

OPERATORS MANUAL SNAPSHOT 2 PORTABLE

V3.1 AND ABOVE



PLEASE NOTE:

Read this manual BEFORE operating the machine.

Keep this manual for your reference.

Go to www.LAlgames.com click on Support to register your games and receive future updates.





LAI Games

Correspondence regarding this machine should be addressed to your closest LAI Games office, or LAI Games Distributor.

For contact details, refer to the back page of this manual.

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LAI Games

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LAI Games Note

Dear Customer,

Keep up to date with new software updates or Service Bulletins for this game.

Check our website at <u>WWW.laigames.com</u> and click on Support, where you will find links to all the Bulletins and Software updates to keep your game in top working order.

Thanks,



Table of Contents

SAFETY PRECAUTIONS	7
MACHINE INSTALLATION AND INSPECTION	8
INTRODUCTION	9
DESCRIPTION	9
SNAPSHOT COMPANION APP	9
AUTOMATIC UPDATES	9
PACKAGING	9
CONTENTS	9
SPECIFICATIONS	9
DIMENSIONS	9
ELECTRIC SUPPLY	9
ASSEMBLY	10
GAMEPLAY AND MODES	12
HOW TO PLAY	12
ATTRACT MODE	12
PLAY MODE	12
OPERATION	13
OPERATOR MENU GUIDE	13
INITIAL SETUP PROCEDURE	14
GAME SETTINGS	15
COIN SETTINGS	15
BONUS CREDITS	16
FREE PLAY SETTINGS	16
SOUND SETTINGS	16
EVENT SETTINGS	17
FOOTER LOGOS	
MANAGE CONTENT	18
AUDITS	19
INPUT AND OUTPUT TESTS	20
LAMP TESTS	20
INPUT TESTS	20
AUDIO TESTS	20
GAME HISTORY	20
PHOTO UPLOAD QUEUE	20
UPLOADED PHOTOS	21
PRINT HISTORY	21

ERRORS	22
CURRENT ERRORS	24
ERROR HISTORY	24
ERROR SETTINGS	24
PRINTER INFORMATION	24
SYSTEM SETTINGS	25
PHOTO STORAGE	25
SCREEN CALIBRATION	25
CAMERA ALIGNMENT	25
TIME AND DATE SETTINGS	25
LANGUAGE	25
SOFTWARE UPDATES	25
VIEW CHANGE LOG	25
SETUP PROCEDURE	26
SYSTEM DIAGNOSTICS	26
COPY LOGS	26
UPLOAD LOGS	26
CHANGE BOOTH TYPE	26
NETWORK SETTINGS	26
AUTOMATIC UPDATES	26
CONNECT TO A NETWORK	27
TEST CONNECTION	27
VERIFY THE CONNECTION	27
TROUBLESHOOTING	28
CREATING A BOOTABLE USB	29
THINGS YOU WILL NEED	29
INSTRUCTIONS	29
UPDATING A CABINET USING A BOOTABLE USB	30
SECTION A: SERVICE INSTRUCTIONS	31
LOCATING AND ACCESSING PARTS	31
CABINET REAR	31
OPERATOR PANEL – SERVICE CONTROLS	32
MONITOR CONTROLS	32
PARTS DESCRIPTION	33
SPEAKERS	33
COUNTERS	33
BUTTONS	33

VOLUME KNOB	33
POWER INLET/MAINS SWITCH	33
POWER SUPPLY	33
PRINTER TROUBLESHOOTING	34
PAPER JAMS	34
LED STATUS INDICATOR	34
LAMPS	35
COIN DOOR LAMPS (LED)	35
BUTTON LAMPS (LED)	35
BOOTH LIGHTING (LED)	35
MAINTENANCE	35
EXTERIOR	35
INTERIOR	35
PRINTER	36
SECTION B: TECHNICAL DETAILS	37
POWER SUPPLY	37
COIN OPTIONS REFERENCE GUIDE	38
UNIVERSAL CARD LINK CONNECTION	38
SECURITY DONGLE	39
QUIXANT QXi-200	39
USB PORT CONNECTIONS	40
FB194 CONNECTOR WIRING	40
FUSES	40
CONNECTORS	41
J1 – Indicators	41
J2 – Quixant I/O	41
J3 – Quixant I/O	41
J5 – Quixant I/O	41
J8 – Counter/Meter Connection	42
J9 – Power Input	42
J11 – Indicator	42
P1 – Game Inputs	42
MAIDING DIAGDAMS	42

SAFETY PRECAUTIONS

The following safety precautions and advisories are used throughout this manual and are defined as follows.

* WARNING! *

Disregarding this text could result in serious injury.

* CAUTION! *

Disregarding this text could result in damage to the machine.

* NOTE! *

Is an advisory text to hint or help understand.



BE SURE TO READ THE FOLLOWING

* WARNING! *

<u>Always</u> turn **OFF** Mains AC power and unplug the game before opening or replacing any parts.

<u>Always</u> grasp the plug, not the line cord, when unplugging the game from an electrical outlet.

<u>Always</u> connect the Game Cabinet to a grounded electrical outlet with a securely connected ground line.

<u>Do Not</u> install the Game Cabinet outdoors or in areas of high humidity, direct water contact, dust, high heat or extreme cold.

<u>Do Not</u> install the Game Cabinet in areas that would present an obstacle in case of an emergency, i.e. near fire equipment or emergency exits.

* CAUTION! *

<u>Always</u> use a Digital Multimeter, logic tester or oscilloscope for testing integrated circuit (IC) logic PC boards. The use of a continuity tester is not permitted.

<u>Do Not</u> connect or disconnect any of the integrated circuit (IC) logic PC boards while the power is **ON**.

Do Not use any fuse that does not meet the specified rating.

<u>Do Not</u> subject the game cabinet to extreme temperature variations. Reliability of electrical components deteriorates rapidly over 60 °C.

MACHINE INSTALLATION AND INSPECTION

When installing and inspecting *Snapshot 2 Portable*, be very careful of the following points and pay attention to ensure that the players can enjoy the game safely.

• Be sure to turn the power **OFF** before working on the machine.

* WARNING! *

<u>Always</u> Turn **OFF** mains power before removing safety covers and refit all safety covers when work is completed.

- Make sure the power cord is not exposed on the surface (floor, ground, etc.) where people walk.
- Check that the rubber glide feet levelers are set correctly on the floor so that the game cabinet is level and stable.
- Always make complete connections for the integrated circuit (IC) logic PC Boards and other connectors. Insufficient insertion can damage the electrical components.

* CAUTION! *

Before Switching the machine on be sure to check that it has been set on the correct voltage for your area!

<u>Refer</u> To the mains voltage adjustment section of this manual. Machines are normally shipped on 220V AC unless otherwise specified.

- Only qualified personnel should inspect or test the integrated circuit (IC) logic PC Boards.
- If any integrated circuit (IC) logic PC Boards should need servicing, please contact the nearest LAI Games Distributor. (Refer to the back page of this manual)

INTRODUCTION

Congratulations on your purchase of *Snapshot 2 Portable* by LAI Games. We hope you take the time to read this manual and learn about the many features and user-friendly adjustments that can be made to fine-tune the game for maximum earning potential.

DESCRIPTION

Snapshot 2 Portable is a photo booth with dual cameras and mobile integration, that lets players choose which game mode they want to play, and offers a variety of photo decoration options unique to each mode. The **Snapshot Companion** app is available on both iOS and Android as a companion app to the **Snapshot 2 Portable**.

SNAPSHOT COMPANION APP

Using the **Snapshot Companion** mobile app, players are able to transfer photos between the booth and their mobiles allowing them to share images with an unlimited number of social networks and applications, as well as import and print any photo from their mobile.

AUTOMATIC UPDATES

Snapshot 2 Portable has a fully automatic updating system when the game has an internet connection. Connect your booth to the internet to take advantage of this feature, or see the Software Updates menu section of this manual for more information.

PACKAGING

CONTENTS

- The Snapshot 2 Portable cabinet
- Operator Manual
- 1 x USB (preloaded with game system image)
- 2 x coin door keys
- IEC Power Cord
- Parts & Accessories

SPECIFICATIONS

DIMENSIONS

•	Weight:	210kg	(462.97lb)	(excluding packaging)
•	Weight:	250kg	(551.16lb)	(including packaging)
•	Height:	2103mm	(82.80")	(curtain collapsed)
•	Height:	2273.79mm	(89.52")	(excluding header)
			(

Width: 1011.58mm (39.83")Length: 1453.77mm (57.24")

Cabinet Power: Maximum 350WPrinter Power: Maximum 350W

ELECTRIC SUPPLY

The game can operate on a universal mains input voltage between 88-264VAC 50/60Hz single phase. The supply must be a three wire grounded supply.

An adjustment screw is available for fine-tuning the output voltage.

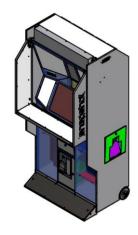
LOCATION REQUIREMENTS

Ambient temperature: 5C - 40C
 Ambient humidity: Low
 Ambient U.V. radiation: Very low
 Vibrations level: Low

ASSEMBLY

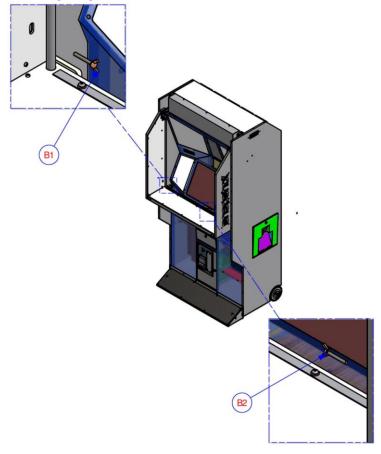
STEP 1

Place the Snapshot Portable into your preferred position



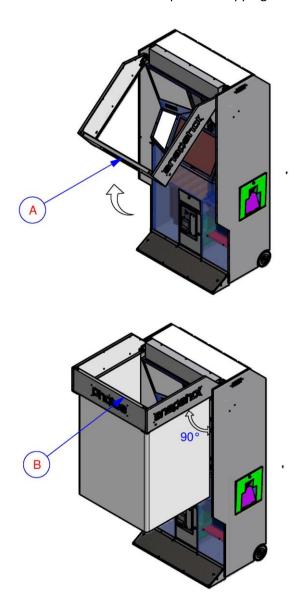
STEP 2

Remove wing bolts M5 x 35mm (shown below as B1 and B2). Ensure that you hold the header while removing wing bolts.



STEP 3

- A. Release the header carefully it will lift up automatically.
- B. Remove the header plastic wrapping to release the curtain.



GAMEPLAY AND MODES HOW TO PLAY

- Pay to play
- Select a game mode
- Take your photos (in masquerade mode, decorations are picked first)
- Decorate your photos
- Choose your print layout (upsell available here, if option enabled in Coin Settings)
- Collect your photos

OR

- Pay to play
- Log in using the Snapshot app
- Select two photos from your account
- Decorate your photos
- Choose your print layout
- Collect your photos

CLASSIC MODE

Classic mode allows players to take six quick photos, and apply a single filter to all the photos.

FILTER AND DECORATE MODE

Filter and decorate mode allows players to take two photos, apply a preset combination of effects to them, as well as adding stickers and drawing on the photos. Once they're done, they can select a print layout.

MASQUERADE MODE

Masquerade mode allows players to select two masquerades and then take photos that fit into them. Once they're done, they can select a print layout.

MY GALLERY MODE

Players who have logged in with the **Snapshot Companion App** can access My Gallery mode, allowing them to choose two photos from their account to decorate and print.

ATTRACT MODE

The monitor inside **Snapshot 2 Portable** displays a slideshow of photos taken with **Snapshot**, demonstrating each mode and its unique features.

PLAY MODE

Snapshot 2 Portable has two play modes. The standard *Coin Play* mode, where a coin or coins are inserted, or *Free Play* mode, where no coins are necessary.

COIN PLAY

Coin Play mode is entered from *Attract mode*, by inserting coins in any of the two coin slots on the front of the machine cabinet, then following the instructions in the "How to Play" section.

FREE PLAY

Free play can be set in one of three ways:

- Entering the operator menu by pressing the red TEST button, then entering the game settings. From here, enter free play settings and turn free play mode on.
- For a single free game, just press the green SERVICE button once.
- Push and hold the green SERVICE button for 5 seconds. This is a temporary free mode, and the game will return to normal when reset.

OPERATION

OPERATOR MENU GUIDE

- MAIN MENU
 - o GAME SETTINGS
 - COIN SETTINGS
 - BONUS CREDITS
 - FREE PLAY
 - SOUND SETTINGS
 - EVENT MODE SETTINGS
 - FOOTER LOGOS
 - o **AUDITS**
 - **O INPUT AND OUTPUT TESTS**
 - LAMP TESTS
 - INPUT TESTS
 - AUDIO TESTS
 - GAME HISTORY
 - PHOTO UPLOAD QUEUE
 - PHOTOS UPLOADED
 - PRINT HISTORY
 - o **ERRORS**
 - CURRENT ERRORS
 - ERROR HISTORY
 - ERROR SETTINGS
 - PRINTER INFORMATION
 - TEST PRINT
 - RESET PRINTER DRIVER
 - o SYSTEM SETTINGS
 - EXTERNAL SCREEN SIDE
 - PHOTO STORAGE
 - SCREEN CALIBRATION
 - CAMERA ALIGNMENT
 - TIME AND DATE SETTINGS
 - LANGUAGE
 - SOFTWARE UPDATES
 - SETUP PROCEDURE
 - SYSTEM DIAGNOSTICS
 - COPY LOGS
 - UPLOAD LOGS
 - CHANGE BOOTH TYPE
 - NETWORK SETTINGS
 - CONNECT TO NETWORK
 - TEST CONNECTION
 - INTERNET FEATURES

INITIAL SETUP PROCEDURE

The first time a Snapshot booth is turned on, the initial setup procedure must be performed. This ensures that the booth is set up correctly from the first photo.

The setup procedure can be repeated at any time via the System Settings menu.

1. Calibrate your touch screen

The first step is ensuring that your touch screen is correctly calibrated. The calibration process will begin automatically when the game is turned on for the first time. Follow the instructions on screen, and press next to finalize the calibration. If you are unable to press next due to a poor calibration, the calibration process will restart.

2. Select booth type (after system image only)

The first time you start up your Snapshot booth, you will not have to perform this step. It will only appear if you have performed a system image on your booth.

Select your booth type, and press next. Your booth type can be changed at any time by going to the System Diagnostics menu, and selecting Change Booth Type.

3. Connect to a network

Connecting your booth to the internet allows you to get free software and content updates, and gives your users access to a host of extra free features using the Snapshot Companion app. If there are any issues connecting to the network, these will be easier to address using the Network Settings menu once the setup procedure is complete. You can always connect later.

4. Select your time zone

Select the correct time zone for your location, using the up and down arrows to scroll through the options. This will ensure that your game history menus and reports will use the correct time. You can change the time zone or current time later by going to System Settings and selecting the Time and Date menu.

5. Enter your email address

Entering your email address allows us to notify you when there are new software or content updates, and what you can expect to see change in your booth in each update.

6. Setup automatic reports

Your Snapshot booth can automatically send you emails containing current audits, as well as warnings when the print media is running low. These settings can be changed later via a link in the report emails. If reports are turned off, you must perform the setup procedure again to turn them on.

7. Enter your location

Entering an accurate location is important so that potential users can locate your Snapshot booth using the Snapshot Companion app. The more information you provide, the more accurate your location in the app will be. You can expect to see your location in the Snapshot app 24-48 hours after your booth registration is completed. LAI Games will contact you when your location is live in the app.

8. Finished!

If you successfully connected to a network, your registration data will now be uploaded to the Snapshot server. If the data is unable to be uploaded immediately, it will automatically try to upload as soon as an internet connection is establish.

GAME SETTINGS COIN SETTINGS

- Coin 1 Number of Coins (Default: 1, Adjustable: 1-20)
 The number of coins that need to be inserted into coin mechanism one, for each credit.
- **Coin 1 Games per Credits** (Default: 1, Adjustable: 1-20)
 The number of games for each credit inserted into coin mechanism one.
- Common Coin (Default: On, Adjustable: On/Off)
 This controls the dual coin system. When set to off, both coin systems are separate (double coin system), when set to on, both coin inputs will be combined and into a single accumulated pool. Example: This is often used with a DBA set on 25c pulses and 25c coin mech. NOTE: The value of both inputs needs to be the same.
- Coin 2 Number of Coins (Default: 1, Adjustable: 1-20)
 The number of coins that need to be inserted into coin mechanism two, for each credit.
- Coin 2 Games per Credits (Default: 1, Adjustable: 1-20)
 The number of games for each credit inserted into coin mechanism two.
- **Upsell Option** (Default: On, Adjustable: On/Off)
 Enable or disable the option to purchase extra prints at the end of a game.
- Payment Method Prompt (Default: Card, Adjustable: Card / Coin / Credit / Amount) Set the type of payment prompt that will appear during attract mode. If set to Insert Amount, the next two settings will become active.
- **Currency** (Default: Dollar \$, Adjustable: Dollar \$ / Rupiah Rp) Set the currency that the price per play label will display in.
- **Price** (Default: \$1.00, Adjustable: \$0.10 \$10.00 / Rp 1,000 Rp 10,000) Set the price that will display in attract mode.

BONUS CREDITS

- Level One (Default: Off, Adjustable: On/Off)
 Defines if the first level of bonus credits is active or not.
 - No. of Coins: This sets the number of coins that need to be inserted into coin mechanism 1 to reach the bonus credit level 1.
 - Bonus Credits: This sets the number of bonus credits that are given when credit level 1 is reached. This is the number of bonus credits given, on top of what has been paid for.
 - o **Total Credits:** This sets the total number of credits given when level 1 is reached.
- Level Two (Default: Off, Adjustable: On/Off)

Defines if the second level of bonus credits is active or not.

- No. of Coins: This sets the number of coins that need to be inserted into coin mechanism 1 to reach the bonus credit level 2.
- Bonus Credits: This sets the number of bonus credits that are given when credit level 2 is reached. This is the number of bonus credits given, on top of what has been paid for.
- o **Total Credits:** This sets the total number of credits given when level 2 is reached.
- Level Three (Default: Off, Adjustable: On/Off)

Defines if the third level of bonus credits is active or not.

- No. of Coins: This sets the number of coins that need to be inserted into coin mechanism 1 to reach the bonus credit level 3.
- Bonus Credits: This sets the number of bonus credits that are given when credit level 3 is reached. This is the number of bonus credits given, on top of what has been paid for.
- o **Total Credits:** This sets the total number of credits given when level 3 is reached.

FREE PLAY SETTINGS

- Free Play Mode (Default: Off, Adjustable: On/Off)
 Defines if the machine is running in free play mode.
- **Show Waiver** (Default: Off, Adjustable: On/Off)
 Defines if the attract mode shows a marketing waiver when in free play mode.

SOUND SETTINGS

• **Game Volume** (Default: 10, Adjustable: 1-10) The volume of the audio during gameplay.

EVENT SETTINGS

The Event Mode Settings menu displays important information on the right hand side. It displays if event mode is currently scheduled to begin at the event start time, as well as the event start and end time, and the total duration of the event in hours. It also shows how many prints have been printed during the current event time frame and in the previous event time frame.

• **Event Schedule** (Default: off, Adjustable: On/Off)
Schedule the event mode settings to activate at the set event start time.

Start Time

Set the time that the event will start.

End Time

Set the time that the event will end.

- Free Play (Default: On, Adjustable: On/Off)
 Enable or disable free play during the event time frame.
- Print Photos (Default: On, Adjustable: On/Off)
 Enable or disable printing photos during the event time frame.
- Limit Prints (Default: On, Adjustable: On/Off)
 Limit the number of prints during the event time frame. Setting a print limit will cause the event to finish once the limit is reached, even if the event end time has not been reached.
- Max Print Count (Default: 500, Adjustable: 1-2000)
 The maximum amount of prints allowed during the event time frame. Note that extra photo copies count towards the max print count.
- Extra Print Copies (Default: 0, Adjustable: 0-3)
 The number of extra photo copies printed at the end of the game. Settings this to 1 extra print will give each player a total of 2 prints at the end of the game.
- Internet Features (Default: Off, Adjustable: Off/On)
 Enable or disable extra features dependent on an internet connection, such as Snapshot app log in functionality and marketing content. An internet connection is needed for this feature.
- Lock Game Outside Event (Default: On, Adjustable: On/Off)

 If enabled, the game will lock in attract mode outside of the event time frame. The game is not playable when locked in attract mode.

FOOTER LOGOS

Manage the footer logos that appear at the bottom of each print. View, delete and activate existing footer logos, or import new footer logos.

Save Photos (Default: On, Adjustable: On/Off)
 Enable or disable printing the footer logo along the bottom of all photos.

IMPORT

Import new footer logo files from a USB. Files must be 1386 x 150 pixel sized PNG files located in the root directory of a USB (not within any folders). File name must be "watermark".

VIEW FOOTER LOGOS

View all footer logos currently stored and choose a footer logo to set as active. Use the UP and DOWN buttons to scroll through logos, and press the red TEST button to set the selected footer logo as active.

DELETE FOOTER LOGOS

View and delete any footer logos currently stored. Use the UP and DOWN buttons to scroll through logos, and press the red TEST button to delete the selected footer logo

Active Footer Logo

A shortcut to view and change the active footer logo. Press the red TEST button to select the setting, the use the UP and DOWN buttons to scroll through available logos. Press the rest TEST button again to set the currently visible footer logo as active.

MANAGE CONTENT

These menus can be used to manage any personalized content, seasonal content or custom modes that your Snapshot unit has.

ACTIVATE CONTENT

If no extra content is activated, all content displayed in Snapshot will be from the default content that comes with the game. Any personalized content that is activated via this menu will be displayed first, replacing some default content. Custom Modes need to be activated before they can be used in the Manage Modes menu.

The information on the right will show the name of the personalized content pack, the type of content it is (personalized content or custom mode), and how many pieces of content it contains.

MANAGE MODES

A maximum of three modes and a minimum of one mode can be activated at any time. The image on the right hand side of the screen acts as a preview of the mode select screen. The log in tile cannot be switched off. Note that a custom mode must be activated via the Activate Content menu before it can be used in the Manage Modes menu.

DELETE CONTENT

A maximum of five content packs can be stored at any time. The Delete Content menu can be used to delete content packs to make space for new ones.

IMPORT CONTENT

Once your content pack is located in the root directory of a USB device, plug it into your Snapshot booth, and the Import Content procedure will guide you through the import process step by step.

AUDITS

1. Total Coins Mech 1

The total number of coin mech 1 pulses since the audits were last cleared

2. Total Coins Mech 2

The total number of coin mech 2 pulses since the audits were last cleared

3. Bonus Credits

The total number of bonus credits issued

4. Service Credits

The total number of service credits issued since the audits were last cleared

5. Credits Used

The total number of credits used

6. Games Played

The total number of games played

7. Classic Mode Percentage

The percentage of players that chose to play Classic Mode

8. Filter Mode Percentage

The percentage of players that chose to play Filter and Decorate mode

9. Masquerade Mode Percentage

The percentage of players that chose to play Masquerade Mode

10. Average Game Time

The average amount of time, in seconds, one game lasts for

11. Total Prints

The total number of prints

12. Average Number of Prints Per Game

The average number of photos printer per game

13. One Extra Print Percentage

The percentage of players that purchased one extra print

14. Two Extra Prints Percentage

The percentage of players that purchased two extra prints

15. Three Extra Prints Percentage

The percentage of players that purchased three extra prints

16. Total Number of Extra Prints

The total number of extra prints that have been purchased

17. Total Number of Extra Prints Percentage

The total percentage of players that have purchased at least one extra print

18. Print Failures

The total number of failed prints

19. Logged In Percentage

The percentage of game plays that have a user logged in

20. Percentage of Photos Uploaded

The percentage of players that choose to upload their photos to the Snapshot server at the end of the game. Uploading photos requires an internet connection.

INPUT AND OUTPUT TESTS

LAMP TESTS

PHOTO SLOT LIGHT

Test the photo slot light, located at the top of the print chute.

• TOP CAMERA LIGHT

Test the arrow lamp that points to the top camera, located directly beneath the top camera.

COUNTDOWN LIGHT 1

Test the first countdown light, number one, located above the bottom camera.

COUNTDOWN LIGHT 2

Test the second countdown light, number two, located in the center of the two cameras.

• COUNTDOWN LIGHT 3

Test the third countdown light, number three, located below the top camera.

BOTTOM CAMERA LIGHT

Test the arrow lamp that points to the bottom camera, located directly above the bottom camera.

BOOTH LIGHTING 1

Test the interior booth lighting by scaling up the brightness from one to ten.

• BOOTH LIGHTING 2

Test the interior booth lighting by scaling up the brightness from one to ten.

BOOTH LIGHTING 3

Test the interior booth lighting by scaling up the brightness from one to ten.

• RED / GREEN / BLUE RGB

Test the RGB lighting by scaling up the brightness from one to ten.

INPUT TESTS

Test all the inputs on the cabinet. A cross in the checkbox indicates that the input is receiving a signal.

AUDIO TESTS

• TEST INTERNAL SPEAKERS

Play a voice over through the internal speakers.

• TEST INTERNAL SPEAKERS

Play a voice over through the external speakers.

GAME HISTORY

PHOTO UPLOAD QUEUE

This menu lists information about player photos that are queued to be uploaded. Hold down the utility button for 3 seconds with an entry selected to delete that photo upload.

EMAIL

The email address that the player entered in the booth. This email address must be valid for the user to receive their photos.

GAME TIME

The time the player started the game.

UPLOADED

How many photos have been uploaded.

ACTION

Select an upload and press the red SELECT button to use the action button of the selected upload. The Send Next action will move the selected upload to the next one in the gueue.

STATUS

The status of the upload. Once a photo is successfully uploaded, it will appear in the Photos Uploaded menu.

CANCEL UPLOADS

This button will DELETE ALL pending photo uploads. Players will not receive their photos if they have been deleted from the upload queue. To remove a single upload from the queue, select it and hold down the utility button for 3 seconds.

UPLOADED PHOTOS

EMAIL

The email address that the player entered in the booth. This email address must be valid for the user to receive their photos.

GAME TIME

The time the photo was uploaded.

ATTEMPTS

The number of times the game tried to upload the photo and failed, before successfully uploading the photo. If the send attempts of photo uploads are consistently high, consider checking the stability of your internet connection. If using a wifi connection, a wired LAN connection might offer more stability.

TIME SENT

The time the photo was uploaded.

PRINT HISTORY

The print history menu can be used to view photos from previous games, as well as reprint them. Note that photos can only be reprinted in the same print layout that the player originally chose.

GAME ID

A unique game ID assigned to each Snapshot game. One game ID can have more than one print history item assigned to it.

GAME MODE

The game mode that the player selected at the beginning of the game. Note that if you have Internet Features turned on, players can access My Gallery mode, which is still counted as a Filter Mode game.

GAME TIME

The time that the player began their game.

PRINTED

Shows the result of the print. A failed print is represented by a cross, and a successful print is represented by a tick.

ACTION

Highlighting a print history item and pressing the red SELECT button will perform the action for that item. Reprint will reprint the photos, as displayed on the right hand side of the screen.

ERRORS

EKKUKS			
Error Name	Cause	Solution	
Coin Jammed	The coin sensor has been pressed for a long period of time.	Release the coin sensor to clear the error. See Input Tests in the Input and Output Tests section of the operator menu to check the status of the coin mech sensor.	
Input Jam	There is an input that has been receiving a signal for a long period of time. This includes all buttons.	See Input Tests in the Input and Output Tests section of the operator menu to see which button is being detected as pressed. Ensure that this button isn't stuck.	
No Bundles	The software cannot find any content bundles to load	Reflash the game using the USB that came in the original packaging. See the section in this manual on "Updating a Cabinet Using a Bootable USB" for instructions.	
Printer Not Found	The printer was not detected when the machine started up.	Check all the printer cables are connected properly and restart the machine.	
Printer Error	An error occurred while printing.	Check that nothing is blocking the printer slot. Press the "Feed and Cut" button on the printer to ensure that the paper or ink roll isn't jammed.	
Printer Disconnected	The printer has been disconnected.	Check that the printer is turned on and the cables are securely plugged in and restart the machine.	
Printer Busy	The printer is busy, it may be trying to print documents in the printer queue	Give the printer some time to finish printing any backed up documents, then try printing again.	
Printer Data Transfer Error	The printer cannot transfer data.	Please check that the printer is turned on and the cables are securely plugged in.	
Printer Out of Ink	The printer has run out of ink.	Please install a new ink ribbon, then perform a successful print to clear the error.	
Printer Out of Paper	The printer has run out of paper.	Please install a new paper roll, then perform a successful print to clear the error.	
Printer Paper Jam	There is a paper jam.	Please clear the jam and press the "Feed and Cut" button on the front of the printer or perform a successful print to clear the error.	

Printer Ink Ribbon or Paper Roll Incorrect	There is an incorrect ink ribbon or paper roll installed.	Please check that both are installed correctly and are the correct type for this printer.	
Printer Ink Ribbon Incorrect / Error	There is an incorrect ink ribbon installed or the ink ribbon has been installed incorrectly.	Please check that the ink ribbon is installed correctly and is the correct type for this printer.	
Printer Paper Roll Incorrect	There is an incorrect paper roll installed.	Please check that the paper roll is installed correctly and is the correct type for this printer.	
Printer Overheated	The printer has overheated.	Turn off the printer to let it cool down and increase the air flow around it.	
Printer Door Open	The printer door is open.	Please shut the printer door to resume printing.	
Printer Mechanical Error	There is a mechanical error.	Press the "Feed and Cut" button on the front of the printer or perform a successful print to clear the error.	
Printer Turned Off While Printing	The printer was turned off while printing.	Please check that the printer is turned on and the cables are securely plugged in.	
Other Printer Errors	There are a number of other unlikely printer errors which can be caused.	If an error is not listed here, please check all the printer cables, clear the printer slot and restart the machine. The "Feed and Cut" button can be useful in solving other printer errors.	
Corrupted Config File	The game was switched off during a critical point in saving data.*	The game automatically recovers from this error, but please check all the game settings, as they may have reverted back to their default settings.	
Corrupt Audit Files	The game was switched off during a critical point in saving data.*	The game automatically recovers from this error, but please note that the audits will have been reset.	

^{*}Please note that in most cases, there will be no issues caused by switching a game off at any point during operation or from sudden power failures. Corrupted data errors will only occur if all data backups are corrupted simultaneously, which is highly unlikely.

CURRENT ERRORS

This menu lists information on all current/active errors. Further information on the error is provided in the information box on the left of the top screen. Use the UP and DOWN buttons to select an error, then press the red TEST button to attempt to clear it or be taken to the relevant menu for troubleshooting.

ERROR HISTORY

This section lists all errors, both current and already cleared. The type of error, date it occurred on and the date it was cleared on (if applicable) are listed.

ERROR SETTINGS

There are a number of ways the *Snapshot 2 Portable* cabinet can notify you that there is an error with the machine. These can be switched on or off in the operator menu by entering Errors and then Error Settings. The silent red lighting alert is the default setting. The error history can also be cleared by pressing the red TEST button with the clear error history option selected.

Alert Type	Options	Default Setting
Voice Over Warning	On/Off	On
On Screen Warning	On/Off	On
Red Light Warning	On/Off	On

- Hard Error When Print Media Empty (Default: On, Adjustable: On/Off)
 Enabling this will cause the game to lock in attract mode when print media runs out. This will stop players from being able to play the game when there is no print media available.
- Hard Error When Printer Errors (Default: On, Adjustable: On/Off)
 Enabling this will cause the game to lock in attract mode when there is a printer error. This will stop players from being able to play the game when the printer has an error.

CLEAR ALL ERRORS

This button will clear all current errors as well as the error history.

PRINTER INFORMATION

This page will show the name of the printer and how many prints are remaining on the bottom right hand of the screen.

- Print Photos (Default: On, Adjustable: On/Off)
 Enable or disable printing the players' photo at the end of a game.
- TEST PRINT

Perform a test print. If successful, this will clear any current printer errors.

• RESET PRINTER DRIVERS

If a new printer has been installed or the *printer not found* error is appearing, reset the printer drivers and **restart** the cabinet. The game will automatically reinstall the printer drivers when the game is restarted.

SYSTEM SETTINGS

• External Screen Side (Default: Left Side, Adjustable: Left Side/Right Side)
Set which side of the booth the external screen and printer are located on.

PHOTO STORAGE

- Save Photos (Default: On, Adjustable: On/Off)
 Enable or disable saving a digital copy of all the photos taken. NOTE: If you are saving your customers photos, please let them know.
- Number of Photos Saved (Default: 500, Adjustable: 1-1000)
 Set the maximum number of photos to save. When this limit is reached, old photos will be deleted to make space for new photos.
- COPY PHOTOS

Copy all currently stored photos to a USB device.

DELETE PHOTOS
 Delete all photos currently stored.

SCREEN CALIBRATION

This menu is used for calibrating the touch screen.

CAMERA ALIGNMENT

The currently highlighted camera will show a live feed on the right hand side of the screen. If the top and bottom cameras are not assigned correctly, use the Swap Camera Positions button to swap the position of the cameras. NOTE: Swapping the cameras will restart the game.

TIME AND DATE SETTINGS

Change the time zone, system time and date, and the format in which the time and date will be displayed in all menus.

LANGUAGE

Change the language of all in game text.

SOFTWARE UPDATES

The Software Updates menu lets you check if there are any game updates available and view the change log for previous updates.

CHECK FOR UPDATES

Manually check if an update is available. If automatic updates are enabled, this action will be performed automatically. The booth must be restarted to apply an update, and will take around an extra one minute to start up when applying the update.

VIEW CHANGE LOG

The change logs menu allows you to view a history of updates as well and available, unapplied updates. Applied updates will show a green tick next to the version number. Using the blue UP and DOWN buttons allows you to scroll through the list, and view the changes in each update on the right hand side of the screen.

AUTOMATIC UPDATES

If this setting is enabled, updates will be automatically downloaded and applied. The booth must be restarted to apply an update, and will take around an extra one minute to start up with applying the update.

INSTALL UPDATE

Manually download and install the latest update. The booth must be restarted to apply an update, and will take around an extra one minute to start up with applying the update.

SETUP PROCEDURE

The setup procedure can be run again at any point by selecting it in the System Settings menu. This will clear all the data entered in the previous setup procedure.

SYSTEM DIAGNOSTICS COPY LOGS

Automatically copies a zip file onto a USB that contains all relevant game data. LAI Games support may request this file to assist in troubleshooting. A message will show on screen to notify you if the file has been copied successfully.

UPLOAD LOGS

Automatically uploads game logs to the Snapshot server. LAI Games support may request this file to assist in troubleshooting. A message will show on screen to notify you if the file has been uploaded successfully.

CHANGE BOOTH TYPE

This menu can be used to change the booth type. During normal operation it should not be necessary to change the booth type, as this setting is already configured before the booth is shipped.

NETWORK SETTINGS

To take advantage of the full set of Snapshot 2 Portable features, LAI Games strongly recommends that you connect your Snapshot 2 Portable booth to the internet. This allows players to access a host of extra features available when using the free Snapshot 2 Portable Companion app and highly incentivizes repeat plays.

The Network Settings menu can be used to connect to a wired or wireless network. On the right side of the menu, information for all currently connected adapters is shown. The Quixant comes with two Ethernet adapters installed. If you plug in your own network adapter, please wait a few seconds for the list to refresh.

AUTOMATIC UPDATES

One of the benefits of having your Snapshot 2 Portable booth connected to an internet connection is the automatic update feature. Whenever the game is turned on, it will automatically check with our server to see if there is an update patch available. If there is, it will download the patch in the background, causing no interruption to normal gameplay. Once the patch is downloaded, the next time the game is turned on it will take less than a minute to apply the patch. When the game finishes starting up, it will be running the latest software.

CONNECT TO A NETWORK

WIRED NETWORK

- 1. Plug an Ethernet cable into one of the two Ethernet ports on the Quixant.
- 2. Enter the operator menu and navigate to the Network Settings menu.
- 3. Select Connect to a Network.
- 4. Select the first option, "Wired Network."
- 5. Press the red TEST button to connect to the selected network.
- 6. Wait for the software to confirm the connection.
- 7. You should now be connected to the internet. This can be confirmed by checking that the "Wired Network" label is now green and has a small "connected" label underneath it.
- 8. Press back to return to the Network Settings menu. The adapter being used should now have a green "Connected" status.

WIRELESS NETWORK

- 1. Enter the operator menu and navigate to the Network Settings menu.
- 2. Select Connect to a Network.
- 3. Allow the menu a few seconds to refresh, then select the wireless network you wish to connect to.
- 4. Press the red TEST button to connect to the selected network.
- 5. If a password is required, you will be prompted to enter it using the onscreen keyboard.
- 6. Wait for the software to confirm the connection.
- 7. You should now be connected to the internet. This can be confirmed by checking that the wireless network name you connected to is now green and has a small "connected" label underneath it.
- 8. Press back to return to the Network Settings menu. The adapter being used should now have a green "Connected" status.

TEST CONNECTION

To test the current network connection, select Test Connection and press the red TEST button. The software will attempt to connect to the internet.

• Internet Features (Default: Off, Adjustable: On/Off)
Enable or disable extra features dependent on an internet connection, such as Snapshot app log in functionality and marketing content. This setting is off by default but will automatically be turned on if a network connection test succeeds. You must have an internet connection to your Snapshot booth for Internet Features to work.

VERIFY THE CONNECTION

Once a network connection has been established, test uploading a photo from the booth to confirm the system is functional.

LOG IN WITH THE APP

The Snapshot Companion app is available on both the Google Play Store and the iOS App Store. Download the app and log in. Go to the Booth Log in tab. On the booth, insert a credit and select the blue Log In tile (if the tile is grey, please return to the Network Settings menu and turn Internet Features on). Hold the QR code displayed in the app up to the bottom camera in the Snapshot booth. The tile will turn green to confirm that the log in has been successful. Play any mode, and the photos will be uploaded automatically to the app once the game has ended.

UPLOAD A PHOTO TO A NEW ACCOUNT

You don't need the Snapshot Companion app to get a digital copy of your photos. Play any mode in Snapshot, and at the end of the game, when prompted, enter your email address (if the game never shows the registration screen, please return to the Network Settings menu and turn Internet Features on). The game will send an email containing a digital copy of your photos.

TROUBLESHOOTING

LOGGING IN WITH THE APP

The issue in this case could be with the app, the internet connection, or the Snapshot server. If the tile shows an orange error, the QR code is being detected as invalid for that account. If the error is red, the booth was unable to connect to the server to verify the QR code:

Red Error

- Use the Test Connection feature in Network Settings. The result of this test can help narrow down the issue.
 - Server timed out—This means that the Snapshot server is currently down, though the internet connection is active. We will be working on getting the server up and running ASAP.
 - Server returned wrong content This means that something is interfering with the connection between the booth and the server. Most common causes are a firewall or a network setup that requires logging in through a webpage.
 - Error The booth was unable to connect to the internet at all. If this error appears, test the connection a few times to confirm the result. If it consistently confirms an error, please check that your internet connection is working.
 - Success The booth was able to connect to the server successfully. Try logging in again.

Orange Error

- The QR code on the app automatically refreshes itself for security purposes. This may have failed.
 - Log out of the app and log back in again. This will manually refresh the QR code.
 - Ensure the phone has a network connection. The phone needs an active network connection to refresh its QR code and to receive photos.

UPLOADING PHOTOS TO A NEW ACCOUNT

If you never received an email from the booth (check your spam, junk folders), the Game History menu can provide more information. See the Game History section of this manual for more information.

If photos are moving from the Photo Upload Queue to the Photos Uploaded menu regularly, then the system is working correctly. If photos have more than 1 or 2 attempts before succeeding, then your internet connection may be slow or unreliable.

If photos fail to upload, then there may be a problem with the network connection.

CREATING A BOOTABLE USB

THINGS YOU WILL NEED

- A completely empty USB that has a capacity of at least 4GB.
- **NOTE:** Everything on this USB will be COMPLETELY ERASED. Ensure that there are no important files on it.
- The downloaded game software file (this is an ISO file, for example, Snapshot2.4.iso).
- The program Rufus, free download from http://rufus.akeo.ie/

INSTRUCTIONS

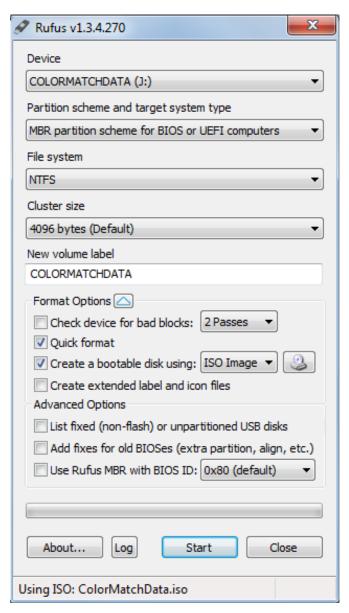
1. Plug your empty USB into your personal computer.

NOTE: Ensure you only have one USB device plugged into the computer, to guarantee that the wrong device is not accidentally wiped.

- 2. Run the program Rufus (the file should be called rufus_v1.3.4, though the numbers may vary).
- 3. Under the first option, **Device**, select your USB device from the drop down menu.

NOTE: If your device is not listed in the drop down menu, click the white arrow button next to the heading **Format Options**. Under the new **Advanced Options** section, check the first check box. This enables "List fixed (non-flash) or unpartitioned USB disks."

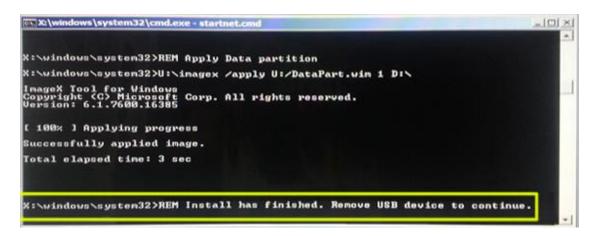
- 4. To the right of the option called *Create a bootable disk using:* there is a button with an image of a CD on it. Click this button.
- 5. Select your ISO file and click Open.
- 6. Ensure that all the check boxes and settings match the image to the right.
- 7. Click Start, and in the window that pops up, click OK. This process can take up to 5 minutes, depending on the size of the ISO file.
- 8. When the process is finished, DONE should show at the bottom of the Rufus window.
- 9. The bootable USB is now finished.



UPDATING A CABINET USING A BOOTABLE USB

- 1. Ensure that the cabinet is turned off.
- 2. Plug in the USB. Ensure that no other USB's are plugged in.
- 3. Switch on the cabinet.
- 4. The operating system should boot straight into the USB, bringing up a black box that will display progress. This process will take around 20 minutes. The percentage at the bottom of the box will continue to update until it reaches 100%.

5. Once the process is finished, the last line of text in the black box will instruct you to remove the USB.



- 6. Remove the USB.
- 7. The cabinet will now automatically reboot.
- 8. Your game has successfully been updated.

SECTION A: SERVICE INSTRUCTIONS

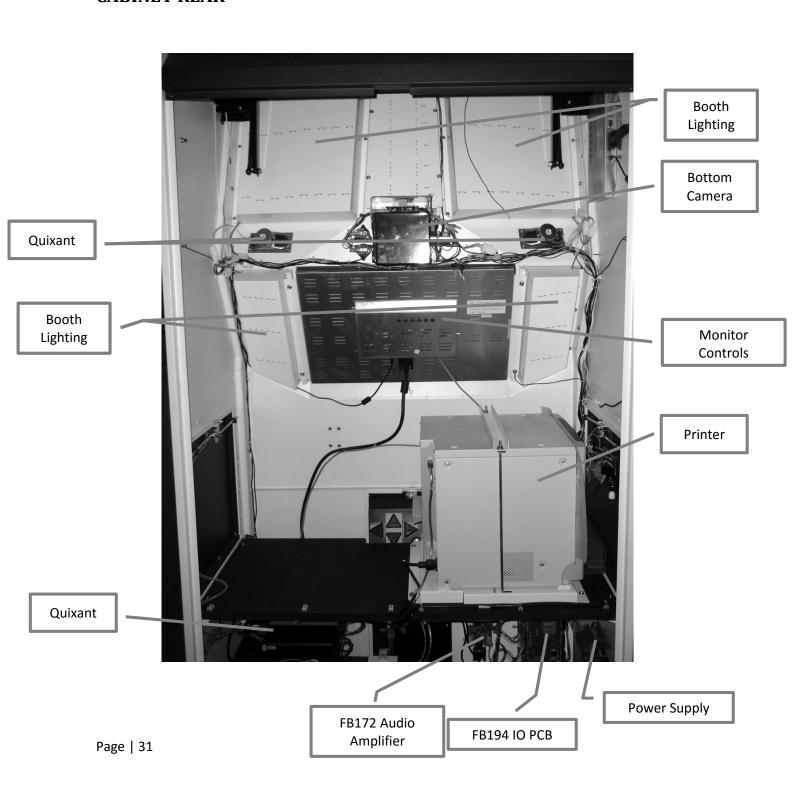
NOTE

Be sure to read the following carefully before servicing the machine.

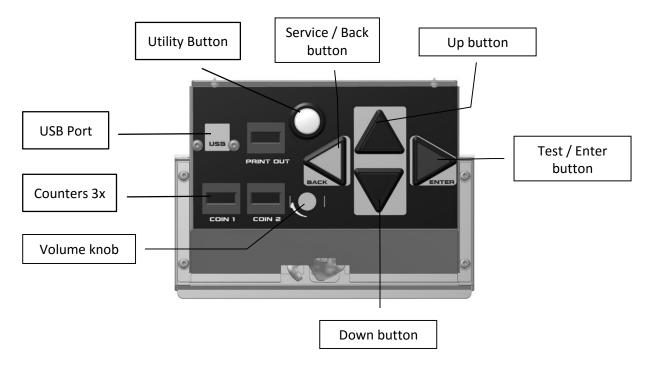
LOCATING AND ACCESSING PARTS

The following pictures identify the location of the main serviceable items.

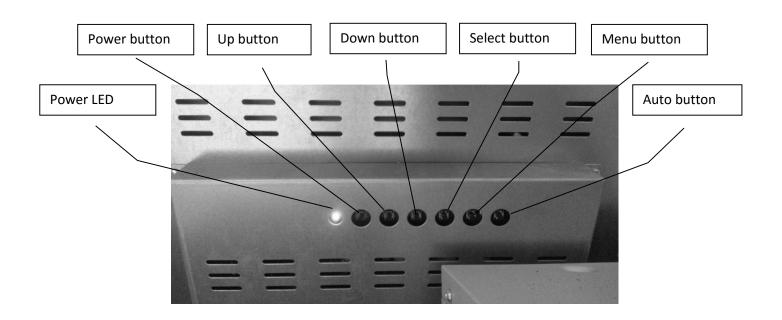
CABINET REAR



OPERATOR PANEL - SERVICE CONTROLS



MONITOR CONTROLS



PARTS DESCRIPTION

SPEAKERS

4 speakers are used for system sounds. Left audio channel is used for the 2 outside speakers and the right is used for the 2 inside speakers.

COUNTERS

Counters will increment for each coin input and each photo printed. All counters are under software control. COIN1/COIN2 counters are triggered by the coin mechanism inputs. PRINT OUT counter is triggered every time the print sensor is triggered.

BUTTONS

Press the green SERVICE/BACK button to issue a service credit from attract mode. Press the red TEST/ENTER button to enter the operator menu from attract mode. When in the operator menu, use all four buttons to navigate through the menu.

VOLUME KNOB

Use to adjust the speaker's sound level.

POWER INLET/MAINS SWITCH

The power inlet is a standard IEC inlet socket with mains power switch, located at the rear of the machine. There is a main power fuse internal in this IEC socket. The fuse should be a M205, 250VAC, 3A.

* WARNING! *

ALWAYS turn **OFF** mains power and unplug the game before replacing any fuses, and **ALWAYS** use the correct rated fuse.

POWER SUPPLY

The power supply is located at the back of the cabinet, and is accessed via the rear service panel of the machine. It is a SP-320-12 12V 25A Universal AC input switching power supply. It can handle AC input from 100-240VAC at 50/60Hz. An adjustment screw is available for fine-tuning the output voltage.

PRINTER TROUBLESHOOTING

PAPER JAMS

Ensure that the printer is turned on.

Press the DOOR OPEN button on the front of the printer to open the door. If the door doesn't open, restart the printer and try again.

Remove the ink roll.

Push down on the ink roll as shown by the arrow and pull it out.

Take out the paper roll

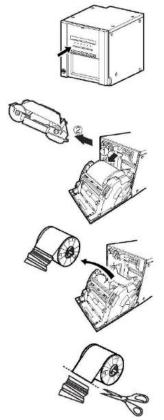
When taking the paper out, pull it up towards you.

Cut off the crumpled or defective part of the paper with scissors.

Reinstall the paper and ink rolls

Close the printer door.

Allow the printer up to two minutes to initialize after you close the door. The printer will automatically perform a Feed and Cut three times once initialized successfully.



LED STATUS INDICATOR

All printer errors will be reported in game with information on how to fix them. The LEDs on the front of the printer can also provide information on the current printer error, as shown below.

			≝: Steady	/on ●:	off 6 : Blinking $-$: Depends on the previous condition
ALARM	PAPER/ INK RIBBON	DATA	READY	COOLING	Causes and Countermeasures
ŏ •	•	-	•	•	The door is open. • Close the door. A paper jam occurs. • Refer to "Overcoming paper jams."
\\	Ö	-	•	•	The power is turned off during printing process. • Turn on the power and carry out the paper feed & cut.
•	•	-	ő	ŏ •	The temperature of the thermal head is too high. • Wait until the indication goes off. * Note
•	ŏ •	-	•	•	The ink ribbon is not loaded. The ink ribbon is used up. The ink ribbon which is not available to this printer is installed. • Replace the ink ribbon with a new one.
•	Ö	-	•	•	The print paper is not installed. The print paper is used up. Install new print paper. The combination of the ink ribbon and the print paper is incorrect. Use a correct combination of the ink ribbon and the print paper.

LAMPS

* WARNING *

Always turn **OFF** mains power and unplug the game, before replacing any lamps. **Always** replace the lamps with the same or equivalent size, wattage and voltage.

COIN DOOR LAMPS (LED)

The coin door lamps all are 12V/DC T10 LED or equivalent and can be accessed via the coin door.

BUTTON LAMPS (LED)

The button lamps all are 12V/DC T10 LED or equivalent and can be accessed by removing the operator panel.

BOOTH LIGHTING (LED)

Internal booth lighting is all white LED strip and can be accessed by removing the holder brackets behind the rear service panel. Always replace LED booth lighting strip with the same type as different lighting levels can dramatically affect photo quality.

MAINTENANCE

EXTERIOR

- Regularly dust and clean the external cabinet areas as required, using a soft water-damp cloth and mild soap.
- Check for blown bulbs and replace as required. Check all LED strips are functioning and repair as required.
- Check the monitor image is clear.
- Wipe the monitor clean with a soft damp cloth.

INTERIOR

- Regularly dust and vacuum the interior of the cabinet, taking care to remove any objects that may have fallen.
- Check and tighten all fixing hardware and fasteners as required.

* WARNING! *

Always turn **OFF** mains power and unplug the game before cleaning the interior of the machine.

PRINTER

* NOTE! *

Thermal head maintenance should be done at least every two months to get the maximum lifetime possible about of the thermal head.

YOU WILL NEED

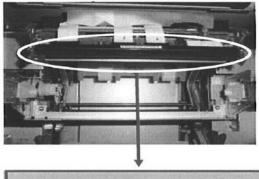
- Ethanol or Isopropyl Alcohol
- Tissue Paper (folder in half about four times)

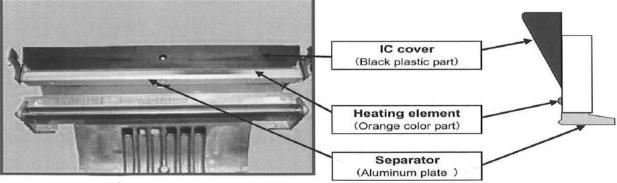
BEFORE CLEANING

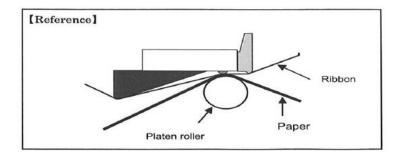
- Open the door
- Power off the printer
- Remove the ink cassette
- Take out the printer paper

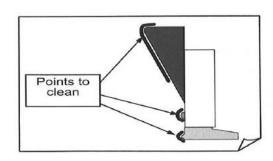
CLEANING

- Wipe the heating element and the separate located at the underside of the thermal head.
- Wipe the dust gently using the tissue paper soaked in a small amount of alcohol.
- Replace the paper and ink cassette before closing the door.









SECTION B: TECHNICAL DETAILS

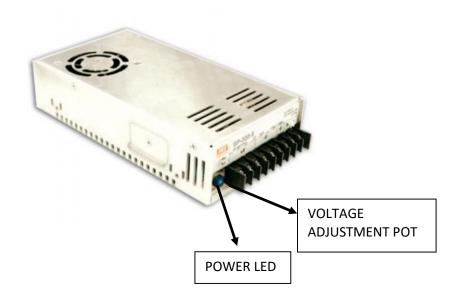


It is advised that anybody using SECTION B for repairing or modifying any of the components of the game should be a qualified technician, having at least a basic knowledge of digital components, integrated circuits and electricity.

POWER SUPPLY

The single universal AC input power supply generates 12VDC for the entire machine. The green LED indicates powered operation.

The power supply output voltage should be 12VDC. It can be adjusted when necessary by turning the blue adjustment trimpot with a small Philips screwdriver.

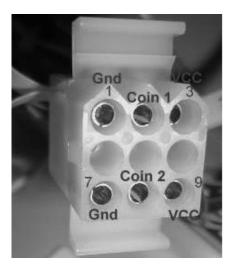


COIN OPTIONS REFERENCE GUIDE

By default, the coin door contains a micro switch connected to the COIN2 input for crediting the machine.

A 9 way Molex connector has been installed on the coin door which can be optionally used to make adaptors for most electronic coin systems and comparators.

The following picture illustrates the connector pinout.



Shell part number: Molex 03-09-1092

Pins: Molex 02-09-1119 (loose)

Molex 02-09-1117 (chain)

PIN1 = GND

PIN2 = COIN1 input

PIN3 = 12VDC

PIN7 = GND

PIN8 = COIN2 input

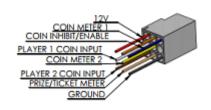
PIN9 = 12VDC

Contact your nearest LAI Games distributor for harnessing to suit different coin comparators and bill acceptors.

UNIVERSAL CARD LINK CONNECTION

A 9 pin Universal Card Link connector exists on the operator panel inside the coin door.





Mating shell part number: Molex 9-pin housing: 03-09-2092

Pins part number: Wire Gauge and Terminals: 02-09-2103 (14-20 gauge wire) or 02-09-2118 (18-22 gauge wire)

Pin 1. +12v- Supply to Card System.

Pin 2. Coin 1- input to the game PCB.

Pin 3. Coin 2- input to the game PCB.

Pin 4. Coin meter 1- is connected to the coin meter 1 output from the game PCB and can be used by card systems for monitoring purposes.

Pin 5. Coin meter 2- is connected to the coin meter 2 outputs from the game PCB and can be used by card systems for monitoring purposes.

Pin 6. <u>Ticket Meter</u>- is connected to the Ticket 1 Meter output from the game PCB and can be used by card systems for monitoring purposes.

Pin 7. Empty

Pin 8. Empty

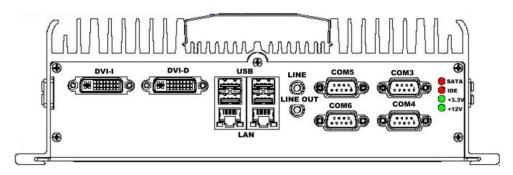
Pin 9. Ground- is connected to the common Ground connection, the same ground as the Game PCB.

SECURITY DONGLE

A security dongle is required to be plugged in before the game will start and <u>must remain plugged in at all times</u>. If the dongle is missing, the game will not run, and the screen will remain black.

QUIXANT QXi-200

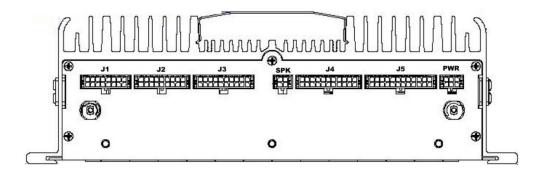
The front and rear panels as well as required connections are shown below.



SATA LED – flashes to indicate disk activity.

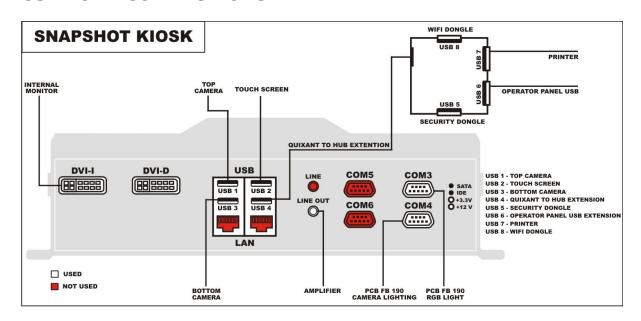
+3.3V – lights when internal power regulator is operating.

+12V – lights when the QXi-200 has power. Power supply must be between 8~14VDC to operate. The rear panel contains connections for the FB182 IO PCB, power supply and speaker. All connections are required to be plugged in for proper operation.

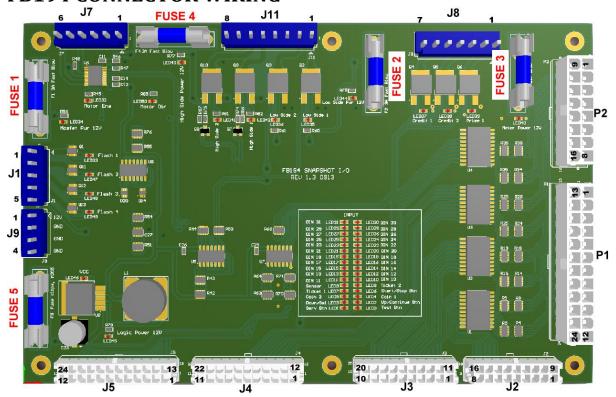


J1, j2, J3, J4, J5 – connect to FB194. PWR – Connects to the 12VDC power supply.

USB PORT CONNECTIONS



FB194 CONNECTOR WIRING



FUSES

FUSE 1	1A Fast	J1 camera indicator (pin5)
FUSE 2	3A Fast	J11 fused power (pins 3,4)
FUSE 3	3A Fast	J8 counter power (pins 6,7)
FUSE 4	3A Fast	J11 high side switched power (pins 5,6)
FUSE 5	1A Fast	PCB logic supply

CONNECTORS

J1 - Indicators

1	Camera Indicator Lv3
2	Camera Indicator Lv2
3	Camera Indicator Lv1
4	Spare
5	+12VDC (fused)

Harness connector shell: JST VHR-5N Harness connector pins: SVH-21T-P1.1

J2 - Quixant I/O

DIN 1 – Service/Back Button	16	7	DIN 0 – Test/Right Button
DIN 3 – Down/Select Button	17	8	DIN 2 – Up/Take Win Button
DIN 5 – Coin 2	18	9	DIN 4 – Coin1

Harness connector shell: Molex Microfit 43025-1800 Harness connector pins: Molex Microfit 43030-0001

J3 - Quixant I/O

	11	1	GND
	12	2	DIN 6 – Start Button
DIN 9 –Photo sensor	13	3	

Harness connector shell: Molex Microfit 43025-2000 Harness connector pins: Molex Microfit 43030-0001

J5 - Quixant I/O

,			
DOUT 9	13	1	DOUT 8
DOUT 11	14	2	DOUT 10
DOUT 13 – Camera Tilt Enable	15	3	DOUT 12 – LED Printer
DOUT 15 – LED Level 3	16	4	DOUT 14 – LED Level 2
DOUT 17 – LED Level 1	17	5	DOUT 16 – Spare
DOUT 19	18	6	DOUT 18
DOUT 21	19	7	DOUT 20
DOUT 23	20	8	DOUT 22
DOUT 25 – Coin 2 Meter	21	9	DOUT 24 – Coin 1 Meter
DOUT 27 – Photo/Prize Meter	22	10	DOUT 26
DOUT 29 – Low camera indicator	23	11	DOUT 28 – Upper camera indicator
DOUT 31	24	12	DOUT 30

Harness connector shell: Molex Microfit 43025-2400 Harness connector pins: Molex Microfit 43030-0001

J8 - Counter/Meter Connection

1	Photo Meter
2	
3	Coin 2 Meter
4	Coin 1 Meter
5	
6	12VDC (fused)
7	12VDC (fused)

Harness connector shell: JST VHR-7N Harness connector pins: SVH-21T-P1.1

Meters can be connected and powered by the fused pins 6 and 7. The PCB has on-board back-EMF diodes for use with inductive meters so no additional diodes are needed in the harness nor meters. Current per meter pin should be limited to 1.5A maximum.

19 - Power Input

1	12VDC
2	GND
3	GND
4	GND

Harness connector shell: JST VHR-4N Harness connector pins: SVH-21T-P1.1

J11 - Indicator

1	Photo exit flash lamp
2	Camera tilt enable
3	12VDC (fused)
4	12VDC (fused)
5	Camera indicator Up
6	Camera indicator Down
7	GND
8	GND

Harness connector shell: JST VHR-8N Harness connector pins: SVH-21T-P1.1

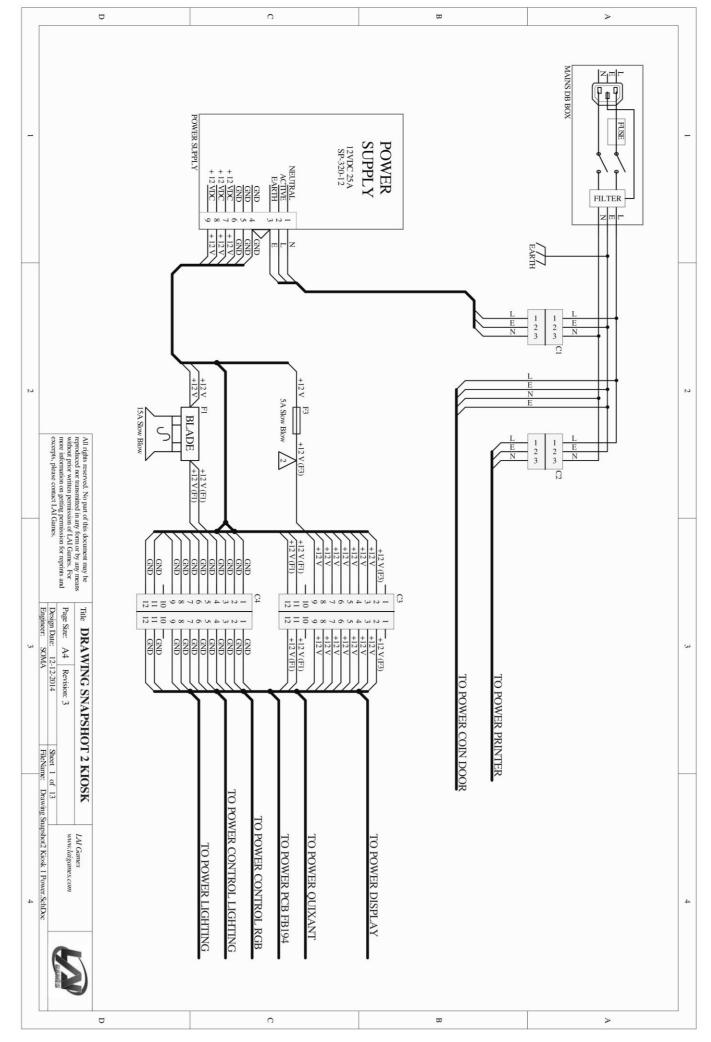
P1 - Game Inputs

GND	13	1	GND
	18	6	Photo Sensor
Utility Button	19	7	
Coin 1	20	8	Coin 2
Up/Take Win Button	21	9	Down/Select Button
Right/Test Button	22	10	Left/Service button
	23	11	
	24	12	

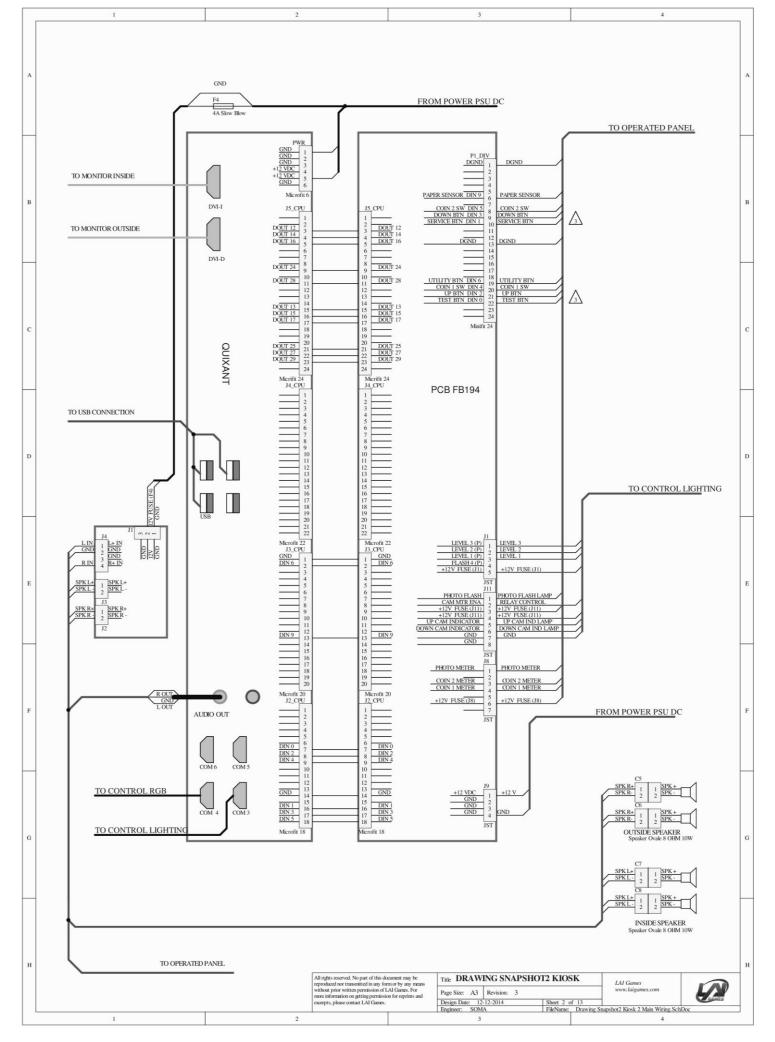
Harness connector shell: Molex Minifit 003901-2240 Harness connector pins: Molex Minifit 39-00-0038 (Reel) Harness connector pins: Molex Minifit 39-00-0039 (Loose)

WIRING DIAGRAMS

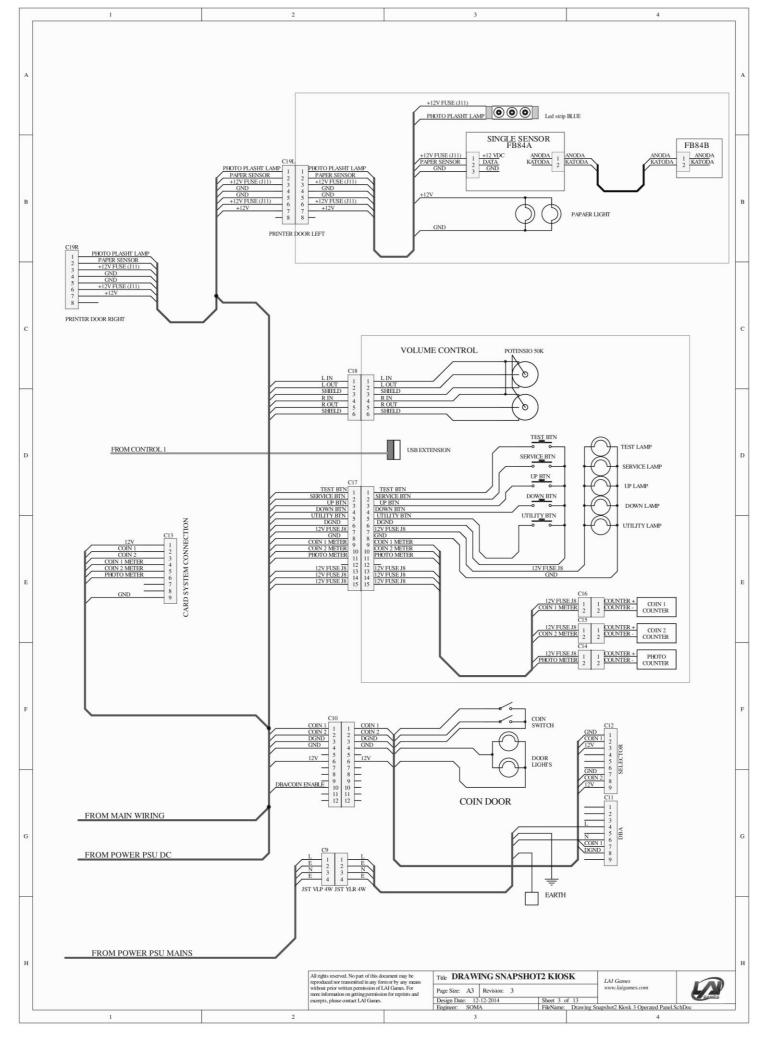
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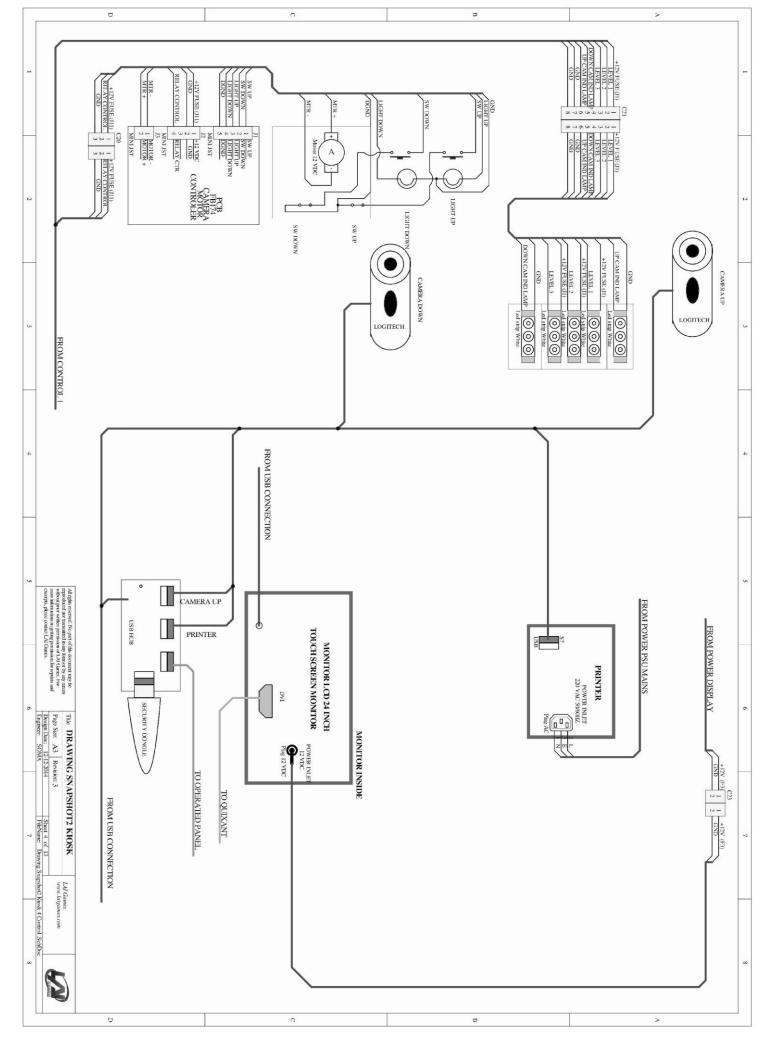
Page | 43



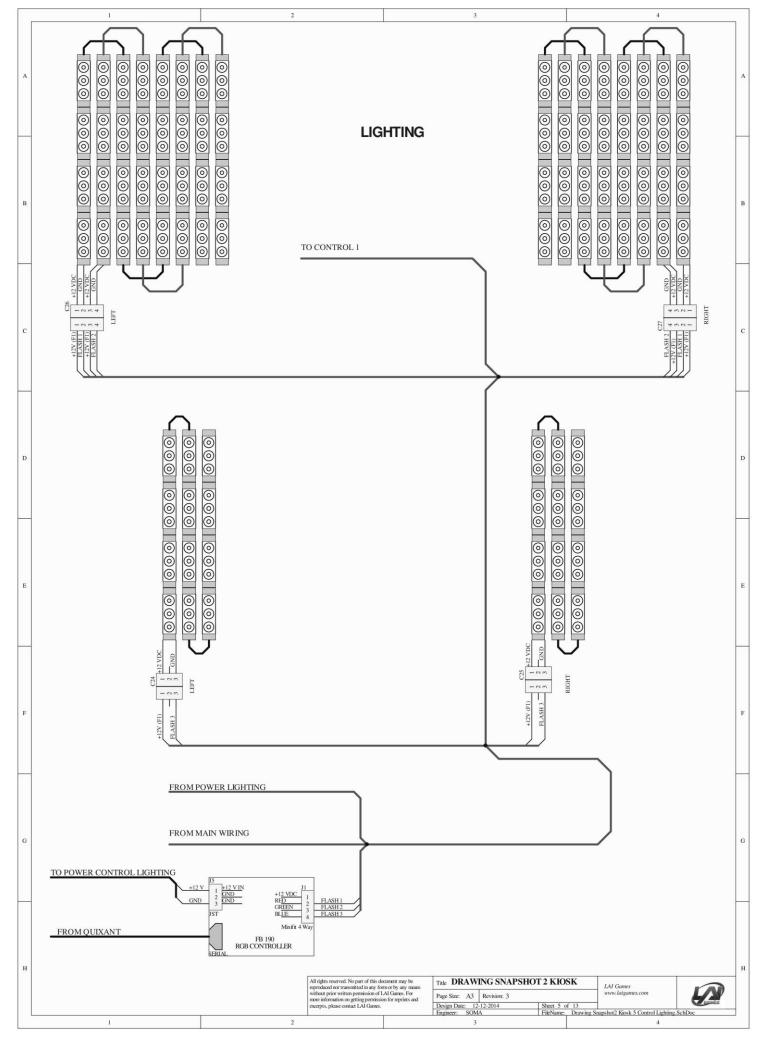
Page | 44



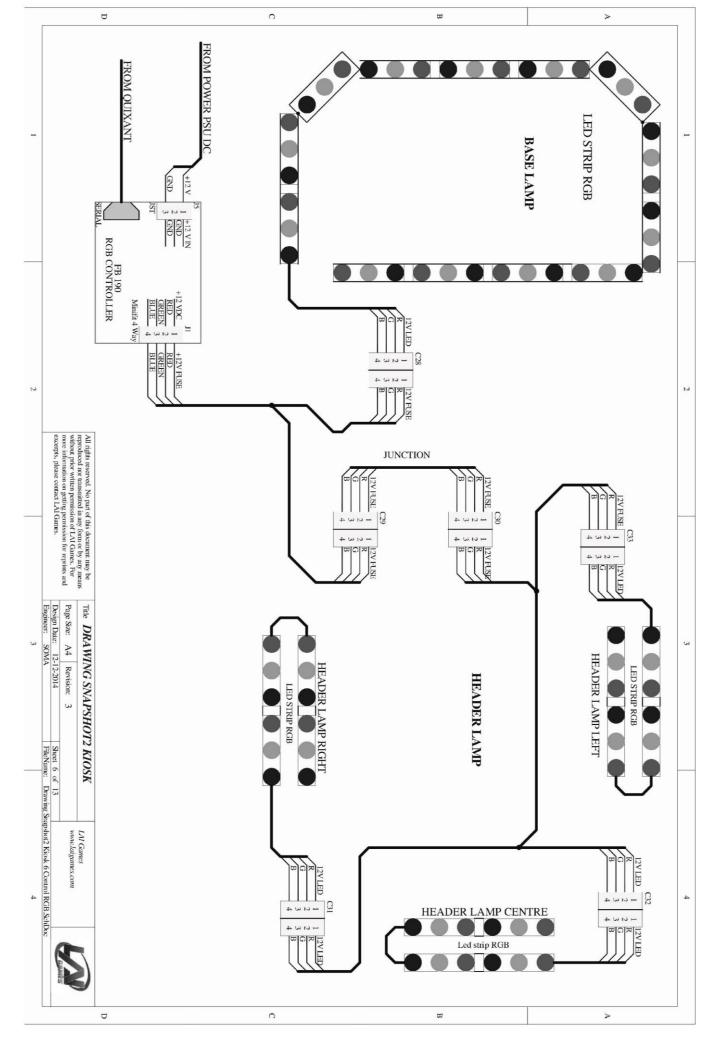
Page | 45



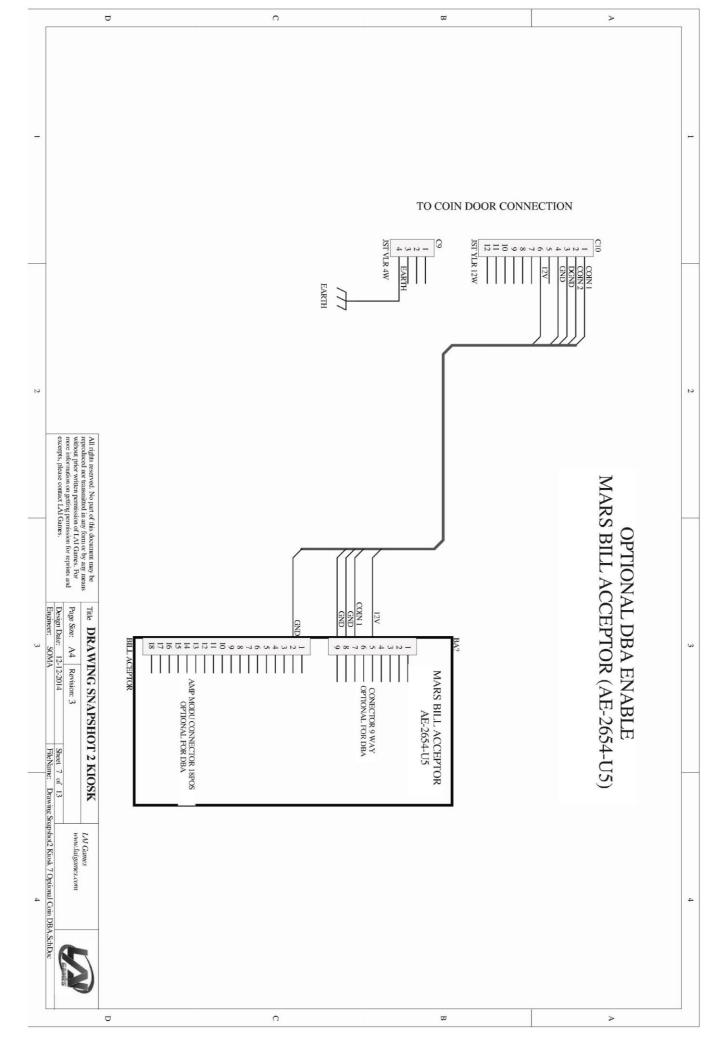
Page | 46

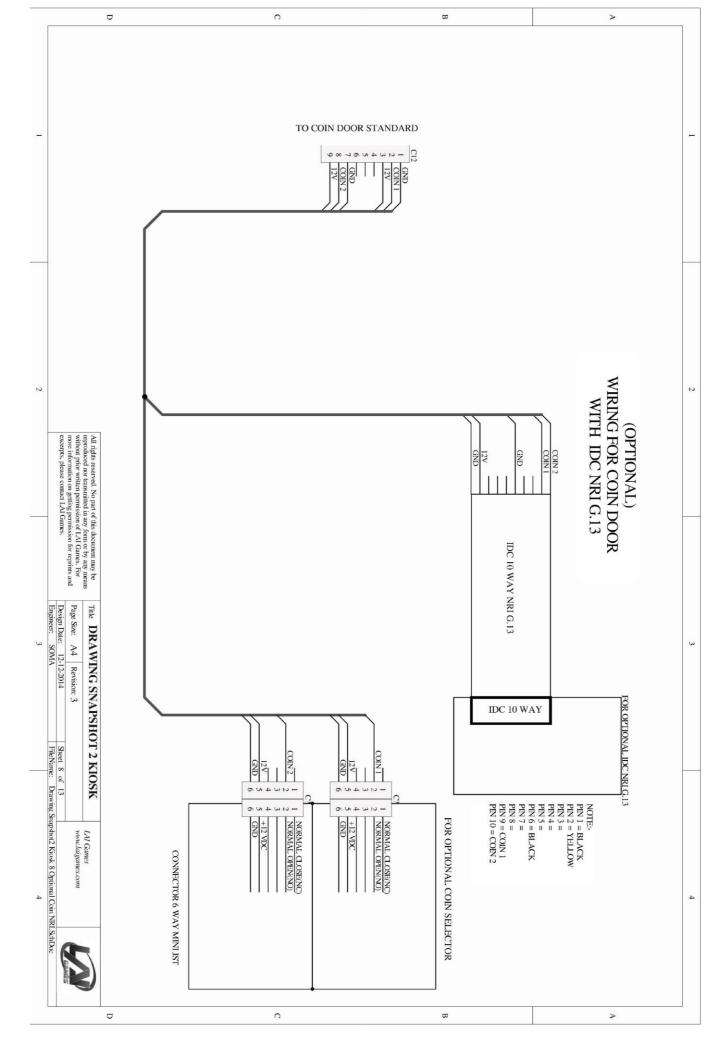


Page | 47



Page | 48





Page | 50

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