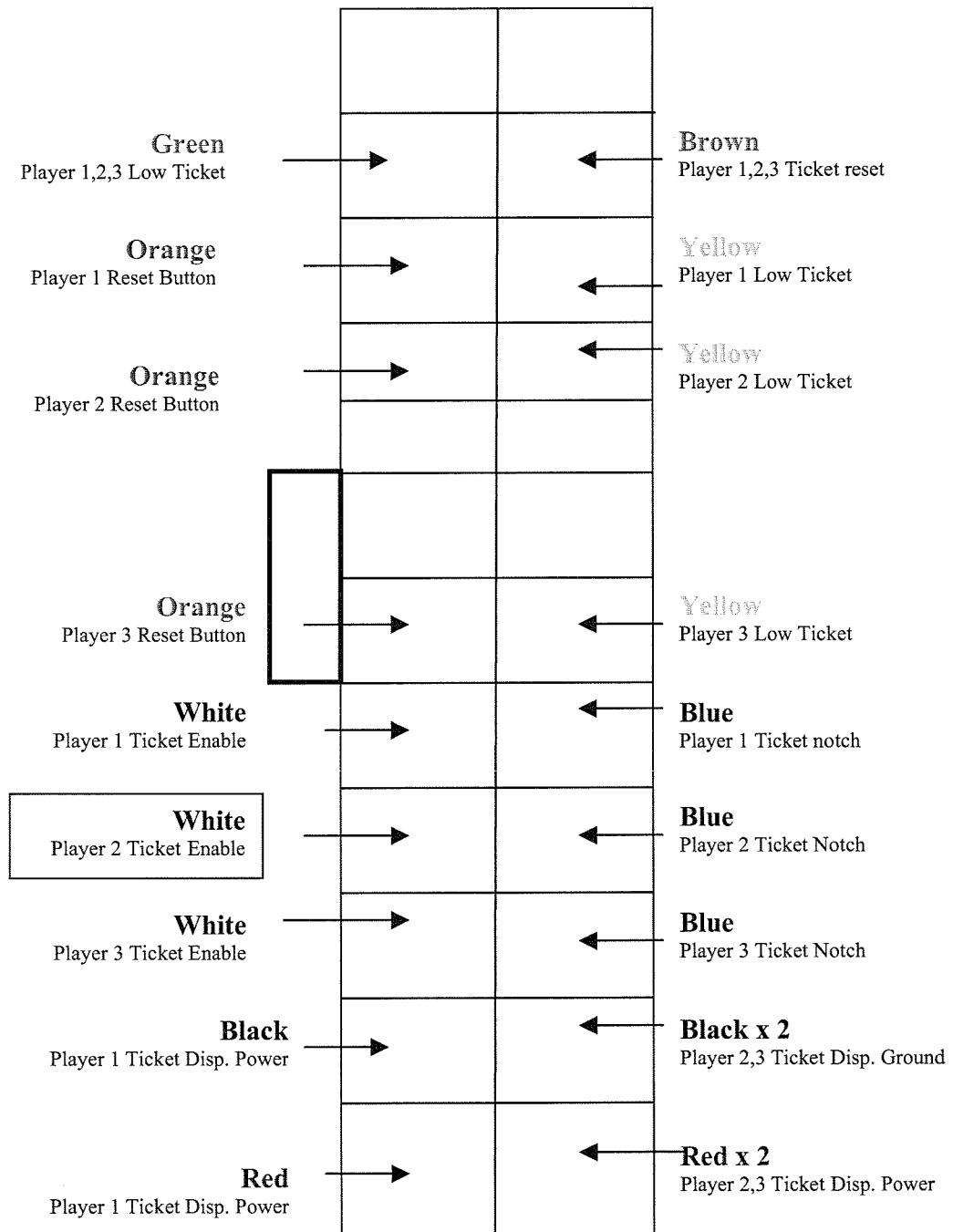


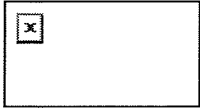
All connector drawings are as Viewed from the pin out position.



ELECTRICAL DRAWINGS SECTIONS

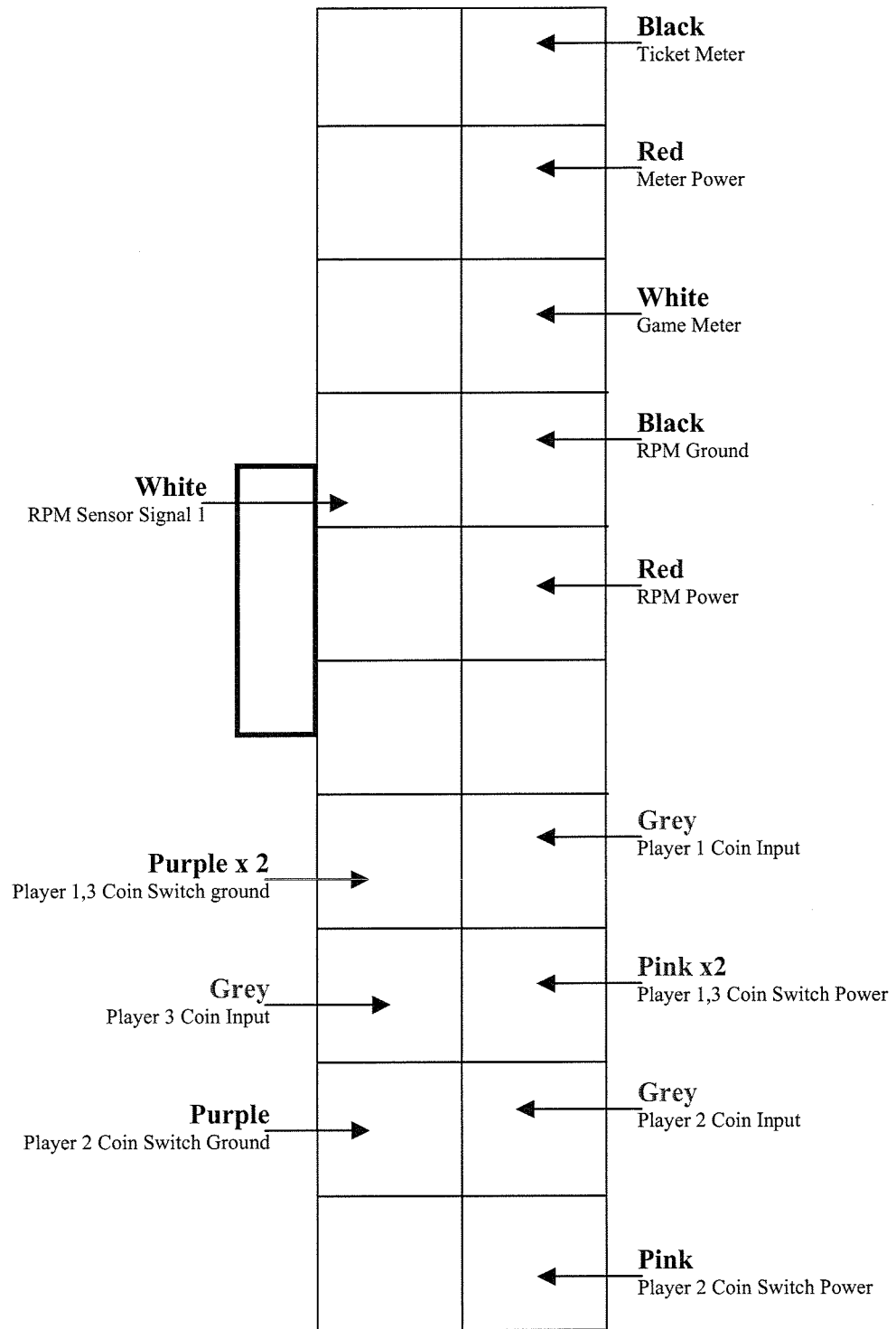
Jumper (J3) Connector





Jumper (J4) Connector

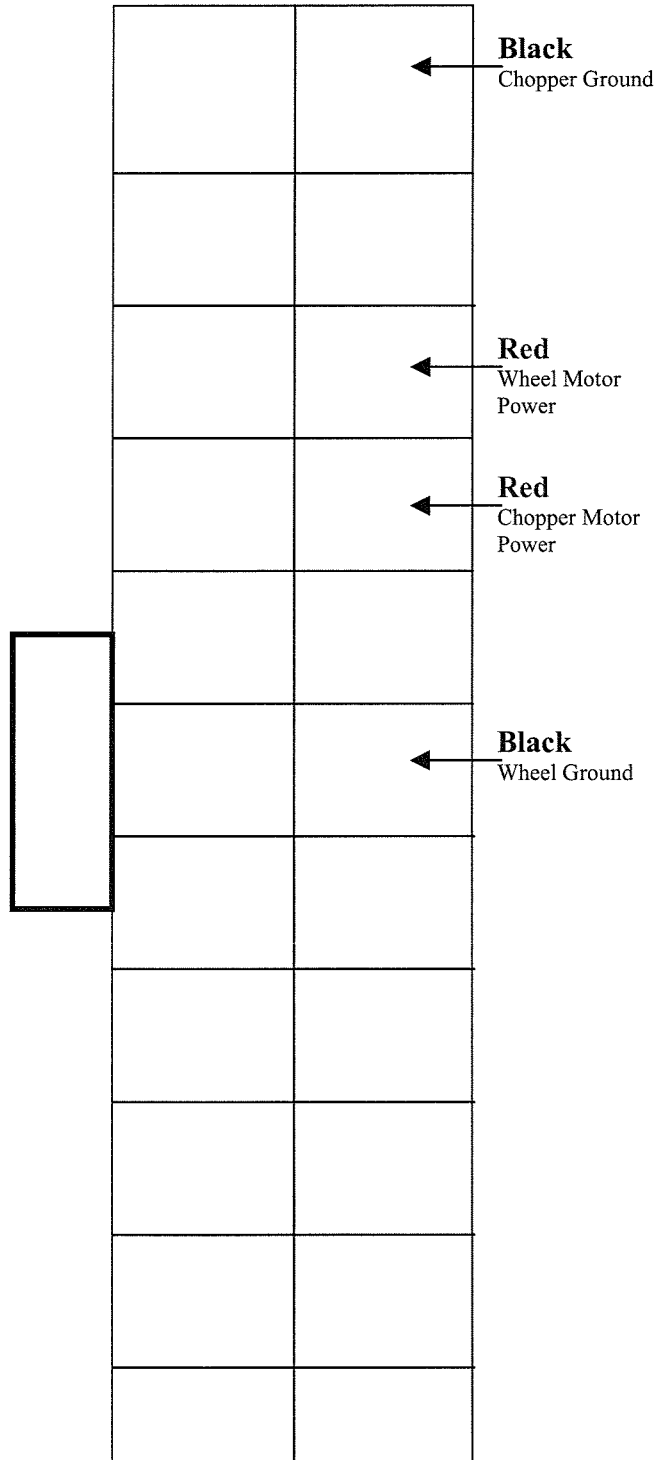
PIN - OUT





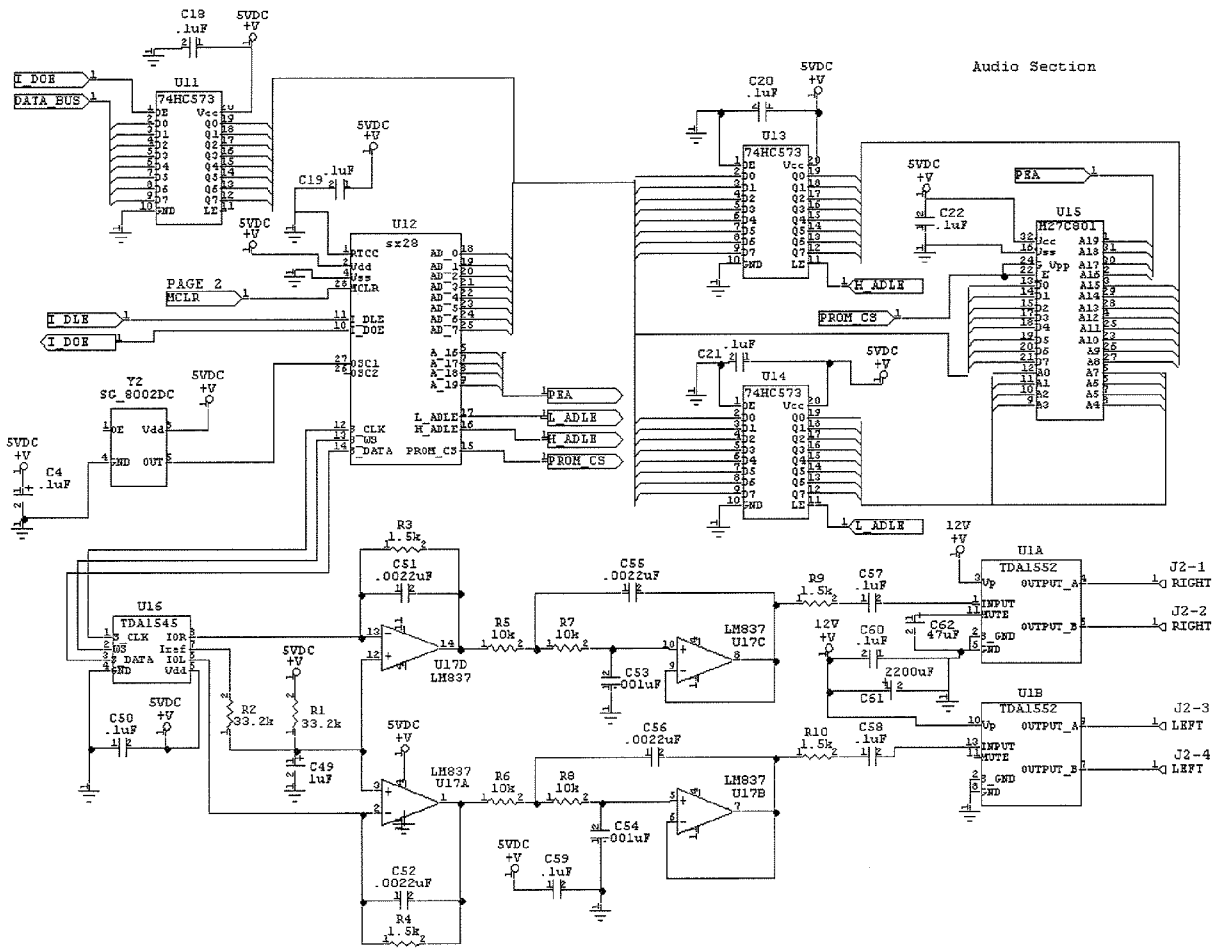
Jumper (J5) Connector

PIN - OUT



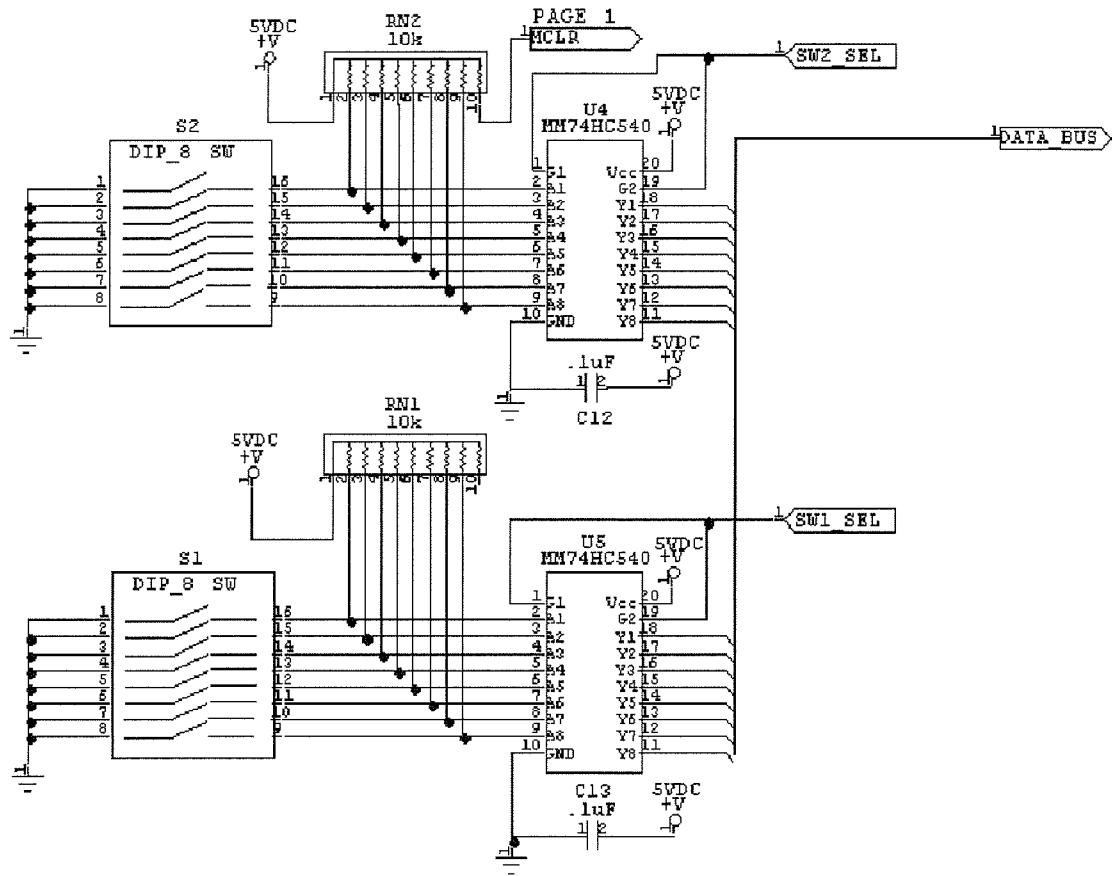


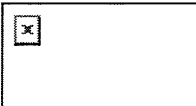
Gen 5 Main Board Schematics



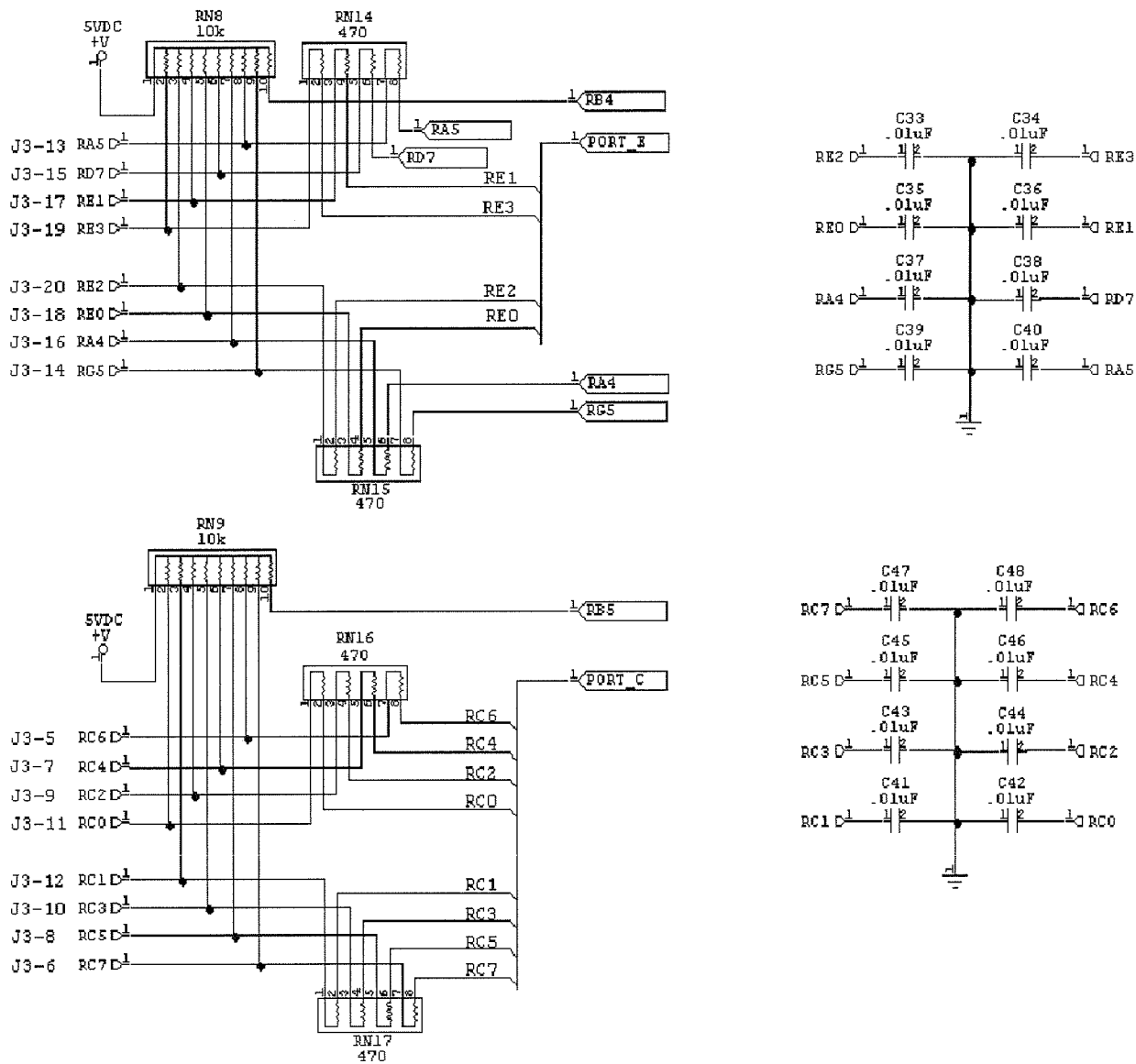


Input Section A – Configuration Switches



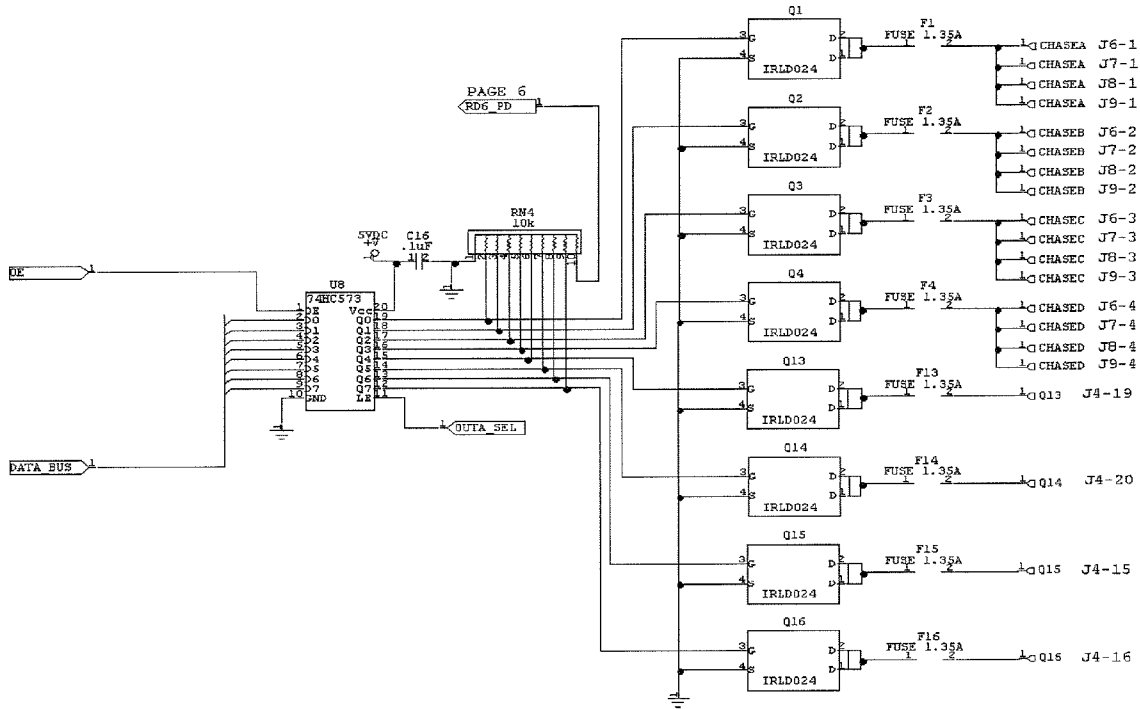


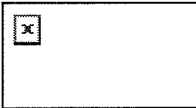
Input Section B – Inputs RE, RC



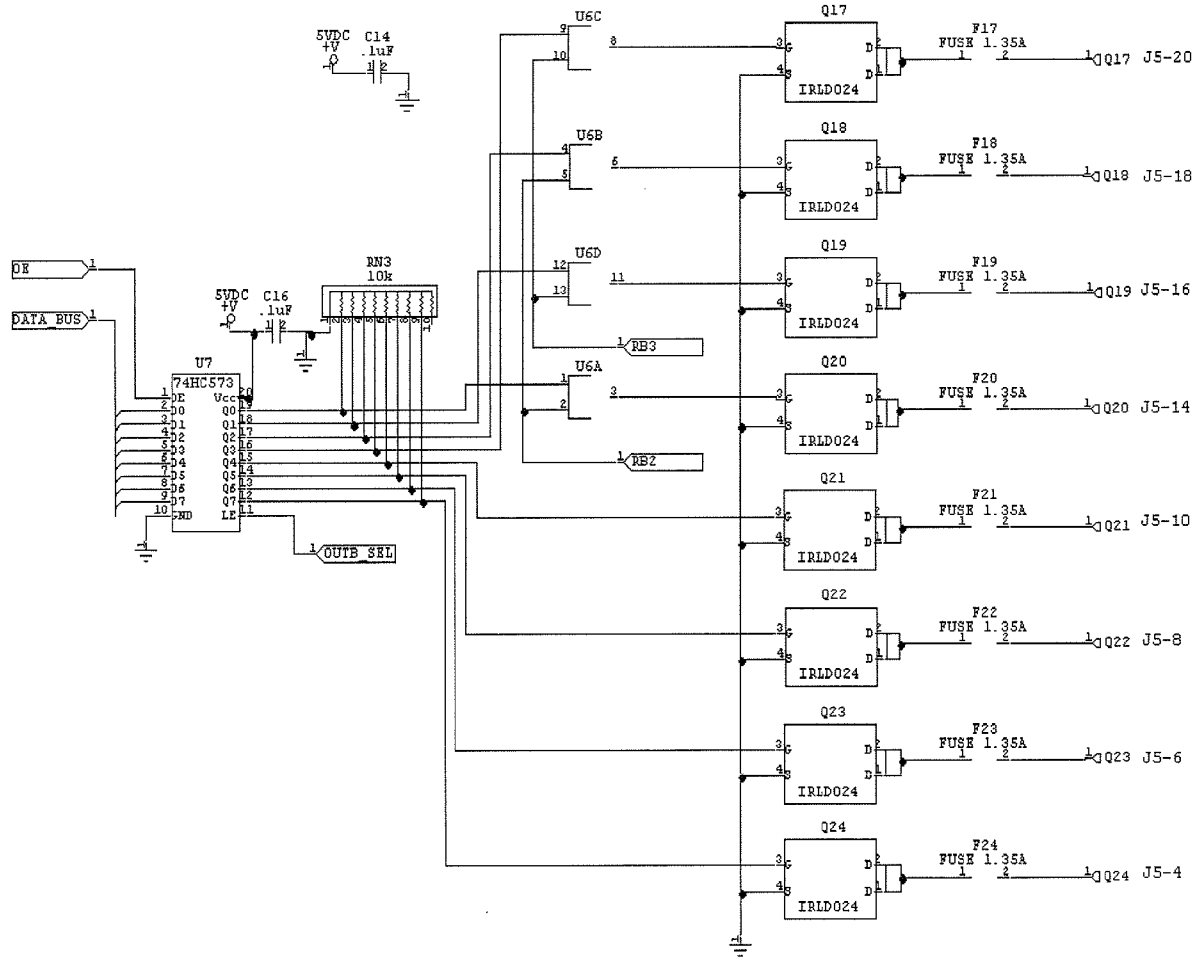


Output Section A – Chase Lights, Q13 - Q16



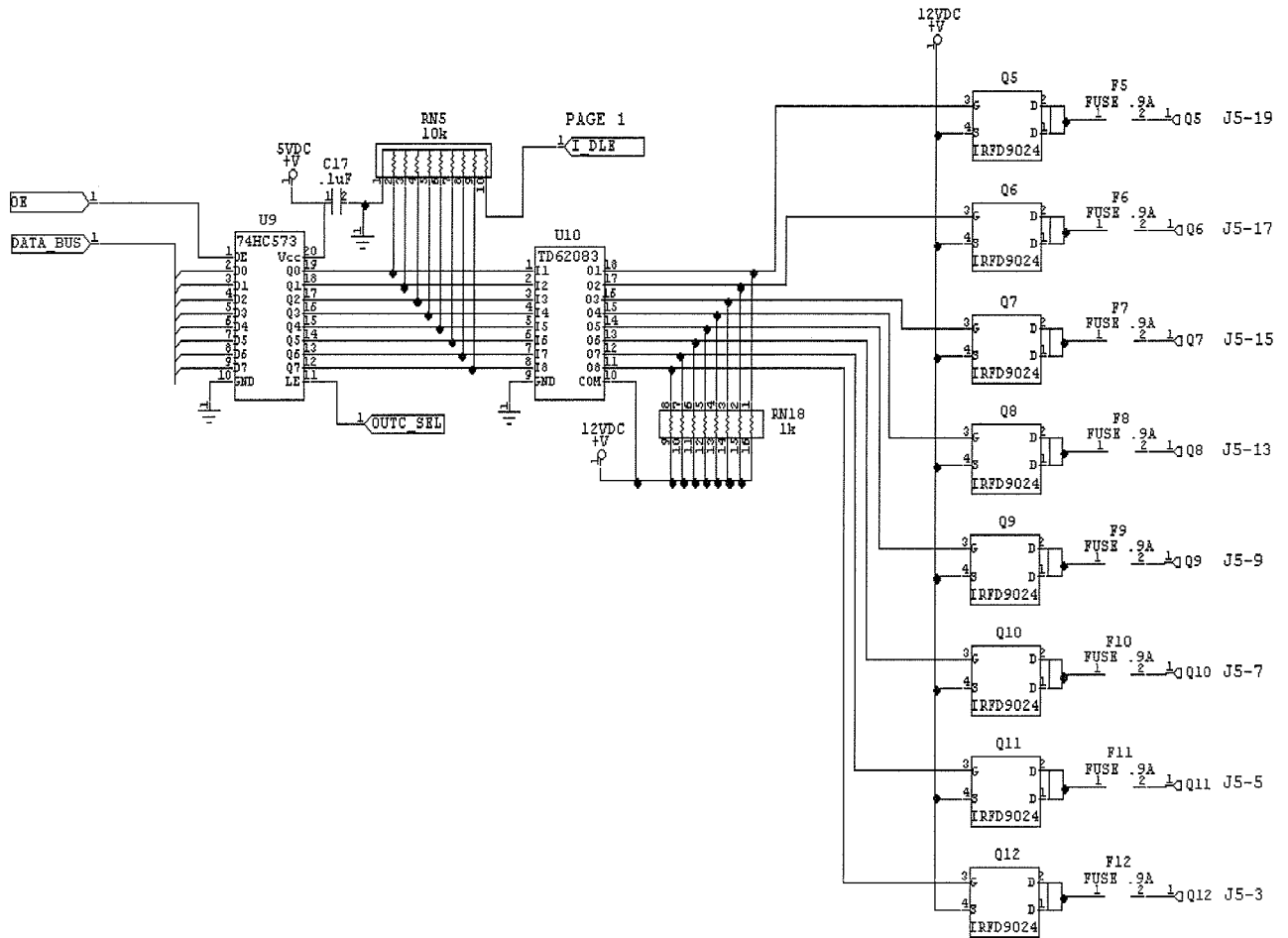


Output Section B – Q17 – Q24



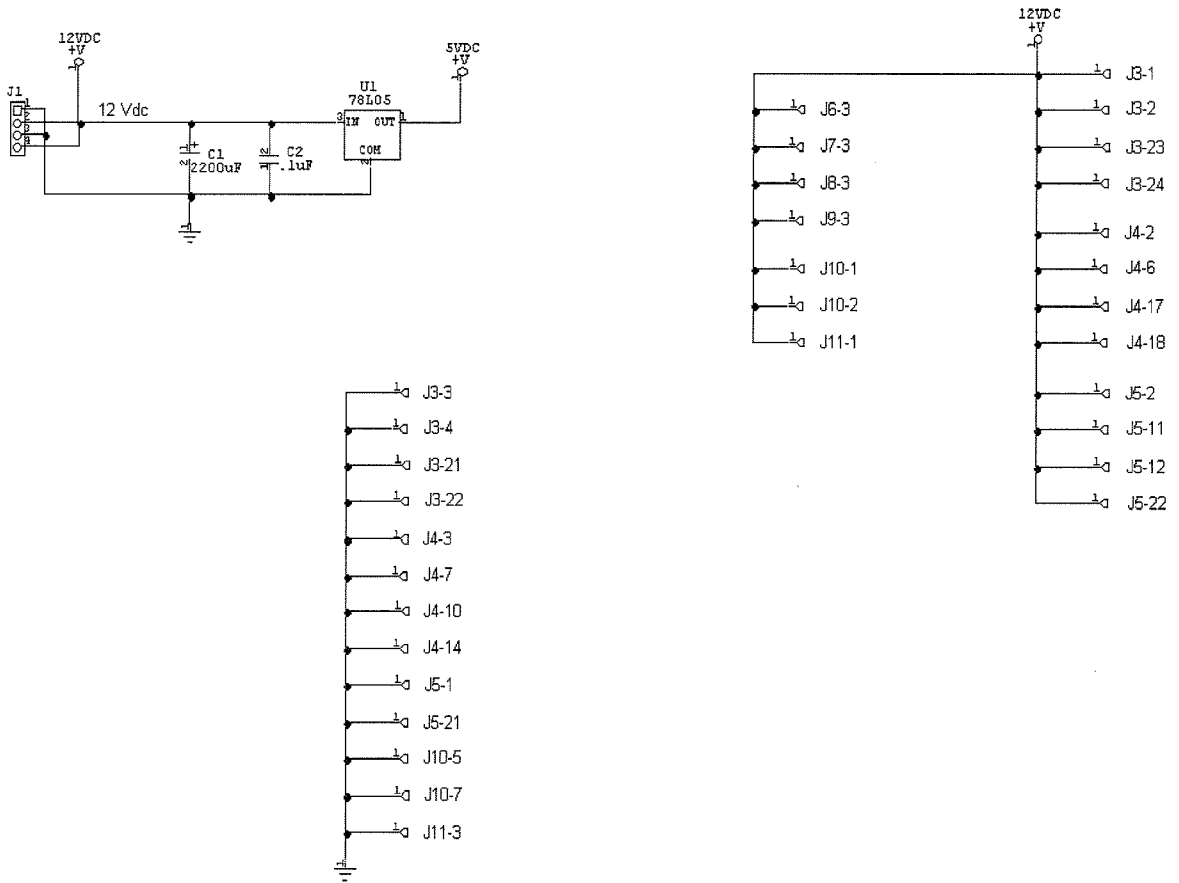


Output Section C – Q5 – Q12



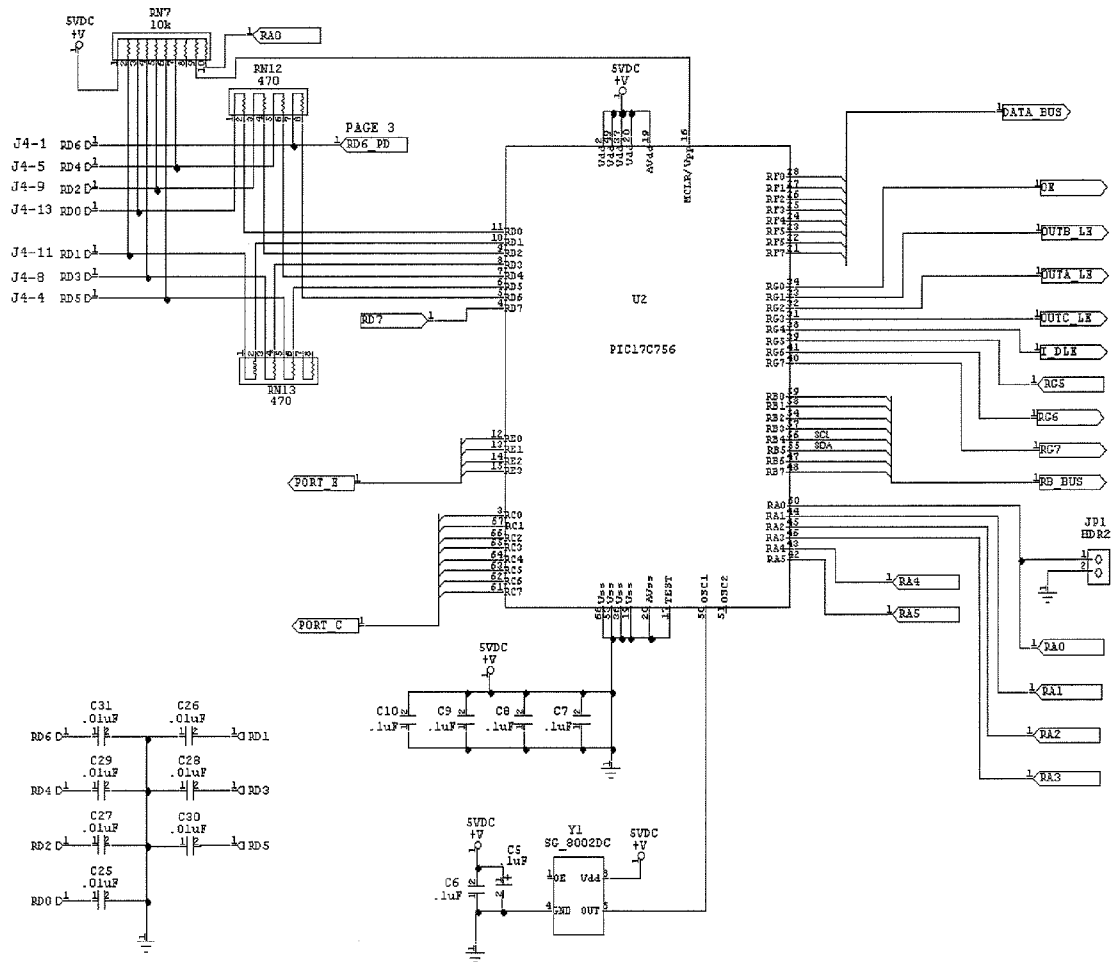


Power Section





Processor Section – Input RD





TECHNICAL SUPPORT

Technical Support— Know Your Option:

Excellent Customer Service is very important to Bay Tek! 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.



Call us M-F
8am-5pm CST at
(920) 822-3951 ext 1102

Electronics / Circuit Boards:

- Repair & Return – If you have Circuit Board issues with your Bay Tek game, you can send the board to us and we'll repair it right away. Most items sent to us are repaired and returned to you within one day. This option is your best value as we offer this fast turn-around service at the most reasonable price.
- Advance Replacement – If you have Circuit Board issues with your Bay Tek game, but you don't have time to send in your board for repair, give us a call and ask for an Advance Replacement. We'll send you out a replacement board that same day. This is your best option when you need to get your game up and running as quickly as possible! When you get your new board, just repackage the defective board in the same box and send it back to us. We make it easy by including a UPS Return-Shipping label for you to put on the box.



Fax us at
(920) 822-1496

- 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!



Email us 24 hours a day at
service@bay-tek.com
Also order parts online at
www.bay-tek.com

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, give us a call. 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. Be sure to have your game Serial Number when you call in.



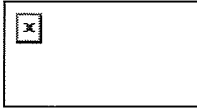
Send parts to
1077 E Glenbrook Dr
Pulaski, WI 54162

Returns & Credits:

Sometimes the issue isn't what it seemed to be. If you chose the Advance Replacement option and now need to return that 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. If you choose the Repair and Return option, we'll test your board before we begin. If no problems are found, you will only be charged the bench fee.

Note: Bench fees apply regardless of whether the repair was your choice or a recommendation from a Bay Tek technician. It's a small price to pay for troubleshooting the issues with your game.

You can count on our Technical Team for service and support! **BAY TEK**



WARRANTY INFORMATION

Bay Tek Games, Inc. warrants to the original purchaser that the game will be free of defects in workmanship and materials for a period of six months from the date of installation.

Bay Tek Games, Inc. will, without charge, repair or replace at its option defective product or component parts upon notification to the factory service department. Serial number identification will be required for warranty consideration.

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

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

Should your game need servicing, determine the serial number from the logic unit of the game, and call 920-822-3951 or email service@baytekgames.com

REPAIR OF NON-WARRANTY UNITS

Should your game need servicing, determine the serial number from the logic, and call 920-822-3951 or email service@baytekgames.com. An estimate of repair charges will be quoted to you for approval.

Proceed in one of the two following ways:

Request immediate shipment of advanced replacement parts.

Send in the defective unit for repair and return.

If advanced replacement(s) are requested, you will receive with your parts an RMA number for the return of the faulty part(s). You must return defective parts within 14 days to avoid additional charges.

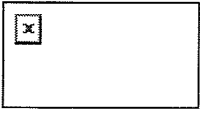
Should you choose to return parts for repair, include the following:

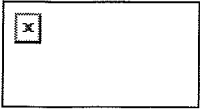
Name, address and phone number including area code.

Game serial number information.

A purchase order number, work order number or signed authorization to perform service.

Repair and Return parts will be shipped back using the same mode of transportation under which they were received. Repairs are warranted for a period of thirty (30) days from the date installed into service.





NOTES

A series of 20 horizontal lines spaced evenly down the page, intended for writing notes.