

# NEVADA GOLD II

ARROW INTERNATIONAL  
CAPITOL BINGO



# TABLE OF CONTENTS

## Introduction

- 4 Existing Nevada Gold features
- 4 Nevada Gold II
- 5 Player Interface Improvements
- 5 Operator Interface Improvements
- 6 System Improvements

## Installation

- 7 Safety Warnings
- 7 Inspection and Unpacking
- 7 Damage Action
- 8 Mounting
- 8 Power Source
- 9 Loading Tickets

## Player Interface

- 10 Location of player and operator controls

## Quick Start Guide

- 11 Standard Dispenser

## General Security

- 12 Physical
- 12 Password
- 12 Electronics

## Player Instructions

- 13 Money Insertion
- 13 Column Button
- 13 Play All Button
- 13 Play All Multi Button
- 14 Ticket Door
- 14 Remaining Credits
- 14 Error Messages

## Operator Instructions

- 15 Power On
- 15 Disable/Enable Key
- 15 Power Off
- 16 Shutdown Mode
- 16 Service Mode

## Report System

- 21 Report Menus
- 22 Printed Financial Report Example
- 24 Printed Event Report Example

## Remote/Pin Sales Mode

- 26 Pin Sales Methods
- 26 Remote Device Operations
- 28 Pin Sales Screen Flow

## Specifications And Part Numbers

- 29 Dispenser Block Diagram
- 30 Dispenser Specifications
- 30 Pin Sales Remote Device Specifications
- 31 Password System
- 32 Password Worksheet
- 33 Part Numbers and Accessories

## Diagnostics

- 34 Computer Reset
- 35 Hardware Diagnostic Test
- 37 Troubleshooting the Dispenser
- 38 Bill Acceptor Error Codes
- 39 Troubleshooting Pin Sales Remote Device

# TABLE OF CONTENTS

## Care And Maintenance

- 40 Cleaning
- 40 Replacing the Computer
- 41 Servicing a Bill Acceptor
- 42 Replacing A Column
- 43 Maintenance Checklist

## Warranty

# INTRODUCTION

The new NEVADA GOLD II (NVGII) product is an upgraded version of the traditional Nevada Gold (NVG) ticket dispenser.

## Existing NVG Features

All of the following NVG features are retained in the NVGII:

- 4 or 8 column models
- Columns hold 1,000 tickets of 1, 3, 4, 5, 6 window varieties
- Ticket prices supported are \$0.10, \$0.25, \$0.50, \$1, \$2, \$5
- Maximum credit limit can be defined
- Bills accepted are \$1, \$5, \$10, \$20, \$50, \$100 (holds up to 600 bills)
- Dispense one ticket at a time or use a Play All function (up to 100 tickets max)
- Separate keys for Main door (ticket access) and Cash box door
- Electronic memory indefinitely holds historical financial data without line power
- Player credits are saved and restored when power fails
- Reports can be displayed and/or printed
- Door openings are tracked
- Real time clock (NVG option)
- Support of ads video display (NVG option)
- Support of remote pin sales function (NVG option)
- Support of Play All in multiple columns function (NVG option)
- Support of enable/disable key (NVG option)

## NVGII

Standard models:

- Model 1: 4 column, with bill acceptor
- Model 2: 4 column, with bill acceptor and Ads display
- Model 3: 4 column, Pin Sales only (without a Pin Sales Remote device)

Integrated cabinet lifting handles are provided on all models.

Options:

- A 4 column expansion assembly (used to upgrade to an 8 column unit on all of the above)
- Pin Sales Remote device with serial cable for Models 1 and 2
- Report printer (POS style) with serial cable for all models
- Report printer (portable/battery powered) with serial cable and charger for all models
- Base cabinets, 4 or 8 column for all models

## Player Interface Improvements

### New Display:

- 4 line x 20 characters with high contrast and bright backlight
- Improved messaging/instructions
- Display of credits can be in \$, or £, or €

-Bill Acceptor is 10 times faster (accepts \$100 bill in 1 second)

### Multiple ticket dispense mode

- Holding down the column button allows multiple tickets to dispense
- Easily dispense more than 1 ticket from a column without using Play All
- Player can select Play All or Play All Multi function
- Column button LEDs and both Play All buttons LEDs are software controlled

-Improved ticket hopper door

-Nevada Gold II accepts money and dispenses tickets for 1 hour after loss of AC line power

## Operator Interface Improvements

-New display has improved messaging in Service mode and Report modes

-Separate electronics door and cash door are mechanically independent of the main door

-Dispenser Enable/disable key:

- Included on all dispenser models
- Used to inhibit ticket sales during restricted hours
- Also used to prevent backup battery discharge with loss of AC line power

-New 16 key keypad:

- Password keypad is a standard telephone key layout and on the outside of the dispenser
- Improved menu navigation
- Keypad is disabled from player use

-Communication port connector

- Mounted on the exterior of the dispenser housing
- Optional serial printer can be connected for local reports
- Optional Pin Sales Remote device can be connected with remote printer option

-Auto ticket advance

- Automatically advances the first ticket in each column when the main door is closed

-The dispenser can be field configured for two types of dispense modes:

-Cash dispense

- Can be used for player cash only
- Can be used for operator Pin sales with a Pin Sales Remote device
- Automatically alternates between cash and pin sales modes

-Pin Sales dispense

- Used specifically for Pin Sales mode without a Pin Sales Remote device

-Improved reports

- Single unified financial report
- Detailed event log report

## System Improvements

- New Battery backup system
  - Small, lightweight Lithium battery pack
  - Nevada Gold II accepts money and dispenses tickets for 1 hour after loss of AC line power
  - Use the disable key to preserve the battery charge before turning AC line power off
  - New power supply can simultaneously run the dispenser and recharge a dead battery
- New security password system
  - Pin positions have been expanded from 5 to 24 and are common for both cash and pin sales modes
  - Three levels of password security
    - System administrator
    - Manager
    - Operator
  - System administrator security function has been added to allow field re-configuration of dispenser modes and cash limits.
- System Administrator field configurations
  - Number of columns, 4 or 8
  - Dispense mode, cash or pin
  - Low ticket sensor option, enable/disable/shutdown
  - Audible alarm, disable/enable
  - Maximum credit limit value
  - Multi column dispense mode, disable/enable
  - Credit display format, US, UK, Euro
- Extensive time stamped logging of all dispenser events
  - Dispenser enabling/disabling
  - Door openings and closings
  - Amount of cash inserted
  - The push of each column button, Play All, and Play All Multi buttons
  - On each dispense:
    - Column number and quantity of tickets actually dispensed
    - Ticket price in that column
    - Remaining credits after dispense
    - Column status, normal, low, shutdown
  - State of audible alarm and occurrence of the password timeout alarm
  - Entered password on main, cash, and electronic door entry
  - Cleared credits
  - Password change
  - Column ticket price change
  - System configuration change
  - Tested system
  - Power failure and restoration of power
- Improved column motor control
  - On a transaction, the column checks that a ticket is under the sensor, prior to starting the motor
- Much easier to service columns, main computer board, and display board
  - Columns snap in and out of dispenser with no tools

# INSTALLATION

## Safety Warning

The 4 column model weighs approximately 145 pounds and the 8 column, 225 pounds. Integrated cabinet lifting handles are provided.

**CAUTION!** Use personal safety precautions, get additional assistance (2-3 people), and use proper handling equipment when unpacking and mounting the dispenser.

## Inspection and Unpacking

Inspect if there is any physical damage to the shipping container or product as received. If so, refer to the DAMAGE ACTION section below.

Remove all cardboard packing and protective materials.

Verify the correct model with the proper options was shipped.

1. 4 and/or 8 column option
2. Column low ticket sensors option
3. Bill acceptor option
4. Coin acceptor option
5. Ads display option

Verify the following items were included on all models:

1. Line power cord
2. Keys
  - a. Duplicate set for the main door(s)
  - b. Duplicate set common to the cash door and electronic door
  - c. Duplicate set for the dispenser enable/disable key
3. One H shaped column retaining plate for each column in the dispenser
4. Leveling feet (quantity of 4 or 8 depending on the column option)

Open the main door and remove the tape on each adjustable column back (used for ticket length). If your model has a bill acceptor, remove the cardboard packing from the bill acceptor cash box and the cardboard in the bill pathway.

## Damage Action

Thoroughly inspect the packaging and contents for damage before accepting product delivery. In case of severe damage, refuse the equipment from the carrier. If the damage appears to be acceptable, make a note of damage on the bill of lading before accepting product delivery. Also, take photos of the damage before and after unpacking the contents. Contact the carrier's agent for an inspection and retain a copy of the inspection report for your records.

## Mounting

The mounting location must be indoors, dry and have an electrical wall outlet within a few feet of the dispenser. Use the line power cord provided between the dispenser and the wall outlet. Avoid long extension cords.

The dispenser can be wall mounted providing the wall mount hardware and studs have *more than an adequate load bearing capability for the weight of the dispenser, plus 20/40 pounds of tickets (4col/8col), plus any external force to the dispenser that may be applied by players or operators.* Mounting holes provided in the back of the 4 column dispenser housing are sized for 5/16 inch bolts and are on 16 inch centers. The height of the dispenser from the floor should accommodate any local rules or considerations for disabled players.

The dispenser can be table top or cabinet top mounted, but must also be *adequately secured to the wall and/or table/ cabinet to insure the dispenser cannot be tipped forward with any external force that may be applied by players or operators.* Level the dispenser with the provided feet.

## Power Source

The power provided by the wall outlet should be a three prong, earth grounded outlet and the power line wiring and circuit breaker should be rated in the 15A to 20A range.

**DO NOT!** Do not use three to two prong outlet adapters to accommodate two prong wall outlets. The third wire ground for the dispenser housing is a player safety and static discharge protection requirement.

The dispenser automatically adapts to a nominal 115/230VAC input. The dispenser draws less than 1A from the 115VAC power source when dispensing tickets. The dispenser has a 3A fuse on each side of the power line input. They are located in the AC input module and accessible from the outside of the cabinet.



## Loading Tickets

It is highly recommend that only tickets manufactured by Arrow be used in this machine for proper factory support of dispensing issues and product warranty.



First, adjust the column backplane plate to the ticket length to be loaded as shown above.

### Manual Load of First Ticket

Load a single ticket, graphics side up, into the bottom of the empty column. Use your thumb on the top of the largest white gear on the right side of the column and rotate the gear towards you with your thumb. Rotate the gear until the leading edge of the ticket is advanced completely under the ticket sensor and the LED on the motor board turns green. When the ticket is properly loaded, the ticket will be lying at an angle in the bottom of the column and not completely flat. Recheck the back plate position for ticket length if lying flat. To fill the column, grasp a manageable stack of tickets and insert those into the larger open area at the top of the column and slide them down the column to the bottom. Repeat until the column is full. To fill the large open loading area at the very top of the column, use the provided H rail to retain any tickets loaded in that area from falling out. Hold those tickets back into the large area with one hand and insert the H plate as shown above with the other hand.

### Alternative: Auto Advance of First Ticket

The use of this feature is strictly at your option. The tickets can be simply loaded into the column without manually advancing the first ticket. When the main door is closed, the dispenser will auto advance the first ticket under its sensor in each column. A warning message will be displayed if a ticket could not be advanced in any column.

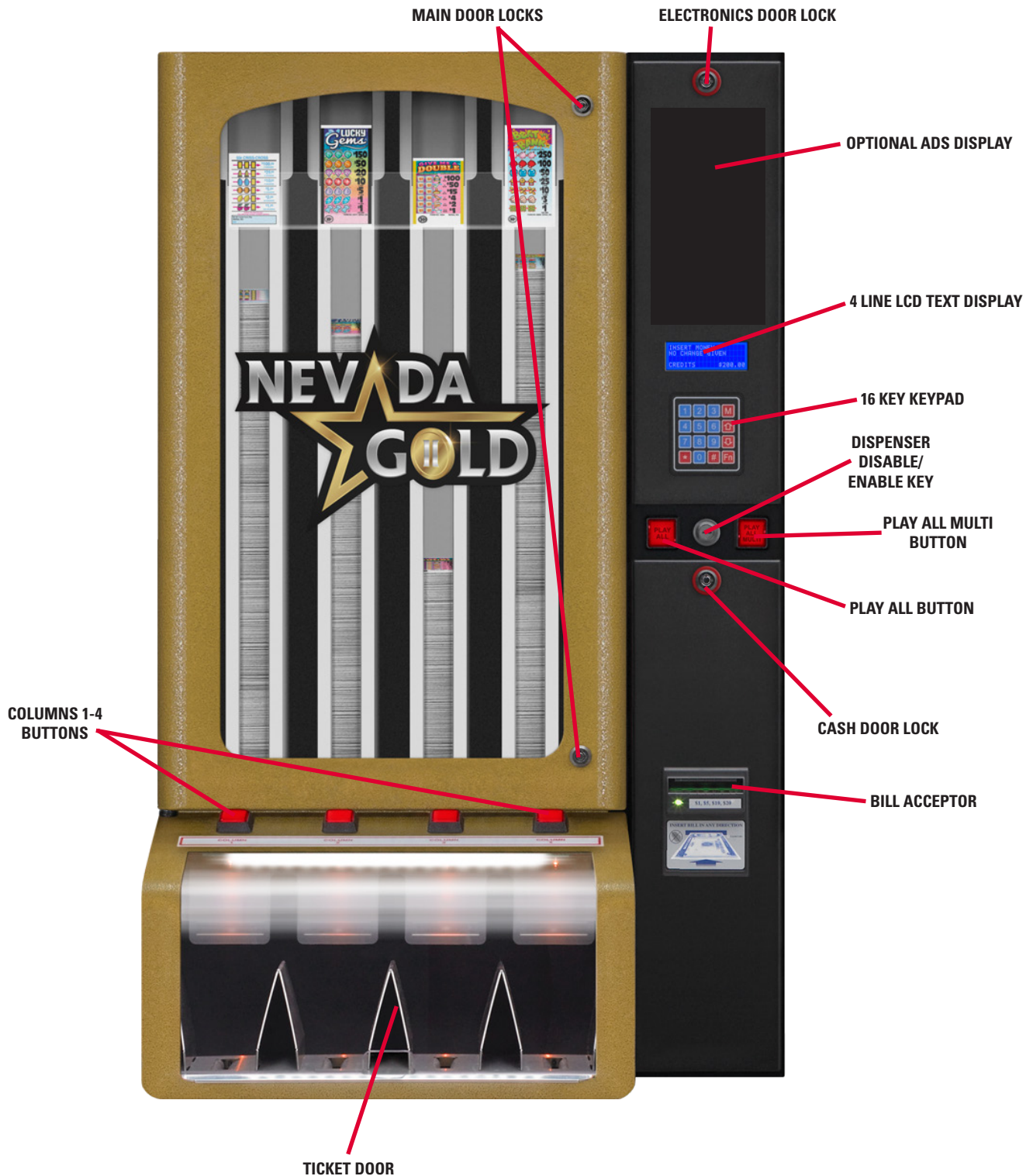
Important:

All tickets loaded in a single column must be of the same price for accurate financial reports.

A ticket display rack is provided at the top of the main door to display what ticket is loaded into each column. Place a ticket from each column loaded into the display rack such that when the door is closed and the tickets are viewed through the main door window, the tickets align with the column they are loaded into.

# PLAYER INTERFACE

## Location of Player and Operator Controls



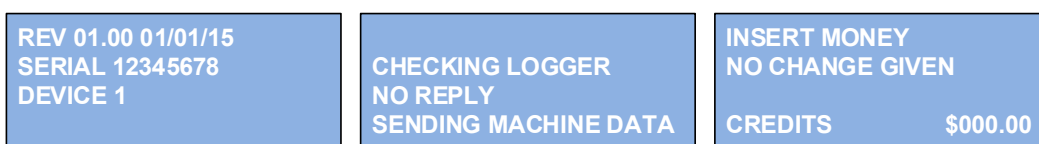
# QUICK START GUIDE

## Standard Dispenser

(Assumes dispenser is already properly configured for your jurisdictional rules)

1. Plug the dispenser line cord into the AC receptacle on the left side of the dispenser
2. Plug the other end of the cord into an earth grounded, three prong, AC outlet
3. Turn power on with the switch on the left side of the dispenser

When the dispenser powers on, the following screens will appear while it is booting. The first screen shows the firmware revision level and machine information. The second screen will appear momentarily while the two internal computers synchronize their information. With a successful boot, the dispenser will show the standard INSERT MONEY screen.



4. Open the main door and key in 9000# for the PIN. The main Service menu will appear:

SELECT FUNCTION	X#
1 REPORT	4 PRICE 7 TEST
2 CREDIT	5 TIME 8 LOAD
3 CONFIG	6 PIN

5. Open the electronics door to access the battery pack at the very top of the cabinet
6. Place the battery pack switch to the ON (1) position.
7. Close the electronics door
8. Load tickets
9. On the main Service menu, select 4 for Price followed with # key
10. Set the ticket prices for the columns and use M on the keypad to return to the main Service menu
  - If needed, more assistance to set prices is available in another section of this manual
11. On the main Service menu, select 5 for Time
12. Set the date/time and use # on the keypad to save the setting and return to the main Service menu
  - If needed, more assistance to set time is available in another section of this manual
13. Close the main door
14. The INSERT MONEY screen will appear
15. The dispenser is ready to accept money and dispense tickets

Before using the dispenser for actual customer play, please read other sections of this manual concerning use of the disable key, dispenser configuration options, password security, and clearing session logs and financials.

# GENERAL SECURITY

## Physical Security

The strength of the enclosure and access doors with key locks is such that any forced entry will result in readily visible damage to the enclosure and/or access door.

There are three sets of keys for the dispenser.

1. Main door(s) lock
  - a. Open main door(s) to load tickets and perform other column service functions
2. Cash door and electronic door locks
  - a. Access to only the cash box(s) or
  - b. Access to only the main computer board and display/keypad electronics
3. Dispenser enable/disable key
  - a. Switch dispenser to disabled for restricted hours of play
  - b. Switch dispenser to disabled for nightly AC power shutdown

## Password Security

The dispensing modes and cash limits are field configurable and stored in non-volatile flash memory. A flash configurable product can affect operational compliance to jurisdictional rules. *The system administrator is held accountable for a dispenser configuration that meets jurisdictional compliance.* The system administrator is also responsible for setting up the dispenser with new passwords for other operators. The security system supports 24 unique, 4 digit passwords.

## Electronics Security

All functional dispensing control electronics are mounted within a compartment accessible from an electronics door with a key lock. All computer chips and memory storage chips are permanently soldered to the main computer board and cannot be removed or altered without specialized soldering equipment.

For regulatory and test lab purposes, the computer chip's firmware contains a checksum that can be verified by a third party device. The dispenser firmware and associated checksum cannot be changed without totally reprogramming the computer chips with a special third party external programmer that only authorized personnel have access to.

Refer to the PASSWORD SYSTEM section for additional security details.

# PLAYER INSTRUCTIONS

1. Insert money into the bill acceptor to establish credits. The largest bill denomination accepted is \$100, which is also the default credit limit for the dispenser. These values may be different depending on jurisdictional requirements. The display shows the current credits in the last line of the display. When money is inserted, it momentarily shows the inserted money denomination directly above the existing credits and then adds it for the new credits.

INSERT MONEY NO CHANGE GIVEN	
CREDITS	\$000.00

INSERT MONEY NO CHANGE GIVEN	
MONEY IN	\$100.00
CREDITS	\$000.00

INSERT MONEY NO CHANGE GIVEN	
CREDITS	\$100.00

2. To dispense one ticket, momentarily press any one of the column buttons.

3. To dispense multiple tickets, press and hold any one of the column buttons and release the button when the desired number of tickets has been dispensed. Tickets dispense at a rate of approximately 3 per second while the column button is held.

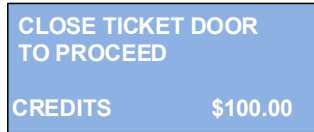
4. To quickly dispense many tickets, momentarily press the Play All button, then momentarily press the desired column button. All credits will be used or 100 tickets maximum will be dispensed from that column, whichever occurs first. Tickets dispense at a rate of approximately 10 per second. The Play All operation can be cancelled if the Play All button is pressed a second time prior to pressing a column button. As tickets are dispensed, the display will show decrementing credits.

PLAY ALL PENDING SELECT COLUMN OR PLAY ALL TO CANCEL CREDITS \$100.00	CREDITS \$085.50
--	------------------

5. The Play All Multi button will dispense tickets from multiple columns that are of the same ticket price. Momentarily press the Play All Multi button then momentarily press any one of the column buttons that have the desired ticket price. Two tickets at a time are dispensed in multiple columns with that same ticket price until all credits are used or 100 tickets maximum are dispensed, whichever occurs first. Play All Multi can also be cancelled with a second depression of the button.

PLAY ALL R PENDING SELECT COLUMN OR PLAY ALL R TO CANCEL CREDITS \$100.00
--

6. To remove tickets from the hopper, open the hopper ticket door. Further accepting of bills and dispensing of tickets is disabled and a warning message appears until the ticket door is closed.

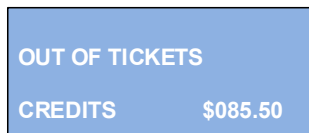


7. Depending on how many tickets of each ticket denomination were dispensed, a small amount of credit may exist at the end of play that is less than the smallest ticket denomination. The player should insert more money and play ticket prices that will use all credits, or the operator must assist the player in clearing and refunding the small remaining credits.

### Player Error Conditions and Messages

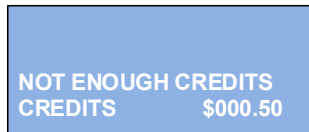
Out of tickets:

If a column runs out of tickets while dispensing, an out of ticket message is displayed and that column is shutdown from further use. Player must select another column.



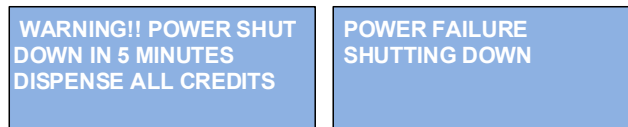
Not enough credits:

If a column is selected that has a ticket price more than the available credits, a message will be displayed.

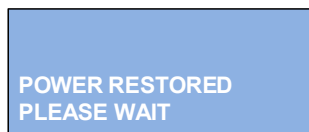


Line power failure:

If using the dispenser when a line power failure occurs, the cabinet lighting and ads display will turn off and a 3 second audible alarm will sound. Normal operations of accepting bills and dispensing tickets can continue while running on the dispenser internal battery for approximately one hour. After an hour, a 5 minute warning message appears on the display. After 5 minutes, the dispenser is automatically disabled from any further play and the dispenser will automatically go into a shutdown mode.



The dispenser will automatically reboot when line power is restored.



When the line power is stable, the dispenser will also restore any existing credits that were on the dispenser when the power fail occurred.

# OPERATOR INSTRUCTIONS

## Power On

When the dispenser powers on, the following screens will appear while it is booting. The first screen shows the firmware revision level and machine information. The second screen will appear momentarily while the two internal computers synchronize their information. With a successful boot, the dispenser will show the standard INSERT MONEY screen. If there is a fault in the synchronization of the two computers, the second screen will remain, and the dispenser will require service. Refer to the DIAGNOSTIC section of the manual.

REV 01.00 01/01/15 SERIAL 12345678 DEVICE 1	CHECKING LOGGER NO REPLY SENDING MACHINE DATA	INSERT MONEY NO CHANGE GIVEN  CREDITS            \$000.00
---	---	--

## Disable/Enable Key

Use the key to disable the dispenser until ready for ticket sales. The player push button LEDs will turn off, the money acceptor will be disabled, and the player will see the following screen.

DISPENSER DISABLED BY OPERATOR KEY  CREDITS            \$000.00
--

A second use of the disable key is for powering the dispenser off.

## Power Off

If the dispenser is powered down on a nightly or daily basis, the following procedure is recommended to maximize the charge and life expectancy of the internal battery.

1. Disable the dispenser with the key
2. Turn line power off to the dispenser (use the dispenser on/off switch or external line power circuit breaker)

The benefit of this procedure is that the dispenser will go to a shutdown mode with the internal battery fully charged. A power fail message will appear just before the dispenser shuts down.

POWER FAILURE SHUTTING DOWN
--------------------------------

## Shutdown Mode

If line power fails, the internal battery will allow the dispenser to run normally for an hour until the battery is at a reduced capacity, but still has reserve power. When the battery is really low, the dispenser will automatically go to shutdown mode. All lights on the dispenser are totally dark and all functions are disabled.

If line power turns off when in the key disabled mode, the dispenser will shut down and the battery will be fully discharged in approximately 7 days.

While in shutdown, the dispenser will monitor and log the following conditions while using the reserve power of the battery.

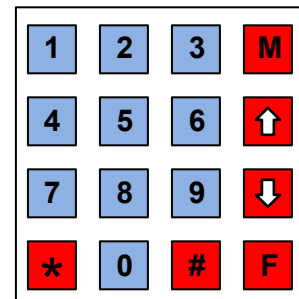
1. Main door open/close (password entry not supported)
2. Cash door open/close (password entry not supported)
3. Electronics door open/close (password entry not supported)
4. Return of line power (dispenser will auto reboot)

A separate coin battery maintains the value of the system date and time under all power fail conditions.

## Service Mode

Opening the main door, cash door, or electronics door will cause the dispenser to enter Service mode and enable the keypad for operator input.

- "#" Enters the current data in the field of the display
- "\*" Clears the current data entry in the field of the display
- "M" Aborts the function and goes back to the main Menu
- "up" Back to the last item
- "down" Advance to the next item
- "F" A special function key that can have a different function for different menus



When any security door opens, a 4 digit password (PIN) must be entered on the keypad within 10 seconds or an alarm message will appear in the display and an audible alarm will sound. Note that the dispenser can be configured to omit the audible alarm if the jurisdictional rules allow it. The dispenser will not operate until a valid pin is entered.

**The factory default administrator PIN is 9000#**

**The factory default password should be changed by the system administrator before the dispenser is put into practical use.**

SERVICE MODE		SERVICE MODE	
ENTER PIN	XXXX#	ENTER PIN	XXXX#
ALARM ACTIVATED		ALARM ACTIVATED	
CREDITS	\$020.00	CREDITS	\$020.00

The dispenser will indefinitely stay on the Alarm Activated screen until a valid password is entered.

Entry of a valid password will result in the display of the main Service menu.

SELECT FUNCTION	X#
1 REPORT	4 PRICE 7 TEST
2 CREDIT	5 TIME 8 LOAD
3 CONFIG	6 PIN



Each service function has a restrictive password security level assigned to it as noted below.

**Report: (Security: Admin, Manager)**

The display will show a sub menu to select the type of report. Refer to the REPORTS section for a description of each of the reports available.

```
1> FINANCIAL / TICKET
2> COLUMN PRICE
3> PIN
4> EVENT / CONFIG
```

**Credit: (Security: Admin, Manager)**

This function displays current credits and allows them to be cleared or exit without clearing them.

```
SELECT CHOICE      X#
1 ) CLEAR CREDITS
M) EXIT
CREDITS            $000.50
```

**Price: (Security: Admin, Manager)**

The function will display the current ticket price for each of the columns and then allow any column to be changed to a new price. The first screen displays current ticket prices and allows column selection. The second screen displays available ticket prices and allows price selection.

SELECT COLUMN	X#	SELECT PRICE	X#
1) .25	4) .50	7) \$02	
2) .25	5) \$01	8) \$05	
3) .50	6) \$01		
		1) .10	4) \$01
		2) .25	5) \$02
		3) .50	6) \$05

The selected column will be changed to the new price and the first screen is displayed again showing the new prices. The process can be quickly repeated for other columns. Use the M key when done to exit back to the main menu.

**Load: (Security: Admin, Manager, Operator)**

This function simply logs what column(s) got loaded when the main door was opened. It is totally at the discretion of the operator to use this feature. Enter the column number that was just loaded. Enter 9 to just get one event log that all columns were loaded.

```
ENTER COL NUMBER  X#
9 = ALL  M = EXIT
CREDITS          $050.00
```

**Test: (Security: Admin, Manager, Operator)**

The function provides a means to test each column in the dispenser without changing current credits or any previous financial data. Only the fact that this test function was used is event logged, not the tested column or quantity of tickets dispensed.

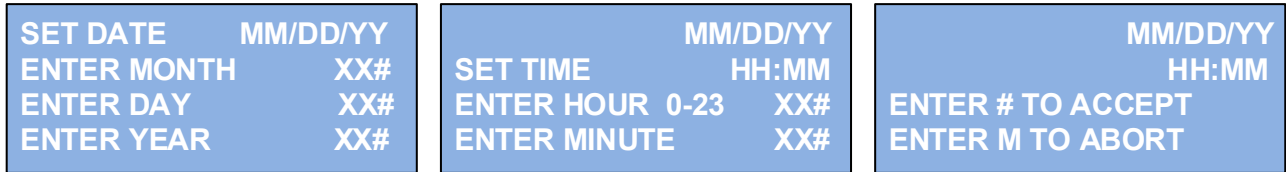
Enter the quantity of tickets to dispense. Any column button that is depressed will dispense that quantity of tickets. The actual dispense count is shown on the display and should match what was entered. If a different quantity is desired, use the \* key and enter a new quantity. To exit the test, use the M key. Current credits are shown to verify they are not changed.

```
* TO CHANGE QTY
ENTER QTY          XXX#
DISPENSED         XXX
CREDITS           $050.25
```

The last three service functions involve Admin security related issues such as changing passwords, setting time, and re-configuration of the dispenser.

**Time: (Security: Admin)**

This function sets the date and time used for time stamping dispensing event and financial reports. There are three screens- set date, set time, confirm the new setting. Hour format is military time 0-23 hours.



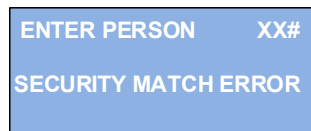
**Pin: (Security: Admin, Manager, Operator)**

When the dispenser is first received, the system administrator should change his default 9000 password and make a list of people using the product and assign passwords to each person. The administrator can quickly enter them into the dispenser using this function. Up to 24 persons can be assigned passwords. Refer to the Password Worksheet.

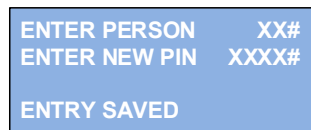
The display prompts for the person number. Enter your person number from 1 to 24 which must correspond to the assigned password that was used to log onto the dispenser and get into service mode. If they correspond, the display will prompt for a new password.



If the entered person number does not correspond to the log on password, a security error message will be displayed and the function will abort back to the main menu.



If the new password is not a duplicate in the system, the confirmation line will appear.



If the new password is a duplicate of any other password, the security match error message will be displayed and the function will abort back to the main menu.

**NOTE:** When you change your password, you can't change it again without exiting service first.

Note that a logged on system administrator can enter any person number and change that person's password.

**Config: (Security: Admin)**

**WARNING!** Changing configuration may violate jurisdictional rules.

Therefore, only the system administrator level is allowed to change the configuration of the dispenser. The administrator should be aware of jurisdictional rules concerning the setup and operation of the ticket dispenser and is accountable for entering the approved dispenser configuration that complies with all relevant rules.

The following items can be configured:

1. Number of columns in the dispenser
2. The communication mode of the dispenser
3. The absence or presence of column low ticket sensors
4. Enable or disable of the audible alarm on main, cash, or electronic door entry
5. Maximum credit limit
6. Enable or disable the shutdown of a column on low tickets
7. Enable or disable of Multi column dispense mode
8. Selection of displayed credit formats for \$, £, or € (Note that the money acceptor would need to be reprogrammed or replaced with a compatible currency model)

Note that any entry error will immediately abort the configuration function and not save any changes.

CONFIG NOT SAVED  
RETURNING TO SERVICE

Entering configuration data:

COLUMNS	X#
DISPENSE MODE	X#
LOW TICKET SENSOR	X#

Number of columns in the dispenser: (4=default)

Enter 4 or 8

Or bypass entry with down arrow to advance to the next item

Communication mode of the dispenser: (1=default)

Enter 1= standard dispenser, or 2= Pin sales only

Or bypass entry with down arrow to advance to the next item

Absence or presence of column low ticket sensors: (0=default)

Enter 0 = no sensors, or 1 = sensors installed

Or bypass entry with down arrow to advance to the next item

ALARM MODE	X#
MAX CREDITS	\$ X XX#
LOW TICKET SHTDWN	X#
RANDOM	X#

Enable or disable of the audible alarm on main or cash door entry: (0=default)

Enter 0= alarm is enabled, or 1= alarm is disabled

Or bypass entry with down arrow to advance to the next item

Maximum credit limit is \$200, minimum allowed is \$1  
Enter up to a 3 digit number within the above limits  
Or bypass entry with down arrow to advance to the next item

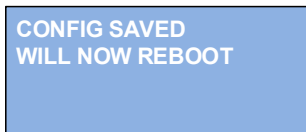
Enable or disable the shutdown of a column on low tickets: (0=default)  
Enter 0= no shutdown, or 1=shutdown on low tickets  
Or bypass entry with down arrow to advance to the next item

Enable or disable of Multi column dispense mode: (1=default)  
Enter 0=no Multi dispense, or 1 = Multi dispense  
Or bypass entry with down arrow to advance to the next item



Select display format of credits: (US=0=default)  
Enter 0= \$xxx.xx, or 1= £xxx,xx or 2= €xxx,xx  
Or bypass entry with down arrow

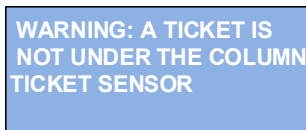
The last down arrow will save the new configuration or re-save the existing configuration if no changes were made. A Saved confirmation message will appear in the display.



The dispenser will reboot and will detect that one of the security doors is open and require a password to get back into Service mode. Enter the password and close the door to complete the reboot.

### Exiting Service Mode:

Close all security doors to exit Service mode. Upon doing so, each column is checked for a ticket under its sensor. If any column does not have a ticket under the sensor, the system will try and auto advance the ticket. If the auto advance is unsuccessful, a warning message will be displayed.



**Also, when exiting Service mode, all previously shutdown columns are re-enabled for play.**

### Empty the Cash box:

If your dispenser has a bill acceptor, follow these steps:

1. Unlock the cash door
2. Enter your password
3. Remove the cash box cassette from the bill acceptor by pressing your fingers against both cassette latches (one on each side).
4. Pivot the cassette up and then out and away from the acceptor.
5. To open the cassette, rotate the plastic knob on the back of the cassette to open the end of the cassette.
6. Remove bills and rotate the plastic knob back to secure the end of the cassette.
7. Re-install the cassette onto the acceptor making sure it latches securely into position.
8. If your dispenser has a coin box, it will also be located behind the cash door. The coins can simply be dumped out of the open coin box.

# REPORT SYSTEM

## Report Menus

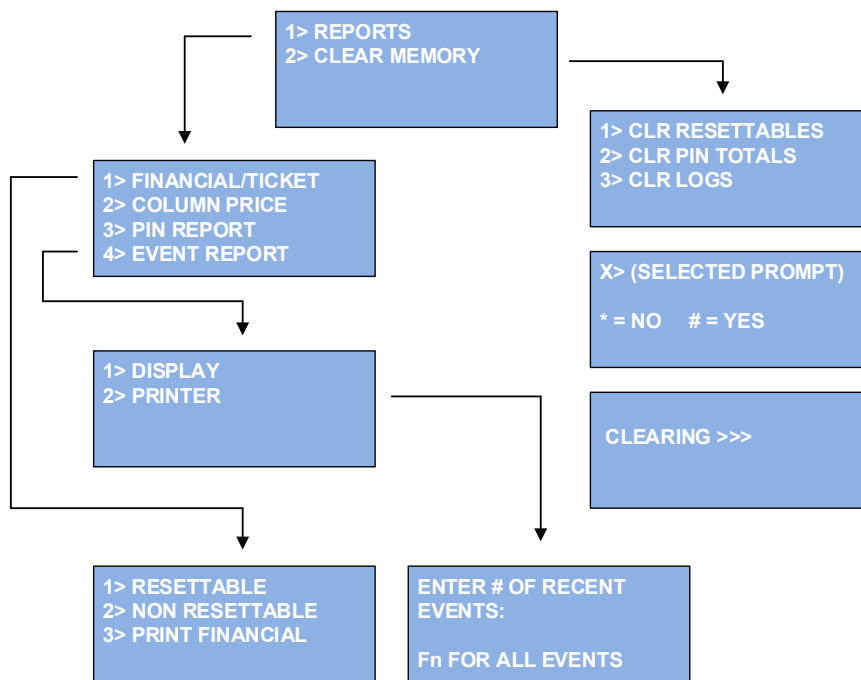
Certain reports can be displayed only, printed only, and some printed and displayed depending on the type of report. Reports can be accessed when the dispenser is in Service mode. If a Pins Sales Remote device is attached to the dispenser, the reports can also be accessed from the Pin Sales Remote device without the dispenser in Service mode.

Report data are stored in flash memory which is not affected by loss of power and has long term data retention in excess of 10 years.

There are three functions serviced within the Report menu:

1. Financial reports (Sales and ticket information)
2. Event reports (Time stamped events for tracking and resolving money, credit, and dispense issues)
3. Historical clearing of memory (clearing is also logged as an event)

Each report is titled, includes a time stamp that shows the date it was created, the dispenser serial number, and the number of the person that was logged onto the system requesting the report.



**Notes:**

(1)CLR RESETTABLES clears the resettable financial data, and also the resettable pin sales total (2), and event log history(3).

The printed FINANCIAL/TICKET report(3), combines the Non Resettable(2), Resettable(1), Column price(2), and Pin Sales(3) reports into one large report. It also captures the value of the Non Resettables when the Resettables were reset for easy report reconciliation.

## Printed Financial/Ticket Report Example

### Financial Report

Dispenser ID: xxxxxxxx

(8 digit dispenser serial number)

Person ID: xx

(Person logged on)

### Non-Resetable Financial Report

(Accumulative dispenser totals)

Date xx/xx/xx xx:xx:xx

(Report creation date)

Ticket Count xxxxxxxx

Ticket Sales \$xxxxxxx.xx

Cash In Total \$xxxxxxx.xx

Cleared Credits \$xxxxxxx.xx

Reset Date xx/xx/xx xx:xx:xx

(Date of the last reset of the resettables)

Ticket Count xxxxxxxx

(Non-Resetable data values at the time of last reset)

Ticket Sales \$xxxxxxx.xx

Cash In Total \$xxxxxxx.xx

Cleared Credits \$xxxxxxx.xx

### Non-Resetable – Reset Date

(Difference in the above two sets of Non-Resetable data)

Ticket Count xxxxxxxx

(Difference values will equal resettable values)

Ticket Sales \$xxxxxxx.xx

Cash In Total \$xxxxxxx.xx

Cleared Credits \$xxxxxxx.xx

### Column 1

Ticket Count xxxxxxxx

Ticket Sales \$xxxxxxx.xx

### Column 2

Ticket Count xxxxxxxx

Ticket Sales \$xxxxxxx.xx

### Column 3

Ticket Count xxxxxxxx

Ticket Sales \$xxxxxxx.xx

### Column 4

Ticket Count xxxxxxxx

Ticket Sales \$xxxxxxx.xx

(Columns 5 to 8 also listed here for an 8 column dispenser)

Resetable Financial Report (Accumulative Values from the last reset date)  
 Reset Date xx/xx/xx xx:xx:xx  
 Ticket Count xxxxxxxx  
 Ticket Sales \$xxxxxxx.xx  
 Cash In Total \$xxxxxxx.xx  
 Cleared Credits \$xxxxxxx.xx  
 Cash Credits Left \$xxxxxxx.xx (Any Cash credits on the dispenser at time of the report)

Column 1  
 Ticket Count xxxxxxxx  
 Ticket Sales \$xxxxxxx.xx

Column 2  
 Ticket Count xxxxxxxx  
 Ticket Sales \$xxxxxxx.xx

Column 3  
 Ticket Count xxxxxxxx  
 Ticket Sales \$xxxxxxx.xx

Column 4  
 Ticket Count xxxxxxxx  
 Ticket Sales \$xxxxxxx.xx

(Columns 5 to 8 also listed here for an 8 column dispenser)

Column Price Report

Column 1 = \$.10  
 Column 2 = \$.25  
 Column 3 = \$.50  
 Column 4 = \$1.00  
 Column 5 = \$.25  
 Column 6 = \$.25  
 Column 7 = \$.50  
 Column 8 = \$.25

Pin Sales Report (Values will be zero if no Pin Sales device)  
 Pin Cleared Credits \$xxxxxxx.xx (All Pin Sales data are reset with resettables)  
 Pin Credits Left \$xxxxxxx.xx (Any Pin credits on the dispenser at time of the report)

Person ID: xx (All sales persons making sales will be listed individually)  
 Ticket Count xxxxxxxx  
 Ticket Sales \$xxxxxxx.xx

## Printed Event Report Example

### Event Log Report

Dispenser ID: xxxxxxxx	(8 digit dispenser serial number)
Person ID: xx	(Person logged on)
Date xx/xx/xx xx:xx:xx	(Report creation date)
xx/xx/xx xx:xx:xx	(Event time stamp)
Cash In	(Event type, in this case, a bill was inserted)
0200002000	(02000=\$020.00 bill, 02000=\$020.00 resulting current credits)
xx/xx/xx xx:xx:xx	
Cash In	
0050002500	(00500=\$005.00 bill, 02500=\$025.00 resulting current credits)
xx/xx/xx xx:xx:xx	
Column Button	
30	(Column 3, 0=button state active)
xx/xx/xx xx:xx:xx	
Dispense	(Dispense event with the following results)
300100005002450	(3=column, 001= 1 ticket dispensed, *0= OK column status, 00050= \$.50 ticket, 02450= \$024.50 resulting current credits)
xx/xx/xx xx:xx:xx	
Play All	
0	(Play All pushed, 0=button state active)
xx/xx/xx xx:xx:xx	
Column Button	
10	(column 1, 0=button state active)
xx/xx/xx xx:xx:xx	
Dispense	
110000001001450	(1=column 1, 100= 100 tickets dispensed, *0= OK column status, 00010= \$.10 ticket, 01450= \$014.50 resulting current credits)
xx/xx/xx xx:xx:xx	
Play All	
0	(Play All pushed, 0=button state active)
xx/xx/xx xx:xx:xx	
Column Button	
20	(column 2, 0=button state active)
xx/xx/xx xx:xx:xx	
Dispense	
205800002500000	(2=column 1, 058= 58 tickets dispensed, *0= OK column status, 00025= \$.25 ticket, 00000= \$000.00 resulting current credits)



xx/xx/xx xx:xx:xx Dispense Ack	(Pin sales request to dispenser) 01000 (01000=\$010.00 in pin credits)
xx/xx/xx xx:xx:xx Dispense 3020000005000000	(3=column 1, 020= 20 tickets dispensed, *0= OK column status, 00050= \$.50 ticket, 00000= \$000.00 resulting current credits)
xx/xx/xx xx:xx:xx Ticket Door 1	(Customer removes tickets) (Ticket door opened, 1=switch state open)
xx/xx/xx xx:xx:xx Ticket Door 0	(Ticket door closed, 0=switch state closed)
xx/xx/xx xx:xx:xx Enable Key 1	(Operator disables the dispenser) (Disabled, 1=switch state open)
xx/xx/xx xx:xx:xx Enable Key 0	(Operator enables the dispenser) (Enabled, 0=switch state closed)
xx/xx/xx xx:xx:xx Power 0	(AC line power loss) (*0=running on battery power)
xx/xx/xx xx:xx:xx Alarm 1	(1=alarm on)
xx/xx/xx xx:xx:xx Alarm 0	(0=alarm off after 3 seconds)
xx/xx/xx xx:xx:xx Power 1	(AC line power restored) (*1=running on line power)
xx/xx/xx xx:xx:xx Cash Door 1	(Door opened)
xx/xx/xx xx:xx:xx Password 9000	(System admin logged on)
xx/xx/xx xx:xx:xx Cash Door 0	(Door closed)

**Event report notes:**

\*Column status byte for dispense event: 0=OK, 1=Low tickets, 2=Shutdown

\*\*Power status byte: 0=battery, 1=line, 2=power failure (no line, no battery)

The last "N" events in the event log or ALL events in the log can be specified for the report. The event log history can be manually cleared or it will automatically detect that the event memory is full (approximately 1,000 events) and write over the oldest event.

# PIN/REMOTE SALES MODE

## Pin Sales Methods

Pin sales can be achieved using two different methods:

1. Use a Pin Sales Remote device plugged into the side of a standard player cash dispenser.
2. Administrator configuration of a standard dispenser into a dedicated pin sales dispenser (no Pin Sales Remote device is needed)

### Method 1:

With the Remote device, the standard dispenser will dispense tickets with player inserted cash as normal, or the sales person can dispense tickets with the Remote device.

Pin sales credits and player cash credits are mutually exclusive on the dispenser. Credits for one mode must be zero before switching to the other mode of operation. Pin Sales credits are indicated by the letter "P" in front of the credit value shown in the display.

### Method 2:

A factory ordered, dedicated pin sales dispenser has no money acceptor. If a standard dispenser is field configured as a dedicated pin sales dispenser, the cash money acceptor is automatically disabled.

NOTE: For both methods, the pin sales menus and screens are functionally the same whether displayed on the remote device display or the dispenser local display.

## REMOTE DEVICE OPERATIONS:

It is recommended that the remote device be attached to the dispenser before the dispenser is powered on. If attached when the dispenser is already powered on, it is recommended that the dispenser have no credits and is sitting at the INSERT MONEY screen when the device is plugged into the dispenser, otherwise the device screen can come up blank. Use the M key if the display is blank.

### Connecting the device:

A standard RS232, 9M/9F, cable is used to connect the device to the dispenser if the cable length is 25 foot or less. The remote device is powered by the cable. Therefore, if more than 25 foot distance is required, a heavy wire gauge RS232 cable must be used. With the optional heavy duty 50 foot cable, a maximum total length of 100 foot is allowed. Refer to the APPENDIX for the heavy duty cable part number.

When the remote device is plugged into the dispenser, the log in screen will appear. To quickly get started, enter the default password of 9000# to log onto the remote. (Note the device uses the dispenser security password system, so the default password may have been changed on the dispenser).

**Power On:**

The pin sales operator must log onto the device to make sales. Log on with a valid 4 digit pin provided by the system administrator or manager,.

ENTER PASSWORD

**Main menu screen:**

The main menu will appear. Select the Dispense function or Report function, or Remote setup function. On the first usage, you may want to use Remote setup first to establish a security timer.

OPTIONS:  
1> DISPENSE  
2> REPORTS/MEMORY  
3> REMOTE SETUP

**Remote setup:**

The log out timer is used to exit whatever screen is active on the remote back to the security password screen after a time of inactivity on the remote. The time out automatically logs off the individual and puts the remote back into a secure screen. Enter the time out value and confirm with a # to start the timer.

LOG OUT TIMER  
ENTER TIME  
10 TO 255 SECONDS

ENABLE TIMER?  
\* = NO # = YES

**Dispense tickets:**

To use the device in association with POS operations:

1. Log on, select Dispense
2. Enter the amount of cash credits received at the POS into the device
3. Enter the column number to dispense from
4. Depress # key

ENTER CREDITS  
THEN PRESS #  
\$000.00

ENTER COLUMN #  
\$100.00

CREDITS = \$100.00  
COLUMN 1 \$0.25  
400 TICKETS  
PRESS # TO DISPENSE

5. The tickets will be dispensed to a final credit of zero or 100 tickets maximum with left over credits. Left over credits can be used on the same or different column or refunded.

REQUESTED 400  
DISPENSED 100  
CREDITS LEFT \$075.00  
PRESS # KEY

OPTIONS:  
1> USE CREDITS  
2> REFUND CREDITS

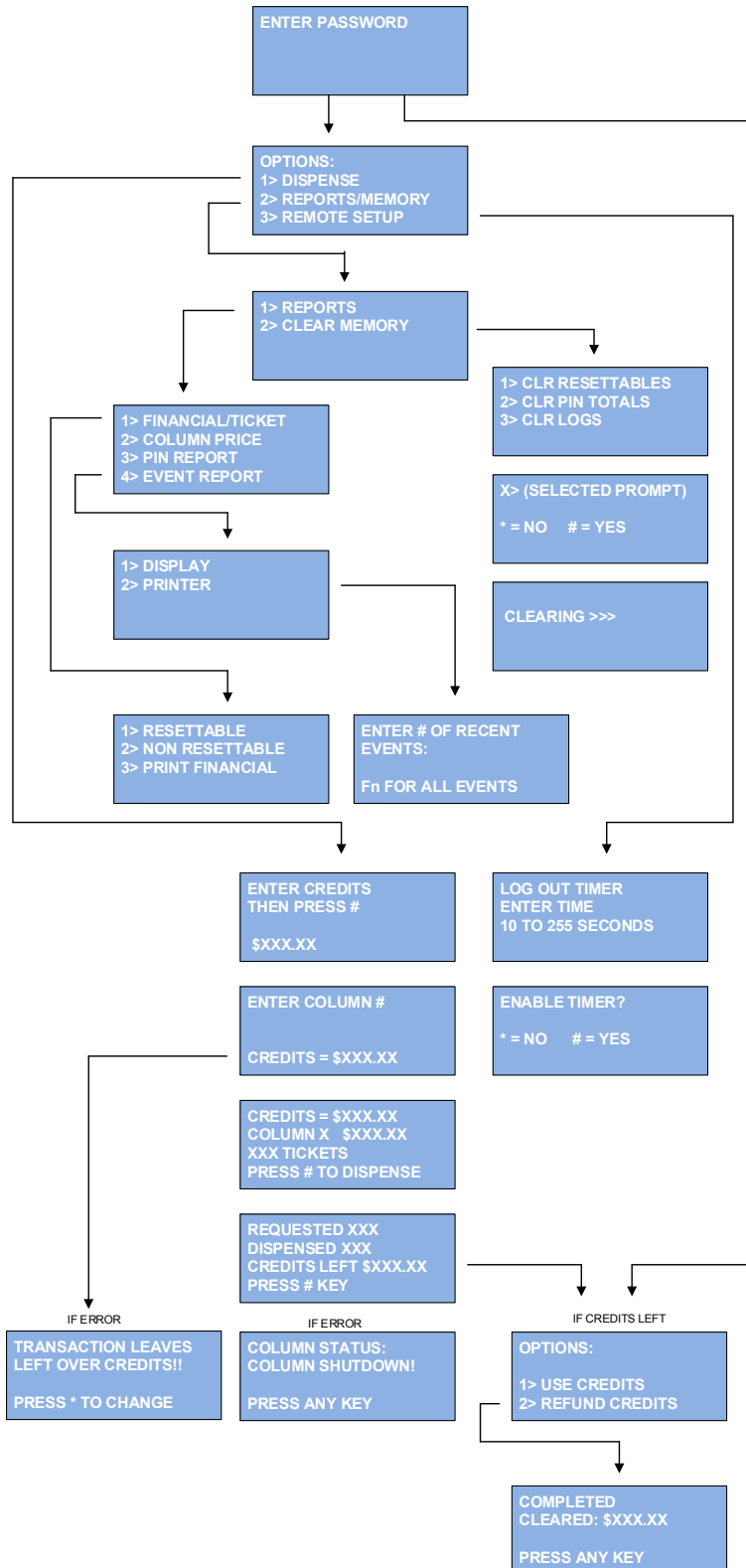
**Error conditions:**

1. If the ticket price of the selected column does not evenly divide into the credits, an error message will appear.
2. The dispenser may run out of tickets while dispensing and leave pin sales credits on the device display and the dispenser display. Pin sales credits must be cleared (refunded) on the remote device and cannot be cleared in Service mode on the dispenser.

**Reports:**

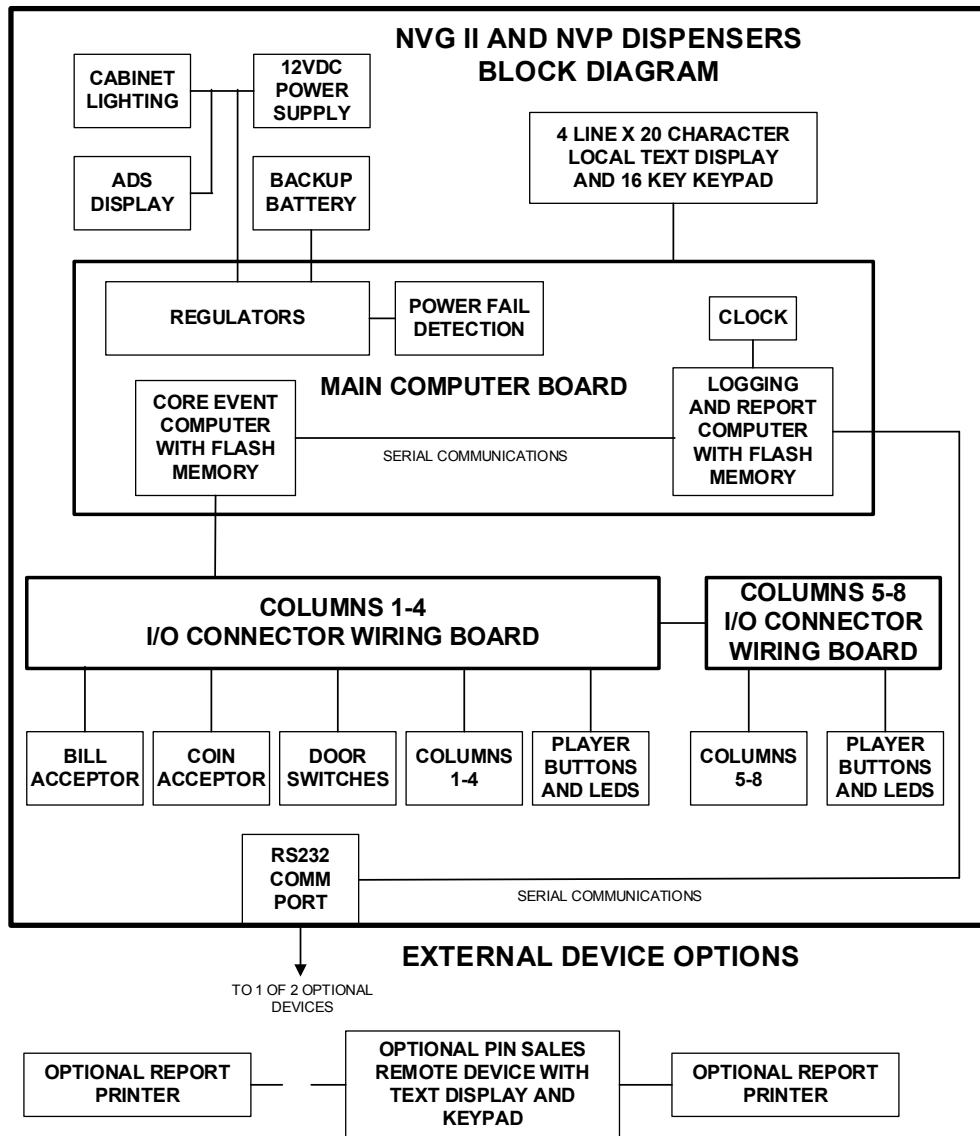
Report menu flow can be seen below.  
Refer to the REPORTS section of this manual for more details.

**Pin Sales Screen Flow**



# SPECIFICATIONS AND PART NUMBERS

## Block Diagram



The core event computer contains the configuration memory and current credits for the dispenser. It handles all real time control of all devices, monitors power conditions, generates player messages for dispensing, sends real time events to the logger computer, supports all Service mode and diagnostics functions, and maintains the password system.

The logger computer stores the events into its memory with a time stamp from its real time clock. It computes and stores all historical financial dispensing information and formats that information into displayable and printable reports. It also executes all Remote device functions, sends commands to the core event computer to execute the needed pin sales ticket dispense, drives the Remote device display and keypad, and drives the optional printer.

**Dispenser Specifications (CAUTION: THIS PRODUCT IS FOR INDOOR USE ONLY)**

Power Input:	115/230VAC nominal, 50-60 Hz	
	Less than 1A line load when dispensing tickets	
Power line fuses:	3A, each side of the line, user replaceable	
On/Off switch:	Yes, double pole	
Internal Power Supply:	12VDC, 8.5A (adjusted to 13.5VDC), auto voltage/frequency adapting	
	Output overcurrent and overvoltage protection	
	UL60950-1 and TUV EN60950-1 Approved	
	(UR:US/CSA, CE)	
Operation temperature:	40F to 95F (5C to 35C)	
Player ESD immunity:	8KV human discharge model, no dispenser miss-operation	
FCC emissions:	FCC Part 15, Class A	
Size and Weight:	4 column	8 column
Width	24.5 inches	42.6 inches
Height	36.6 inches	36.6 inches
Depth	15.2inches	15.2 inches
Weight	145 pounds	225 pounds
+ 4,000 tickets	+20 pounds	+40 pounds
Column capacity:	1,000 Arrow tickets typical per column	
Ticket size:	Arrow tickets, 1, 3, 4, 5, 6 window varieties	
Dispense rate, typical:	4 window ticket: Play All: 10 /sec, Play All Multi: 5/sec, Multi: 3/sec	
Bill acceptance rate:	6 seconds/bill typical	
Bill capacity:	600 bills	
LCD text display:	4 lines x 20 characters/line, white LED characters on blue background	
Keypad:	Sealed membrane, 16 keys	
Player buttons:	1 inch square, LED backlit, red	
RS232 comm port:	Bulkhead mounted, 9 Pin D, male connector	
	Pin 2	RXD input from Remote device
	Pin 3	TXD output to Remote device or a local Printer
	Pin 4	+5.25VDC power output to Remote device
	Pin 5	Ground
	Pin 7	TXD2 output to Remote device with remote Printer
Battery Pack:	Lithium Ion, 12V, 9. 8AH, with CE and UN38 safety approvals	
Optional local printers:	Epson TM88-V, RS232 serial, 3"wide x 200ft thermal paper roll	
	Portable Bixolon SPP_R300, 3"wide x 50ft thermal paper roll	

**Pin Sales Remote Device Specifications**

LCD text display:	4 lines x 20 characters/line, white LED characters on blue background
Keypad:	Membrane, 16 keys
Comm port 1:	9 pin D, female, for dispenser, powered via cable
Comm port 2:	9 pin D, male, for printer
Dimensions:	8" x 5.7" x 3.2"
Optional remote printers:	Epson TM88-V, RS232 serial, 3"wide x 200ft thermal paper roll
	Portable Bixolon SPP_R300, 3"wide x 50ft thermal paper roll

## Password System

### Definition of security levels:

The numerical range of password numbers is the security level. The range is sectioned into blocks of 1,000 passwords. The following table defines the security level by person, range of passwords, factory default settings, and allowed operations.

Level	Person	Range	Factory default	Operations
1	System <u>admin</u>	9000 to 9999	Person #1 = 9000	Change <u>all</u> passwords, configure the dispenser, set column prices, clear credits, view reports, all other lower level operations
2	Manager	5000 to 8999	Person #2 = 8000 Person #3 = 7000 Person #4 = 6000 Person #5 = 5000	Change <u>your own</u> password, set column prices, clear credits, view reports, all other lower level operations
3	Operator	1000 to 4999	Person #6 = 4000 Person #7 = 3000 Person #8 = 2000 Persons #9-24 = 1000-1015 in order	Change <u>your own</u> password, load columns, test columns, make remote sales

### Rule Summary

1. Only the system administrator is allowed to configure the product
2. Only the system administrator should assign initial passwords
3. Managers and Operators can only change their own password. The new password must be in their assigned block of 1,000 passwords. They cannot demote or promote their level.  
Example: Old password= 2345, New password must start with a 2.
4. System will not allow duplicate passwords for any of the 24 persons.

Note: The dispenser main door and cash door have two different physical keys so there is additional physical security for personnel changing the cash box verses personnel loading tickets.

**Password Worksheet**

<b>Factory Password</b>	<b>Person #</b>	<b>New Password</b>	<b>NAME</b>	<b>Organization/Charity</b>
9000	1		System Administrator	
8000	2			
7000	3			
6000	4			
5000	5			
4000	6			
3000	7			
2000	8			
1000	9			
1001	10			
1002	11			
1003	12			
1004	13			
1005	14			
1006	15			
1007	16			
1008	17			
1009	18			
1010	19			
1011	20			
1012	21			
1013	22			
1014	23			
1015	24			



## Part Numbers and Accessories

### Nevada Gold II

HH3600V1410	Bill acceptor only, 4 column
HH3600V1810	Bill acceptor only, 8 column
HH3600V1420	Bill acceptor with ads display, 4 column
HH3600V1820	Bill acceptor with ads display, 8 column
HH3600V1400	Pin Sales Dispenser, 4 column
HH3600V1800	Pin Sales Dispenser, 8 column
HH3601V1000	Expansion cabinet from 4 to 8 column

### Model features

### Common accessory part numbers for NVG II:

HH4425	Base cabinet, 4 column (NVG 4 column cabinet, 415210, may be revised)
HH4427	Base cabinet, 8 column (NVG 8 column cabinet, 415211, may be revised)
HH3900	Remote Pin Sales device with standard 25 foot, 9F/9M, RS232 cable
HH4108P025	Cable, heavy duty 25 foot, 9F/9M, RS232 for remote pin sales device
HH540V00S5	Report printer, stationary, Epson, 3" wide thermal, with 6 foot, 9F/25M RS232 cable
HH444V0100	Cable, 100ft, 9F/9M, RS232 for extending the Epson printer (Do not for remote device)
HH542	Thermal paper roll, 200 foot, for Epson printer
HH3823	Report printer, portable, Bixolon, 3 1/8" wide thermal, with cable
HH3823VROLL	Thermal paper roll, 90 foot, for Bixolon printer

### Common major replacement assembly part numbers for NVG II:

HH3980	Ticket column assembly, 1000 ticket capacity
HH3618PR	Computer assembly
HH3619PRLCL	Display/keypad assembly
HH3743V0001	Power supply, 13.6VDC, 8.5A
HH3981	US Bill acceptor assembly
62624	US Bill acceptor assembly, cash box, 600 bill capacity

# DIAGNOSTICS

## Computer Reset

In the event the dispenser stops working, cycling the line power will not restart the dispenser computer because of the internal battery backup.

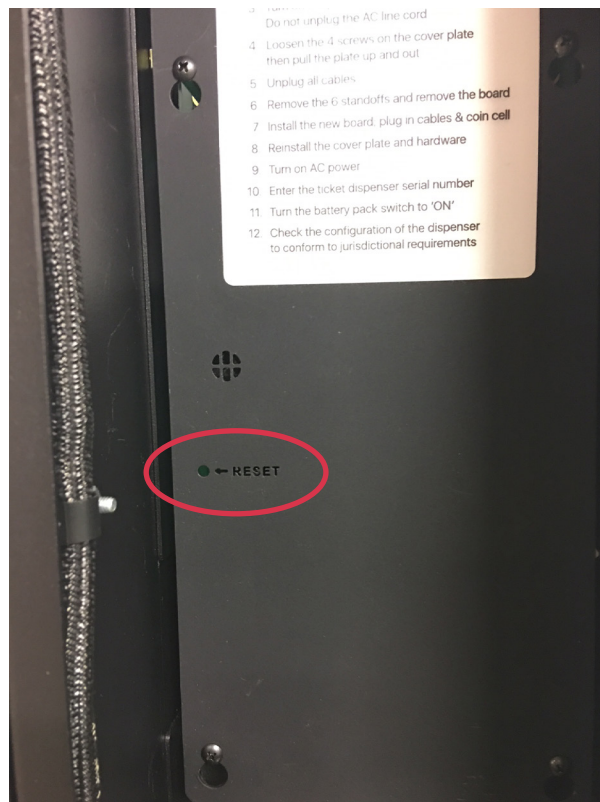
Hung dispenser recovery process:

If there are credits showing on the display

1. Write down the value of credits
2. Open the electronics door and see if the Password screen and Service menu appear
3. If it does, key in the password and close the electronics door. Operations should return and the credits should remain.
4. If it does not respond to the door opening, use a small paper clip or tool to momentarily press the computer RESET button through the access hole in the computer cover plate.
5. This will clear the credits and restart the computer.
6. Manually adjust credits with your customer.

If there are no credits showing on the display

1. Open the electronics door and use a small paper clip or tool to momentarily press the computer RESET button through the access hole in the computer cover plate.
2. This will clear the credits and restart the computer.



There are separate programming connectors for the core computer and the logger computer. These connectors are used for initial factory programming, field upgrades, and checksum verification for the test labs and regulators. **Only factory personnel, authorized distributors, and regulators are allowed to use these programming connectors in conjunction with specialized programming hardware and approved firmware.**

## Troubleshooting The Dispenser

ISSUE	CAUSE	CHECK/FIX
No cabinet lights	No AC input power Blown AC line fuse Defective internal power supply	Main circuit breaker to wall outlet Power line cord to dispenser is plugged in On/off switch on side of dispenser Fuse(s) in the AC input module on the dispenser Power supply output should be approx. 13.5VDC
Pushbutton LEDs are on, text display is not lit	Disconnected display cable Display failure	Cable from display to computer board Run diagnostics, replace display/keypad assembly or computer board
Money acceptor LED is always red, there are no credits, all doors are closed, dispenser is enabled	Dispenser is specifically configured for pin sales Money acceptor issue	BA will be disabled for pin sales.  Check the cable going to BA housing. Check for bill jams. Insert a bill and remove it. The red light on the acceptor may blink out an error code. Refer to error table below.
Money acceptor LED turned red and stopped accepting money	Max credits exceeded Ticket door is open Pin credits	Dispense some tickets until credits are below the max limit. Close ticket door Dispense some tickets and use all pin credits
Money acceptor LED is green, money not accepted and returned	Money incompatible/damaged	Proper currency and denomination must be used, use newer/better bill
Money accepted, but no or incorrect credits applied	Money acceptor error/jam	Remove jam, test, and/or replace money acceptor
Have credits, but ticket does not dispense from selected column	Out of tickets, jam Not enough credits Column needs mechanical service Defective column button	Load tickets, check for jam Add credits or select lower priced ticket Test column, replace or adjust column gate to specification  Test button and column in service mode or use diagnostics
Play All did not dispense all credits or enough tickets	Terminates dispense at 100 tickets max Ticket price is more than remaining credits Ran out of tickets, jam	Use Play All again with remaining credits  Select a different column or insert more money  <u>Select another column, service that column</u>
Play All Multi does not dispense from multiple columns	Must have more than one column with the same ticket price Some columns may be in shutdown	Select a different column that has the same ticket price as other columns
Keypad does not work but the LCD display is OK	Dispenser must be in Service mode for keypad to work Keypad worn or defective	Verify keypad works in service mode Run diagnostics, replace keypad or entire display/keypad assembly
LCD display characters have missing elements	Display	Run diagnostics, replace entire display/keypad assembly
Dispenser stops working with AC line power failure	Internal battery	Must be plugged onto main computer board and switch ON May be fully or deeply discharged if dispenser not used for a long time. It will auto recharge. Run diagnostics, replace defective battery
Cabinet lights go out and alarm sounds for 3 sec	AC Line power failure	Alarm will silence and the dispenser will continue to function while on internal battery power until a shutdown warning message appears.

For additional problem isolation, refer to the BILL ACCEPTOR ERROR CODES, COMPUTER RESET, and the HARDWARE DIAGNOSTIC TEST sections of the manual.

## Bill Acceptor Error Codes

To get the bill acceptor to generate its error codes, insert a bill and remove it. After the red LED goes off, count the number of times the red LED flashes and refer to the table below.

<b>Number of flashes</b>	<b>Cause</b>	<b>Check or fix</b>
0	None	
1	The cash box is removed	Install cash box
2	Stacking motor issue, possible bill jam	Clear jam or replace the acceptor
3	Cash box is full	Empty cash box
4	Mechanical jam in cash box	Clear jam or replace the cash box or acceptor
5	Stacking motor issue	Replace the acceptor
6	Optical sensor issue	Clean sensors or replace the acceptor
7	Magnetic sensor issue	Clean sensors or replace the acceptor
8	Transporting motor issue	Clean bill pathway or replace the acceptor
9	Transporting motor issue	Replace the acceptor
10	Transporting motor issue	Replace the acceptor
11	Bill security latch issue	Close latch
12	Bill partially stacked in the cash box and no credits issued	Try another bill or replace cash box or replace acceptor

## Troubleshooting Pin Sales Remote Device

ISSUE	CAUSE	CHECK/FIX
No backlight on display	Dispenser power off RS232 cable not connected or defective Defective device Fuse blown on computer board	Turn dispenser power on Try a different RS232 cable between dispenser and the device Replace Remote device Pin 7 on the dispenser bulkhead 9 pin D connector should be at +5V. If not, fuse is blown so replace the computer board in the dispenser
Display is dim, remote not working properly	RS232 cable - Improper cable or cable too long	Use the proper <u>heavy duty</u> cable if greater than 25 feet. Do not exceed 100 feet total.
Display went blank and dark	Cash credits are on the dispenser Dispenser in Service mode Dispenser is Disabled Ticket door open	Use or clear cash credits in dispenser Service mode  Exit Service mode Exit Disabled mode Close ticket door
Keypad entry not working but the display is OK	Keypad cable unplugged Keypad worn	Plug keypad cable securely on the computer board Replace keypad Replace Remote device
Display characters have missing elements	Display defective	Replace Remote device
Only partial dispense of tickets was achieved	Ran out of tickets or ticket jam	Load tickets, clear jam, or select a different column to dispense from
Cannot insert cash credits in the dispenser	Pin sales credits are on the dispenser	Use or refund pin sales credits using the Remote device.
Reports do not print	RS232 cable Power to printer Out of paper, jam Defective printer Defective remote device	Check cable connections between the device and printer Check power cable to printer and adapter power source. Replace paper roll, un-jam Replace printer Replace Remote device

# CARE AND MAINTENANCE

## Cleaning

### Important Safety Information:

Turn off the power to the dispenser before any internal cleaning.

Do not use any metal tools or metal attachments on your vacuum cleaner.

Do not use any abrasive material or solvents to clean the dispenser.

Use a soft damp cloth with a drop of liquid fabric softener to clean the glass on the dispenser.

## Replacing the Computer

Important:

When replacing the computer board, you must first turn off the dispenser line power with the dispenser on/off switch, but *do not disconnect the line power cord to the wall outlet*. Next, you will disconnect the battery pack from the computer board. This will remove all power from the board before replacing it.

1. Turn off AC power
2. Turn off the switch on the battery pack
3. Remove 4 screws on the metal computer cover plate and remove the plate.
4. Remove the following cables from the computer board:



5. Remove 6 standoffs holding down the computer board and remove the board.
6. Use the reverse process to replace the board.
7. The dispenser configuration and column pricing may need to be adjusted from the factory defaults on the new board.

## Servicing A Bill Acceptor

During normal operation dust and dirt accumulate on the optical sensors and the rollers. This could result in reduced acceptance rate. It is recommended to clean the bill path as explained below every 6 months or 60,000 bills whichever comes first.

Remove the cassette.

Inspect the cassette chamber to see no bill fragments or paper residue is left behind.

This may be blown away with the use of compressed air.

Open the clamshell by pushing the button as shown below.

Ensure:

No scratches present on the guides and optical sensors.

No dirt or cracks present on the surface of the transport rollers

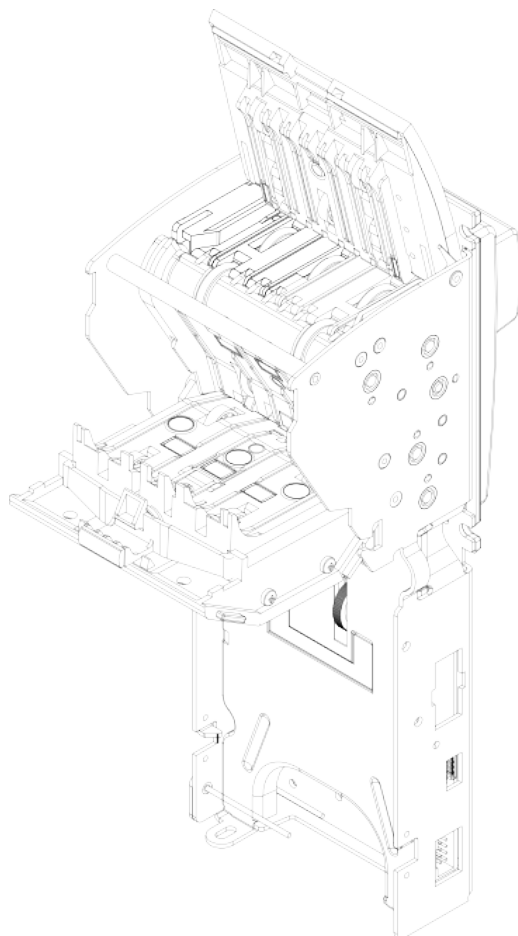
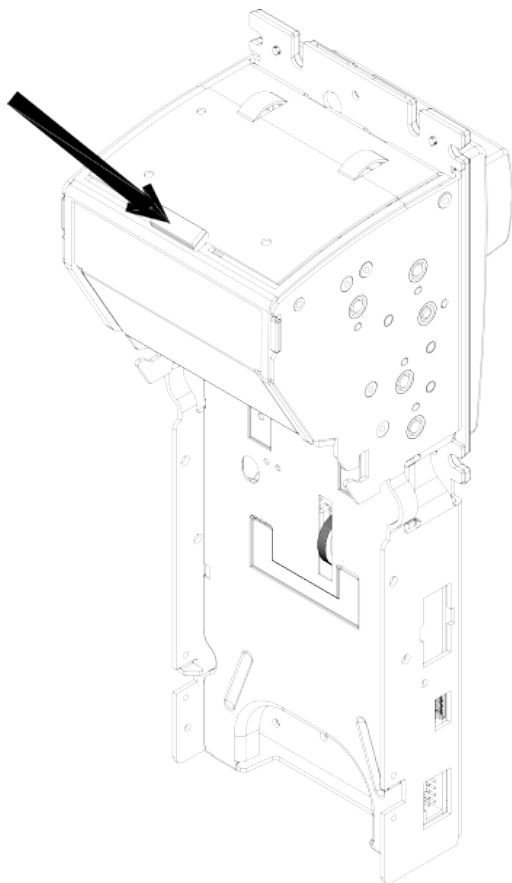
No dirt on the surface of the optical sensors.

The entire bill path is clean of paper debris or residue.

All dirt must be cleaned with soft moistened cloth. Isopropyl Alcohol is recommended for cleaning excessively dirty rollers.

**DO NOT USE ACETONE OR PETROLEUM BASED PRODUCTS AS THEY COULD CAUSE DAMAGE TO PLASTIC PARTS.**

Push the button then open the guides



## Replacing A Column

1. Turn off power to the dispenser.
2. Unplug the ribbon cable on the motor control board.
3. Lift the sheet metal latch under the front of the column to release the column.
4. Pull the bottom of the column towards you while also lifting it up until the column is free of the column retainer at the top of the dispenser.
5. When replacing the column, hold the column at an angle to the dispenser and place the top of the column under the column retainer at the top of the dispenser, rotate the bottom of the dispenser towards the cabinet and push back until the latches click and secures the column in place.





## Nevada Gold™ Maintenance Checklist

Your model of the Nevada Gold pull tab dispenser has been manufactured to exceed mechanical and electronic standards. Keep your Nevada Gold in peak working condition by performing seasonal care and maintenance.

The following will assist you in the care and maintenance of your unit:



**Wipe down the unit with a damp cloth and a drop of liquid fabric softener to keep it looking new. Do not use any abrasive cleaning materials or solvents to clean your model.**



**Handle any removable parts gently and carefully. Dropping or mishandling parts can damage electronic components.**



**Use plastic cleaning implements or a soft cloth to remove dust from inside the unit. Metal tools can damage electronic parts.**



**Use light lubricants and precision oiling implements to lubricate the gears, shafts and the chute door.**



**Use Compressed air duster to blow out any dust or lint.**

# WARRANTY



## Capitol Bingo Equipment Limited Warranty

Set out below are the terms of the Limited Warranty made by Arrow International, Inc. ("Arrow") in connection with the sale of the Capitol Bingo Equipment (the "Equipment").

### 1. Limited Warranty

Arrow warrants to the original purchaser ("Purchaser") that the Equipment will, for a period of ONE (1) YEAR from the date of original purchase of any equipment in the product line from an authorized Arrow dealer, be free from manufacturing defects in material and workmanship. Purchaser represents to Arrow that no employee, agent, or representative of Arrow (or of an Arrow dealer) has made any representation or warranty regarding the Equipment except as set out herein.

This Limited Warranty applies to normal commercial use and does not cover failures or damage which (a) occur in shipment; (b) is caused by products not supplied by Arrow; or (c) result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, set-up adjustments or modifications. This Limited Warranty also does not cover (i) any damage to the Equipment resulting from failure to install in strict conformity with both local fire and building codes and regulations, (ii) if installation does not comply with the installation instructions provided by Arrow, or (iii) consumable items such as filters or bulbs.

### 2. Disclaimer of Warranties

ARROW MAKES NO WARRANTIES, EXPRESS OR IMPLIED (INCLUDING, WITHOUT LIMITATION, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR AGAINST INFRINGEMENT OF ANY PATENT), EXCEPT AS EXPRESSLY PROVIDED HEREIN. THE EXPRESS WARRANTIES PROVIDED HEREIN ARE IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, GUARANTEES OR REPRESENTATIONS, EXPRESS OR IMPLIED, WHETHER ARISING BY OPERATION OF LAW OR OTHERWISE.

### 3. Limitation of Remedies

If the Equipment supplied does not conform to the Limited Warranty set out above, Arrow will, at its option, (a) repair or replace the Equipment, or part thereof, which is defective or (b) refund so much of the purchase price as Purchaser has paid for the defective Equipment, less 1/3rd of the purchase price for each month between the date of the purchase from an authorized Arrow dealer and the date of the discovery of the defect, provided that written notice of the defect and its nature is given to Arrow as soon as practical after discovery of the defect, but in no event later than 15 days from the date of the discovery of the defect.

### 4. Limitation of Liability

The remedy of repair, replacement, or refund of the purchase price is Purchaser's sole and exclusive remedy and will satisfy all of Arrow's liabilities, whether based on contract, negligence, tort, product liability, strict liability, or otherwise. IN NO EVENT WILL ARROW BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, NOR WILL ITS INABILITY IN CONNECTION WITH ANY EQUIPMENT OR SERVICE SOLD (INCLUDING NONDELIVERY OR LATE DELIVERY THEREOF) EXCEED THE SALES PRICE OF SUCH EQUIPMENT OR SERVICE.

### 5. Warranty Voided

Any obligations of Arrow under this Limited Warranty will be deemed to have been satisfied if anyone other than an authorized Capitol Bingo Equipment Dealer services the Equipment.

### 6. Transfer Of Limited Warranty

Purchaser may transfer its rights under this Limited Warranty subject to the terms and conditions hereof, to a buyer ("Buyer") from Purchaser of the Equipment. Thereafter, the rights under this Limited Warranty are not transferable. For the transfer by Purchaser of the Limited Warranty to be effective, the following conditions must have occurred no later than the 30th day following the date of resale to Buyer:

- A. Purchaser must have complied with all requirements to make the Limited Warranty effective as to Purchaser; and
- B. The Equipment (as an entire unit and as purchased by Purchaser) must be transferred to Buyer.

**7. Inspection**

With respect to any claim that the Equipment is defective, Arrow will be allowed a reasonable time to inspect the Equipment, in place. If the Equipment is altered or removed before Arrow has made such inspection or waived its right to do so, the obligations of Arrow under this Limited Warranty will be deemed to have been satisfied.

**8. Proof of Purchase**

Notwithstanding anything to the contrary in this Limited Warranty, Purchaser must, upon Arrow's request, submit proof of original purchase (satisfactory to Arrow) of the Equipment. The Limited Warranty set out above shall not apply to, nor cover, any Equipment for which Purchaser is unable, upon Arrow's request, to supply such proof of purchase.

**9. Limitation of Actions**

Any legal action against Arrow for a default of its obligations under this Limited Warranty must be commenced within two years from the date the Equipment was sold by an authorized dealer of the Equipment.

**10. How to Obtain Service**

If a Problem with this Equipment develops during or after the warranty period, proceed as follows:

- A. Refer to your Operator's Manual and follow the Troubleshooting Table within the "Care and Maintenance" section.
- B. Contact the authorized Capitol Bingo Equipment Distributor from whom you purchased the Equipment.
- C. Contact the Capitol Bingo Equipment Service Manager at 1-800-277-6214

**Capitol Bingo Equipment Limited Warranty (cont'd)**

SERVICE CALLS WHICH DO NOT INVOLVE DEFECTIVE MATERIALS OR WORKMANSHIP AS DETERMINED BY ARROW IN ITS SOLE DISCRETION, ARE NOT COVERED. COST OF SUCH SERVICE CALLS ARE THE RESPONSIBILITY OF THE PURCHASER.

Arrow wants you to remain a satisfied customer. If a problem occurs that cannot be resolved to your satisfaction, please contact us immediately, Phone one of the numbers listed on the previous page or write to:

**Capitol Bingo Equipment Division**  
c/o National Service Manager  
9900 Clinton Road  
Cleveland, Ohio 44144

**Arrow Games (Canada) Inc.**  
1245 Lorimar Drive  
Mississauga, Ontario  
L5S 1R2

Please be sure to include the name, model number, serial number, date of original purchase, and the distributor from whom you purchased the Equipment, as well as any actions taken to correct the problem.

**WARNING!** You must keep your receipt or invoice for proof of purchase in order to insure proper warranty coverage.

**Arrow Technical Assistance Center**

*Protecting Your Investments Through Innovative  
Solutions and Support*

**Phone Support Hours: 8am to 12am**

**1-800-277-6214**

[www.arrowinternational.com](http://www.arrowinternational.com)

# NEVADA GOLD SERVICE LOG

UNIT SERIAL  
NUMBER: \_\_\_\_\_

UNIT PART  
NUMBER: \_\_\_\_\_

INSTALLATION  
DATE: \_\_\_\_\_

If any circuit board  
is changed enter the  
serial number below

SERVICE DATE	TECHNICIAN NAME	COMPANY NAME	SERVICE PERFORMED	SERIAL #

Refer to the Nevada Gold Manual for recommended maintenance. Roller Cleaning and maintenance can be found at [Arrowinternational.com](http://Arrowinternational.com)

SERVICE DATE	TECHNICIAN NAME	COMPANY NAME	SERVICE PERFORMED	SERIAL #

Refer to the Nevada Gold Manual for recommended maintenance. Roller Cleaning and maintenance can be found at [Arrowinternational.com](http://Arrowinternational.com)



# Notes

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[www.arrowinternational.com](http://www.arrowinternational.com)

NEVADA GOLD II



Part # HH3600-MNL • Revision August 2017