Snaky Tickets Arcade

ST-55-1001

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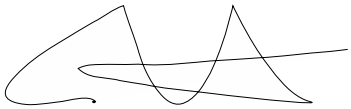
Operation & Service Manual

Version 1.0

*** Read this manual before use**

General Remark

If you encounter any difficulties or if you need support on how to update and/ or install your Snaky Tickets product, we invite you to contact your local distributor or reach us at support@aagames.com or by calling our technical support line +1-450-824-1671



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Chapter 01 - Preface

Please read this page before preparing your Snaky Tickets Arcade product for game play.

The following safety instructions apply to all game operators and service personnel. Specific warnings and cautions will be included throughout this manual.

Use the following safety guidelines to help protect the system from potential damage and to ensure your personal safety:

- Electronic components in the game cabinet run on 110V AC 60Hz (220V/ 50Hz in most of Europe, the Middle East and the Far East delivered units).

- To help prevent electric shock, plug the system into a properly grounded power source. These cables are equipped with 3-prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a 3-wire cable with properly grounded plugs.

- To help protect your system from sudden increases and decreases in electrical power, use a surge suppressor, line conditioner or Uninterruptible Power Supply (UPS).

- Be sure nothing rests on the system's cables and that the cables are not located where they can be stepped on or tripped over.

- Keep your system far away from radiators and other heat sources.

- Do not block cooling vents.

Precaution for Game Operation

Adrenaline Amusements Inc. assumes no liability for injuries incurred while playing our games.

Operators should be aware that certain health and physical conditions may make people susceptible to injury when playing video games.

Safety

To avoid electrical shock, unplug the cabinet before performing installation or service procedures.

If a power cord is damaged, it must be replaced by the equivalent power cord available from your distributor.

Adrenaline Amusement Inc. assumes no liability for any damages or injuries incurred while setting up or servicing the cabinet. Only qualified service personnel should perform installation or service procedures.

Environmental Conditions

Cabinet is intended for indoor use only. Be sure to keep the cabinet dry and maintain operating temperatures of 59° - 86°F (15° - 30°C).

Chapter 02 - Game Features

Win a lot of tickets!

How to Play

- Use the Joystick to control your snake.
- Eat tickets and avoid the electrical fences.
- 100% Skill game.
- Challenge your friends; 2 player game play.
- Skill Bonus; beat the target score and win a bonus of 50 to 1000 tickets
- The longer the snake gets and faster it will be!

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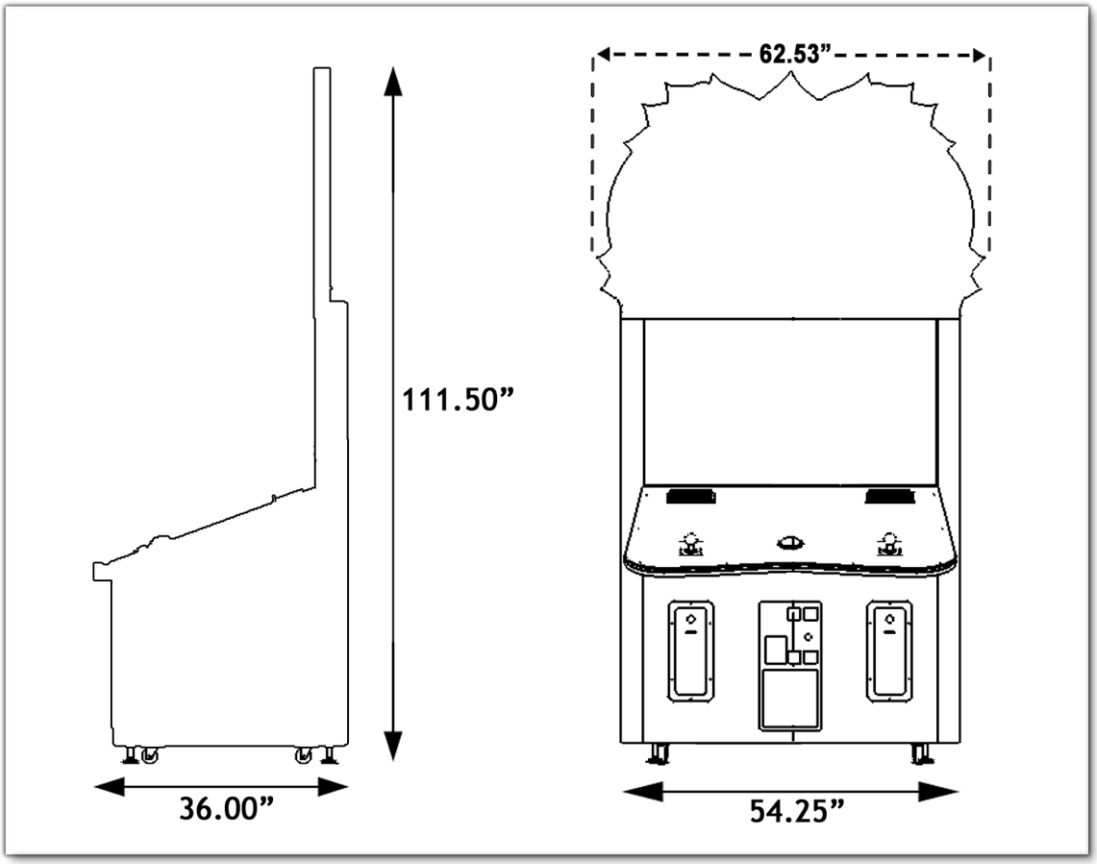
Chapter 3 – Unit Features

Hardware Features

- 2 Players Game
- RGB LED Animations
- Dual Ticket Dispenser

Cabinet Facts

Cabinet Dimensions



Depth = 36.00” **Width** = 54.25” (*Header Width = 62.53”*)

Shipping Dimensions

Width = 65” **Depth** = 45” **Height** = 88”
Weight = 650 lbs

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Voltage

Voltage	Operating
110V AC	4 AMP
220V AC	2 AMP

Chapter 04 – Unit Installation

Assembling your Snaky Tickets Unit

**** For your security, minimum 2 persons are needed to complete the installation ****

1. Carefully remove the Cabinet from the shipping container, giving you enough space.
2. Move the cabinet to the desired location.
3. From the back of the cabinet, locate the 2 connectors on the top right that will need to be connected to the header. (Molex 4-pins and a 12V barrel). (See Fig.1)
4. Gently slide the Header in place and use the included screws to fix it. (See Fig.2)
5. Connect the cables between the header and the cabinet.

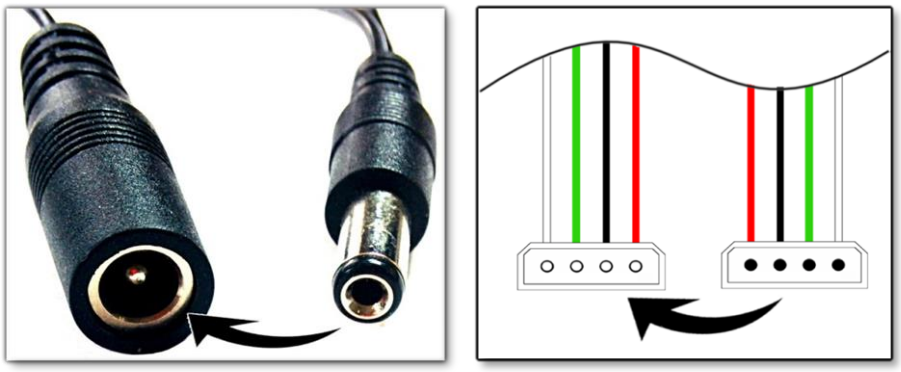

Fig.1

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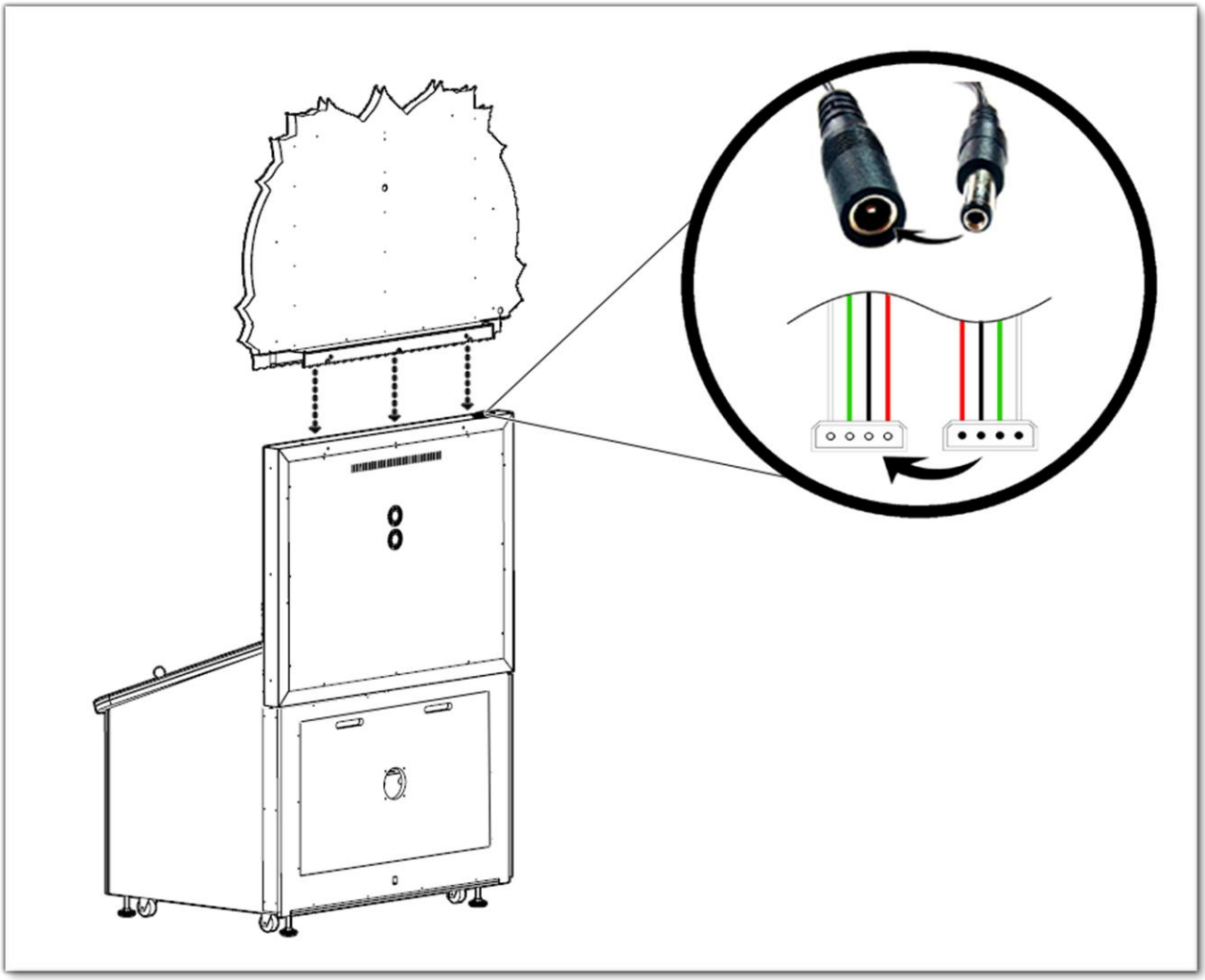

Fig.2

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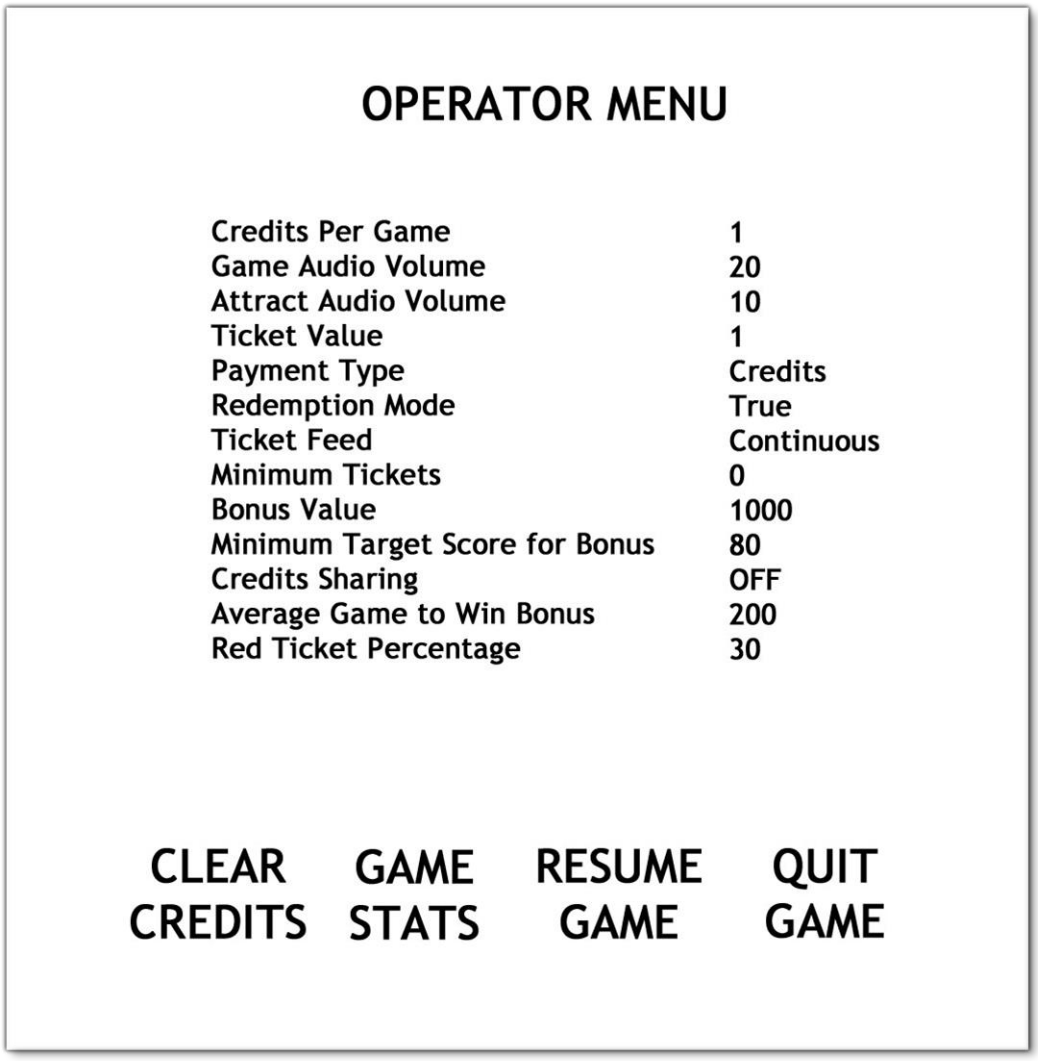
Chapter 05 – Operator Menu

Operator Menu

Access the Operator Menu by pressing the switch button located inside the top coin door.

Player 1 Button*: Scroll Up/Increase Value*
Start Button*: Select*
Player 2 Button*: Scroll Down/Decrease Value*



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Operator Menu	Values	What it does
Credits Per Game	0 – 20	Adjusts the number of credits required to play. “0” sets the unit in free play mode.
Game Audio Volume	0 – 20	Adjusts the in-game audio volume. “0” will mute the game.
Attract Audio Volume	0 – 20	Adjusts the audio volume of the attract loop. “0” will mute the attract loop.
Ticket Value	1 – 2	Adjusts the value of physical tickets. Physical tickets are either worth “1” ticket or “2” tickets.
Payment Type	Credits / Card	Changes the credit type. “Credits” = Coins and “Card” = Card Reader. This will change the in-game text accordingly.
Redemption Mode	On / Off	Adjusts the Redemption availability.
Ticket Feed	Continuous / End Game	Adjusts the ticket distribution mode (Continuous: during the game; End Game: At the end of the game). **If you have a Card Reader please use END GAME.**
Minimum Tickets	0 – 100	Adjusts the minimum number of tickets per game.
Bonus Value	0 - 1000	Adjusts the number of tickets given when the Bonus is reached.
Minimum Target Score for Bonus	5 - 80	Adjusts the minimum score to win the Bonus.
Average Game To Win Bonus	0-1000	Sets how frequently the Bonus could be awarded.
Red Ticket Percentage	0-100	Adjusts the % of Red Tickets appearing during the game.
Credit Sharing	True / False	Adjusts the credit sharing option between each players. (False: Sharing Disabled // True: Sharing Enabled) **If you have a Card Reader please use FALSE.**

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Game Stats	N/A	Shows the Stats Screen.
Clear Credits	N/A	Resets the Inserted credits to 0 if more than 40 credits are entered.
Quit Game	N/A	Exits the game and returns to the Windows desktop.
Resume Game	N/A	Exits the Operator Menu and returns to the game.

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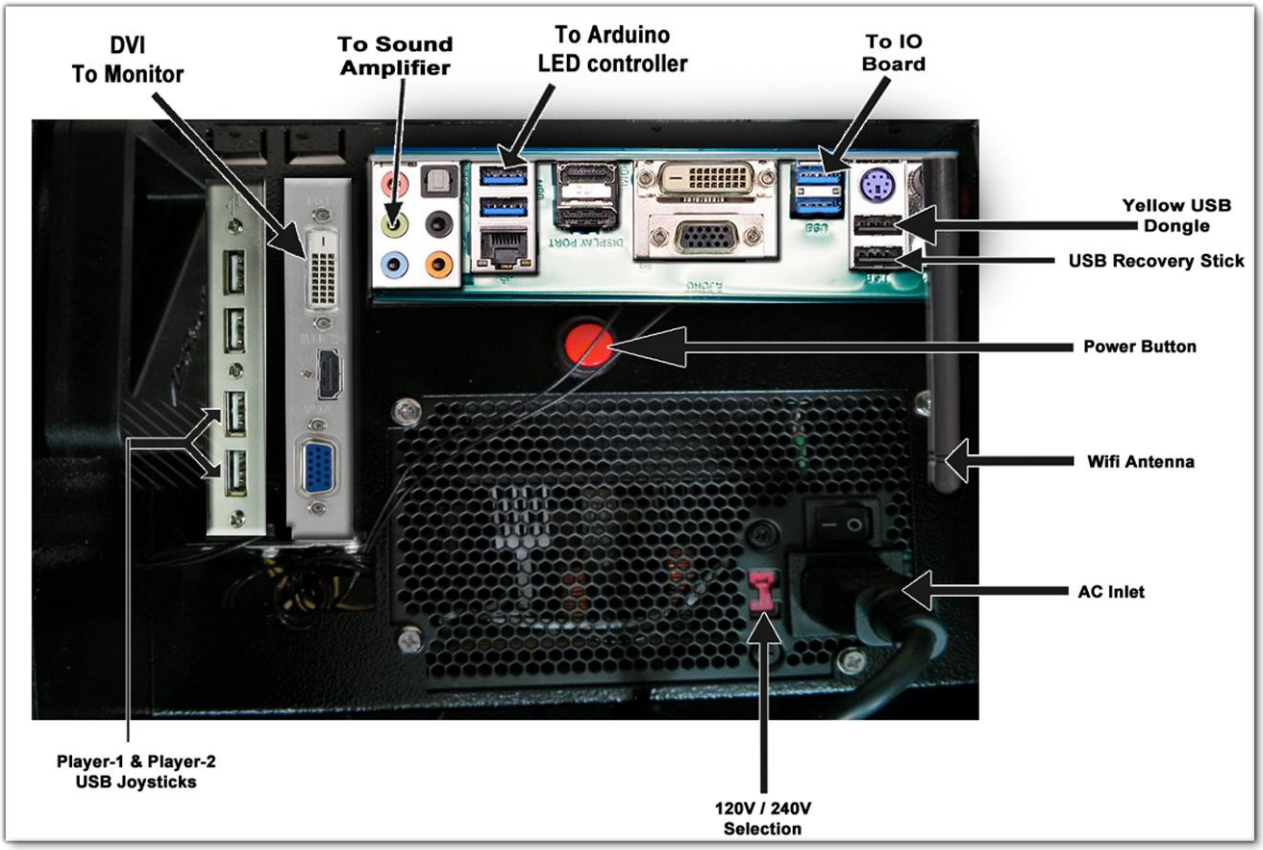
Chapter 06 - Service & Repair

Computer Connections



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Troubleshooting

*** NOTE: When requesting a warranty replacement you will be asked to give the unit's serial number from the back of the unit.**

Video Troubleshooting	
No Picture and Sound	To change between Portrait and Landscape mode, press ALT-P (Portrait) or ALT-L (Landscape) using a USB keyboard.
	There might have loose or faulty connections between the monitor and the computer. Make sure the DVI cable is connected properly to both the computer and to the DVI connector of the LCD monitor.
	No power on the computer. • Verify that the computer Power Supply switch is set to ON. • Open the service back plate and press the RED or WHITE power button on the computer. • Make sure that the power plug is well connected.
	The Bios settings could have changed if the computer does not power automatically when the unit is powered on, follow these steps: • Open the service back plate and plug a USB keyboard in one of the remaining USB ports of the computer. • Press and hold the "Delete" key on the keyboard then turn the unit on. Keep holding the "Delete" key until the Bios Setup screen appears. • Using the arrows, select the "Advanced" tab. • Using the arrows, scroll down to the Chipset Configuration option and press the "Enter" key. • Using the arrows, scroll down to the Restore on AC/Power Loss option and press the "Enter" key. • Using the arrows, select the Power On option and press the "Enter" key. • Press the "F10" key then the "Enter" key to exit the Bios screen.

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Audio Troubleshooting	
Low Volume / No Sound	Increase the volume in the game by pressing the Operator Button and adjusting the volume options in the Operator Menu. You might also Quit the game to Windows desktop and increase the volume via the Speaker icon on the bottom right of your screen.
	Verify that the 1/8'' plug is plugged in the computer's green sound input jack and that the other end is plugged in the sound amplifier. To verify if it's plugged properly, power up the unit and try touching the plug at the computer's end. If you hear a grounding sound it is connected.
Dongle not found	The USB License Dongle can't be found. Make sure that the USB Dongle is connected to the computer in a black USB port.

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Wireless Internet Configuration

Your network can be configured via Ethernet cable or Wireless.

If you have an Ethernet cable available to be plugged in, insert it into the motherboard LAN RJ45 connector.
If not, here's how to configure your wireless network with your own existing Wi-Fi network.

-Start the unit.

-There will be Adrenaline Amusements wallpaper with a 150 seconds delay before the attract mode shows up. It gives enough time for a wireless network to connect.
(*This delay will be present on each reboot if you don't connect your unit to the Internet*)*.

-Open the coin door and press the Operator button.

-Choose QUIT to Windows.

-Connect the USB keyboard and USB mouse.

- Open Connect to a Network by clicking the network icon ( ) in the lower right corner of the screen.

-In the list of networks, click the network you want to connect to and click connect.

-Enter your security key.

-Once connected, double-click the Snaky Tickets shortcut on the desktop.

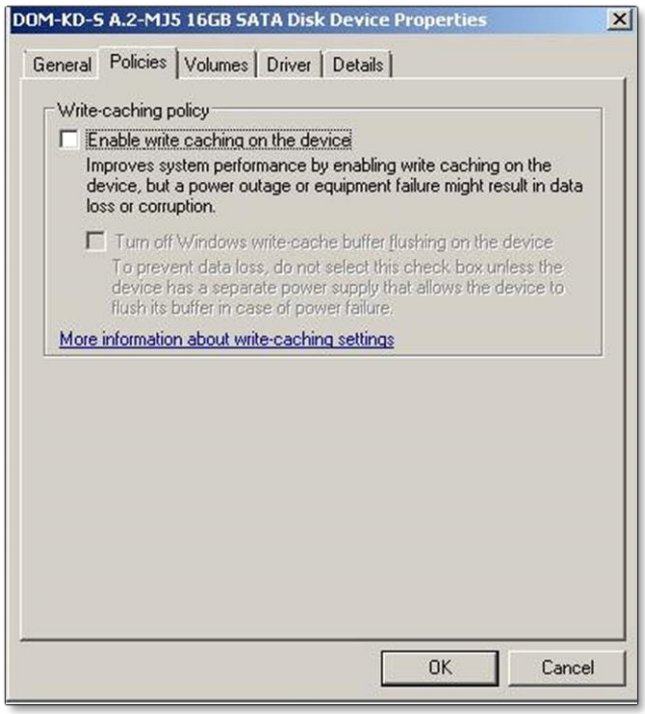
Having your unit connected to the Internet includes free software live update!

*If you do not connect your unit to the Internet, you can double-click the Disable_Network shortcut on the Windows desktop to bypass the 150seconds Internet lookup delay.

Operator Settings keeps resetting back to default values.

The Windows & SSD Device write cache needs to be disabled:

-Exit the game to Windows.
-Press on Start
-Right click on My Computer
-Choose Properties
-Click on Device Manager
-Expand Disk Drives
-Double click the 32GB Device (Not the USB drive if there is one)
-Go to Policies
-Remove the check in front of “Enable Write caching on the device” as seen below, press OK and then YES to reboot the computer.



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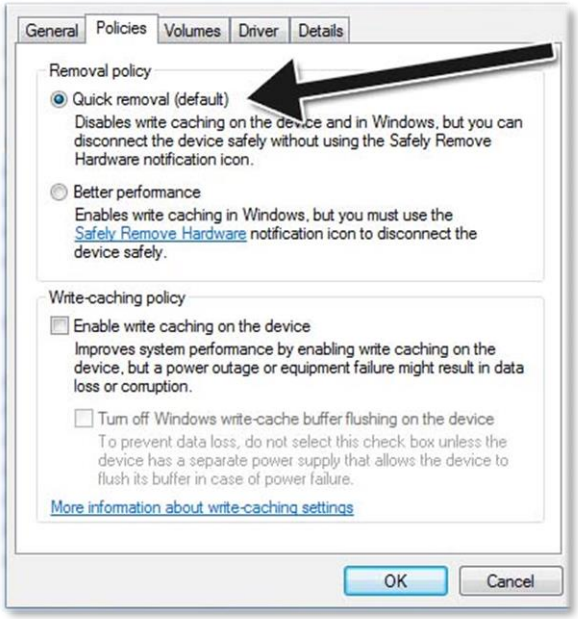
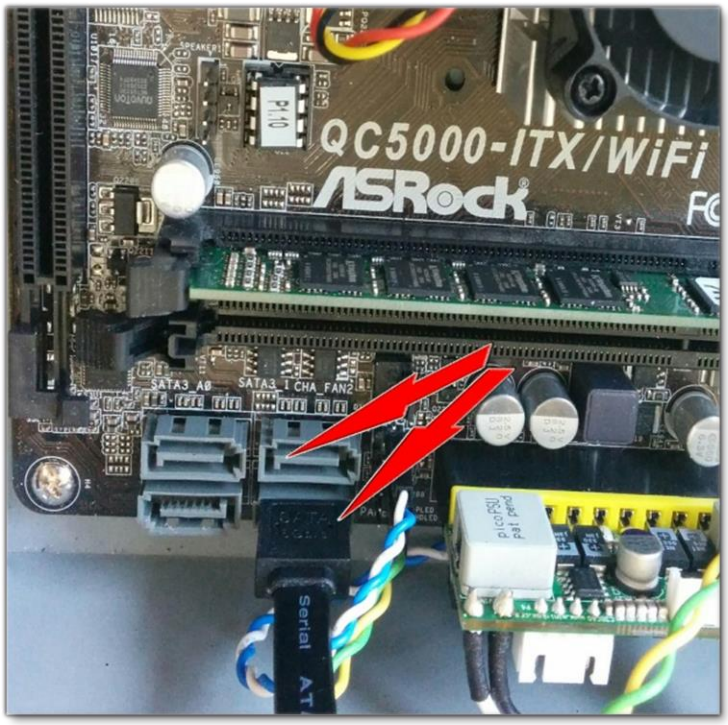
If you have a screen that look like this one



Power off the computer and change the hard drive SATA cable connector and use one of those 2 SATA connectors on the motherboard identified by the red arrows.
Power on the unit and redo the instructions to disable the Write Cache.



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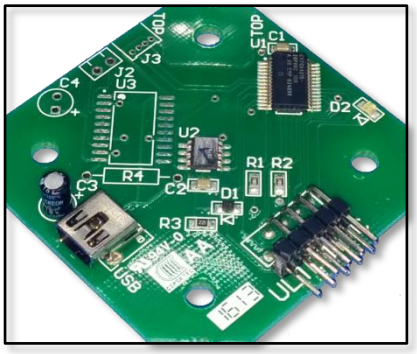
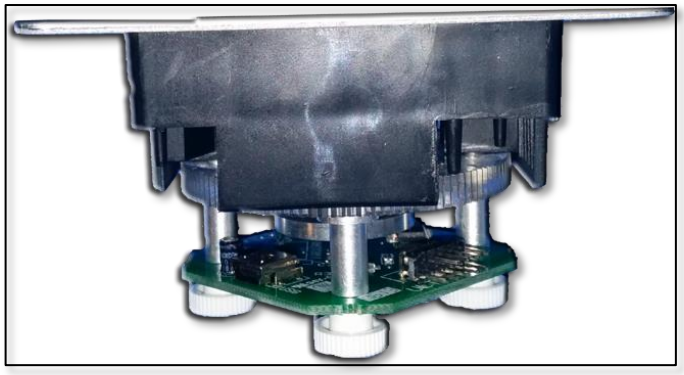
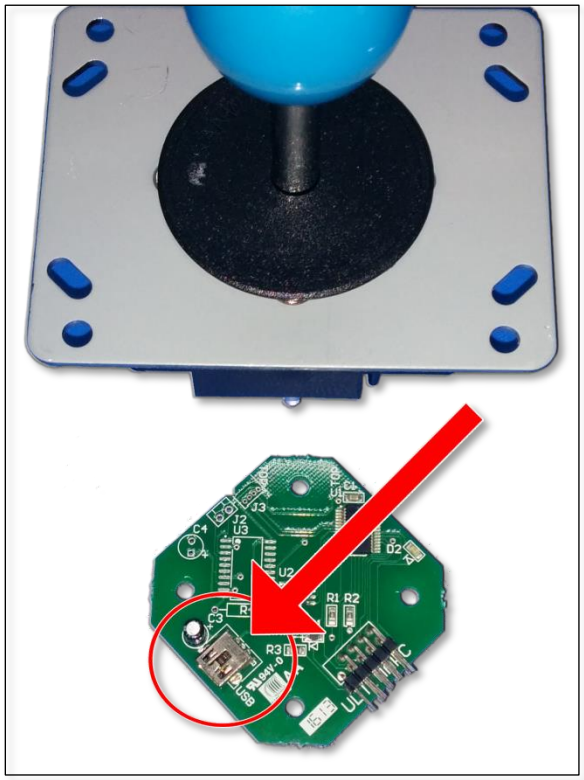
Joysticks Troubleshooting

Both Joysticks are connected via USB to the computer. Those are using advanced sensing technology.
They are configured physically with a round restrictor and analog mapping.

When facing the unit, the Joystick board USB connector has to be on the bottom left corner.







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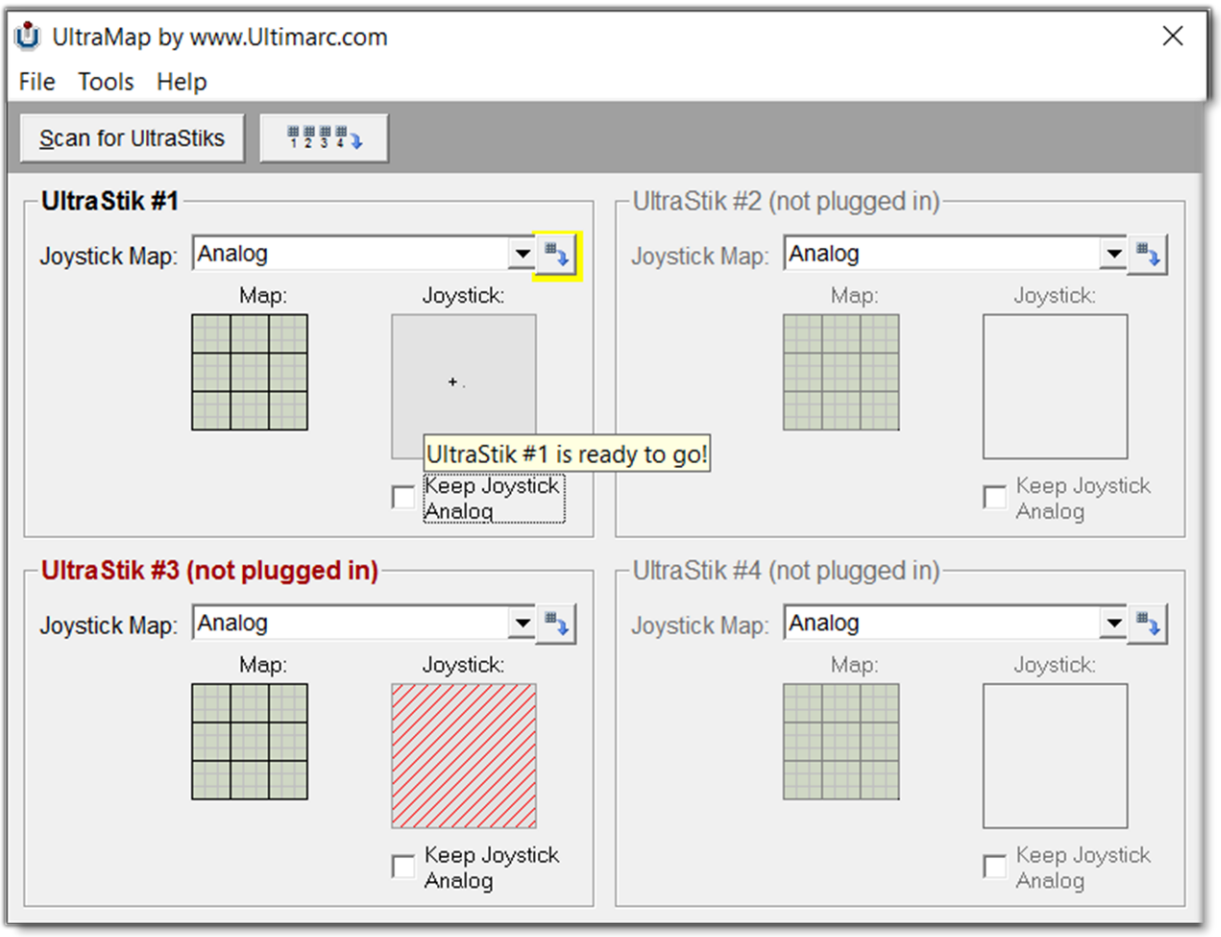
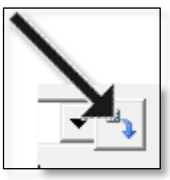
If one of the Joysticks doesn't seem to work properly, you can run the UltraMap software from "Start Menu/Programs/UltraMap" and verify the configuration.



In this picture the Blue side Joystick is not plugged in but the Red side Joystick is.
You can click on "Scan For Joysticks" to rescan if a Joystick is "not plugged in".
You can verify the USB cable between the Joystick board and the computer then rescan.
The Joystick Map needs to be set to Analog, without the checkmark in the Keep Joystick Analog box. If it's not configured like this, change it and click on the download icon to upload the configuration to the Joystick's memory board.



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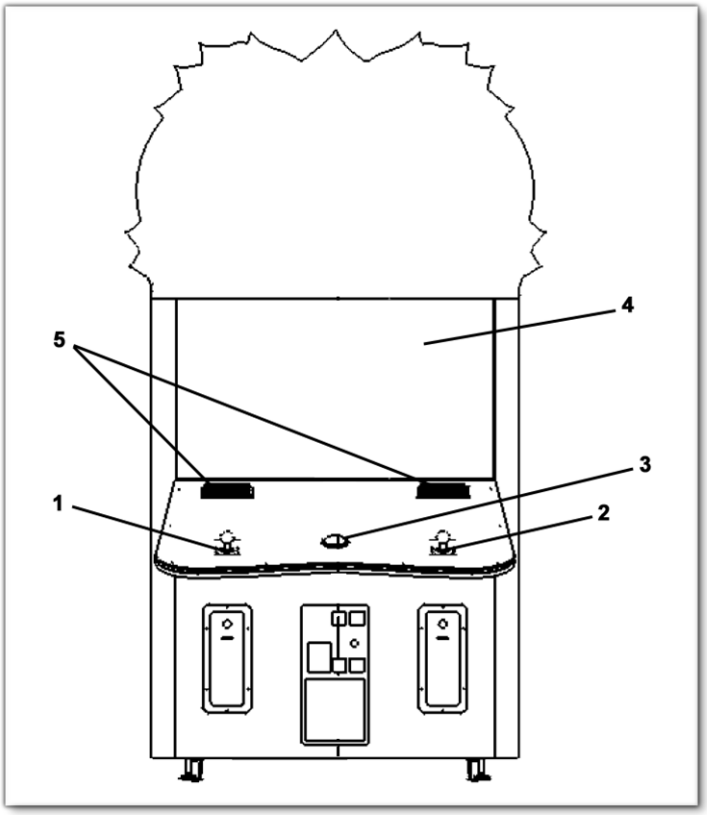
Chapter 07 - Parts

Cabinet Parts



Ref	Part Description	Part #
1	Red Ball Joystick (Player 1)	ADR-05-Ultrastick-02
2	Blue Ball Joystick (Player 2)	ADR-05-Ultrastick-01
3	Round Jumbo Yellow Start Button	ADR-75-4002-15ZL
4	55” Monitor	ST-10-1001
5	Speakers	ADR-50-9986-00
	Clear White Acrylic LED Cover	ST-14-1003

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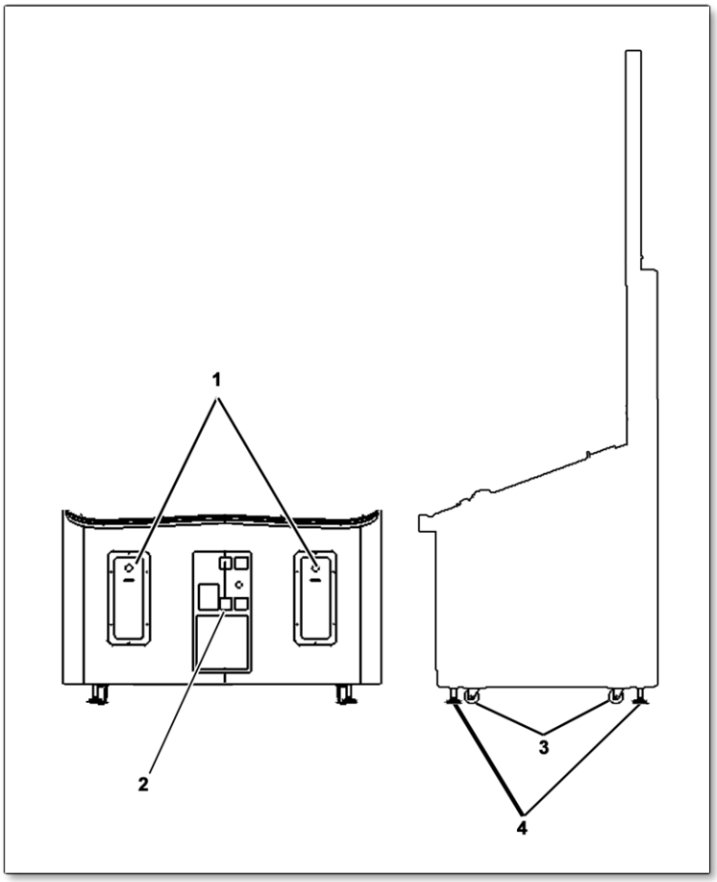
Cash Box Parts



Ref	Part Description	Part Number
1	Ticket Dispenser Door	ADR-40-0540-00
2	Coin Door	ADR-40-3000-06
3	Wheels	INV-F25083
4	Levelling Mount	INV-62805K-39
	7 Digits Meter	ADR-42-08012-072
	Ticket Bin with Level Sensor	ADR-42-1015-00
	Ticket Dispenser Entropy 2000	ADR-42-1337-00
	Plastic Mounting Foot	ADR-49-1019-00

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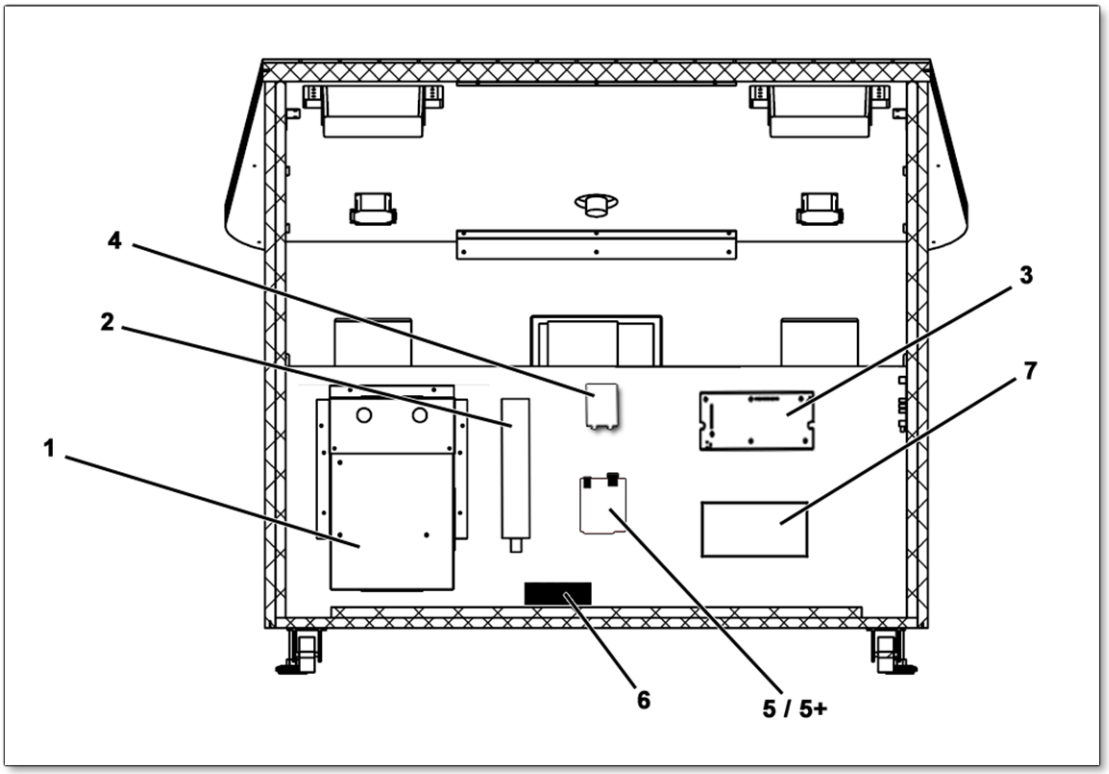
Computer & Electronics



Ref	Part Description	Part Number
1	Computer	ADR-11-1011
2	Outlet Power Bar IEC4	INV-05-1241
3	I/O Board	INV-04-1201
4	Audio Amplifier Board	INV-14-0005
5	Arduino Uno	ST-05-1001
5+	Arduino Shield	ST-05-1002
6	12VDC 5A Switching Power Supply	INV-14-0006
7	12V/5V Power Supply	ADR-80-0210-00
	4-Ports USB Adapter	ST-05-1005
	Fan 120mm 12V	ADR-FAN-120MM
	RGB LED Strips	ST-14-1001

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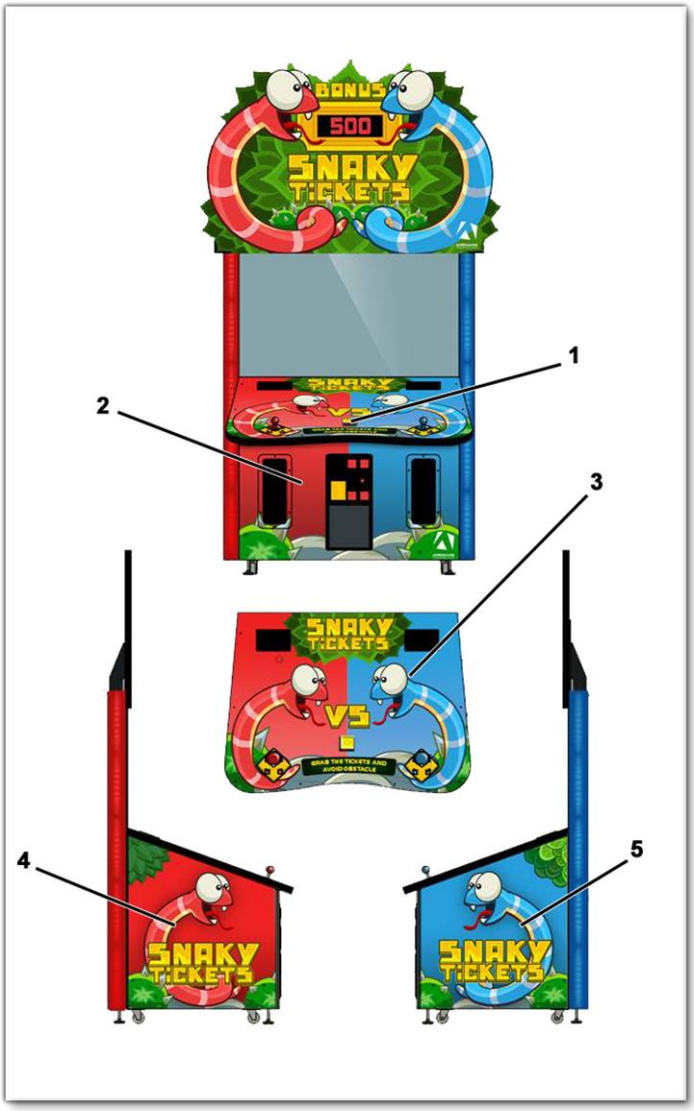
Decal Prints



Ref	Part Description	Part Number
1	Transparent Decal Round “Start”	ST-09-1004
2	Decal Front	ST-09-1002-F
3	Decal Acrylic	ST-09-1003
4	Decal Left Side (Red)	ST-09-1002-L
5	Decal Right Side (Blue)	ST-09-1002-R

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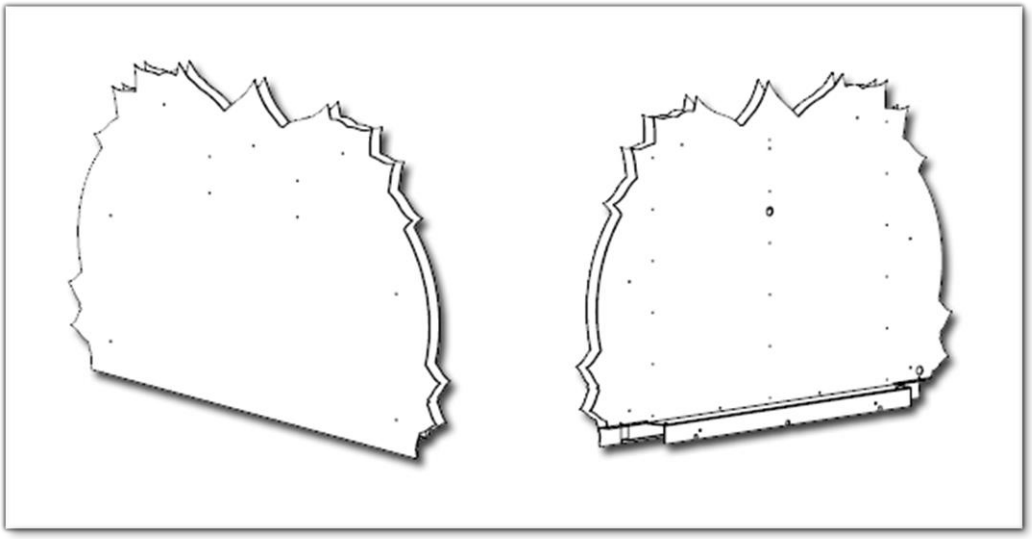
Header Parts



Ref	Part Description	Part Number
	PVC Front Header	ST-09-1001
	49” White LED Strip	INV-14-1025

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Cabling

Part Description	Part Number
3 Feet USB “AB” cable	INV-USB-AB1-03
3 Feet USB “AA” Extension	INV-USB-AA3-03
6 Feet Wall Power Cord 14AWG	INV-PW-105C-06
6 Feet Molded Audio Cable 3.5mm to 2X Male RCA	INV-35MM-RCAE-06

Wiring Harness

Part Description	Part Number
Operator & Start Buttons Harness (I/O Board J1 & J3)	ST-03-1001
LED Header Power 12V Harness	ST-03-1002
Arduino Shield Power 5V Harness	ST-03-1004
RGB LED to Arduino Shield Harness (5V/Data)	ST-03-1005
I/O Board (J21) to Header Bonus LED Board Harness	ST-03-1006
Header Bonus LED Board to I/O Board Harness	ST-03-1007
Ticket Dispensers (J2 & J6)	FT-03-4030
Coin Acceptor (J7)	INV-03-4020
Cabinet Cable (Fan)	FT-03-4050
Speakers Harness	FT-F2
Ground Harness	ST-F1

Miscellaneous Parts

Part Description	Part Number
Snaky Tickets USB Restore Flash Drive	ADR-11-2012
SSD Snaky Tickets	INV-11-1017
Operator Switch Button	ADR-49-0577-01
Arduino Board Insulated Spacers	ST-05-1004
Red Low Ticket LED	ADR-L20691-ND

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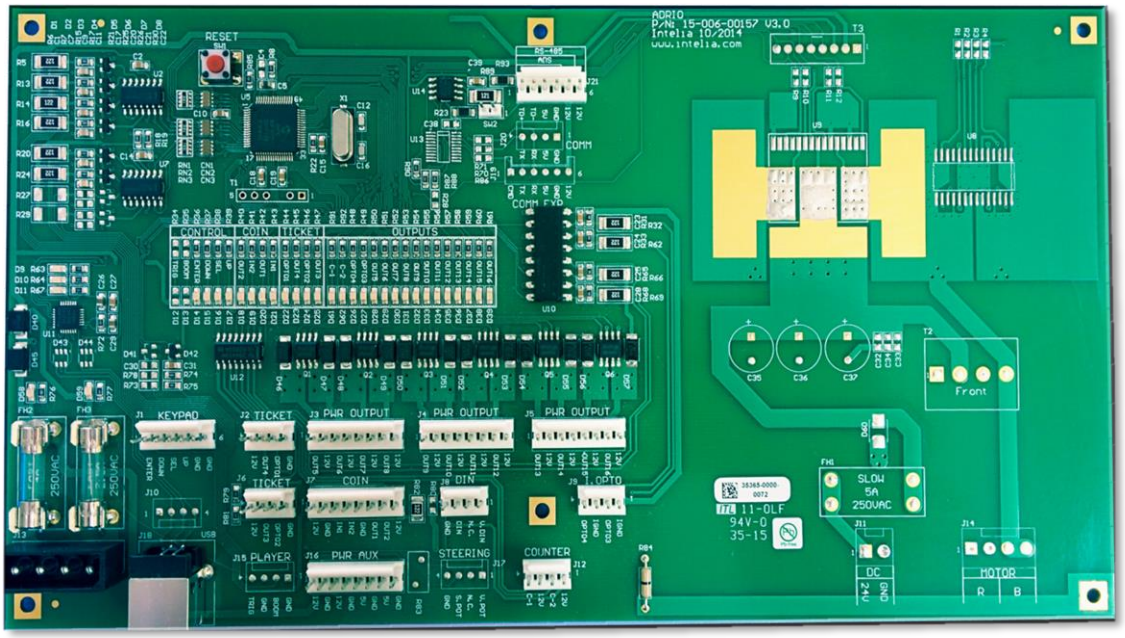
Chapter 08 – Diagrams & Schematics

I/0 board INV-04-1201



J1	J2	J3	J4
Operator Button & Start Button 1. (Orange) Enter 2. No Use 3. (Red) Select 4. No Use 5. (Black) GND 6. (Yellow) GND	Ticket Dispenser (Blue Player) 1. (Black) GND 2. (Orange) Opto1 3. (Yellow) Out4 4. (White) +12V	Start Button Light 1. No Use 2. No Use 3. (Green) Out6 4. (White) +12V 5. No Use 6. No Use 7. No Use 8. No Use	No Use
J5	**J6**	**J7**	**J8**
No Use	Ticket Dispenser (Red Player) 1. (Brown) GND 2. (Green) Opto2 3. (Blue) Out3 4. (Red) +12V	Coin Switches 1. (White) +12V 2. (Black) GND 3. (Red) IN1 4. (Yellow) IN2 5. (Blue) GND 6. (Brown) OUT1 7. (Orange) OUT2 8. (Green) +12V	No Use

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J9	**J10**	**J11**	**J12**
No Use	No Use	No Use	No Use

J13	**J14**	**J15**	**J16**
5V/12V Input DC	No Use	No Use	No Use
J17	**J18**	**J19**	**J20**
No Use	USB to Computer	No Use	No Use
J21			
BONUS LED Display 1. (White) TD+ 2. (Green) TD- 3. No Use 4. (Black) GND 5. (Red) +12V 6. No Use			

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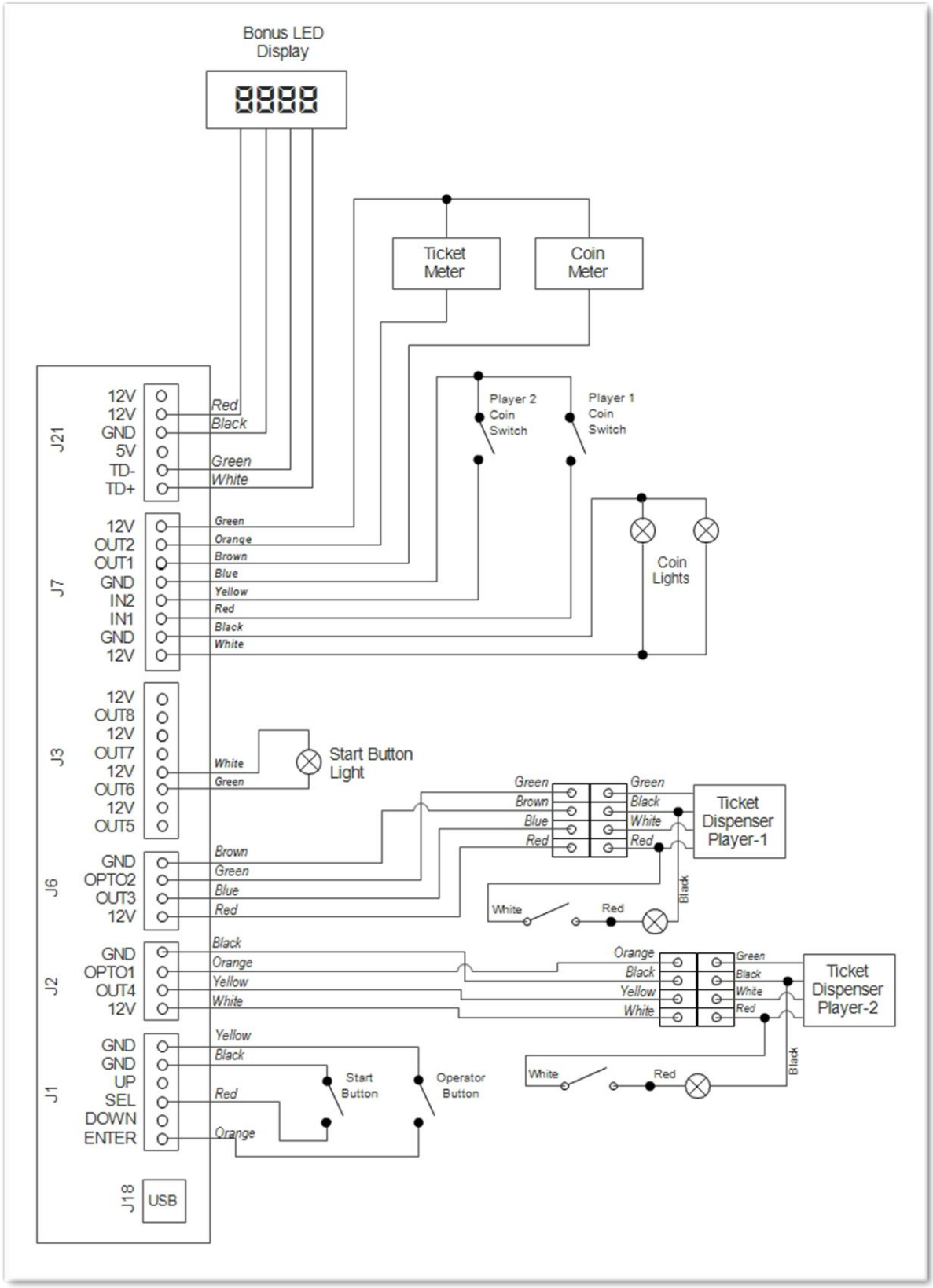
IO Board Wiring Diagram



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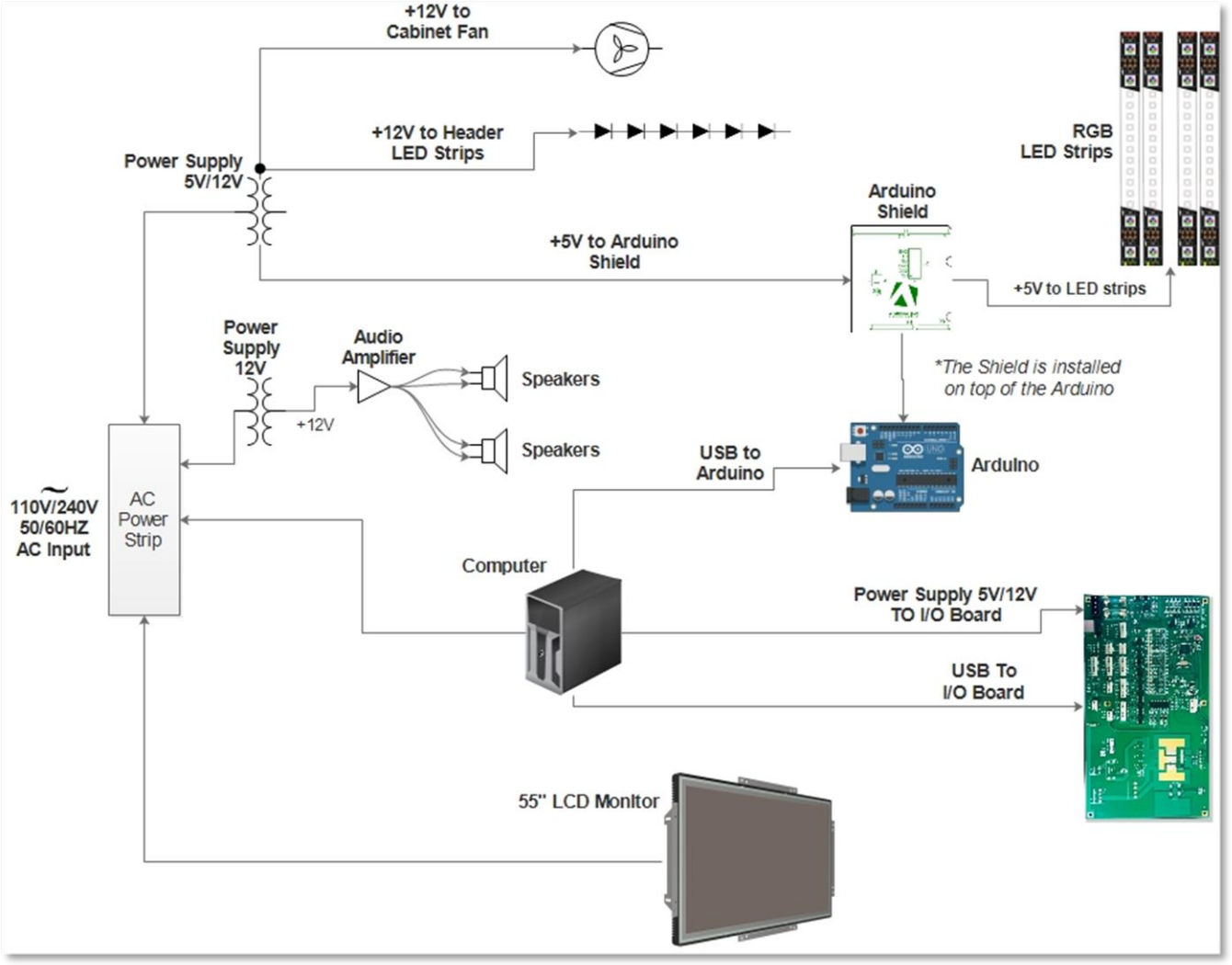
Power Distribution Wiring Diagram



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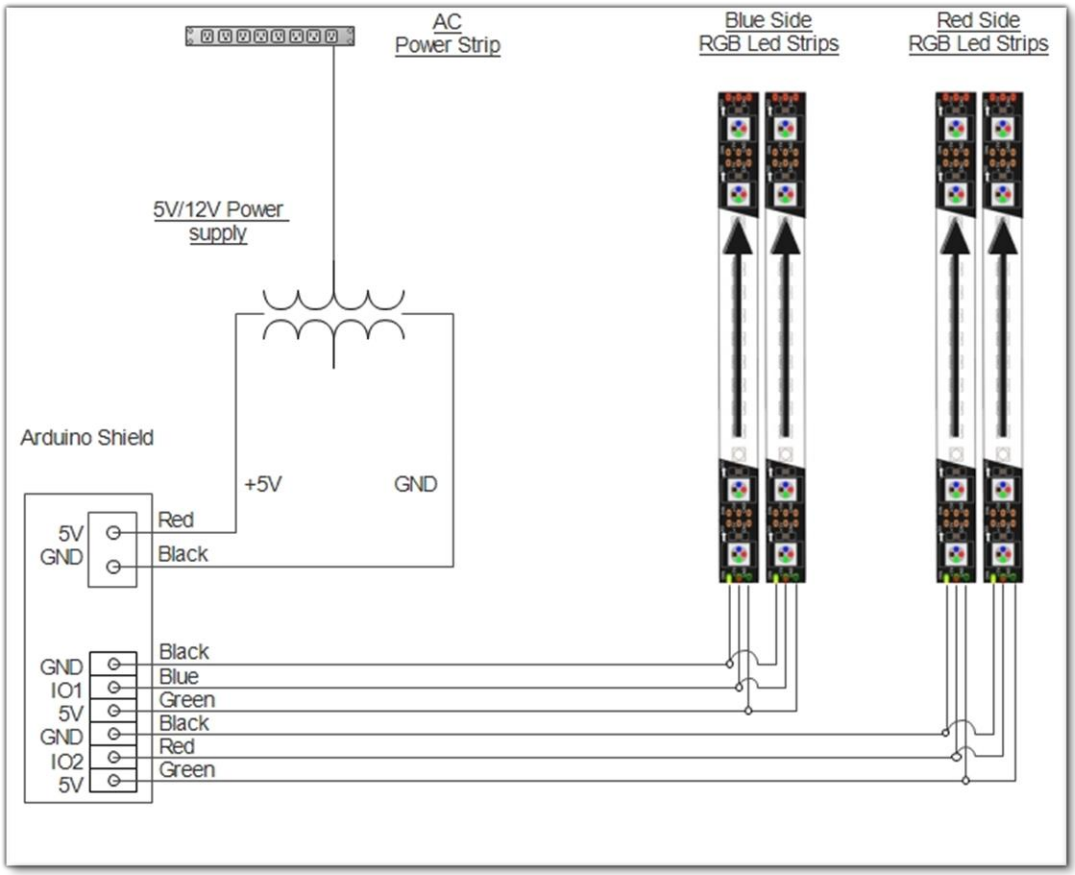
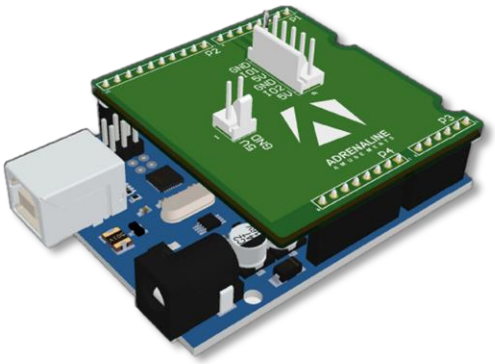
LED Controller Wiring Diagram





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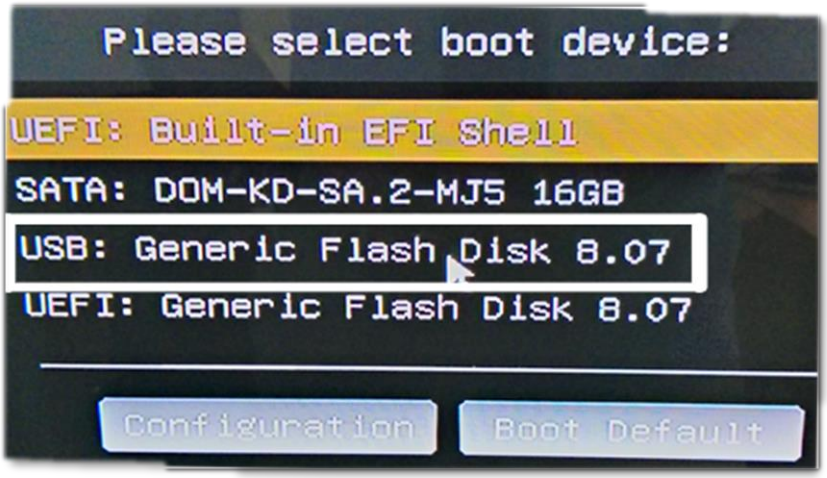
Chapter 09 – Software Recovery

If your unit software needs to be restored please follow those instructions.

- Connect a USB keyboard to the motherboard.
- Verify that the USB Recovery flash disk is in a ***Black*** USB port.
- Power on the unit.
- Press F11 on your keyboard when the AsRock splash screen is displayed to enter the boot menu.
- Choose *USB:* and press Enter.



The process takes 25-30minutes and the unit will reboot back in the game at the end. The Wireless credentials will need to be re-entered and Operator settings will be back at the default ones.

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Chapter 10 – Card Reader

If you use a card reader system, it is important to follow those instructions.

You need to install 2 card readers, one for each player. Install them next to each ticket doors or on the dash.

Configure your Operator settings as seen on pages 12 to 14.

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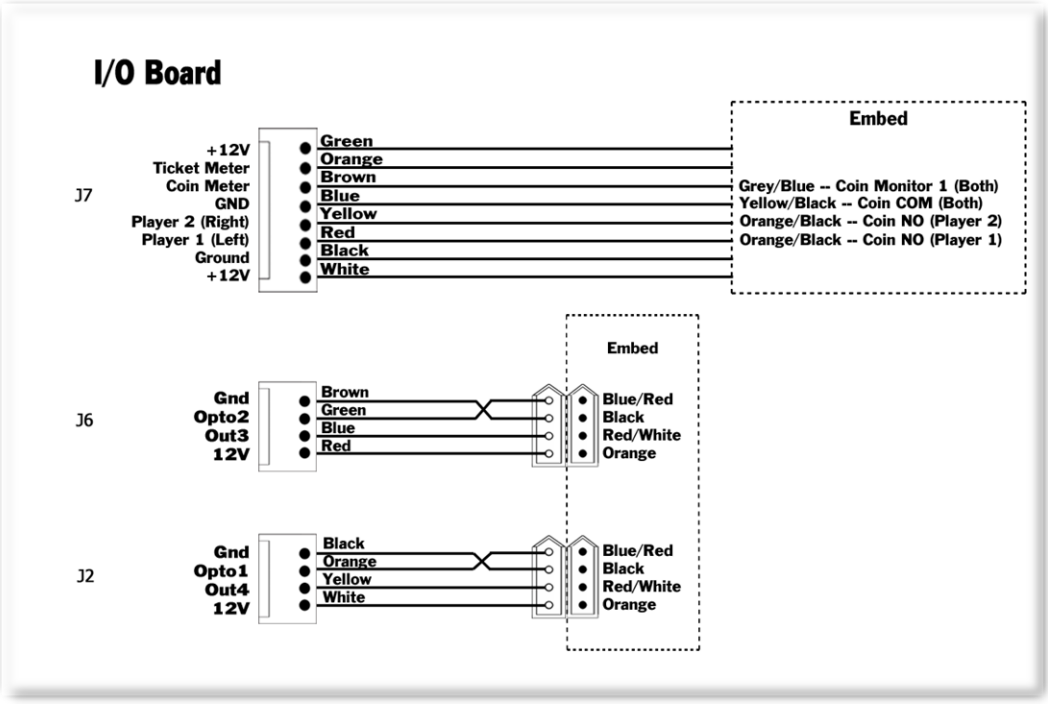
Embed System

If you are using an Embed system, you need to connect your harnesses to Adrenaline Amusements I/O board & harnesses. You should refer to the Embed instructions manual for wiring pin-out but here's Embed V5 example:

EMBED
v5

Pin	Wire Color	Signal	I/O	Pin	Wire Color	Signal	I/O
1	Orange	12 VDC	I	2	Orange	12 VDC	I
3	Black	Ground	O	4	Black	Ground	O
5				6			
7	Orange/Black	Coin NO	O	8	Yellow/Black	Coin COM	O
9	Grey/Blue	Coin Monitor 1	I	10	Grey/Black	Coin Monitor 2	I
11	Blue/Red	Game Notch 1	O	12			
13	Blue	Ticket Notch 1	I	14			
15	White	Ticket Drive 1	O	16			
17	White/Red	Game Drive 1	I	18			



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Limited Warranty Policies

Customers must provide the unit serial number when claiming any warranty request.

Adrenaline Amusements (AAGames) warrants this Arcade unit (Including accessories) against defects in material or workmanship as follows:

This unit has 1 year warranty against defective hardware from date of delivery. Other than abuse or improper servicing, Adrenaline Amusements covers at no charge the replacement parts including standard shipping.

Customers have 30 days from delivery date to return back the defective equipment at their fees or they will be billed automatically.

Improper servicing or abuse will VOID existing warranties.

All warranty request needs to be validate with our technical support department.

After the 1 year warranty, Adrenaline Amusements offers repairs & sales services options. Please contact the technical support department for information.

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