



## Update Installation Guide and CoinUp® Manual

**For Big Buck Hunter® Pro, Big Buck® Safari™, & Big Buck Hunter® Pro Open Season™**  
Before beginning any modification, please refer to your game's Service Manual  
for important safety precautions and instructions.

Big Buck® World™ combines both Big Buck® Safari™ and Big Buck Hunter® Pro Open Season™.  
Additionally, update software includes new animals, new bonuses, and new online features.

### Contents

- Two DVDs – BBW restore discs
- This manual
- New marquee art - one for each cabinet type
- BBW update dongle
- IDE Hard Drive preloaded with Big Buck® World™ software
- CoinUp® Operator Registration Packet



## Service Manual

### Table of Contents

Safety.....	3
***WARNING*** .....	4
Update Installation.....	5
Marquee Installation.....	5
BBW Dongle Installation .....	5
Software Installation.....	5
Update Completion.....	5
Update Troubleshooting.....	6
Hard Drive Replacement.....	6
CoinUp® Operation Overview.....	7
Preparation .....	7
Register Each Unit .....	7
Access CoinUp® Operator Center .....	7
CoinUp® Installation.....	8
Installation Process.....	8
Install Ethernet Cable .....	8
Install Cell Modem .....	9
Install Cell Modem Antenna.....	10
Install Wi-Fi Adapter.....	11
Game Registration.....	14
Checking the Connection .....	14
Verifying Online Play is Enabled .....	14
Online Operation.....	15
Collection Procedure .....	15
Fee Schedule .....	15
Accounting Guidelines.....	15
Troubleshooting.....	16
Connection to CoinUp® Troubleshooting.....	16
Cellular Troubleshooting.....	16
Ethernet Troubleshooting.....	17
Wi-Fi Troubleshooting .....	18
Forms.....	19
CoinUp® Cellular Terms of Service Agreement.....	20
Contact Information.....	23

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Any installation is solely your responsibility. Play Mechanix™, Raw Thrills™ and Betson assume no liability for poor assembly or damage to your property.

## Big Buck<sup>®</sup> World<sup>™</sup> Update

### Safety

Please read these important notes before starting installation. Information applies to both operators and service personnel.

Arcade video games contain glass and fragile electronic devices. **USE APPROPRIATE CARE DURING TRANSPORT** and avoid rough handling.

**TURN OFF AC POWER AND UNPLUG CORD** before servicing or adjusting the game. Servicing while power is on can be hazardous to your health, damage components and void your warranty.

**GROUND GAMES.** Avoid electrical shock. Do not plug AC power in until the game is carefully inspected and properly grounded. Only plug into a grounded, three-wire outlet. Do not use a “cheater” plug. Do not cut off the ground pin on the line cord.

**HANDLE FLUORESCENT TUBE AND CRT WITH CARE.** A dropped fluorescent tube or CRT can implode, shattering glass eight feet or more from the site of breakage.

**ENSURE ALL CONNECTORS MATE PROPERLY.** If connectors don't slip in easily, don't force them. Keyed connectors only connect one way. Check for correct orientation.

**PLUG ALL POWER CORDS, DSL OR CABLE MODEM LINES INTO A SURGE PROTECTOR** to help prevent damage to sensitive electronic components.

**USE CARE WHEN HANDLING PC**, which contains sensitive components, such as a hard drive. Call your distributor before servicing PC components and ask about the PC warranty.

Damage to the modem or any component of your game during installation or use is your responsibility. Play Mechanix<sup>™</sup>, Raw Thrills<sup>™</sup> and Betson assume no liability for harm to your equipment, including damage from static, power surges, lightning strikes or any other cause.

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# IMPORTANT!

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## \*\*\*WARNING\*\*\*

**Before updating software,  
if your game is already online,  
you must unregister it  
or you may lose online data!**

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# IMPORTANT!

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# Big Buck<sup>®</sup> World<sup>™</sup> Update

## Update Installation

### Marquee Installation

1. Turn the game off by pressing the cabinet power switch.
2. Remove the screws holding the clear Plexiglas marquee protector.
3. Remove the Plexiglas and old marquee artwork.
4. Select proper new artwork format for your cabinet.
5. Place the new artwork in position.
6. Reinstall the Plexiglas protector and fasten the screws.

### BBW Dongle Installation

1. Connect the new BBW dongle, supplied in kit, to an open USB port on the PC.  
*If there are no available USB ports, contact Betson Service for a USB hub.*
2. ***Important! Original dongles must remain installed in the computer!***

### Software Installation

1. Insert *BBW restore disc 1* into DVD drive. Close drive and power down the game.
2. After 10 seconds, power up the game. Restore will take place shortly after power up. On-screen text tracks change as your hard drive is rewritten with the new software. A warning that your drive is being rewritten is normal.  
***Do not interrupt power or reset the game during recovery.***
3. When the game ejects Disc 1 and prompts to insert Disc 2, swap discs and close tray.  
***Do not interrupt power or reset the game. Restore process will continue automatically.***
4. When the update is complete, follow on-screen instructions:  
***Drive configuration successful! Installation Completed Successfully!***  
***Please Remove DVD and Reboot Machine.***

### Update Completion

#### **If game was online before update:**

1. When prompted, recalibrate guns according to instructions.
2. When prompted at "Previous Registration Found" – Shoot Yes to restore Registration.
3. ***If settings aren't restored or previous registration is not found, you must re-register your game, in order to benefit fully from the online experience.***  
***See pg 14 for complete registration instructions.***

#### **If game was never online before update:**

1. When prompted by the machine, recalibrate guns according to instructions.
2. Register as a CoinUp<sup>®</sup> Operator. Consult CoinUp<sup>®</sup> section below for details.
3. Register your game with CoinUp<sup>®</sup>. See pg 14 for complete registration instructions.

## Update Troubleshooting

Problem	Possible Cause	Solution
DVD Restore Fails	DVD drive is dirty	Purchase and use a DVD cleaning kit.
	Hard Drive Failure	Replace hard drive – see below. <b>*Only on Microtel PCs with IDE drives</b>
	DVD Drive Failure	Contact Betson service.

Problem	Possible Cause	Solution
<i>Insert Dongle</i> Screen	Missing World Dongle	Verify new world dongle is connected.
	Missing original dongle(s)	Verify old dongle(s) are connected.
	Faulty USB port	Connect dongle to a different USB port

Problem	Possible Cause	Solution
Prior Registration not found	No internet connection	Run test connection to verify failure. Consult CoinUp® manual to diagnose and repair.

Consult your original Big Buck® service manual for further troubleshooting.  
Consult pg 16 for CoinUp® and online troubleshooting.

## Hard Drive Replacement

**\*For Microtel PCs with IDE hard drives only**

**Hard drive is preloaded with appropriate software.**

1. Turn the game off by pressing the cabinet power switch.
2. Disconnect all cables from PC.
3. Remove PC from cabinet.
4. Remove PC case cover.
5. Locate the hard drive.
6. Disconnect power cable and IDE cable from the hard drive.
7. Remove old hard drive from PC.
8. Place new hard drive, included in the update kit, in the PC.
9. Reconnect power cable and IDE cable to new hard drive.
10. Replace PC case cover.
11. Return PC to cabinet.
12. Reconnect all cables to PC.
13. Turn game on by pressing the cabinet power switch.
14. Calibrate guns when prompted.
15. Register your game with CoinUp®. Consult CoinUp® manual for details.

# Big Buck<sup>®</sup> World<sup>™</sup> Update

## CoinUp<sup>®</sup> Operation Overview

### Preparation

1. Open a bank debit account.
2. Complete CoinUp<sup>®</sup> Operator Registration Packet.
  - Fill out the CoinUp<sup>®</sup> Authorization Agreement for Automated Payments.
  - Read and sign the CoinUp<sup>®</sup> Participating Operator Agreement.
  - Read and sign the CoinUp<sup>®</sup> Operator Registration Form.
3. To become an authorized operator, fax the forms 630-348-2099 or mail them to:  
Play Mechanix<sup>™</sup>  
800 Roosevelt Road, Suite D-103  
Glen Ellyn, IL 60137  
  
*Authorization occurs in just a few days. Login information will be sent via email.  
Operator cards will arrive by mail within 4-6 weeks.*
5. *(Optional)* To purchase a cellular modem, read and sign the Cell Modem Service Agreement (see pg 20). Fax the completed form to 630-348-2099.
6. *(Optional)* Purchase a supported Wi-Fi adapter to connect via wireless network. See pg 11 for a list of supported adapters and network compatibilities. You may purchase the Rosewill USB WiFi device directly from Play Mechanix for \$30 plus shipping. Contact Dave at [dsnipes@playmechanix.com](mailto:dsnipes@playmechanix.com) or 630-942-1070 to place your order. This one-time fee will be added to your CoinUp<sup>®</sup> invoice.

### Register Each Unit

Following installation, after reboot, you will be prompted to register the game. Use the gun to navigate through this process.

1. If skipped, registration can also be done in the diagnostic menu by going to Online Menu—Game Registration Menu—Game Register.
2. Login by entering your operator ID number and PIN.
3. Follow the on-screen prompt to add or select a location and complete registration. See page 14, Game Registration, for more detailed steps to complete this process.

### Access CoinUp<sup>®</sup> Operator Center

The CoinUp<sup>®</sup> Operator Center tracks the performance of your entire tournament operation. For example, you can compare performance of different machines at the same location, or even across locations. To access CoinUp<sup>®</sup> and view your pages, follow the steps below. From there, the site provides guidance. You follow easy prompts and navigate to the statistic, accounting, bookkeeping or performance data that you need.

1. Access the CoinUp<sup>®</sup> Web site at [www.coinup.com](http://www.coinup.com).
2. Login using email address and password.
4. *(Optional)* Change login information under the Profile section.
5. Select locations or products to view.

**FCC COMPLIANCE.** Proper installation of this kit does not guarantee compliance with FCC requirements. On installations, you are solely responsible for FCC compliance.

## CoinUp® Installation

### Installation Process

1. Install an Internet Connection
  - For Ethernet (see page 8)
  - For Cell Modem (see page 9)
  - For Wi-Fi (see page 11)
2. Update game software if needed. Consult game's Service Manual for details.
3. Register your game (see page 14)

### Install Ethernet Cable

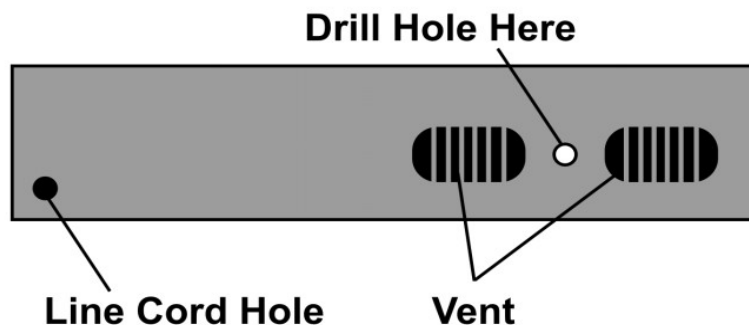
1. Set up DSL or cable modem service through an ISP.
2. Turn off AC power.
3. Unplug the power cord.
4. Center punch a hole for the Ethernet cable.

*Locate the hole in the bottom-back panel below the 12.5" high door.*

*The hole location is midway between two vents on the right side of the panel.*

*Vertically space the hole some seven inches up from the bottom of the panel.*

*Horizontally space the hole some nine inches from the right side of the panel.*



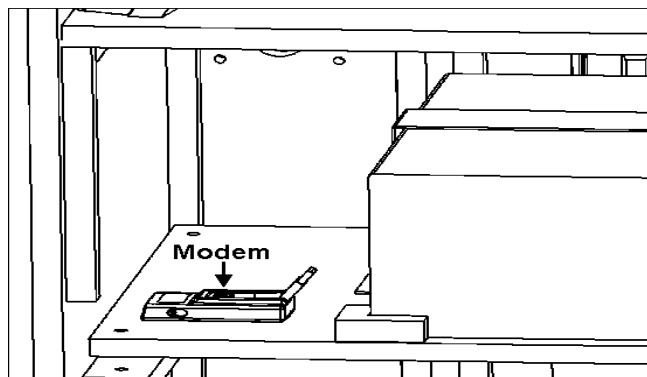
5. Using a 5/8-inch drill bit, drill the cable hole.
6. Run the Ethernet cable to the cabinet.
7. Route the Ethernet cable through the cabinet hole.
8. Open the back door.
9. Inside the cabinet, dress the Ethernet cable away from other cables and metallic parts.
10. Locate the RJ45 Ethernet jack on the back of the PC.
11. Connect the Ethernet cable to the RJ45 jack on the PC.
12. Close the back door.
13. Plug in power cord.
14. Turn on AC power.



## Big Buck® World™ Update

### Install Cell Modem

1. Set aside the modem, Velcro® strips and extender cable.
2. Turn off AC power.
3. Unplug power cord.
4. Open the back door.
5. Remove the adhesive protection from one side of the Velcro® strips.  
*Keep the Velcro® strips together.*
6. Place them to the left of the PC on the shelf to identify the location.
7. Lift the modem and stick one side of the strips to the shelf beneath the modem location.
8. Remove the adhesive protection from the free side of the Velcro® strips.



9. Press the modem to the sticky side of the Velcro® strips.  
*Ensure that the modem bonds solidly.*
10. In the kit, get find the modem extender cable.
11. Connect the modem cable to a USB port on the PC.
12. Connect the other end of the modem cable to the cell modem.
13. (Optional) Install Cell Modem Antenna (see below)
14. Close the back door.
15. Plug in power cord.
16. Turn on AC power.

### Install Cell Modem Antenna

*A cell modem antenna is optional. However, an antenna will help insure the best possible connection. Note that the antenna cable is part of the antenna and these instructions cover mounting it to the cabinet roof. However, other locations may provide better reception. A wall, near a window, etc.*

#### Location Guidelines

- Keep the antenna vertical.
- Mount the antenna as high as possible.
- Avoid mounting an antenna near power lines.
- Avoid areas where people could trip on a cable.
- Don't tempt vandals: If possible, keep the antenna out of plain sight.
- With a CDMA cellphone, can check locations for best signal strength.

#### **IMPLOSION POSSIBLE**

*Be extra careful when drilling into the cabinet roof. The CRT is only a few inches below the roof. If the CRT is nicked by a power tool, it may implode. An imploding CRT throws sharp glass shards up to eight feet. These glass shards can cause serious cuts or fatal injuries. Avoid this hazard by using a four-inch or shorter drill bit. Wear safety glasses.*

#### **USE VELCRO—NOT ADHESIVE**

*Only use Velcro® strips for mounting antenna. Do not use the factory-applied, permanent adhesive backing. Doing so may damage the antenna and the cabinet when removing the antenna during a cabinet relocation. The warranty does not cover this sort of damage.*

1. Set aside the antenna and the Velcro® strips from the kit.
2. Turn off AC power.
3. Unplug power cord.
4. Open the back door.
5. On the slanted roof, center punch the antenna cable hole.
6. Using a 5/8-inch hole bit, drill the hole for the antenna cable.  
*Avoid implosion. Read the warning above.*
7. Slide the antenna coaxial cable down the cable hole and into the cabinet.
8. Remove the protective strip from one side of the Velcro® strips.  
*Keep the hook and loop Velcro® strips together.*
9. Mount the sticky side of the Velcro® strips to the bottom of the antenna.  
*You can apply the Velcro® sticky side to the adhesive on the antenna base. Do not let the antenna adhesive come into contact with the cabinet. The Velcro® must separate the antenna adhesive and the cabinet.*
10. Remove the adhesive protection from the free side of the Velcro® strip.
11. Mount the free side of the Velcro® strip to the roof.
12. Dress the antenna coaxial cable away from other cables and metallic parts.
13. Connect the antenna cable plug to the jack on the modem.
14. Close the back door.
15. Plug in power cord and turn on AC power.

## Big Buck® World™ Update

### Install Wi-Fi Adapter

For Big Buck Hunter Pro, version 01.00.11 or later required..

For Big Buck Safari, version 01.02.12 or later required.

ADAPTER MODEL	Supported Networks	Encryption Type / Compatible?							
		Disabled None	WEP	WPA-Personal + TKIP encryption	WPA-Personal + AES encryption	WPA2-Personal (AES encryption)	WPA2-Mixed (TKIP & AES)	WPA Enterprise	RADIUS
Linksys WUSB54G (version 4)	802.11b/g	YES	YES	YES	YES	NO	NO	NO	NO
Rosewill RNX-G1 RNX-G1W	802.11b/g	YES	YES	YES	YES	YES	YES	NO	NO
Netgear WG111 (version 2)	802.11b/g	YES	YES	YES	YES	YES	YES	NO	NO
D-Link DWA-140 (version 81)	802.11b/g	YES	YES	YES	YES	YES	YES	NO	NO
Belkin F5D8053 (version 3000)	802.11b/g/n	YES	YES	YES	YES	YES	YES	NO	NO
Linksys WUSB600N (version 1.0)	802.11b/g/n	YES	YES	YES	YES	YES	YES	NO	NO

**Supported Wi-Fi Adapter Compatibility Chart**

### Obtain Supported Adapter

- Obtain one of the supported USB Wi-Fi adapters listed in the chart above.  
**Be sure the listed model and version number matches or the device will not work.**
- Play Mechanix™ carries a small stock of Rosewill devices.  
To purchase one directly, contact Dave at dsnipes@playmechanix.com or 630-942-1070 x131.  
Adapters costs \$30.00 plus shipping. This one-time fee will be added to your CoinUp® invoice.

### Install Wi-Fi Adapter

**Warning: Do NOT install software that came with adapter.**

**The game already runs appropriate software.**

- Turn off cabinet AC power.
- Unplug power cord.
- Open the back door.
- Mount Wi-Fi adapter inside cabinet as high as possible using Velcro®.  
*If necessary, use a USB extension cable to connect adapter to PC.  
Most supported adapters come with one.*
- Connect cable to a USB port on the PC.
- Close back door.
- Plug in power cord.
- Turn on AC power.
- Complete Wi-Fi software setup.  
*Game will not connect properly to CoinUp® until setup is successfully completed.*

**Wi-Fi Software Setup**

The following procedure is required to configure your Wi-Fi adapter for communication with CoinUp®.

**Do NOT install software that came with adapter.**

**Preparation**

1. Log into wireless access point or router.
2. Write down Wi-Fi network information on a sheet of paper:
  - SSID (network name)
  - Broadcast Channel
  - Encryption Type (WEP 64-bit, WEP 128-bit, WEP 256-bit, WPA-PSK + TKIP encryption, WPA-PSK + AES encryption, WPA2)
  - Encryption Key (Different encryption types require different types of keys. See chart below for examples)

Encryption Type	Key Details	Example
WEP (64-bit)	10 hexadecimal characters	5E2C6D4E24
WEP (128-bit)	26 hexadecimal characters	326C2D335A5A48386B5D763954
WEP (256-bit)	58 hexadecimal characters	373A786E625676266E7156345741 312F4433427C48536E7A695E7C3E75
WPA-PSK (AES) WPA-PSK (TKIP) WPA2 (AES + TKIP)	ASCII pass phrase between 8-63 characters in length (Upper case letters, lower case letters, numbers and symbols allowed)	\$3CurE_pA\$sPhRa\$e

**Network SSID**

1. Enter Diagnostics mode.
2. Select Online Menu—Wi-Fi Menu—Wi-Fi Setup.
3. Select Scan Networks to look for nearby Wi-Fi networks.  
*Depending on settings, networks may not broadcast their SSID. These networks are displayed as \*\*\*HIDDEN\*\*\*  
To use a hidden network, select it, then enter the SSID manually when prompted.*
4. Scroll through the detailed list to locate your network.
5. If network does not appear in list, Exit to previous menu and select Enter Manually, then enter SSID, encryption type, key and broadcast channel.
6. Select Use this Network to continue.

**Encryption Type**

1. From list of encryption types, scroll through and highlight appropriate type.
2. Select Use This Encryption to continue.

## Big Buck<sup>®</sup> World<sup>™</sup> Update

### Encryption Key

*If Encryption Type is Disabled/Open, skip this section, as there is no key.*

1. On Enter WPA Key screen, enter access point or router WPA Key  
*Select yellow < and > symbols to switch between letters, numbers and symbols.  
On the letters page, select UPPER or lower to change case of letters*
2. Select OK to continue.

### Broadcast Channel

*This applies only if SSID was entered manually.*

1. Scroll through list to highlight appropriate channel.
2. If unsure of correct broadcast channel, select Auto.
3. Select Use This Channel to continue.

### Confirm Settings

1. Note SSID, Encryption Type, Encryption Key and Channel on confirmation screen.
2. If information is incorrect, select Start Over to return to Wi-Fi Menu.
3. If information is correct, select Save Settings to store information.  
*The game automatically reboots.*

### Wi-Fi Details Status Messages

After reboot, game attempts to connect to wireless network using saved information. To see real-time connection status, enter Diagnostics Mode and select Online Menu—Wi-Fi Menu—Wi-Fi Details. Below are the possible status messages. See Troubleshooting for further instructions.

#### Connected

Game is online and ready to be registered with CoinUp<sup>®</sup>.

#### Not Connected

The game is neither connected to a Wi-Fi network nor attempting to connect.

1. If Adapter status is Not Found, ensure a supported Wi-Fi adapter with correct version is connected.
2. If Adapter status shows the name of the adapter, ensure SSID status is also correct.

#### Locating Access Point...

The game is trying to find an access point broadcasting a network with the saved information. If game remains in this status more than 5 minutes, either the network information entered was incorrect, or the game cannot communicate with the access point.

1. Reboot game and return to Wi-Fi Details again.
2. If another 5 minutes pass with the same status, return to Wi-Fi Setup and re-enter network information.
3. Check network signal strength by scanning for available networks in Wi-Fi Setup.
4. If signal is weak, unplug AC power and move cabinet closer to the access point.

#### Obtaining IP Address

Game has found wireless access point or router and is acquiring an IP Address.

1. If this status displays for more than 5 minutes, reboot game.
2. Recheck status after reboot.

## Game Registration

After the reboot following CoinUp® installation, the software will prompt you to register your location. Registration can also be found by entering Diagnostic mode, and going to Online Menu—Game Registration Menu—Game Register.

1. At the prompt, login with your CoinUp® id and pin.
2. The Select A Location screen appears  
*The game downloads your locations from the CoinUp® server database automatically.*
3. Scroll through the list to highlight the appropriate location.
4. Select Use This Location to continue.
5. If the location is not on the list, select Add New Location to continue.
6. When adding a new location, select each letter and then click OK to confirm.
7. After location is chosen, a confirmation screen is displayed.
8. Finally, the game checks for updates and messages, then enters Attract mode.

## Checking the Connection

### Cell Users

1. Enter Diagnostic mode by pressing the TEST service button.
2. Select Online Menu—Connection Details—Cell Modem Details.
3. Note the signal strength, which appears as a fraction with a 5 in the denominator.  
*A strong signal is 5/5; a weak signal is 1/5 or 2/5.*
4. If strength is below 3/5, reposition the cell antenna and recheck signal strength.

### Wi-Fi Users

1. Enter Diagnostic mode by pressing the TEST service button.
2. Select Online Menu—Wi-Fi Menu—Wi-Fi Details
3. Note the signal strength. More green bars is better.
4. Note the link quality. A higher percent is better.
5. If either link quality or signal strength is low, try repositioning the adapter.

### All Users

1. Enter Diagnostic mode by pressing the TEST service button.
2. Select Online Menu—Test Connection.
3. Watch as the game confirms that:
  - It can obtain a valid IP address.
  - It can contact the CoinUp® server.
  - It can access the CoinUp® database.
  - It can access the CoinUp® file server.
4. The right side of the screen reports test results: SUCCESS or FAILURE.  
*The only acceptable result is four SUCCESS indications.*  
*If any test results in FAILURE, see the Troubleshooting chapter or call your distributor.*

## Verifying Online Play is Enabled

1. Enter Diagnostic mode.
2. Select Online Menu—Game Registration Menu—Current Registration Status
3. The *Online Permissions* field should indicate: **ALL ONLINE PLAY ENABLED**.

# Big Buck® World™ Update

## Online Operation

### Collection Procedure

The CoinUp® server tracks various book keeping statistics including collections. To see them, log on to the CoinUp® Operator Center page at [www.coinup.com](http://www.coinup.com) and go to the Reports section.

1. During a normal collection, enter Diagnostics mode.
2. Select COLLECTIONS.
3. Review the entire report. The system calculates GROSS COLLECTION from the last time the report screen was cleared. This figure and the actual collection should agree.
4. Select SEND COLLECTIONS MESSAGE.

After sending the collections, coin related audits will automatically be reset. This allows the coin audits to accurately reflect earnings since the last collection. If you don't send collections, the next collection won't match the figures on the COLLECTIONS screen and you will not be able to view your collections on [www.coinup.com](http://www.coinup.com).

*If you wish to reset the other game audits, go to Reset Menu—Reset Game Audits.*

6. Split collection with location as usual. *CoinUp® debits your account for its portion.*

### Fee Schedule

*Pricing is subject to change without notice.*

For certain online features, CoinUp® collects a small portion of game revenue at a fixed rate that operators cannot adjust. This portion is included in the player cost for all online play. The operator's portion of most game features can be adjusted through [www.coinup.com](http://www.coinup.com) under the Game Machines section, or at the game, by entering Diagnostic Mode and going to Operator Adjustments—Player Cost. Make adjustments to each game.

#### General CoinUp® Fee Schedule

Service	Operator Portion	CoinUp® Fee	Who Pays
Basic Play	Adjustable	\$0.00	Player, at game
Online Play	Adjustable	\$0.50	Player, at game
CoinUp® Contest	\$2.50	\$1.50	Player, at game
Monthly Cell Service Per Unit	N/A	\$27.00	Operator *Taxes and fees from cell provider apply

*Fees may vary depending on game type.*

### Accounting Guidelines

After the close of every billing cycle, the monthly CoinUp® billing statement is available. View it through the operator account at [www.coinup.com](http://www.coinup.com).

The CoinUp® billing statement itemizes costs of online services. The statement shows the approximate date of the automatic debit, allowing time to deposit the appropriate funds. The automatic debit charges the bank account submitted on your debit account form.

CoinUp® honors company checks. CoinUp® must receive company checks three or more business days before the debit date.

***Late or delinquent deposits may exclude your game from access to online features and incur late fees.***

## Troubleshooting

### Connection to CoinUp® Troubleshooting

Problem	Possible Cause	Solution
Game has IP address and screen says <i>Server Ping Success</i> but Test Connection screen reports Database Ping failure or File Server Ping failure.	Firewall is blocking communication with server.	Read firewall documentation. Ensure configuration allows ICMP Echo. If router has built-in firewall, check router configuration. Enable communication on ports 7786 and 7787.
	Database or File Server is down	Wait 30 minutes and revisit Test Connection screen. If still reporting failure, call CoinUp® service (see pg Error: Reference source not found for contact info)

### Cellular Troubleshooting

Problem	Possible Cause	Solution
Game cannot connect to CoinUp® server  No IP address appears under Test Connections menu	Poor connection between cell modem and PC.	Check that USB connections at cell modem and PC are tight. Turn off cabinet AC power. Wait 30 seconds and restart game. If still not connect, enter diagnostics mode and go to Connection Menu. Select Cell Modem Details. If message is <i>No Modem Found</i> or <i>Collecting Data</i> call CoinUp® service.
	Faulty cell modem	Ensure PWR LED on cell modem glows green, which means PC is providing modem with power. If no power, swap with working modem. Check modem for obvious damage (dents, burns, smoke damage, broken connectors) If modem seems fine, call CoinUp® service. (see pg Error: Reference source not found for contact info)
Cell modem connection is good and IP address appears at Test Connection screen. Under Cell Modem Details, signal is weak or nonexistent.	Poor antenna location	Turn off game and move it near window or exterior wall.
	Faulty connection	Check connections between cell modem and antenna. If cable is frayed, broken or looks dried-up, replace it. Replace antenna if it appears damaged.



## Big Buck<sup>®</sup> World<sup>™</sup> Update

### Ethernet Troubleshooting

Problem	Possible Cause	Solution
Game cannot connect to CoinUp <sup>®</sup> server. No IP address appears under Test Connections menu	No broadband internet service	Contact a local ISP to setup either cable modem or DSL service.
	Wrong router configuration	Configure router for DHCP (Dynamic Host Configuration Protocol).
	Disconnected Ethernet cable	Check that Ethernet cables are tightly connected at both ends. An audible click confirms tightness. Restart game. In Diagnostic mode, selection Online Menu—Connection Menu—Test Connection. Confirm that IP address appears. The phrase eth0 must follow IP address.
	Faulty Ethernet cable	Test cable by connecting it from another PC into router or wall jack. Replace cable if faulty.
	Faulty Ethernet wall jack.	Plug Ethernet cable into a different jack.
	Broadband service is down.	Contact ISP.
	Faulty router	Plug Ethernet cable into different jacks in router. Plug Ethernet cable directly into DSL or cable modem instead of router. Replace router if faulty
	Faulty network card	Call CoinUp <sup>®</sup> service (see pg Error: Reference source not found for contact info)

Wi-Fi Troubleshooting

Problem	Possible Cause	Solution
Wi-Fi Details status is <i>Not Connected</i> and Adapter is <i>Not Found</i> .	A supported USB Wi-Fi adapter is not connected.	Connect a supported Wi-Fi adapter. Turn cabinet AC power off for a minute and restart.
	Operating system has lost communication with the adapter.	Unplug Wi-Fi adapter from PC. Wait one minute, then plug it in. Turn off cabinet AC power. Wait one minute and restart.
Wi-Fi Details status is <i>Not Connected</i> , but a supported adapter <b>is</b> connected.	Wi-Fi network information was not saved.	Configure game to connect to Wi-Fi network at Wi-Fi Setup Menu.
Wi-Fi Details status remains <i>Locating Access Point ...</i> for more than 5 minutes.	Weak signal or interference causing delay in locating access point.	Restart cabinet AC power.
	Wireless access point or router is off or disconnected.	Ensure access point has power. Ensure it is connected to router. Restart access point. Ensure router has power and is connected to cable/DSL modem.
	Network information entered in Wi-Fi Setup does not match information stored in the wireless access point or router.	Re-enter network information. Configure game to connect to network in Wi-Fi Setup Menu. Ensure encryption type, encryption key, SSID and broadcast channel match what is stored in wireless access point or router.
Wi-Fi Details status remains <i>Obtaining IP Address...</i> for more than 5 minutes.	Weak signal or interference delaying negotiation of IP address with router.	Restart cabinet AC power.
	Wireless access point or router is off or disconnected.	Ensure access point has power. Ensure it is connected to router. Ensure router has power and is connected to cable/DSL modem.
Game has an IP address, but Test Connection menu shows that Server, Database and Fileserver pings all report failures.	Server information is outdated.	In Diagnostics Menu, select Online Menu—Online Debug Menu—View Online Debug Details—Server Details—Refresh Server Info. After refresh, new host names and IP addresses of CoinUp® servers are displayed.

## Big Buck<sup>®</sup> World<sup>™</sup> Update

### Forms

*The Participating Operator Agreement* and all the forms needed to setup a CoinUp<sup>®</sup> account can be found in your CoinUp<sup>®</sup> Registration Packet. These forms can also be found online at [coinup.com](http://coinup.com).

Included here is the optional *Cell Modem Service Agreement* for those operators who wish to connect to CoinUp<sup>®</sup> using a Cell Modem.

Cell#

IMEI

L.O.S

Operator ID#

Rev. C1

## CoinUp® Cellular Terms of Service Agreement

This agreement is made between Play Mechanix™, Inc. (“PM”, “we”, “us”, or “ours”) and the Operator (“Operator”, “you”, or “your”) and covers the usage and fees associated with a cellular modem device (“Equipment”) that you order from us connected to one of your games allowing it to communicate with the CoinUp® online network (“Service”). This agreement must be signed and returned to us before we will activate a new line of service. PLEASE READ THIS AGREEMENT CAREFULLY BEFORE ORDERING CELLULAR SERVICE FOR YOUR CoinUp® CONNECTED GAME AND SIGNING THIS AGREEMENT.

### Provision of Services

Upon ordering the cellular modem, Play Mechanix™, Inc. will in turn order a line of cellular service (“Service”) for the cellular modem. Play Mechanix™, Inc. provides cellular service from one or more cellular providers of service throughout the United States (“Cellular Provider”). We do this to gain volume pricing for you and thereby lower the price of the Service. All costs charged to Play Mechanix™, Inc. for your line of cellular service are passed through directly to you. Ordering the Service from us is not the only option for you. You may obtain cellular service independently to connect your game. In this case, you will be responsible for all service fees and commitments. Please contact Play Mechanix™, Inc. before ordering your own cellular modem to ensure that you purchase a modem device that will be compatible with the game.

### Service Commitment and Early Termination Fee

1. By ordering this Service the Operator agrees to the following:
2. To pay the monthly fee associated with each line of service which will be billed to your CoinUp® account. To keep the Service for at least a period of one year from the date of ordering (“Service Commitment”). After the initial one year term you may terminate the service at anytime with 30 days notice. If you wish to terminate the Service prior to the initial one year term, you agree to pay us an Early Termination Fee of \$175. The Early Termination Fee is not a penalty but rather the exact fee we will be charged by the cellular provider. AFTER YOUR SERVICE COMMITMENT THIS AGREEMENT SHALL RENEW ON A MONTH-TO-MONTH BASIS UNTIL EITHER PARTY GIVES NOTICE OF TERMINATION TO THE OTHER.

### 30-Day Cancellation Period

You may terminate this agreement within thirty (30) days after activating without paying The Early Termination Fee. You will pay for service fees and charges incurred through the termination date. Also you may have to return the cellular modem purchased with this agreement. If you terminate after the 30<sup>th</sup> day but before the expiration of the Service Commitment, you will pay PM the Early Termination Fee associated with the line of service terminated. Either party may termination this agreement at any time after your Service Commitment ends with thirty (30) days notice to the other party. We may terminate this agreement at any time without notice if Cellular Provider ceases to provide service in your

## **Big Buck<sup>®</sup> World<sup>™</sup> Update**

area. We may interrupt or terminate your service without notice for any conduct that we believe violates this agreement, or if you fail to make available funds to pay for service when due, or if we have reasonable cause to believe that your Equipment is being used for an unlawful purpose or in a way that may adversely affect the Cellular Provider's service.

### **Charges and Disputes**

You are responsible for paying all charges for or resulting from services provided under this agreement. Your monthly service charges will be billed through your CoinUp<sup>®</sup> account. Play Mechanix<sup>™</sup>, Inc. passes through charges directly from the Cellular Provider. If you believe that there is an error in the amount charged to your account for cellular service you may contact Play Mechanix<sup>™</sup>, Inc. to provide proof of charges from the Cellular Provider for your service. You agree that Play Mechanix<sup>™</sup>, Inc. will handle all negotiation of rate fees and billing with the Cellular Provider. Play Mechanix<sup>™</sup>, Inc. agrees to use its best efforts to resolve any and all billing disputes with the Cellular Provider. Play Mechanix<sup>™</sup>, Inc. will in its sole discretion determine if a billing error has occurred.

### **Billing and Payment**

Billing takes place through your CoinUp<sup>®</sup> operator account. All methods of payment and late fees described in your CoinUp<sup>®</sup> Operator Agreement shall apply.

### **Changes to Terms and Rates**

The Cellular Provider may from time to time change the rates charged for the Service. Generally, if the Cellular Provider raises the rate for Service they will allow us to discontinue the Service without fee or penalty. If Play Mechanix<sup>™</sup>, Inc. receives notice of a rate increase from the Cellular Provider associated with your Service we agree to notify you and allow you the same option given to us. If the Cellular Provider lower the rate for Service, the new rate will automatically take effect for you on the same date that it takes effect for us.

### **Data Connection Limitations**

Play Mechanix<sup>™</sup>, Inc. limits the capabilities of the Equipment so that it is only allowed to make data connections to CoinUp<sup>®</sup> servers. You agree not to use the Cellular Service provided by us for any other purpose than connecting your Game to the CoinUp<sup>®</sup> network. If Play Mechanix<sup>™</sup>, Inc. finds that you are using the Cellular Service for any other such purpose including but not limited to, web browsing, voice calls, and text messaging then we may immediately terminate the Cellular Service in which case you will pay all fees charged to this line of Service including the Early Termination Fee if we terminate this Service before the expiration of the Service Commitment.

### **Service Limitations and Limitation of Liability**

Service may be interrupted, delayed, or otherwise limited for a variety of reasons, including environmental conditions, unavailability of radio frequency channels, system capacity, priority access by National Security and Emergency Preparedness personnel in the event of disaster or emergency, coordination with other systems, equipment modifications and repairs, and problems with the facilities of interconnecting carriers. WE DO NOT GUARANTEE YOU UNINTERRUPTED SERVICE OR COVERAGE. Play Mechanix<sup>™</sup>, INC. MAKES NO WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A

PARTICULAR PURPOSE, SUITABILITY, OR PERFORMANCE REGARDING ANY SERVICES OR GOODS, AND IN NO EVENT SHALL PM BE LIABLE, WHETHER OR NOT DUE TO ITS OWN NEGLIGENCE, for any: (a) act or omission of a third party; (b) mistakes, omissions, interruptions, errors, failures to transmit, delays, or defects in the service provided by or through us; or (c) damage or injury caused by suspension or termination of service by PM. To the full extent allowed by law, you hereby release, indemnify and hold PM and its officers, directors, employees and agents harmless from and against any and all claims of any person or entity for damages of any nature arising in any way from or relating to, directly or indirectly, service provided by PM or any person's use thereof, INCLUDING CLAIMS ARISING IN WHOLE OR IN PART FROM THE ALLEGED NEGLIGENCE OF PM, or any violation by you of this Agreement. This obligation shall survive termination of your service with PM. PM is not liable to you for changes in operation, equipment, or technology that cause your Equipment or software to be rendered obsolete or require modification. SOME STATES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES OR LIMITS ON REMEDIES FOR BREACH. THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS AGREEMENT GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

**Miscellaneous**

This agreement, the signature sheet, terms of service for products and services not otherwise described herein that are posted on applicable PM web sites, and any documents expressly referred to herein or therein, make up the complete agreement between you and PM. If any provision of the agreement is found to be unenforceable by a court or agency of competent jurisdiction, the remaining provisions will remain in full force and effect. PM may assign this agreement, but you may not assign this agreement without our prior written consent. The law of the state of your billing address shall govern this agreement except to the extent that such law is preempted by or inconsistent with applicable federal law.

**Signatures**

Play Mechanix™, Inc.

Operator Legal Name:

By: \_\_\_\_\_

By: \_\_\_\_\_

Name/Title: \_\_\_\_\_

Name/Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Big Buck<sup>®</sup> World<sup>™</sup> Update

### Contact Information

For an authorized distributor near you, check the Raw Thrills website at [www.rawthrills.com](http://www.rawthrills.com)

Contact Betson Enterprise Headquarters or your local Betson office for sales, technical information, warranty or repair. Betson can be reached at (800) 524-2343 Fax (201) 438-4837 [www.betson.com](http://www.betson.com)

#### **CoinUp<sup>®</sup> Service**

PlayMechanix<sup>™</sup> [www.playmechanix.com](http://www.playmechanix.com)  
800 Roosevelt Road, Suite D-103  
Glen Ellyn, IL 60137  
(866) 646-1975 fax (630) 942-1073

#### **Betson Enterprises Headquarters**

303 Paterson Plank Rd.  
Carlstadt, NJ 07072  
(800) 524-2343 or (201) 438-1300  
fax (201) 438-4837