Release Info:

Atronic e-motion™
Operating Manual
for C-Level Software C5.x.x

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ABOUT THIS MANUAL

Scope
This manual aims to provide qualified technical service staff with detailed information, how to operate and maintain an Atronic e-motion™ video slot machine.

Target Audience
We address qualified technical personnel, who are involved in operating Atronic e-motion™ gaming machines. With this user group we assume that they are familiar with gaming machines and casino related terminology.

Please read this document carefully before you start, to avoid incorrect configuration or operation.

Included Software Releases
Information contained in this document applies to the following software releases (software levels):

- **Release C5.0.x.x STD**
  - using Base version HBS-STD-12.0.0.137

- **Release C5.1.1.x STD**
  - using Base version HBS-STD-12.0.0.140

- **Release C5.1.2.x STD**
  - using Base version HBS-STD-12.0.1.155
  (later versions may apply too)

*Note*: See also section "How to identify the software level" on page 7.
ABOUT THIS MANUAL

Related Publications
More detailed information about Atronic e-motion™ gaming machines can be found in the following publications:

Installation Manual
• Manual e-motion Installation

Software Manual
• Manual HI Software (C5.x.x.x STD)
• Manual HI Software (C5.1.2.x STD)

Peripherals (coin- and bill acceptors, hopper, etc.)
• ->See folder "Peripherals" on Atronic Service Manual CD.

Spare Parts
• Manual EMC Parts Catalogue

Linked Gaming Products
• Manual [ product ] - Setup and Configuration
  for a particular linked gaming product, such as CASH FEVER™, King Kong Cash, The Game of Life™, Mystery Magic™, Hot Link™, etc.

Note: All mentioned manuals can be found on a CD-ROM titled "Atronic Service Manual 2008"

If this manual did not came with this CD-ROM, please ask Atronic Technical Service for a free copy of the latest revision.
**INTRODUCTION**

**Software Version:**
This term is used to identify a particular software set, comprising of EPROMs, CD-ROM and Security Device. Software versions can differ in jurisdiction, game title, linked gaming concept and paytable. -> see also section “Boards and EPROMs”.

**Software Level:**
This term is used to identify a level of functionality and compatibility. It does not reflect to a certain game title. The software level is determined by the Main Base EPROM version.

**Software Manuals:**
Atronic software manuals refer to a certain software level (major version) or to several software levels that are equal or similar in their functionality. For example:

Atronic Hi(6)bility™

**Software / Basic Setup**
for C-Level Software
Version C5.x.x.x STD

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**HOW TO IDENTIFY THE SOFTWARE LEVEL**

This section explains, how to identify the software version and its corresponding software level. The naming of the Main Base EPROM indicates the software level (major version) and the jurisdiction.

To identify the Main Base EPROM version:
1. Turn the Audit Key. The Audit Menu is displayed.
2. Open folder “Machine Information / General Machine Settings” and write down the MAIN BASE VERSION, which is the first entry of the section SOFTWARE INFORMATION (e.g. HBS-STD-11.1.2.81).

or
1. Open the maindoor and switch machine power off.
2. Open the logic box, remove the mainboard and check the label of the EPROM mounted on socket U5.

**Software Level Matrix**

<table>
<thead>
<tr>
<th>Main Base Version</th>
<th>Software Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>HBS-STD-5.x.x.xx</td>
<td>B-Level 1.2.1</td>
</tr>
<tr>
<td>HBS-STD-7.x.x.xx</td>
<td>B-Level 1.2.3</td>
</tr>
<tr>
<td>HBS-STD-10.x.x.xx</td>
<td>C-Level 1.x.x</td>
</tr>
<tr>
<td>HBS-STD-11.0.x.xx</td>
<td>C-Level 4.0.x</td>
</tr>
<tr>
<td>HBS-STD-11.1.x.xx</td>
<td>C-Level 4.1.x</td>
</tr>
<tr>
<td>HBS-STD-11.3.x.xx</td>
<td>C-Level 4.2.x.x</td>
</tr>
<tr>
<td>HBS-STD-12.0.x.xx</td>
<td>C-Level 5.x.x.</td>
</tr>
<tr>
<td>HBS-STD-12.0.1.xx</td>
<td>C-Level 5.1.2.</td>
</tr>
</tbody>
</table>
MACHINE COMPONENTS I

- Toplights
- Top Glass
- Online System Module (optional)
- Voucher Printer (optional)
- Coin Entry
- Coin Decal
- Functional Button Panel
- Mechanical Meters
- Main Door Lock
- Jackpot Key Switch
- Audit Key Switch
- Hopper Drawer Lock
- Bill Entry / Bill Acceptor
- Bill Decal
- Name Plate
- Atronic Installation Station (AIS) (Baseplate for mounting)

Speakers
Framelights
Upper Display
Main Display
Playfield Height Adjustment
Button Panel
Hopper Drawer
Coin Bowl
MACHINE COMPONENTS III

Logicbox Switch

Backplane
Commboard
Mainboard
DVD-ROM Drive
Graphic Card (VP11)

Release Lever for Multimediaboard Cover

Multimediaboard
Multimediaboard Cover
This chapter describes features and operating devices for gameplay. It includes following sections:

- **Money In**
  Describes different ways of inserting money or booking money to the machine.

- **Game Screen**
  Describes the layout of the game screen.

- **Button Panel / Select Bet**
  Describes how to place a bet.

- **Button Panel / Additional Buttons**
  Describes the use of additional buttons on the button panel.

- **Gameplay**
  Describes the sequence of a winning or non-winning game.

- **Double Up**
  Describes the Double Up feature (Gamble).

- **Change Denomination**
  Describes how to change the denomination for gameplay.

- **Info Screen**
  Describes the info screen function (paytable-on-screen).

- **Cash Out**
  Describes different way to cash out money.

- **Handpay**
  Describes when a handpay is initiated and how it is handled.
Depending on hardware configuration, the machine accepts coins/token and bills. Additionally the machine is prepared for Ticketing (optional) and Advanced Fund Transfers (AFT), and supports Remote Key In function.

**Coin In**

Atronic e-motion™ machines accept one specific type of coin or token, determined by customer specification. Coin in mechanics, coin acceptor and hopper are customized to this specific coin size and weight to provide highest performance, reliability and security.

**Bill In**

e-motion™ machines feature MEI CASHFLOW™ or JCM UBA™ bill acceptors to provide highest acceptance rates and best reliability. The decal below the bill in, specifies accepted currency and bill values. The acceptance of each bill value can be enabled/disabled separately.

**Ticket In (optional)**

Optionally the machine supports Ticket In / Ticket Out using SAS enhanced validation or system validation. Connection to a fibre optic network requires an optional Atronic fibre optic kit.

**Cashless / Smart Card (optional)**

If enabled, e-motion™ machines feature cashless transfers from/to a casino managed wagering account by means of an external cashless wagering system. The card handling is managed by an (optional) player interface. Games of software level C5.x and higher feature AFT transfers using SAS6 commands.

*Note:* Support of cashless transfer functionality is application- and software-dependent.

**Remote Key In**

If enabled, e-motion machines allow to add or remove credits by turning the jackpot key. See page 35 for a detailed description.

*Note:* In order to allow ticket redemption, an optional ticket in dongle (obtainable from Atronic) has to be installed.

*Note:* In order to allow cashless transfers using player cards, an optional player interface / card terminal has to be installed.
**GAME SCREEN**

The game screen displays the game reels, credit meter, paid meter and other information that is relevant for the players. Additionally it displays handpay and jackpot messages as well as error messages in case of an unexpected machine state.

**Toggle Credit Meter Units**

Touch the credit meter area to display the credit meter amount in **Credits** or **Cash**.

**Note:** Example shows game theme Super Sphinx. Other game themes may use a different screen layout. Super Play functionality is available with certain game themes only.
This section describes how to select a bet and start a game. Depending on remaining credits, possible bets are indicated by lit and flashing buttons.

1. Select the number of lines to play. Selectable PLAY X LINES buttons are lit.

2. Select the bet per line. Selectable BET X CREDITS PER LINE buttons are flashing.

The game starts immediately with the selected bet. \( TOTAL \ BET = LINES \times BET \ PER \ LINE \)

If a certain combination of LINES and BET PER LINE is not lit, there are not enough credits to play this bet. Insert money or play another bet.
**Max Bet**

The MAX BET button starts a game with the highest possible bet setting. If there are enough credits on the credit meter to play max. bet, the MAX BET button is lit. **MAX BET = Max. LINES x Max. BET PER LINE**

**Repeat The Bet**

The REPEAT THE BET button starts a game with the bet settings of the previous game.

**Autoplay**

The AUTOPLAY button starts gaming in autoplay mode. Games will start automatically until any other button is pressed or player interaction is necessary. Uses the bet setting of the previous game.

After wins smaller than 5 times the bet, a shortened win presentation (<1s) is displayed before the next game starts. After wins higher than 5 times the bet, the full win presentation is displayed.

*Note: Autoplay function is not available in all jurisdictions and has to be enabled during Initial Setup.*

continues on next page...
**BUTTON PANEL / ADDITIONAL BUTTONS**

**Gamble**

Starts the Double Up feature after a win (see page 22 for details).

**See Pays**

Activates the Info Screen (see page 23 for details).

**Continuous Play**

If you press and hold the MAX BET, the REPEAT THE BET or one of the BET PER LINE buttons, the continuous play mode is initiated. Games will start automatically until the button is released.

Continuous play games are faster than single triggered games. After wins smaller than 5 times the bet, a shortened win presentation (<1s) is displayed before the next game starts. After wins higher than 5 times the bet, the full win presentation is displayed.

*Note:* Depending on the button panel style, the SEE PAYS button may be located on the service button panel.

*Note:* Continuous Play function is not available in all jurisdictions and has to be enabled during Initial Setup.

continues on next page...
**Bet Step**

Games that feature a special high bet paytable provide additional bet per line settings. These high bet settings (>10 credits per line) are selectable by pressing the BET XX - XX CREDITS PER LINE button. A bet step screen is displayed allowing to step through the settings. Press the SPIN button to start the game.

Bet step screen
**BUTTON PANEL / ADDITIONAL BUTTONS**

**Super Play**

The Super Play™ mode is played with 25 or 30 credits x bet (per line) and all wins are paid scattered left to right, giving 243 ways to win.

Press the PLAY 243 WAYS button activates the Super Play™ mode. Then press a BET x X CREDITS button to start the game. Pressing the SUPER PLAY SPIN button starts a game in Super Play™ mode with the previous bet setting.

**Win One Way / Win Two Ways**

These two buttons select the pay direction. When playing WIN ONE WAY, a winning combination must start at the left most reel (as in a standard game).

When playing WIN TWO WAYS, a winning combination can start either at the left most or at the right most reel (except 5 of a kind). Playing WIN TWO WAYS doubles the wager.

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**Note:** Super Play™ mode is available with certain game titles only.

**Note:** The win two ways mode is available with certain game titles only.
GAME PLAY

When a valid bet was selected, the reels spin for some seconds before they stop.

No winning combinations on any active pay line:

- Game routine is over.
- If credits remain on the credit meter, GAME OVER - START NEW GAME is displayed and another bet can be placed.
- If not enough credits remain on the credit meter to play the current selected bet, insert a sufficient amount of money or choose another LINES or CREDITS PER LINE setting to resume playing.
- If no credits remain on the credit meter, GAME OVER - INSERT MONEY is displayed. Credits must be added to select a new bet.

Winning combinations on active pay line(s):

- When there are winning combinations on one or more pay lines, a win presentation is displayed. The winning combination(s) and the relevant pay line(s) is(are) highlighted and animated. The win presentation toggles between the wins on each active pay line, showing winning combination and win amount.
- The totalized win amount (in credits) is displayed on the win meter.
- If the Double Up feature is enabled, the GAMBLE button is lit and PRESS “GAMBLE” FOR DOUBLE UP OR START NEW GAME is displayed. Press the GAMBLE button to enter the Double Up feature or start a new game.
- The game ends after the double up was played or a new game was started.
  - The total win amount is booked to the credit meter and displayed on the paid meter.
  - A win exceeding an adjusted limit results in an immediate payout or in a handpay.
- The paid meter and the win meter resets when a new game is started.
DOUBLE UP FEATURE (GAMBLE)

After a win, the double up feature can be activated by pressing the GAMBLE button. This feature gives the option to wager the won credits of the recent game in a double or nothing bet. Players can place their bet on red or black. If the color of the next drawn card matches, the win is doubled. If not, the bet is lost. Leave double up by activating the TAKE WIN button.

The double up feature is available only, if the Initial Setup setting DOUBLE UP ALLOWED has been set to YES. Otherwise the menu item is greyed out and double up can not be activated.

To activate and adjust the double up feature, open "Service Menu / Settings / Game / Double Up". Make sure that there are no credits remaining on the credit meter before you enter this menu. Otherwise the menu item is greyed out and double up can not be activated and adjusted.

**Double Mode**
Set the double mode to DOUBLE DISABLED (disabled) or RED / BLACK (enabled).

**Maximum Double**
Adjust the number of allowed double up steps to GAMBLE 1x, GAMBLE 5x or MAX ALLOWED.

*Note*: Gamble wins will never exceed the game top award. If the following double up step would exceed the top award, "NO MORE DOUBLE UPS" is displayed and the feature ends automatically.

**Auto Double**
If enabled, the Double Up feature starts automatically after a winning game. Availability of AUTO DOUBLE depends on game version and jurisdictional setting.
**CHANGE DENOMINATION**

If more than one PLAYER DENOMINATION has been configured during the Initial Setup, these player selectable denominations are available for gameplay.

1. Touch the CHANGE DENOM on-screen button in the lower left or touch the denomination window in the lower right corner of the game screen.

2. A denomination selection window is displayed, showing all available denomination presets. The current denomination is highlighted. Active money for gameplay is displayed in the lower right corner.

3. Touch a denomination to select it for gameplay.

4. The denomination selection window closes and the reel picture of the last game that was played with this denomination is restored and displayed.

5. The new denomination setting is displayed in the denomination window in the lower right corner of the game screen.

**INFO SCREEN** (Paytable on Screen)

Game relevant information can be displayed by pressing the SEE PAYS button. Depending on the button panel version, the SEE PAYS button is available on the button panel or on the service button panel. The info screen is available with or without credits on the credit meter.

The info screen provides information about:

- General game rules
- Paytable (in credits)
- Payout handling
- Winning combinations
- Playline alignment
- Bonus features
- Scattered wins
- Autoplay and Continuous Play

Return to game by touching the RETURN TO GAME on-screen button or by pressing the SEE PAYS button again.
UPPER DISPLAY

The player attracting upper display gives brief information about:

- Game theme
- Top award (and how to achieve)
- Max. lines and max. bet settings
- Available bonus features
- Additional information during bonus feature (certain games only)
- Progressive Jackpot Meter (if applicable)

The information displayed on the upper display automatically changes in case of a paytable change or a game conversion. This makes game conversions much easier, because there is no need to change paytable glasses or decals.

Additionally, in case of a malfunction the error message is displayed on the upper display while entering the Service Menu for troubleshooting.
CASH OUT

Press the CASH OUT button located on the functional button panel to collect credits.

Hopper Payout

Usually all cashable credits are paid out by the hopper. If the number of coins to be cashed out, is exceeding the HOPPER PAYOUT LIMIT, a handpay is initiated.

The HOPPER PAYOUT LIMIT (in coins) can be adjusted via “Service Menu / Settings / Hardware / Hopper / General”.

The setting “Service Menu / Settings / Hardware / Hopper / Payout Limit Procedure” determines how many coins are paid out before a handpay is initiated.

Ticket Payout (optional)

If the machine is configured for ticketing, the payout is carried out by tickets only, or by a combination of tickets and coins. The way the payout is splitted into tickets and coins can be adjusted via “Service Menu / Settings / Hardware / Printer / Barcode Payout”. See also manual “Software / Basic Setup” for details.

Note: If the ticket printer is not operational, the cash-out is carried out by the hopper (if applicable).

Cashless / Smart Card (optional)

The cashless transfer function allows electronic credit transfers from/to a casino managed wagering account by means of an external cashless wagering system. Card handling is managed by an (optional) player interface with card reader. Game software of revision C5.x.x and higher, supports EFT and AFT (SAS6 commands).

Note: Support of cashless functionality is application- and software-dependent.
Payout Limit

Game software of revision C5.X.X and higher features an adjustable PAYOUT LIMIT. If the amount to be cashed out is exceeding this limit, a cashout handpay (cancelled credits) is initiated and has to be acknowledged by an attendant. The payout limit applies to all payout devices in case the payout was initiated by pressing the CASH OUT button.

The PAYOUT LIMIT can be adjusted via "Service Menu / Settings / Game / Limit Settings / Payout Limit".

Residual Credits Payout

Residual credits are credits that remain on the credit meter after a cashout, because the remaining credit value is less than one coin's credit value. RESIDUAL CREDITS PAYOUT must be configured during Initial Setup. Available options are:

- **Handpay / Locked**
  When residual credits remain after a cashout, "PRESS CASHOUT FOR HANDPAY OR CONTINUE GAMEPLAY" is displayed. When the cashout button is pressed again, the machine goes into handpay mode and the message "CALL ATTENDANT FOR HANDPAY XX (CURRENCY)" is displayed. The button panel is deactivated. An attendant must confirm the handpay using the jackpot key.

- **Handpay / Playable**
  When residual credits remain after a cashout, "PRESS CASHOUT FOR HANDPAY OR CONTINUE GAMEPLAY" is displayed. When the cashout button is pressed again, the machine goes into handpay mode, but the button panel stays active. In case a new bet is placed, the machine returns to game mode and sends a handpay canceled message to the system.

- **No Handpay**
  When residual credits remain after a cashout and the cashout button is pressed again, the message "INSERT MONEY OR PLAY OFF RESIDUAL CREDITS" is displayed. No handpay is possible.

**Note:**
If a voucher printer is configured to pay out residual credits, these settings only apply in case of a voucher printer malfunction.
HANDPAY HANDLING

This section describes the handling of jackpot handpays and cancelled credits handpays. Additionally, it describes how both kinds of handpays are triggered and metered.

1. A handpay was triggered, because
   • a win exceeded the adjusted Handpay Limit (= jackpot handpay)
   • a win exceeded the adjusted Celebration Limit and the payout destination was set to Handpay (= jackpot handpay)
   • a cashout request exceeded the Payout Limit (= cancelled credits)
   • the machine can not fulfill a cashout request (= cancelled credits)

2. The machine locks and prevents further playing, inserting money or cashout money. The toplight is flashing as adjusted.

3. The handpay amount is displayed on screen.
   • Jackpot Handpay:
     The handpay message is displayed in the lower game line (figure 1). It alternates with additional information.
   • Cancelled Credits:
     The handpay message is displayed in a pop-up window (figure 2).

4. The machine sends a handpay poll to the online system.

5. An attendant carries out the handpay (according to the casino rules for handpays).

6. The attendant turns the jackpot to clear the handpay message and unlock the machine.

7. The handpaid amount is displayed on the paid meter and booked to the relevant softmeters (see next pages for details).

8. (Optional) A jackpot receipt is printed, if enabled.

Note: The totalized handpay amount may consist of a progressive amount and additional wins.
HANDPAY HANDLING

Jackpot Handpay

Definition:
A jackpot handpay is triggered, when the win amount (of a single game) exceeds an adjusted limit.

- The total win amount of a single game exceeds the HANDPAY LIMIT.
  The entire win amount is a jackpot handpay.

- The total win amount of a single game exceeds the CELEBRATION LIMIT and the celebration limit destination is set to HANDPAY.
  The entire win amount is a jackpot handpay.

- The total win amount of a single game exceeds the ($1200) WIN LIMIT (US versions only).
  The entire win amount is a jackpot handpay.

- Adding the win amount to the credit meter would exceed the adjusted CREDIT LIMIT, but the automatically initiated payout would exceed the HOPPER PAYOUT LIMIT.
  The entire win amount is a jackpot handpay.

Caution: Hitting the top award or a progressive win does not automatically trigger a jackpot handpay. The win amount has to exceed the HANDPAY LIMIT or the CELEBRATION LIMIT (set to Handpay) in order to trigger a jackpot handpay.

Metering of Jackpot Handpays
Jackpot handpays are metered to following statistics:

Softmeters
- Money won+Progressive+Bonus with Jackpot
- Jackpot with Progressive and Bonus
- Jackpot without Progressive and Bonus
- Handpaid with Jackpot
- True Out.

Hardmeters 6 “Jackpot”
- [Unit] Jackpot with Progressive and Bonus

Note: Depends on Initial Setup setting "Mechanical Meters"
HANDPAY HANDLING

Cancelled Credits

Definition:
A cancelled credits handpay is triggered, when the machine cannot or must not fulfill a cashout request. The cashout request is usually triggered by pressing the CASH OUT button.

- The amount to be cashed out exceeds the PAYOUT LIMIT.
  The entire amount to be cashed out is a cancelled credits handpay.

- The amount to be paid out by hopper exceeds the HOPPER PAYOUT LIMIT.
  As adjusted with setting HOPPER PAYOUT LIMIT PROCEDURE.

- Payout of residual credits with setting RESIDUAL CREDIT PAYOUT set to HANDPAY LOCKED or HANDPAY PLAYABLE.
  The residual credits amount to be paid out is a cancelled credits handpay.

- The hopper is empty and the HOPPER EMPTY PROCEDURE is set to handpay mode.
  The remaining amount to be cashed out is a cancelled credits handpay.

- The hopper is jammed and the HOPPER JAM PROCEDURE is set to handpay mode.
  The remaining amount to be paid out is a cancelled credits handpay.

Metering of Cancelled Credits

Cancelled credits are metered to following statistics:

- Softmeters
  - Hand Paid with jackpot
  - Hand Paid without jackpot
  - True Out

- Hardmeter 4 "Handpaid"
  - [Unit] Hand Paid with jackpot
  - [Unit] Hand Paid without jackpot

Note: Depends on Initial Setup setting "Mechanical Meters"
This chapter includes the machine handling instructions for e-motion™ cabinets. It includes following sections:

- Opening the Maindoor
- Closing the Maindoor
- Switch Power On / Off
- Hopper Empty / Hopper Refill
- Hopper Removal and Replacement
- Cashbox Exchange / Removal
- Read the Mechanical Meters
- Touch Screen Calibration
- Service Game
- Out of Service Screen
- Limits Handling
- Handpay Limit
- Celebration Limit
- Payout Limit
- Remote Key In / Key Credits
**OPENING THE MAINDOOR**

1. Unlock the maindoor lock by turning the maindoor key 90° clockwise.
2. With your right hand at the maindoor handle and with your left hand at the playfield, pull the maindoor towards you and open it.
3. A “FRONT DOOR OPEN” message will appear on screen accompanied by an audible signal.
4. The toplight flashes as adjusted in “Service Menu / Settings / Basic / Toplight”.

**CLOSING THE MAIN DOOR**

1. Insert the maindoor key and make sure the maindoor lock is unlocked (turn 90° clockwise).
2. Close the maindoor and turn the maindoor key 90° counterclockwise to lock.
3. The “FRONT DOOR OPEN” messages on screen will disappear after one game cycle.
4. The toplight stops flashing after one game cycle.

**SWITCH POWER ON / OFF**

1. Open the maindoor.
2. Locate the mains power rocker switch and switch the machine power ON or OFF. When mains power is on, the switch is illuminated.
3. Close and lock the maindoor.
HOPPER EMPTY / HOPPER REFILL

If the hopper runs empty during a cashout.

Hopper Empty Procedure set to Handpay mode

1. Carry out handpay and confirm handpay message using the jackpot key.
2. The messages “CALL ATTENDANT - HOPPER EMPTY" is displayed. This message can not be cleared by means of the audit key.
3. Unlock the hopper drawer (fig. a), slide it to the left (fig. b) and pull out the hopper drawer (fig. c).
4. (optional) Refill the hopper and check that no coins have fallen into the cabinet. Remove all foreign objects from the hopper drawer area.
5. Close the hopper drawer and slide it back to the right with the lock in open position.
6. Lock the hopper drawer.

Hopper Empty Procedure set to Refill mode

1. The messages "CALL ATTENDANT - HOPPER EMPTY" and "OPEN HOPPER DRAWER AND REFILL HOPPER" are displayed. These messages can not be cleared by means of the audit key.
2. Unlock the hopper drawer (fig. a), slide it to the left (fig. b) and pull out the hopper drawer (fig. c).
3. Refill the hopper and check that no coins have fallen into the cabinet. Remove all foreign objects from the hopper drawer area.
4. If "Service Menu / Settings / Hardware / Hopper / General / Hopper Refill" is enabled, a refill screen is displayed. Enter the number of coins refilled.
5. Close the hopper drawer and slide it back to the right with the lock in open position. The payout continues when the hopper drawer is closed.
6. Lock the hopper drawer.
HOPPER REMOVAL AND REPLACEMENT

To remove the hopper for replacement or maintenance:

1. Unlock and open the main door.
2. Turn the machine power off.
3. Close the main door.
4. Make sure the coin bowl is empty and open the hopper drawer.
5. Lift the coin bowl retaining lever on the right side of the hopper drawer (a).
6. Hold the Coin Bowl, to prevent it from falling open, and release the second coin bowl retaining lever on the left side of the hopper drawer (b).
7. Gently lower the coin bowl until it stops (c).
8. Slide the hopper completely out of the hopper support guide. Do not use the coin switch or any other sensitive part to carry or pull the hopper.
CASHBOX EXCHANGE / REMOVAL

Follow these procedure to exchange or remove the cashbox (bill stacker).

Note: Casino rules for bill handling may require additional tasks.

1. Unlock the hopper drawer lock (fig. a) and leave it unlocked (do not remove the key).

2. Slide the coin bowl to the left.

3. Unlock the cashbox access door by turning the key 90° clockwise. Push the door a bit upwards and open it (fig. b).

Note: The cashbox access door is ex works equipped with a R29901 lock.

4. JCM WBA and ARDAC Elite bill acceptors:
Depress the cashbox release lever and take the cashbox out (fig. c).

MEI Cashflow, JCM UBA bill acceptors and others:
Pull the cashbox handle and take the cashbox out.

5. Install an empty cashbox.

6. Close and lock the cashbox access door. Make sure the lock is fully engaged.

7. Slide the coin bowl back to the right, lock the hopper drawer and remove the key.

If your machine is not equipped with a cashbox access door, leave out step 3 and 6.
READ THE MECHANICAL METERS

The mechanical meters (Hardmeters) of an e-motion™ machine are located at the right side of the cabinet.

1. Turn the audit key switch 90° clockwise to illuminate the mechanical meters and to enter the Audit Menu.

   In order to review what each meter counts, touch the Audit Menu on-screen folder MACHINE INFORMATION and scroll down to the MECHANICAL METERS entry.

2. Read the mechanical meters.

3. When finished, release and remove the audit key.

   **Note:** See manual "Software / Basic Setup" for C-Level software for a detailed metering description.

TOUCH SCREEN CALIBRATION

To calibrate the display touch screen:

1. Open the Audit Menu (turn audit key) and select the TOUCH SCREEN CALIBRATION folder tab.
   or
   Open the Service Menu and select "Service Menu / Settings / Machine / Touch Screen Calibration".

2. Touch the START TOUCH SCREEN CALIBRATION button and follow the on-screen instructions.

3. Touch the two yellow dots displayed on screen. The controller uses the data perceived immediately before you lift off your finger to register a calibration touch. Therefore, you can touch the screen, move your finger to the target, hold for a second, and then lift your finger off. This method will result in a more accurate calibration.

4. Touch the screen and check, if your fingers position matches the position of the red dot that will appear.

5. If you are satisfied with the result, touch the ACCEPT button to continue. Otherwise touch the RECALIBRATE button.
**SERVICE GAME**

This function allows simulated game play for testing or promotional purposes. The service game is only available while the maindoor is open and no credits are on the credit meter. Hardmeters and statistical data are not influenced by service games.

1. Make sure no credits remain on the credit meter.
2. Open the maindoor.
3. Open the Audit Menu, by turning the audit key.
4. Touch the SERVICE GAME folder tab and touch the START SERVICE GAME button. The service game starts after approx. 15 seconds. An amount of 5 times the MaxBet of virtual credits is booked to the credit meter. These credits can not be cashed out.
5. Play the service game.
6. To leave service game mode, close the maindoor and remove the audit key. All virtual credits are removed from the credit meter.

**OUT OF SERVICE SCREEN**

The "out of service" screen is intended to prevent players from inserting money into a machine that is temporarily out of service. This screen can also be used to reserve a machine for a particular player.

1. Open the maindoor and press the service button located at front of the logic box. The Service Menu is displayed.
2. Touch the OUT OF ORDER button in the upper right screen. The "out of service" screen is displayed.
3. Close and lock the maindoor.
4. To leave the "out of service" screen, open the maindoor and press the service button again.
5. Close the maindoor to return to game mode.
LIMITS HANDLING

This section describes the different limit settings and how to use them.

Limits Overview

- **Handpay Limit**
  The handpay limit determines the threshold for jackpot handpays.

- **Celebration Limit**
  The celebration limit is an additional win limit that allows to configure a dedicated payout device.

- Jackpot handpay required
- Attendant has to turn jackpot key
- Attendant has to turn jackpot key
- Win is paid by configured payout device
- Win is booked to credit meter

Depending on your operation, you can use both win limits or only one of the limits.

- **Payout Limit**
  The payout limit determines the threshold for cash-out handpays (cancelled credits).
The setting **Handpay Limit** determines the threshold for jackpot handpays. To adjust the handpay limit open Service Menu / Settings / Game / Limit Settings / Handpay Limit.

- A win that equals or exceeds this limit triggers a jackpot handpay. The machine locks and displays a jackpot presentation. An attendant has to carry out a handpay and acknowledge it by turning the Jackpot Key.

- Win amounts below the Handpay Limit are paid directly to the credit meter or as configured by means of the celebration limit, if applicable.

**Important:** A top award win combination (5x top symbol) or a progressive win does **not** automatically trigger a jackpot handpay! The win amount has to equal or exceed the adjusted Handpay Limit, in order to trigger a jackpot handpay.

The Handpay Limit can be activated/deactivated and adjusted separately for different types of wins:
- paytable wins
- progressive wins
- total game wins (does not include bonus)
- external bonus wins

Operators may adjust the limits in accordance with casino requirements.

**Metering of Jackpot Handpays**

Jackpot handpays are metered to following statistics:

**Softmeters**
- Money won + Progressive + Bonus with Jackpot
- Jackpot with Progressive and Bonus
- Jackpot without Progressive and Bonus
- Handpaid with Jackpot
- True Out.

**Hardmeter 6 “Jackpot”**
- [Unit] Jackpot with Progressive and Bonus

**Note:** In certain jurisdictions (e.g. US jurisdictions), the handpay limit is not adjustable and set to a fixed value.

**Note:** Depends on Initial Set-up setting “Mechanical Meters”
The Celebration Limit allows operators to configure an additional limit with selectable payout destination. To adjust the celebration limit open Service Menu / Settings / Game / Limit Settings / Celebration Limit.

- A win that equals or exceeds the adjusted celebration limit locks the machine and starts a presentation. An attendant must acknowledge the win by turning the jackpot key. The win amount is then paid out to the selected destination (handpay, voucher, host, credit meter), if applicable.

The celebration limit can be activated and adjusted separately for different types of wins (paytable wins, progressive wins, total game wins, external bonus wins).

**Destination set to HANDPAY:**

- If set to HANDPAY, the celebration limit acts like the handpay limit. Wins that are equal to or exceed the adjusted limit are handled and metered as jackpot handpays.

**Destination set to VOUCHER, HOST or CREDIT METER:**

- **Important:** When acknowledging celebrational wins, attendants have to make sure which is the actual payout device and whether a handpay is necessary. The payout device is stated on screen (alternating with the win amount).

- Celebration limit wins actually paid out by VOUCHER, to HOST or to the CREDIT METER, are **not** metered as jackpot handpays.

- To allow celebration limit payouts by VOUCHER, to HOST or to the CREDIT METER, the host system has to support SAS poll A8 (enable jackpot handpay reset method). If poll A8 is not send by the host, a jackpot handpay is triggered instead.

- If the host sends SAS poll A8, but the payout by VOUCHER or to HOST fails for other reasons, the win amount is booked to the credit meter instead.
The payout limit determines the threshold for cash-out handpays (cancelled credits). To adjust the handpay limit open Service Menu / Settings / Game / Limit Settings / Payout Limit.

- When the CASH OUT button is pressed and the amount to be cashed out exceeds this limit, a cash-out handpay (cancelled credits) is triggered and has to be acknowledged by an attendant by turning the jackpot key.

**Metering of Cancelled Credits**
Cancelled credits are metered to following statistics:

**Softmeters**
- Hand Paid with jackpot
- Hand Paid without jackpot
- True Out

**Hardmeter 4 “Handpaid”**
- [Unit] Hand Paid with jackpot
- [Unit] Hand Paid without jackpot

- When the CASH OUT button is pressed and the cashout amount is below this limit it is immediately paid out by the standard payout device (hopper, voucher, etc.).

- The payout limit applies for all payouts triggered by the CASH OUT button.

- It does **not** apply for AFT transfers from EGM to host.
REMOTE KEY IN / KEY CREDITS

The remote key in function enables an attendant to add or clear money to/from the credit meter by using the jackpot key.

- The remote key in function is available only, if it has been enabled during Initial Setup on page ADDITIONAL JACKPOT KEY FUNCTIONALITY.
- The remote key in mode is not available while the machine is locked during handpay or jackpot.
- Remote key bookkeepings can be reviewed in "Audit Menu / History / Accounting / Accounting Information / Key In" + "Key Out".

Add Money

1. Turn the jackpot key to start the remote key menu. The amount of active money is displayed.

2. Select ADD MONEY and enter the amount of money to be added to the credit meter by means of the displayed number pad. Confirm entered value with ACCEPT.

3. Confirm adding money with YES or refuse with NO.

4. Release the jackpot key.

Clear Money

1. Turn the jackpot key to start the remote key menu. The amount of active money is displayed.

2. Select CLEAR MONEY.

3. “Do you want to clear all cashable money?” is displayed. Confirm with YES or refuse with NO.

4. Release the jackpot key. The number of cleared credits is displayed on the paid meter (in credits).
This chapter describes troubleshooting procedures occasionally required in case of a operating malfunction.

• Reset Status- and Error Messages
• Clearing a Hopper jam
• Clearing a Bill Jam
• Clearing a Coin In Jam
• Last Game Recall
RESET STATUS- AND ERROR MESSAGES

Occasionally, machines encounter a problem that forces the machine into a machine lock (tilt) that has to be reset. Some on-screen messages also require to be confirmed and reset by an attendant.

For example: If the logic box was opened, the message LOGIC BOX OPEN must be reset manually, after the logic box was closed.

Follow these steps to reset status messages.

Reset a Status Message using the Audit Key

1. Make a note of the on-screen information, type of error, game state, credit meter, etc..
2. Activate the Audit Menu, by turning the audit key.
3. Release the audit key to exit the Audit Menu. The status message expires.
4. Verify the information that was noted before activating the Audit Menu.

Restarting the machine

In case of a machine freeze initiated by an error at the peripheral hardware (e.g. bill acceptor), it can be necessary to restart the machine to reinitialize the peripheral hardware.

1. Make a note of the on-screen information, type of error, game state, credit meter, etc..
2. Open the maindoor and power down the machine.
3. Wait at least 10 seconds (until the machine is free of any voltage).
4. Turn machine power on. Do not close the maindoor to prevent the machine from entering game mode.
5. Enter "Service Menu / Diagnostics" to check for defective machine components.
6. Close the maindoor to enter game mode.
CLEARING A HOPPER JAM

To clear a hopper jam, follow these steps.

(Procedure instancing SUZO hopper)

1. Power down the machine.
2. Open the main door and the hopper drawer.
3. Remove any coins that may have collected around the roller lever.
4. Check if coins have jammed under the hopper knife.
5. If necessary, correct the alignment of the hopper knife. The front surface of the hopper knife should be flush to the pin wheel and lay gently on the shelf wheel.
6. If necessary, correct the coin wiper alignment. The coin wiper should guide but not hold the coin. There should be a small distance (<1 mm) between coin and coin wiper or it should only lightly brush the surface of the coin.
7. When the coin jam is cleared, close the hopper drawer and turn the machine power on.
8. (only if HOPPER JAM PROCEDURE is set to “pay-out continues after jam is cleared”). Make sure that the hopper has paid out the correct number of coins.
9. Perform a hopper test. Open “Service Menu / Diagnostics / Hopper” and select PAY OUT X COINS for testing. Check the number of coins paid out and the hopper timings. If any timing value is below 12 msec, a hopper adjustment is mandatory.

The payout behavior in case of a hopper jam depends on the setting “Service Menu / Settings / Hardware / Hopper / Jam Procedure”. Following two settings are available:

- If a hopper jam occurs, left amount is handpay.
- If a hopper jam occurs, the hopper jam has to be cleared. After the hopper drawer door is opened and closed, the payout continues.
CLEARING A BILL JAM

Follow these procedures to clear a bill jam.
(procedure instancing JCM™ UBA-type bill acceptor)

Procedure for Acceptor Head

1. Open the maindoor.
2. Push the acceptor head release lever downwards and slide out the acceptor head assembly (1).
3. Pull the acceptor head opening latch on top of the acceptor head to open it (2).
4. Remove the jammed bill and any debris.
5. Close the acceptor head and make sure it is fully engaged.
6. Slide the acceptor head assembly back into it's mounting frame and close the maindoor.
7. Clear bill acceptor error message via audit key.

Procedure for Stacking Unit and Cashbox

1. Unlock the hopper drawer and open it.
2. Remove the cashbox.
3. Remove the jammed bill and any debris.
4. Reinstall the cashbox.
5. Clear bill acceptor error message via audit key.
CLEARING COIN IN JAM

This section explains how to clear a coin jam at the coin unit (Procedure instancing MC-16 coin acceptor).

1. Open the main door and leave the main door switch in open position to ensure that the coin acceptor is disabled (coin acceptor operation LED is off).

2. Gently bend the spring clip to the left until it releases the coin acceptor.

3. Carefully unplug the coin acceptor. Do not unplug by pulling at the cables. Do not unplug the coin acceptor while it is active (lit green LED at MC-16). This may cause permanent damage to the coin acceptor!

4. Take the coin acceptor out.

5. Carefully remove coins that may have jammed inside the coin acceptor.

6. (CC-16, MC-16, IC-16 coin comparitors only) Check the sample coin for proper seating.

7. Check the coin chutes for jammed coins and/or debris and clear them, if needed.

8. Re-install coin acceptor and plug in the connector.

9. Turn machine power on and close and lock the main door.

10. (Optional) Check coin handling with "Service Menu / Diagnostics / Coin Acceptor / Coin Diverter Test" and "Optic Test".
**LAST GAME RECALL**

This section explains how to review the last 20 games.

1. Open the Audit Menu and select HISTORY / GAME / LAST GAMES. A list of the latest 20 games is displayed.

2. Select a game to be reviewed and touch the SELECT GAME button. Statistics of the selected game are displayed.

3. Touch START REPLAY to activate a game replay.

4. Wait some seconds until "HIT LIT BUTTON FOR NEXT GAMESTEP" is displayed in the lower area of the game screen. Then press the lit button on the button panel to start next gamestep.

5. Repeat for each gamestep until the replay ends.
Several pages of information, configuration and diagnostics can be accessed from the Service Menu. The structure of the Service Menu is designed to be user friendly and self-explanatory.

The Service Menu consists of folders that contain pages of information and settings. To navigate to the desired folder, touch the assigned folder tab.

Some menus have information stored on more than one page. Use the scroll bars to navigate through the pages and items.

**Important:** In configuration menus you have to touch the SAVE button to apply changes.

**Note:** For detailed information please refer to the relevant software manual.
To access the Service Menu

- To access the Service Menu, press the Service button at the front of the logic box. The maindoor switch must be in the open position.

- To exit the Service Menu, press the Service button again or close the maindoor.

**Note:** The Service Menu can be activated without opening the maindoor by sending SAS long poll 0A "enter maintenance mode". To exit Service Menu send 0B "exit maintenance mode".
AUDIT MENU

The Audit Menu gives access to the softmeters and some additional functions and information. The following menus are available via Audit Menu:

**Machine Information**
Displays game software revisions and machine and game settings.

**Service Game**
Allows simulated game play for test purposes.

**History**
Contains accounting and game statistics (softmeters), machine logs and last game recall.

**Help**
Contains a hardware error listing

**Touch Screen Calibration**
 Allows re-calibration of the touch screen controller.

*Note:* For detailed information please refer to the relevant software manual.
To access the Audit Menu:

- Turn the audit key with the machine in idle mode. The Audit Menu can not be accessed while a game is in progress or waiting for player interaction (e.g. for double up).
- To exit the Audit Menu, release the audit key.

Show Details
To view a brief description of an particular item or meter, select the item and touch the SHOW DETAILS button.

Audit Menu Flowchart
This graph shows an overview of all menus available in the Audit Menu of software level C5.1.2.x.

Note: Availability of certain menus depends on hardware and software configuration.
AUDIT MENU / HISTORY FOLDER

The History folder within the Audit Menu provides game statistics (softmeters) and logs.

**Accounting**

This folder provides general statistics (softmeters).

**Game**

Provides last games recall, game specific statistics and a bet-line table.

**Logs**

Provides a money log, an event log and a background exception log (error log).

- **Money Log:**
  Shows all money transactions.

- **Event Log:**
  Displays all events happened at the machine with date and time (e.g. power up).

- **Background Exceptions:**
  This list is intended for internal manufacturer use and should not list any entries.

**Cashless & Progressive**

Provides statistics from cashless transactions, voucher and handpay statistics and progressive jackpot statistics (if applicable).

**Note:** For detailed information please refer to the relevant software manual.