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Congratulations on your purchase!

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

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

Your Friends at Bay Tek Entertainment

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GAME INSPECTION

Inspect the game for any damaged, loose, or missing parts. If damage is found, please contact your freight carrier first. Then, contact Bay Tek Entertainment's Service Department at 920.822.3951 or e-mail them at service@baytekent.com for further assistance.
Choose a player color and insert your credits; wait for a partner to join, or shoot a ball to play solo!

Shoot when it is your turn.

Be the first to align 4 of your basketballs horizontally, vertically, or diagonally to win!

Collect your tickets once you Connect 4!
GAME SPECIFICATIONS

<table>
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<th>WEIGHT</th>
<th>POWER REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>NET WEIGHT 1900 LBS.</td>
<td>INPUT VOLTAGE RANGE 100-120 VAC / 220-240 VAC</td>
</tr>
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<td>SHIP WEIGHT 2000 LBS.</td>
<td>INPUT FREQUENCY RANGE 50 Hz / 60 Hz</td>
</tr>
<tr>
<td>CONSOLE SKID 86&quot;x46&quot;x87 800LBS</td>
<td>MAX OPERATING CURRENT 3 AMPS @ 120VAC</td>
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<tr>
<td>MIDDLE SECTION 80&quot;x48&quot;x78&quot; 500LBS</td>
<td>OPERATING TEMPERATURE FAHRENHEIT 80-100</td>
</tr>
<tr>
<td>LOWER BACK SECTION 80&quot;x36&quot;x87&quot; 600LBS</td>
<td>CELSIUS 26.7-37.8</td>
</tr>
<tr>
<td>UPPER BACK SECTION 80&quot;x36&quot;x68&quot; 240LBS</td>
<td></td>
</tr>
</tbody>
</table>

DIMENSIONS

| WIDTH 78" | FAHRENHEIT |
| DEPTH 150" | 80-100 |
| HEIGHT 138" | CELSIUS 26.7-37.8 |

SAFETY PRECAUTIONS

NOTICE

Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.

This appliance is suitable for INDOOR, DRY locations only.

DANGER

DO NOT perform repairs or maintenance on this game with the power ON. Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet.

WARNING

Use of flammable substances can cause severe burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.

CAUTION

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

ATTENTION

Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer.

A shielded power cable must be used for the game to retain EU/EMC compliance.

IN CASE OF EMERGENCY

UNPLUG THE POWER CORD.

The power cord must be accessible at all times in case of an emergency.
DIP SWITCH SETTINGS

The dip switch bank is located on the mainboard, inside the front door of the game.
*factory default settings are below

RED (LEFT SIDE) SETTINGS

SWITCHES 1 AND 2 SHOULD BE DOWN

YELLOW (RIGHT SIDE) SETTINGS

SWITCH 1 UP AND SWITCH 2 SHOULD BE DOWN

BOTH LEFT AND RIGHT SIDE SETTINGS

IF YOU DO NOT HAVE ANY CONCERN FOR RUNNING OUT OF TICKETS, TURN ON SWITCH 5.
SETUP

The game will arrive on 4 pallets. Please inspect the pallets for shipping damage and report immediately to the freight company if any damage found.

Unbox the pallets and remove parts attached, referring to the Shipping Checklist on the back of manual to verify all parts are present.

**Tools Needed:**

1. 1 step ladders (12-15 foot)  
2. # 2 Phillips screwdriver bit  
3. 2 of 9/16” Wrenches  
4. 4 people  
5. # 1 Phillips screwdriver bit  
6. 7/16” Wrench  
7. # 3 Phillips screwdriver bit  
8. # 2 Square head screwdriver bit  
9. 1” Crescent Wrench

**Important:**

Portions of this game are heavy, bulky and large. Assembly requires 4 people to lift heavy components, and ladders that are tall and strong enough to position components to the top of the game.

Open the left (red) ticket door on the front console.  
Pull out drawer slide and open the coin box.  
Remove the hardware kit.  
This hardware will be used to assemble the game.

**Note:** Game keys are located in small cardboard box on front console.

Place the Upper Back Section down flat on floor in approximate position of final game location.

Place the Lower Back Section down flat on floor and push up against the top section.  
The top edge of both sections should be even and flush.
Locate the 2 of A5ME10012 middle back connector plates.

Install the plates on both sides of the cabinet with 16 of the black \( \frac{1}{4}-20 \times 1 \) Phillips head bolts using a \# 3 Phillips Head bit. (8 per side)

**Warning:** Use 4 people to lift the top of game upward and stand the assembled back sections upright onto the leg leveler feet.

Game standing height is 137", but ceiling height should be 141" to accommodate this to tip upward.

Carefully slide the upright back of game into final game position. We recommend to leave a 1-2 foot gap between the game and the wall behind it if possible.

Place the Middle Section (Reference page 8) in position close to the back section to connect cables before sliding into final position.

On the left side - connect the USB cables, yellow connectors, and both pink connectors.

On the right side - connect the orange connectors.
SETUP

Locate 2 of the A5ME10010 bottom side connector plates.

Install the plates on both sides of the cabinet with the black ¼-20 X 1 Phillips head bolts using a # 3 Phillips Head bit. (10 per side)

Note: If the holes do not line up - adjust the leg leveler feet on the cabinet using 1" Crescent Wrench.

Place the front Console Section in position close to the middle section to install uprights and connect top marquee.

Locate the AAME10000-2 Back Left Pole

Line up the back left pole and test fit on the outside of the cabinet. It will have the white plastic toward the outside and rear of the cabinet.

Welded T-nuts to the outside of cabinet.

Once the correct pole is selected, feed the 2 cables down into the hole in the left corner of the cabinet.

Slide pole down into the hole and line up the holes in the cabinet with the pole.

Hand thread 2 of 3/8-16 X 1 1/2" bolt with 3/8" washer to get both started, then tighten both using a 9/16" wrench.

Feed the 2 cables from the pole down and connect the ground cable and the non-colored connectors at the bottom of cabinet.
SETUP

Locate the AAME10000-1 Back Right Pole

Feed the 2 cables down into the hole in the right corner of the cabinet. Slide pole down into the hole and line up the holes in the cabinet with the pole.

The white plastic must be to-

Hand thread 2 of 3/8-16 X 1 1/2" bolt with 3/8" washer to get both started, then tighten both using a 9/16" wrench.

Feed the 2 cables from the pole down and connect the ground cable and the non-colored connectors.

Locate the AAME10000-4 Front Left Pole This left pole will have the HDMI cable inside.

Feed the 4 cables down into the hole on the left corner of the cabinet. Ensure to route the male side of HDMI cable into the hole first to ensure the correct end of pole is being used.

Slide pole down into the hole and line up the bolt holes in the cabinet with the pole.

Hand thread 2 of 3/8-16 X 1 1/2" bolt with 3/8" washer to get both started, then tighten both using a 9/16" wrench.

Open the front left ticket door, slide out ticket tray a bit, and connect the 4 cables to the cables near door hinge.

Clip cables into wire holder above ticket tray so they do not interfere with ticket tray sliding in and out.

Excess cable can now be pulled up into pole and will end up in the top marquee sign.
Locate the AAME10000-3 Front Right Pole. This right pole will have the AC power cord inside.

Feed the 3 cables down into the hole on the right corner of the cabinet. Ensure to route the male side of power cable into the hole first to ensure the correct end of pole is being used.

Slide pole down into the hole and line up the bolt holes in the cabinet with the pole.

Hand thread 2 of 3/8-16 X 1 1/2" bolt with 3/8" washer to get both started, then tighten both using a 9/16" wrench.

Open the front right ticket door, slide out ticket tray a bit, and connect the 3 cables to the cables near door hinge. Clip cables into wire holder above ticket tray so they do not interfere with ticket tray sliding in and out. Excess cable can now be pulled up into pole and will end up in the top marquee sign.

The game will now look like this:

The front console with poles is separated from the rear 2 sections.

Close and lock both ticket doors and remove keys. The front console with poles will be laid down on it's front to install the top marquee.

Once the front marquee is attached, the front console will be tilted back up in place and will be unstable until attached to the rear sections.

It is very important to have 4 people ready to hold in position until it is secured!
SETUP

Tilt the front console down and lay on it’s face. Place the top large marquee in position as shown:

Position large marquee in front of game and hand thread 2 of 1/4-20 X 1 1/2” bolts with 1/4” lock washers into the 2 upper holes. Leave about 1/2” of bolt so that the smaller marquee can be placed over the heads of the bolts.

Place the smaller marquee in position onto the 2 previously installed bolts in the large marquee.

Hand thread the 2 remaining 1/4-20 X 1 1/2” bolts with 1/4” lock washers into the 2 lower holes in the large marquee to get started, then tighten all 4 bolts using a 7/16” wrench.

Plug in the 2 connectors, it does not matter which connector plugs into which socket.

Place marquee on it’s face and position close to the poles coming from the front console.
Using 4 people - raise the **front** poles of the front console and position on top of the top marquee. Slide the top marquee into the front poles.

The front console will be at an angle as shown.

The 2 front poles will slide into the white plastic mounting guides.

Secure top marquee to the front poles using 4 of 3/8-16 X 4 bolts - reach inside plexi side to tighten with 3/8" washers and 3/8-16 nylon nuts using a 9/16" wrench.

Game will now look like this.

On the right side of marquee - connect the AC power cord and white connectors. Feed excess cable length into the marquee itself.

On the left side of marquee - connect the blue colored connectors together, and plug the brown colored connectors together. Feed excess cable length into the marquee itself. **This one connector and coiled wire will be left unplugged for now.**

Secure the left and right plexi to the top marquee with 8 of 4 X 1/2" small black screws using a #1 Phillips screwdriver.
**SETUP**

**Warning!** At this time, the front console with top marquee is ready to be stood upright. The assembly will be unstable until attached to the rear sections.

It is very important to have 4 people ready to hold in position until it is secured!

Lift the marquee and stand the front console upright and position close to the rest of game to connect cables before sliding into final position.

On the left side - connect the 4 connectors: USB cables, green, and gold connectors.

On the right side - connect the white colored connectors.

Locate the 2 remaining A5ME10010 bottom side connector plates.

Install the plates on both sides of the cabinet with the black 1/4-20 X 1 Phillips head bolts using a # 3 Phillips Head bit. (10 per side)

Note: If the holes do not line up - adjust the leg leveler feet on the cabinet.
**SETUP**

Locate the 4 roof side boards.

Match the left back board to the left front board - There will be an "L" carved into the back of the wood to be used.

Locate a A5ME10011 top side connector plate.

Install the plate with 8 of the black 1/4-20 X 1 Phillips head bolts using a # 3 Phillips Head bit.

*** Repeat this process for the top right roof side. ***

Locate both A5ME10013 long roof metal side rails.

Flip the assembled roof side upside-down so that the decal is facing down. Place metal rail on long straight edge of the wood and match up pilot holes with the metal bracket.

Ensure the “L” is positioned to the inside of the wood as shown.

Install the rail with 11 of the black 10 X 5/8” screws using a # 2 Square Head bit.

*** Repeat this process for the top right roof side. ***
Using 3 people - the side boards can now be installed on the top of the cabinet.

We recommend 2 people inside the cabinet to hold each side and one person on a ladder outside the cabinet to insert the bolts.

Bring the left side board up into position and set on top white plastic on back left pole.

Line up holes in side board with back left pole.

Hand thread 2 of 3/8-16 X 1 1/2” bolt with 3/8” washers to get both started.

Go to the front left pole and align the holes in the wood to the metal pole.

Hand thread 2 of 3/8-16 X 1 1/2” bolt with 3/8” washers to get both started.

Locate a A5ME10011 top side connector plate.

Install the plate with 8 of the black ¼-20 X 1 Phillips head bolts using a #3 Phillips Head bit.

All 4 of the bolts on the front poles can now be tighten using a 9/16” wrench.

*** Repeat this process for the top right roof side. ***
SETUP

Locate both AAME10019 Side Metal Cages
These are interchangeable - it does not matter which side goes where.

Bring a cage to the side of the cabinet and pass it to a person inside the cabinet to install. There are brackets and plastic spacers attached to each of the 4 corners.

Install cage using black #8 X 1” burtle screws using a #2 Square Head bit.
3 screws in each corner, total of 12 screws per side.

*** Repeat this process for the other side cage. ***

Locate 3 of WACA10000 Game Roof Boards
Place on top of game in the channel created by “L” brackets.
Ensure the T-nuts are facing upward.

Align holes in wood with holes in metal “L” bracket.

Install each board with 4 of the black 1/4-20 X 1 Phillips head bolts using a #3 Phillips Head bit.
The bolt is screwed in from under the metal bracket, upward into the wood and T-nut.

*** Repeat this process for the 2 other roof boards. ***

Snip the wire tie on the coiled cable in front left side of game. Uncoil the cable along the top left side of game and plug into the connector at the rear left of cabinet.

Note: Early games had a separate cable (AACE10005) to span this length. It was shipped inside the cashbox of the left side player station.
SETUP

Locate the WACA10091 Clear Acrylic ball guard. Remove the protective paper from both sides of the Acrylic plexi.

The flat edge bottom of the plexi will fit into the groove between the white plastic and wood lip.

Slide acrylic plexi into place.

Hand thread 8 of 10-24 X 1 Phillips bolts with 3/16 X 3/4" lock washer and 3/16 X 3/4" fender washer to get all started, then tighten all using a #2 Phillips screwdriver bit.

To plug in game:
Remove power cord from small cardboard box. There are 2 options to access line filter socket:

Option #1:
If you have access to the back of the game, remove the 4 bolts using a 7/16" wrench.
Remove back panel.
Reach to the left to plug the power cord into the line filter.

Option #2:
If you do not have access to the back of the game, climb inside the cabinet and remove the floor panel by removing the 10 screws using a #2 Square bit.
Climb down under the cabinet to the right and plug the power cord into the line filter.

Power on game:
Open the front middle door and turn on rocker switch on the power strip.
Allow game to boot up and inspect the picture quality. The projector may need to be adjusted.

If the screen picture is out of focus or too small, reach up into the marquee opening where the projection is emitted.

There are 2 levers on the projector. One is for focus, the other for zoom.

If the screen picture is off to the side or height is off, the wood box holding the projector will have to be adjusted. This is not common.

Remove the small front marquee and unlock and open the front door in the marquee.

Loosen these bolts to adjust the projector up and down.

Loosen these bolts to adjust the projector left and right.

The game is now set up and ready for play! Enter menu to adjust settings to your location specific price per play and ticket payout.
MAIN MENU FUNCTIONS

Hold down the MENU button inside the front door of the cabinet for 2 seconds to open the main menu on the front screen.

Press MENU to scroll through the options, and MENU SELECT to choose your settings.

*DEFAULTS HIGHLIGHTED IN YELLOW*

<table>
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<td>HIT MENU SELECT BUTTON 3 TIMES</td>
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<td>VOLUME ATTRACT SETTINGS</td>
<td>HIT MENU SELECT TO ENTER VOLUME SETTINGS</td>
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<tr>
<td>GAME SETTINGS</td>
<td>HIT MENU SELECT TO ENTER GAME SETTINGS</td>
</tr>
<tr>
<td>PAYOUT SETTINGS</td>
<td>HIT MENU SELECT TO ENTER PAYOUT SETTINGS</td>
</tr>
<tr>
<td>DIAGNOSTICS</td>
<td>ON</td>
</tr>
<tr>
<td></td>
<td>OFF</td>
</tr>
<tr>
<td>RESET FACTORY DEFAULTS</td>
<td>HIT MENU SELECT BUTTON 3 TIMES</td>
</tr>
<tr>
<td>MUTE</td>
<td>ON</td>
</tr>
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<td></td>
<td>OFF</td>
</tr>
<tr>
<td>EXIT MENU</td>
<td>HIT MENU SELECT TO EXIT</td>
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## VOLUME/ATTRACT SETTINGS

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<th>Max</th>
<th>Default</th>
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</thead>
<tbody>
<tr>
<td>Game Volume</td>
<td>0</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Attract Volume</td>
<td>0</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Attract Timing</td>
<td>1 (min)</td>
<td>10</td>
<td>1 Minute</td>
</tr>
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## GAME SETTINGS

<table>
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<th>Setting</th>
<th>Normal/Tickets</th>
<th>Normal/Points</th>
<th>Normal/Coupons</th>
<th>Amusement Only</th>
<th>Show Mode</th>
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<td>Game Mode/Payment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>DEFAULT</td>
</tr>
<tr>
<td>Turn Time Out</td>
<td>2 (increment of 2)</td>
<td>38</td>
<td>NO TIMEOUT</td>
<td>DEFAULT 10</td>
<td></td>
</tr>
<tr>
<td>Full Column Shoot Again</td>
<td>DISABLED</td>
<td></td>
<td></td>
<td></td>
<td>ENABLE</td>
</tr>
<tr>
<td>AI Difficulty</td>
<td>PLAYER PICKS</td>
<td>EASY</td>
<td>MEDIUM</td>
<td>HARD</td>
<td></td>
</tr>
</tbody>
</table>

## PAYOUT SETTINGS

<table>
<thead>
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<th>Setting</th>
<th>Min</th>
<th>Max</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credits</td>
<td>0</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Swipe Prompt</td>
<td>DISABLED</td>
<td>ENABLE</td>
<td></td>
</tr>
<tr>
<td>Paper Tickets Ratio 2:1</td>
<td>DISABLED</td>
<td>ENABLE</td>
<td></td>
</tr>
<tr>
<td>Winner Tickets</td>
<td>10 (inc of 10)</td>
<td>310</td>
<td>110</td>
</tr>
<tr>
<td>Loser Tickets</td>
<td>10 (inc of 10)</td>
<td>310</td>
<td>30</td>
</tr>
<tr>
<td>Fixed Tickets</td>
<td>DISABLED</td>
<td>ENABLE</td>
<td></td>
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</table>
### Ticket Patterns

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<th>Loser Tickets</th>
<th>Average Tickets Per Game</th>
<th>Price Per Play</th>
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<tbody>
<tr>
<td>20</td>
<td>10</td>
<td>14-16</td>
<td>$.50 PER PLAY</td>
</tr>
<tr>
<td>50</td>
<td>20</td>
<td>34-36</td>
<td>$1.00 PER PLAY</td>
</tr>
<tr>
<td><strong>80</strong></td>
<td><strong>20</strong></td>
<td><strong>48-52</strong></td>
<td><strong>$1.50 PER PLAY</strong></td>
</tr>
<tr>
<td>110</td>
<td>30</td>
<td>68-72</td>
<td>$2.00 PER PLAY</td>
</tr>
<tr>
<td>140</td>
<td>40</td>
<td>88-92</td>
<td>$2.50 PER PLAY</td>
</tr>
<tr>
<td>160</td>
<td>50</td>
<td>100-110</td>
<td>$3.00 PER PLAY</td>
</tr>
</tbody>
</table>

### Doorboard Pinout

- **Outputs:**
  - Q1 (PD1): Game Counter
  - Q2 (PD0): Tickets Counter
  - Q3 (PD6): Coin Lockout
  - PE6: Ticket Enable

- **Inputs:**
  - PD4: Menu Button
  - PC6: Select Button
  - PD7: Ticket Notch
  - PB4: Coin In
  - PB5: DBA In
  - D15 (A1): Low Ticket Switch Input

- Colors:
  - Yellow = +12V
  - Red = +5V
  - Black = Ground
  - Blue = Output
  - Green = Input
The Connect 4 Hoops game is pre-wired with a UCL (Universal Card Link) connector to accept Card Swipe systems from many different manufacturers. Please follow these instructions to make full use of this capability.

**Option #1:**
Card swipe systems may come with a standard 9 pin Molex connector. This is the UCL connector. Simply plug this connector into your card swipe reader.

![Diagram showing the connection between AACE10014 and AACE10015](image)

**Option #2:**
If your card swipe systems does not have a standard 9 pin Molex connector, then you will have to splice wires into the AACE10014 & AACE10015 harness.
- Black wire is ground. (common)
- Green wire is coin signal.
- Yellow wire is +12 Volts DC

![Diagram showing additional wiring connections](image)

**Notes:**
1.) Many card swipe systems have a voltage threshold that can be adjusted in the card swipe menu. Please set this “Game Drive Threshold” to 2 Volts.
2.) There are ticket dispenser extension cables located in the left side coin door if needed.

**Menu Changes**
Enter menu, go to “Payout” Menu
- Change “Credits” to 1
- Change “Swipe Prompt” to “Enabled”

Go to “Game Settings” Menu
- Set “Game Mode/ Payment” to desired option
CIRCUIT BOARD LAYOUT

AACB10000 Control Board

A5CBL5900 USB Communication from Motherboard
A5CE2300 Audio Cable
AACB9600 Audio Amplifier
AACB9604 I/O Aux Board

A5CE10022 Red (Left Side)
A5CE10022 Yellow (Right Side)
A5CE10012 Motor & Sensor
A5CE10028 Hoop Sensors
A5CE10019 Power in from Power Dist Bd
A5CE10005 Power to Left Coin Door
A5CE10004 Power to Right Coin Door
A5CE10003 Power to Marquee Lights
A5CE10002 Power to Panel Light
A5CE10009 Power to I/O Boards
A5CE10010 Power to Controller Board
A5CE10016 Power to Panel Light
A5CE10015 Power to Ticket Dispenser
A5CE10014 Power to Ticket Dispenser
A5CE10011 Menu Buttons & Meters
A5CE10008 Power to Marquee Lights
A5CE10007 Power to Marquee Lights
A5CE10006 Power to Marquee Lights
A5CE10005 Power to Left Coin Door
A5CE10004 Power to Right Coin Door
A5CE10003 Power to Marquee Lights
A5CE10002 Power to Panel Light
A5CE10001 Power to Ticket Dispenser
A5CE10000 Power to Ticket Dispenser
A5CE10012 Power to Left Coin Door
A5CE10011 Power to Right Coin Door
A5CE10010 Power to Panel Light
A5CE10009 Power to I/O Boards
A5CE10008 Power to Marquee Lights
A5CE10007 Power to Marquee Lights
A5CE10006 Power to Marquee Lights
A5CE10005 Power to Left Coin Door
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A5CE10008 Power to Marquee Lights
A5CE10007 Power to Marquee Lights
A5CE10006 Power to Marquee Lights
A5CE10005 Power to Left Coin Door
A5CE10004 Power to Right Coin Door
A5CE10003 Power to Marquee Lights
A5CE10002 Power to Panel Light
A5CE10001 Power to Ticket Dispenser
A5CE10000 Power to Ticket Dispenser

26
WIRING DIAGRAM

RIGHT SIDE(YELLOW) : TICKET DISPENSER, DBA, AND COIN MECH

To 12 Volt DC
Bill Acceptor
A5AC9101
or
A5AC9094

AACE10016

AACE10039
Power In from
Power Supply

AACE10014

12 Volt DC Power from
Power Dist. Board

UCL Connector
Card Swipe system
cable would be
plugged into this
connector.

AACE10014

To Ticket
Dispenser
Part # A5TD1
Notch Signal
Com Ground
Enable Signal
12 Volt Power

Low Ticket Switch
Wired Normally Open
AASW200
1/4" Spacer A5SEN020

Brd. Addr.
ON

AACE10014

AACE10014

Board Address
for right side:
Dips #1 ON
Dip #2 OFF

AACB9604
I/O Aux Board
A5CB10001
All ball sensor boards have 4 emitters and 1 detector on opposite sides of the board.
The far left (#1) board can be swapped into a location with a faulty emitter.
The far right (#8) board can be swapped into a location with a faulty detector.

Sensor Boards are plugged into the Aux Board
#1 to #1
#2 to #2
Etc...

From Power Distribution Board

AACE100019
Pink Connectors

AACE10020
Gold Connectors

AACE10012
Pink Connectors

AACE10013

A5CBD5190A Sensor

A5MO5154 Motor
## TROUBLESHOOTING

<table>
<thead>
<tr>
<th>Problem</th>
<th>Probable Cause</th>
<th>Remedy</th>
</tr>
</thead>
</table>
| **No power to the game**  
No lights on at all | Unplugged.  
Circuit breaker tripped.  
Line Filter Faulty.  
Power strip faulty.  
Disconnected, loose or broken wires. | Check wall outlet.  
Reset power strip breaker switch or building circuit breaker.  
Replace Line Filter (Part # A5F19010)  
Change plug position, replace power strip if a section does not work. Part # A5OU1000  
Refer to wiring diagram. Check connections and reseat cables from line filter to outlet strip.  
Cables # AACE10025, AACE10026, and AACE10027 |
| **Projector is on**  
But everything else off  
(Power Supply not ON) | Power supply unplugged.  
Rocker Switch.  
Power supply shutting down because of 12 V overload.  
Faulty power supply.  
Faulty Power Dist Board | Insure power supply is plugged into power strip  
Make sure rocker switch is set ON.  
See power supply diagnostics to isolate bad component. A bad motor or 12 volt short would cause this.  
See Power Supply Diagnostic below.  
Replace Power Distribution Board (AACB5156) |
| **Dollar Bill Acceptor not functioning**  
Ensure Bill Acceptor is set to “Always Enable”  
Important: Only 12 Volt DC DBA is to be installed. | Check for power to Bill Acceptor.  
Dirt or debris in acceptor slot.  
Pinched, broken, or disconnected wiring.  
Bill acceptor problem. Part # A5AC9101 or A5AC9094 | Acceptor should cycle stacker at game power up. If not, check cable connections.  
Refer to “How to Clean Bill Acceptor” Or clean with bill reader cleaning card. (A5CC9000)  
Check wiring from bill acceptor to Mini Gen Board. (AACE10016 & AACE10017) Repair or replace wiring harness. Make sure wires are secure in connectors.  
Refer to troubleshooting section of dollar bill acceptor manual included with this game or the diagnostics label of the back of the unit. |
| **Meters does not work**  
Game meter will click at the end of the game.  
Ticket meter will click as tickets come out of game and notch is “seen” by dispenser. | Ensure correct number of tickets are being dispensed  
Disconnected, loose or broken wires.  
Faulty counter. | Check ticket values in menu. Refer to Tickets not dispensing troubleshooting section.  
Refer to wiring diagram. Check connections and reseat cables from meters to left I/O Aux Board  
Cables # AACE10011 and AACO1020  
Replace counter. AACO1020. |
<table>
<thead>
<tr>
<th>Problem</th>
<th>Probable Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Game not coin up</strong></td>
<td>Look for communication and power on the I/O Aux Board for that player. Ensure game makes sound when coin switch is triggered. Game set to large amount of credits per game. If Coin Input stays ON</td>
<td>Refer to “IO Aux Board Issue” diagnostic section. Check coin switches—both should be wired normally open. If one switch is “closed” the other will not work either. Check wiring to I/O Aux Board (AACBL4A-DOORA, AACE10015 or AACE10014) Check Game Setup Menu. Ensure Credits is set to proper value. Ensure only 5 volts on coin switch green and black wires. I/O Aux board may be faulty. Swap I/O Aux board with other player side, making sure to change dipswitch settings. (Left side both off, Right side dip 1 is on, 2 is off)</td>
</tr>
<tr>
<td><strong>No Sound</strong></td>
<td><strong>Volume set to mute in menu or game volume/attract volume set to zero.</strong> Disconnected, loose or broken wires. Verify 12 Volts DC to Audio Amplifier Boards Faulty speaker.</td>
<td>Enter Main Menu and verify: Game Volume &amp; Attract Volume is not zero. Mute is set to OFF Refer to wiring diagram. Check connections and reseat audio cable from motherboard to Newgen board. Cables # AACE8811, AACE10002, AACE10003, AACE10018, AACE10048, A5CEAU010, AND A5SP10001 Unplug splitter cable (A5SP10001) from motherboard, plug into MP3 player or phone and see if music is amplified and comes out of speaker. If Yes - then motherboard is faulty. If No - then cable or amplifier board is faulty Replace speaker. AACE8811</td>
</tr>
<tr>
<td><strong>I/O Aux Board Issue</strong></td>
<td>Green power LED should be flashing. One blink for left side, 2 blinks for right side) Red and Yellow LED’s should be flashing. Faulty I/O Aux Board.</td>
<td>If it is off, then check 12 &amp; 5 Volts DC coming into board on cable AACE10039 from Power Distribution Board. If solid on, then it is not communicating with the motherboard. Check A5CBL5900 USB cable. Swap cables with other side. If they are off, it is not communicating with the motherboard. Check A5CBL5900 USB cable. Swap cables with other side. Swap I/O Aux board with other player side, making sure to change dipswitch settings. (Left side both off, Right side dip 1 is on, 2 is off) Replace if needed. Part # AACB9604</td>
</tr>
<tr>
<td>Problem</td>
<td>Probable Cause</td>
<td>Remedy</td>
</tr>
<tr>
<td>---------</td>
<td>----------------</td>
<td>--------</td>
</tr>
<tr>
<td>LED white rear cabinet lighting above hoops not working</td>
<td>LED’s receive 12 Volts DC from power supply through The Power Distribution Board. Faulty LED light.</td>
<td>Check for proper connection from power supply to Power Distribution Board. Refer to wiring diagram. Check connections and reseat cables from Power Distribution Board to LED lights. Cables # AACE10004, (AACE10005 if present), AACE10043, and AACE10042. Light strips are wired in series. Swap the 2 light strips to identify a faulty LED strip. Replace as needed. Part # AACE10043 or AACE10042</td>
</tr>
<tr>
<td>LED white front panel light not working</td>
<td>LED’s receive 12 Volts DC from power supply through The Power Distribution Board. Faulty LED light.</td>
<td>Check for proper connection from power supply to Power Distribution Board. Refer to wiring diagram. Check connections and reseat cable from Power Distribution Board to LED lights. Cables # AACE10006, and AACE1004</td>
</tr>
<tr>
<td>Upper marquee LED’s not working</td>
<td>LED’s receive 12 Volts DC from power supply through The Power Distribution Board. Faulty LED light.</td>
<td>Check for proper connection from power supply to Power Distribution Board. Refer to wiring diagram. Check connections and reseat cables from Power Distribution Board to LED lights. Cables # AACE10004, AACE10001, and AACE10045 Front LED strips are part # AACE10033 &amp; AACE10044 Left checker LED strip is part # AACE10034 Right checker LED strip is part # AACE10035</td>
</tr>
<tr>
<td>One of the left side, red colored LED strips not working</td>
<td>If all colored cabinet lights are not functioning, check power into the Control Board from the Power Distribution Board. If single LED strip is out, check cable. LED’s are wired in series. Refer to wiring diagram. Faulty LED</td>
<td>Refer to wiring diagram. Check connections and reseat cables from Power Distribution Board in the front of the cabinet to Control Board in the back. Cables # AACE10021, AACE10020, and AACE10019 Check for 12 volts coming from Power Distribution Board in the rear of the cabinet on red and black wires. If no 12 volts DC, ensure 12 volts is coming into board on cable # AACE10019. If voltage is present - replace Control Board part # AACE10000 Refer to wiring diagram. Cables # AACE10022, AACE10023, AACE10024, AACE10040, AACE10007, AACE10008, and AACE10036 Swap LED connector from one socket to the other to verify. Replace LED as needed.</td>
</tr>
<tr>
<td>Problem</td>
<td>Probable Cause</td>
<td>Remedy</td>
</tr>
<tr>
<td>---------</td>
<td>----------------</td>
<td>--------</td>
</tr>
</tbody>
</table>
| Tickets do not dispense or Wrong amount dispensed. | Opto Sensor on ticket dispenser dirty.  
Faulty ticket dispenser.  
Notch on tickets cut too shallow.  
Faulty cable. Disconnected, loose or broken wires.  
Faulty I/O Aux Board. | Blow dust from sensor and clean with isopropyl alcohol.  
Replace with working dispenser to isolate the problem. (A5TD1)  
Flip tickets and load upside-down to have large cut notch toward opto sensor.  
Check connectors from ticket dispensers to I/O Aux board. Check for continuity.  
Cables AACE10014 or AACE10015  
Swap I/O Aux board with other player side, making sure to change dipswitch settings. (Left side both off, Right side dip 1 is on, 2 is off)  
Replace I/O Aux Board. Part # AACB9604 |
| Tickets on monitor does not match tickets coming out of game. | Settings in Menu are incorrect. | Enter Menu and check certain areas:  
Game Mode / Payment to Normal/ Tickets Paper ticket ratio 2 to 1  
Winner Tickets  
Loser Tickets - Note: A tie is a loser.  
Fixed tickets |
| Ball Gate Motor not working.  
Motor will cycle at game power on. | Motor does not turn at power on.  
Motor receives power through the Control Board in rear of game.  
Refer to "How to Access Rear Control Board"  
Faulty Control Board. | If the motor is receiving power, but not turning, replace the motor. A5MO5154  
Check connectors from motor to Control Board. Check for continuity on cables AACE10013 & AACE10012 to Control Board.  
Ensure Control Board is receiving 12 volt power. Refer to wiring diagram. 12 Volts DC should be between yellow and black wires on cables AACE10019, AACE10020, and AACE10021  
Replace Control Board if needed. # AACB10000 |
| Ball Gate does not go down all the way. | Motor turns at power on, but does not stop in correct position.  
Mechanical linkage/ spring issue.  
Position Sensor is not working correctly. | Check springs on each end of the ball gate. Replace if needed. Part # A55SREX050  
Clean sensor. Refer to "Ball Gate Motor keeps running" Replace sensor if needed. AACB5190A |

Loosen the 2 bolts on the motor assembly, and slide bracket with slotted holes to adjust height of ball gate.
# Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Probable Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ball Gate Motor keeps running. Motor will cycle at game power on. Sensor not being seen. Sensor receives signals through the Control Board in rear of game. Faulty Control Board. Refer to &quot;How to Access Rear Control Board&quot;</td>
<td>Check for 12 volts to sensor and 5 volt signal return. Pinched, broken, or disconnected wiring</td>
<td>There should be 12 volts on the ...... Wires 5 volts on the .... Wires when not blocked and 0 volts when blocked. Refer to wiring diagram. Check connections sensor to Control Board. Cables AACE10013 &amp; AACE10012 Ensure Control Board is receiving 12 volt power. Refer to wiring diagram. 12 Volts DC should be between yellow and black wires on cables AACE10019, AACE10020, and AACE10021 Replace Control Board if needed. # AACB10000</td>
</tr>
<tr>
<td>Projector not working. Power down, wait 5 minutes and power up again.</td>
<td>Screen shows &quot;No Signal Input&quot; Note: Projector Must be plugged in for motherboard to boot up.</td>
<td>Projector HDMI cable unplugged. There are 2 cables that are connected together - A5CORD36 and A5CORD37 Faulty or loose RAM Large power connector unplugged on motherboard Small power connector unplugged on motherboard Faulty power supply - Refer to Power Supply diagnostic section Faulty motherboard - Replace faulty board. (AAMB10-HD)</td>
</tr>
<tr>
<td>Projector Image Fuzzy</td>
<td>There is a slot under projector that contains 2 slide levers</td>
<td>One slide lever is for zoom. One slide lever is for focus. Reach up under projector and adjust these 2 knobs to clear up image on screen.</td>
</tr>
</tbody>
</table>
TROUBLESHOOTING

HOOPS NOT SCORING

All ball sensor boards have 4 emitters and 1 detector on opposite sides of the board. These infrared sensors create a beam which the ball breaks to score a hoop.

Because these are interchangeable, the far left (#1) board can be swapped into a location with a faulty emitter. The far right (#8) board can be swapped into a location with a faulty detector.

Sensor Boards are plugged into the Aux Board
#1 to #1
#2 to #2
#3 to #3
#4 to #4
#5 to #5
#6 to #6
#7 to #7
#8 to #8

The same cable goes to every sensor, so the cables can be swapped between sensors to identify an issue.
8 cables per game. (AACE10028)

Diagnostic Menu
To Enter the Diagnostic Menu:
Enter Main Menu and scroll down to “Diagnostics:” turn to ON
Exit Menu

The ball gate motor will cycle open, and this screen will appear:

The top column will show hoops scored.
DIAGNOSTICS

POWER SUPPLY

1.) Verify AC power to game. Check power strip in front door. The rocker switch should be illuminated.
2.) Check connection to power supply.
3.) Ensure Power Supply switch is set to 115V (or 230V) *(Some model power supplies may not have this)*
4.) Ensure Power switch is on.
5.) Ensure fan is turning.
   - If power supply fan is turning and there is no 12 Volt out:
     Check power supply cables to the Power Distribution Board.
     This board takes the power in, and directs it to the different 12 volt loads.
     Unplug all power out connectors from the right side of the Power Distribution Board.
     Turn on game and if it boots correctly, plug one cable in at a time until the issue is found.
     Replace power supply if this board is not receiving 12 volts. (A5PS1013)
   - If power supply fan is not turning, then continue to “Verify Power to Motherboard”

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

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

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

If power supply still does not power on, replace power supply (A5PS1013), or motherboard. (AAMB10-HD)
Diagnostics

Bill Acceptor

Note: There are many different models and brands of Bill Acceptors that are used on redemption games. Your Bill Acceptor may differ from the unit shown.
Standard DBA is MEI # AE2654-U5 Part # A5AC9101 or A5AC9094

Determine if Bill Acceptor has power:
Turn game ON—The bill acceptor should make noise as stacker cycles and green lights on outside bezel should flash.

If NO power:
Use meter to measure 12 VDC voltage at cable going into Bill Acceptor from front I/O Aux Board

If power is OK:
Clean Bill Acceptor path to make sure there is nothing jamming unit.
Check dipswitch settings on side of acceptor.
   Make sure switch # 8 is OFF for Always Enable

Error Codes
Count the number of flashes on front bezel of Bill Acceptor and follow chart for repair.
HOW TO
ADJUST PROJECTOR

| Projector Image Fuzzy | There is a slot under projector that contains 2 slide levers | One slide lever is for zoom. One slide lever is for focus. Reach up under projector and adjust these 2 knobs to clear up image on screen. |

Remote Control for the Projector
There are options in the projector menu that can be accessed by the remote control. Please stand back 10 feet with the remote control so the projector “sees” it.

Casio XJ-V110W Projector

| Image Adjustment | Brightness 0 | Contrast 0 | Color Mode Standard | Color Balance Normal |
| Volume Adjustments | Volume 15 |

Screen Settings
| Keystone Correction 39 | Aspect Ratio Normal | Projection Mode Front | Ceiling Mount On | No Signal Screen Blue | Blank Screen Black |

Input Settings
Signal Name Indicator On

Option Settings 1
Auto Keystone Correction On
Auto Power Off 10 Min
Direct Power On Off
Language English

Option Settings 2
High Altitude Off

HOW TO
ACCESS REAR CONTROL BOARD, MOTOR, AND SENSOR

Carefully climb over the plexi shield and enter the middle section of the game. Remove the 6 screws in the center bottom wood and lift center wood up and place aside. The ball gate motor, sensor and control board can now be accessed.

| Ball Gate does not go down all the way. | Loosen the 2 bolts on the motor assembly, and slide bracket with slotted holes to adjust height of ball gate. |
## BALL GATE EXPLODED VIEW

### Table 1: Parts List

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A5BOCG065</td>
<td>10-24 x 1 1/4&quot; Bolt</td>
<td>A5HSY020 S-Hook</td>
</tr>
<tr>
<td>A5ME10015</td>
<td>Ball Gate</td>
<td>A5SCSQ001 #6 X 3/4&quot; Screw</td>
</tr>
<tr>
<td>A5NULO040</td>
<td>10-24 Nut</td>
<td>A5SREX050 3/8&quot; X 6&quot; Spring</td>
</tr>
<tr>
<td>A5BRZN030</td>
<td>1&quot; X 1&quot; X 2&quot; Bracket</td>
<td>W5HG1030 23&quot; Hinge</td>
</tr>
<tr>
<td>A5SCPH190</td>
<td>10-24 X 1/2&quot; Screw</td>
<td></td>
</tr>
</tbody>
</table>

### Table 2: Parts List

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A5BOH030</td>
<td>10-32 X 3/4&quot; Bolt</td>
<td>A5MUNY010 Sticky Tab</td>
</tr>
<tr>
<td>A5BOPH030</td>
<td>4-40 x 1/2&quot; Bolt</td>
<td>A5SREX050 3/8&quot; X 6&quot; Spring</td>
</tr>
<tr>
<td>A5CB5190A</td>
<td>Sensor</td>
<td>A5FN010 4&quot; Wire Tie</td>
</tr>
<tr>
<td>A5ME1727</td>
<td>Motor Bracket</td>
<td>A5WAET020 #10 Tooth Lock Washer</td>
</tr>
<tr>
<td>A5MO5154</td>
<td>Motor</td>
<td>A5PIRO015 3/16&quot; X 1 1/4&quot; Roll Pin</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>PART #</th>
<th>DESCRIPTION</th>
<th>PART #</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A5BA8300</td>
<td>Basketball, 8.75&quot;, Model Sb1015</td>
<td>A5ME10019</td>
<td>Metal, Side Cages</td>
</tr>
<tr>
<td>A5CB2050</td>
<td>Coin Box, Plastic, Black</td>
<td>A5SP10001</td>
<td>Audio Splitter, Stereo 3.5mm</td>
</tr>
<tr>
<td>A5HA1200</td>
<td>Handle, Cash Box, White Plastic</td>
<td>A5CEAU010</td>
<td>Cable, Audio Stereo 3.5mm</td>
</tr>
<tr>
<td>WSTM4000</td>
<td>T-Mold, 7/8&quot; &quot;Black</td>
<td>A5CORD1</td>
<td>Cord, Power, 10'</td>
</tr>
<tr>
<td>A5LV10000</td>
<td>Levelers, C4 Hoops Cabinet</td>
<td>A5CORD5-A</td>
<td>Cord, Ac Computer Cord</td>
</tr>
<tr>
<td>A5PL8600</td>
<td>Plug, Plastic Round Plug 1-3/8&quot; Dia</td>
<td>A5CORD23</td>
<td>Cord, 10' Usb, A Male To A Female</td>
</tr>
<tr>
<td>AASW200</td>
<td>Low Ticket Switch</td>
<td>A5CORD36</td>
<td>Cord, 8' Hdmi To Hdmi</td>
</tr>
<tr>
<td>AISFC0080</td>
<td>Ferrite, Suppressor</td>
<td>A5CORD37</td>
<td>Cord, 15' Male To Female Hdmi</td>
</tr>
<tr>
<td>A5SP10000</td>
<td>Spring, Extension, 7/16 X 2-3/4</td>
<td>A5CE6601</td>
<td>Cable, Usb, 6', Extension, Blk</td>
</tr>
<tr>
<td>A5HKSY020</td>
<td>S Hooks</td>
<td>A5CBL5900</td>
<td>Cable, Usb, Male A To Male Micro</td>
</tr>
<tr>
<td>A5BOEY010</td>
<td>Eye Hook Bolts</td>
<td>AACE1710</td>
<td>Cable, Door Ground</td>
</tr>
<tr>
<td>A5SREX050</td>
<td>Spring, 6&quot;, 3/8&quot; Od., 041</td>
<td>AACE1715</td>
<td>Cable Assy, Ground Strap</td>
</tr>
<tr>
<td>A5LK2001</td>
<td>Lock, Cash Box, A05/E00 Key Code</td>
<td>A5CE2300</td>
<td>Cable, Audio Isolator</td>
</tr>
<tr>
<td>A5LK5002</td>
<td>Lock, 7/8&quot;, H95 Key Code</td>
<td>AACE1000</td>
<td>Cable Assy, Hoop Addressable Power</td>
</tr>
<tr>
<td>A5MO5154</td>
<td>Motor, Arm, 10 Rpm</td>
<td>AACE10001</td>
<td>Cable Assy, Marquee Lights Power</td>
</tr>
<tr>
<td>AABR10000</td>
<td>Ball Release Assembly</td>
<td>AACE10002</td>
<td>Cable Assy, Marquee Speaker Jumper</td>
</tr>
<tr>
<td>AABK1013</td>
<td>Bracket, Pushbutton/Counters</td>
<td>AACE10003</td>
<td>Cable Assy, Speaker Jumpers</td>
</tr>
<tr>
<td>A5BK9999</td>
<td>Bracket, Power Supply Mounting</td>
<td>AACE10004</td>
<td>Cable Assy, Marquee Power To Back</td>
</tr>
<tr>
<td>A5HO1003</td>
<td>Holder, For Light Bars</td>
<td>AACE10005</td>
<td>Cable Assy, Back Stick Light Power, Optional</td>
</tr>
<tr>
<td>W5HG1025</td>
<td>Hinge, 16&quot;, Double Bend</td>
<td>AACE10006</td>
<td>Cable Assy, Panel Stick Light Power</td>
</tr>
<tr>
<td>W5HG1030</td>
<td>Hinge, 23&quot;, Single Bend</td>
<td>AACE10007</td>
<td>Cable Assy, Red Lgt Pwr From Panel</td>
</tr>
<tr>
<td>W5HG1040</td>
<td>Hinge, 8-3/8&quot; Single Bend</td>
<td>AACE10008</td>
<td>Cable Assy, Right Side Rail Rgb Lgt</td>
</tr>
<tr>
<td>W5HG1065</td>
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<td>Cable Assy, Left Dba</td>
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<td>Decal, Mech Door Left, Red</td>
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## MAINTENANCE LOG

If repairs are necessary, it is good practice to keep a log of repairs done and parts ordered. The chart below will assist you in tracking your game's maintenance.

<table>
<thead>
<tr>
<th>DATE</th>
<th>MAINTENANCE PERFORMED</th>
<th>PARTS ORDERED</th>
<th>INITIALS</th>
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</table>
TECHNICAL SUPPORT

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

Electronics / Circuit Boards - Repair Options

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 two days. 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 in for repair, give us a call and ask for an Advance Replacement. We’ll send you a replacement board that same day (pending availability). 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 (not available for international shipments). This is your best option when you need to get your game up and running as quickly as possible!

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

Technical Support:

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

Returns, Credits, & Fees:

NOTICE! ALL ITEMS being sent to Bay Tek Entertainment for repair or return, etc. require prior Return Authorization! Bay Tek Entertainment will provide a Product Return Form with an authorizing Ticket Number for each item to be returned. Please be certain to include this document with all shipments! Late Fees and Non-Return Fees - Advance Replacement and Warranty Replacement items require the defective items to be returned by Bay Tek Entertainment promptly to avoid Late Fees. We expect items to be returned with 10 working days. Late fees are invoiced monthly. Late fees are non-refundable under any circumstance! Any item not returned within 90 days will be invoiced in full as a replacement part.

Bench Fees - Bench fees will apply for each electronic item returned to Bay Tek Entertainment (this includes unused Advance Replacement items). This charge covers our cost to inspect, evaluate and retest each item. Please note that returned items that do not pass our tests will be charged accordingly as replacement items or advance replacements.

Restocking Fees - Unused items returned for credit will be credited minus a restocking fee. Items must be returned with in 30 days of purchase in order to qualify for any credit amount. No shipping charges will be credited.
WARRANTY

Bay Tek Entertainment warrants to the original purchaser that all game components will be free of defects in workmanship and materials for a period of 6 months from the date of purchase. If you fill out the registration card in the cashbox of the game, Bay Tek will add another 3 months to your warranty, free of charge.

Bay Tek Entertainment will, without charge, repair or replace defective component parts upon notification to the parts/service department while the game is under warranty.

Warranty replacement parts will be shipped immediately, via ground service, along with a Product Return Form for the return of defective parts.

Defective parts must be shipped back to Bay Tek Entertainment unless otherwise instructed. Items not returned to Bay Tek Entertainment will be invoiced as replacement parts.

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

ATTENTION

In order to maintain the safety & compliance certifications of this game, ONLY approved parts may be used. For approved replacement parts, refer to the parts list in this manual.

Should you need your game serviced, determine the serial number from the decal placed on the front of this manual, or locate it on the back of the game. Then contact our Service Department at: 920.822.3951 or e-mail: service@baytekent.com

NON-WARRANTY

Options and estimated charges will be provided to you for your approval. Please remember that any items being sent to Bay Tek Entertainment must include prior return authorization from our Parts & Service Department. This approval will include a Product Return Form which is required to be included with any incoming shipments. Repaired parts will be shipped back using the same method in which they were received. Repairs are warranted for 30 days from the date of return shipment.
Connect 4 Hoops Shipping Checklist
Game Serial # ______

The game will arrive on 4 pallets. Please inspect the pallets for shipping damage and report immediately to the freight company if any damage found.

Each pallet will contain the following items:

**Console Pallet:**
- 6 inflated basketballs in a bag (part # A5BA8300)
- 4 poles bolted to back of cabinet
  - Back Right Pole (part # AAME10000-1)
  - Back Left Pole (part # AAME10000-2)
  - Front Right Pole (part # AAME10000-3)
  - Front Left Pole (part # AAME10000-4)
- 2 long roof side rails screwed to the game (part # A5ME10013)
- Large marquee sitting on top of the platform (part # AAMA10001)
- Hardware kit inside the left side, red door (part # A5KIT-HOOPS)

**Middle Pallet:**
- Clear acrylic ball guard (part # WACA10091)
- 3 of top of game roof boards (part # WACA10100)
- 1 left small upper side boards (part # AASI10003)
- 1 right small upper side boards (part # AASI10002)
- 1 left large upper side boards (part # AASI10001)
- 1 right large upper side boards (part # AASI10000)
  - Small Box:
    - Smaller marquee (part # AAMA10000)
    - 4 of bottom side connector plates (part # A5ME10010) wrapped together
    - 4 of top side connector plates (part # A5ME10011)
    - 2 of middle back connector plates (part # A5ME10012)

**Upper Back Pallet:**
- No extra parts on pallet

**Lower Back Pallet:**
- 2 cages with brackets attached wrapped to the game (part # AAME10019)

Inspected By: ________________________________
Inspected Date: ________________________________

Please email this form to parts@baytekent.com if any discrepancies are found.