Emax Tech Bulletin 5

Date Issued: 09/28/2004
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Product Effected: E-Max Console Computer
Version(s) Effected: 1.2.0, 1.2.1, 1.2.2

Any console not at v1.2.0 or higher will need to updated to v1.2.0 or higher before performing the v1.3.0 update. Note: Any console not a v1.2.0 or higher must be returned to Arrow International, Inc.

A DR update is required before installing the v1.3.0 update is performed. The *Arrow E-Max Data Router Install v4.1.3* is included on the v1.3.0 update CD, HH1091. **Perform the DR update first.** If the DR update fails; an updated DR will need to be requested from Arrow International, Inc. and the rest of the v1.3.0 update must be aborted.

When ordering a v1.3.0 update for an existing console with v1.2.0 or higher with competitive perms (BK, Bettina, American Games, etc.) installed, a new competitive perm disk must be requested. The requested perm disk must be installed after the update is completed.

Auto-Search should be requested at the time of order. If not request at the time of order an *Arrow E-Max Configuration Utility v1.2.0* will be required to enable Auto-Search in the field.

It is preferred to perform an Application v1.3.0 installation over a v1.3.0 Update if the loses of Schedule, Session, Game, Pattern, etc. information is acceptable. Otherwise perform a v1.3.0 Update.

Arrow E-Max Bingo Console Application Update Setup V1.3.0

(This application update will <u>**convert**</u> your games database into the 1.3.0 software. Make a new games backup when the process is complete. A 1.2.x games backup cannot be loaded into 1.3.x software.)

Prerequisite: Console must be at v1.2.0 or higher. Competitive perms (BK, Bettina, American Games, etc.) must be installed after the update is completed.

1. Turn On front power strip.
2. Turn On UPS. (Wait for the power light on UPS to be a steady green).
3. Turn On Monitor (Light on front should turn on yellow).
4. Turn on Dell (PC) (Light on front should turn on green).
5. You will see the Arrow Login screen. Insert the Application CD v1.3.0 (HH1091) in to bottom (CD) drive.
6. Login using the **System** password. (Default: **13629**)
7. Press the **Utilities** button.
8. Press the **Upgrade Software** button.
9. Select "**Arrow E-Max Data Router Install v4.1.3**" from the list of available updates.
10. Press the **Install** button.
11. Press the **Next** button on the Arrow Data Router Install welcome window.

READ THE FOLLOWING INSTRUCTIONS BEFORE CONTINUING! WARNING! The following steps must be performed within two seconds.
You are going to press the Data Router reset button located on the front of the Data Router (See Figure 1). **Immediately** after pressing the Data Router Reset button press the **Continue** button on the touch screen. **ALL OF THE ABOVE MUST BE ACCOMPLISHED WITHIN 2 SECONDS**.
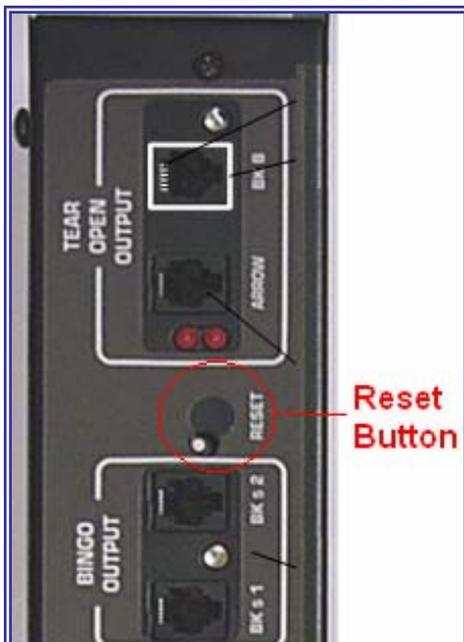

Figure 1

12. Press the Data Router reset button (See Figure 1 to the left) and immediately press the **Continue** button on the touch screen.
13. When **Programming Complete** message is displayed, press the Data Router reset button.
14. Press the **Exit** button.

Note: If the **Programming Complete** message was NOT displayed. Remove the CD from the top (DVD) drive, restart the computer and return to Step #5. If multiple attempts were unsuccessful, do NOT continue with the following steps and ABORT the entire installation and contact the Arrow Technical Assistance Center for further instructions.

15. When Dell (PC) has been restarted you will see the Arrow Login screen.
16. Login using the **System** password. (Default: **13629**)
17. Press the **Utilities** button.
18. Press the **Upgrade Software** button.
19. Select "**Arrow E-Max Application Update v1.3.0**" from the list of available updates.
20. Press the **Install** button.
21. Press the **Next** button on the Arrow Application Update Install welcome window.
22. Click on **Next** to continue Arrow Application Setup.
    (**Note:** This will take several minutes.)
23. When finished screen is displayed, click on **Finish** and remove the Arrow Application Setup CD.
24. When Dell (PC) has been restarted Arrow Console Login screen will be displayed.
25. Login using the mouse or touch screen with the following password **13629** and press <Enter>.
26. Installation is Complete.

Arrow E-Max Bingo Console Application Setup V1.3.0

(This application will setup the <u>full load</u> version 1.3.0 E-max application. It **<u>will not convert</u>** the games database. Continuing with this setup option will delete the games database. The 1.2.x version games backup will not work with 1.3.x software!)

27. Turn On front power strip.
28. Turn On UPS. (Wait for the power light on UPS to be a steady green).
29. Turn On Monitor (Light on front should turn on yellow).
30. Turn on Dell (PC) (Light on front should turn on green).
31. You will see the Arrow Login screen. Insert the Application CD v1.3.0 (HH834) in to top (DVD) drive.
32. Login using the **System** password. (Default: **13629**)
33. Press the **Utilities** button.
34. Press the **Upgrade Software** button.
35. Select "**Arrow E-Max Data Router Install v4.1.3**" from the list of available updates.
36. Press the **Install** button.
37. Press the **Next** button on the Arrow Data Router Install welcome window.

READ THE FOLLOWING INSTRUCTIONS BEFORE CONTINUING! WARNING! The following steps must be performed within two seconds. You are going to press the Data Router reset button located on the front of the Data Router (See Figure 1). **Immediately** after pressing the Data Router Reset button press the **Continue** button on the touch screen. **ALL OF THE ABOVE MUST BE ACCOMPLISHED WITHIN 2 SECONDS**.

Figure 2

38. Press the Data Router reset button (See Figure 1) and immediately press the **Continue** button on the touch screen.
39. When **Programming Complete** message is displayed, press the Data Router reset button.
40. Press the **Exit** button.

Note: If the **Programming Complete** message was NOT displayed. Remove the CD from the top (DVD) drive, restart the computer and return to Step #5. If multiple attempts were unsuccessful, do NOT continue with the following steps and ABORT the entire installation and contact the Arrow Technical Assistance Center for further instructions.

41. When Dell (PC) has been restarted the Arrow Applications Setup screen will be displayed.
42. Click on **Next** to continue Arrow Application Setup.
    (**Note:** This will take several minutes.)
43. When finished screen is displayed, click on **Finish** and remove the Arrow Application Setup CD.
44. When Dell (PC) has been restarted Arrow Console Login screen will be displayed.
45. Login using the mouse or touch screen with the following password **13629** and press <Enter>.
46. Installation is Complete.