

TEMPEST Workshop Manual

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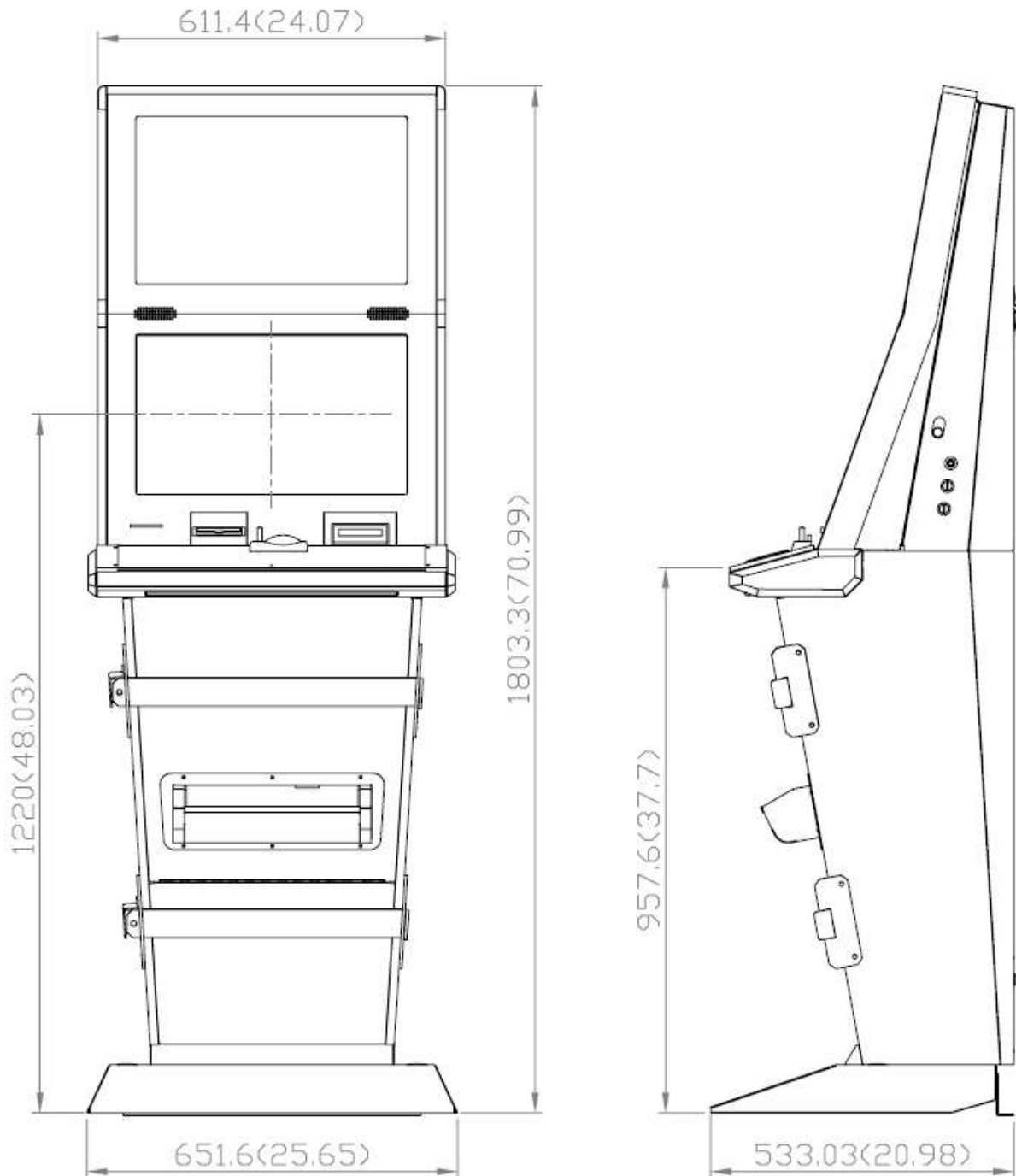
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Cabinet dimensions 22" WIDESCREEN

Units: mm(inch)



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Electrical safety warnings

IMPORTANT NOTES - READ THOROUGHLY BEFORE ATTEMPTING ANY MAINTENANCE



WARNING!!



A potentially lethal mains input supply voltage of 230 volts @ 50Hz is present within this machine. Under no circumstances should any form of installation, adjustment, maintenance or repair be attempted by any other than suitably qualified or adequately instructed and supervised personnel.

ELECTRICAL CONNECTION:



For safety reasons this machine must be earthed. There is a risk of electric shock if the power cable used to power this machine is not correctly connected and has not got a sound earth connection.

The mains lead used to power this machine should not exceed 2 metres in length. The wires in the mains lead are coloured in accordance with the following code and polarity:

Green and yellow : earth

Brown : live

Blue : neutral

To ensure safe operation this machine must be connected to the mains electrical supply using an approved IEC power cord. Each cord must have an IEC approved connector fitted and an approved 13-amp plug, fused with no greater than a 13 amp fuse rating. Should it be necessary to replace any components it is imperative that they are replaced with identical component values as supplied by Storm Games.

Correct polarity must be observed at all times.

Earth bond & insulation

Storm Games products are subjected to insulation and earth bond tests before despatch. These tests should be repeated periodically or whenever any safety critical parts or connections are replaced, or reconnected. A notice label is attached in each product to provide a means of recording further test results.

THIS MACHINE IS DESIGNED FOR INTERNAL OPERATION ONLY.

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**Declaration of
conformity**

EC DECLARATION OF CONFORMITY



According to the following EC Directives

2002/95/EC: Restriction of the use of certain Hazardous Substances (RoHS)

**Dual Screen Cabinet
Model:
GS-UR0119, GS-UR0122**

Do not contain intentionally added heavy metals such as Lead, Mercury, Cadmium, Hexavalent Chromium, PBB and PBDE above the maximum concentrations and with exceptions are embodied are embodied in the Annex of the RoHS EU Directive 2002/95/EC.

	Maximum Value
Cadmium (Cd)	100ppm
Lead (Pb)	1000ppm
Mercury (Hg)	1000ppm
Hexavalent Chromium (Cr6)	1000ppm
Polybrominated diphenyl ethers (PBDE)	1000ppm
Polybrominated biphenyls (PBB's)	1000ppm

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Installation

GENERAL

It is our policy to ensure that all Storm Games products are designed, manufactured and tested to comply with all statutory safety requirements. Should you find that your product fails in any area we would request that you immediately contact Storm Games Customer Services, together with all the relevant details about your findings.

WARNING: UNDER NO CIRCUMSTANCES SHOULD ANY FORM OF INSTALLATION, ADJUSTMENT, MAINTENANCE OR REPAIR BE ATTEMPTED BY ANY OTHER THAN SUITABLY QUALIFIED OR ADEQUATELY INSTRUCTED AND SUPERVISED PERSONNEL.

PRIOR TO COMMENCING ANY INSTALLATION OR ADJUSTMENT WE STRONGLY RECOMMEND THAT THE CONTENTS OF THIS MANUAL ARE REFERRED TO AND THAT ALL MACHINE WARNING LABELS ARE ADHERED TO.

UNDER NO CIRCUMSTANCES SHOULD ANY PLUGS OR CONNECTORS BE REMOVED OR RECONNECTED WHILST THE POWER SUPPLY IS SWITCHED ON. ANY DAMAGE CAUSED AS A RESULT OF IGNORING THIS WARNING WILL INVALIDATE MACHINE WARRANTY.

Installation guidelines

- Always install on a level surface to promote healthy coin acceptance.
- Avoid locations with excessive low/high humidity and temperature.
- Never overload plug connections in the same outlet.
- Allow suitable ventilation around machine to avoid overheating.
- Check that the mains input voltage supply is correct and the 'earth' connection is secure.
- Before applying power for the first time after delivery we strongly recommend that all electrical connectors and assemblies are inspected, are firmly in place, secured and correctly orientated.
- Never disconnect electrical connectors from any assembly without first switching the power off to the ALL machines connected.

Securing the cabinet

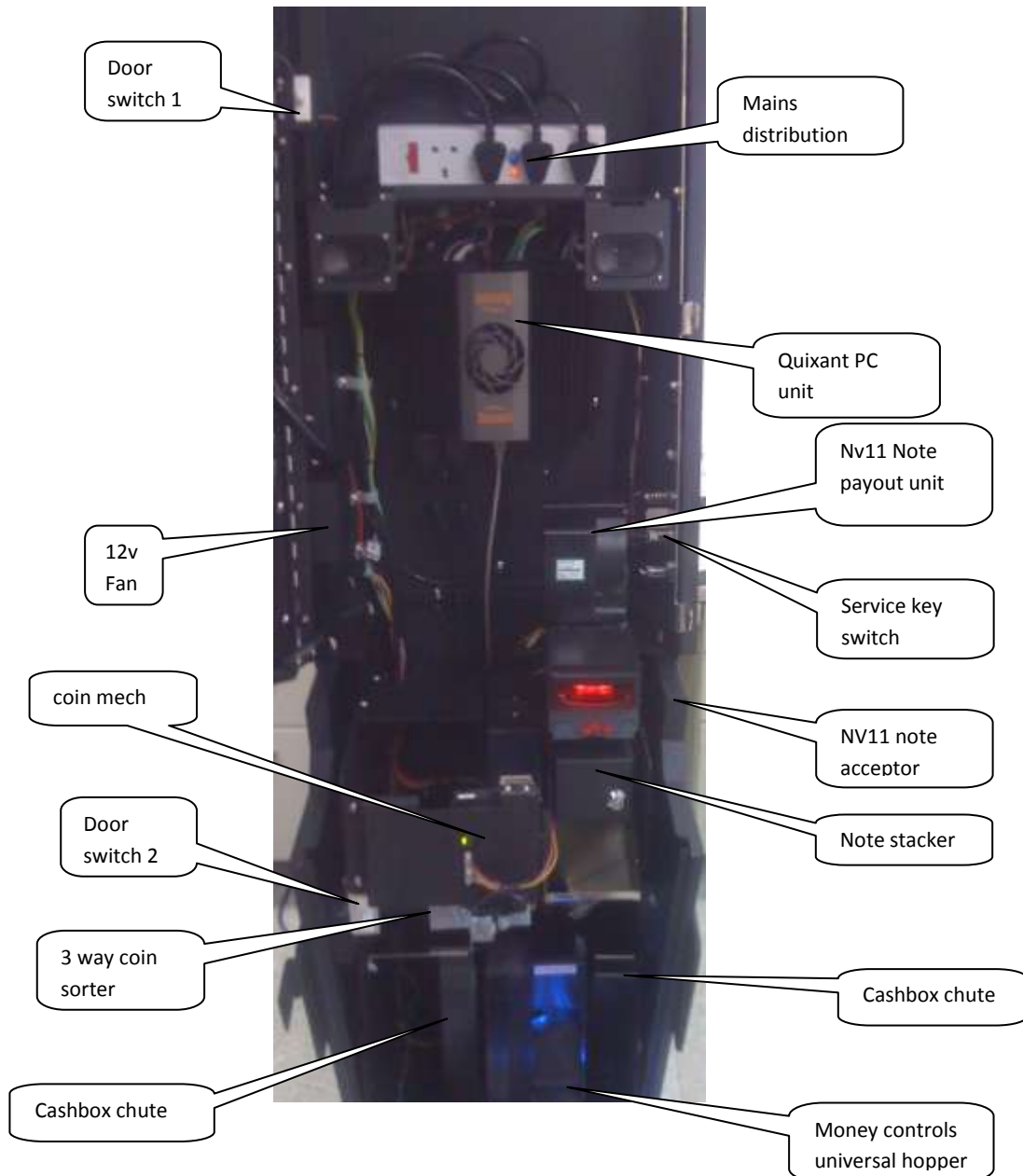
This machine is top heavy; care must be taken when installing the machine, the machine can be secured to the floor using the holes provided in the base

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Cabinet Components

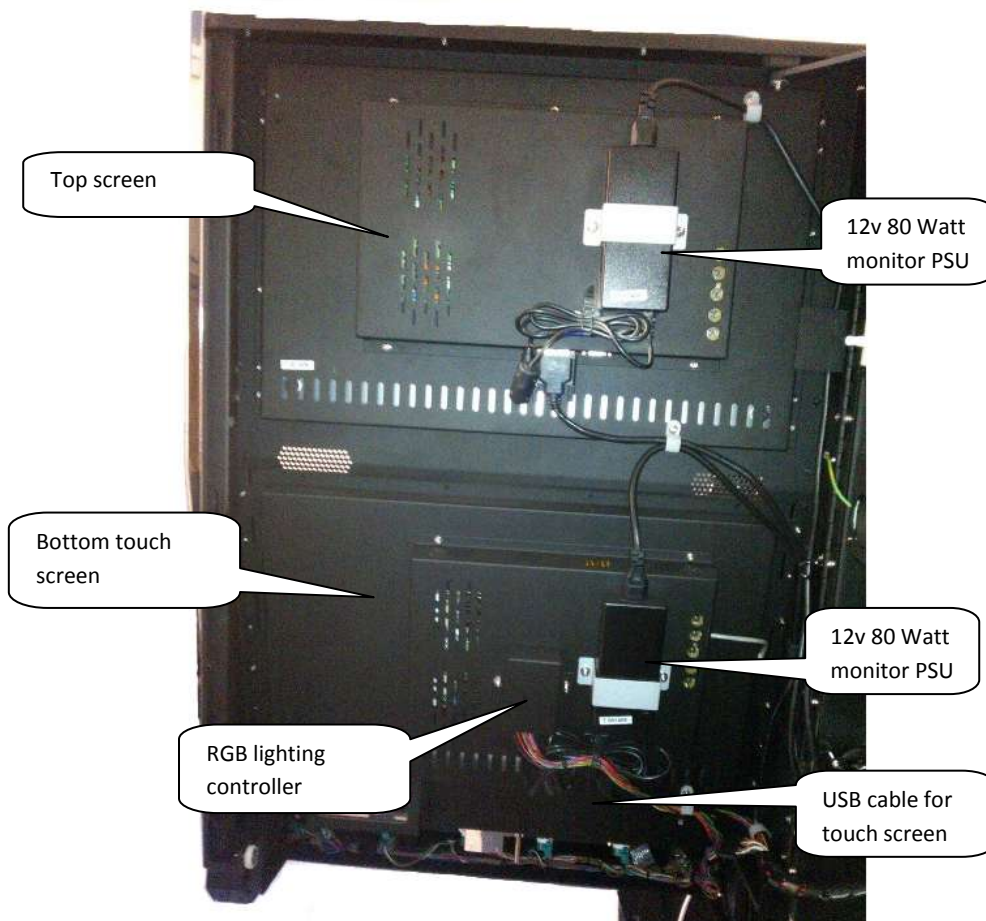
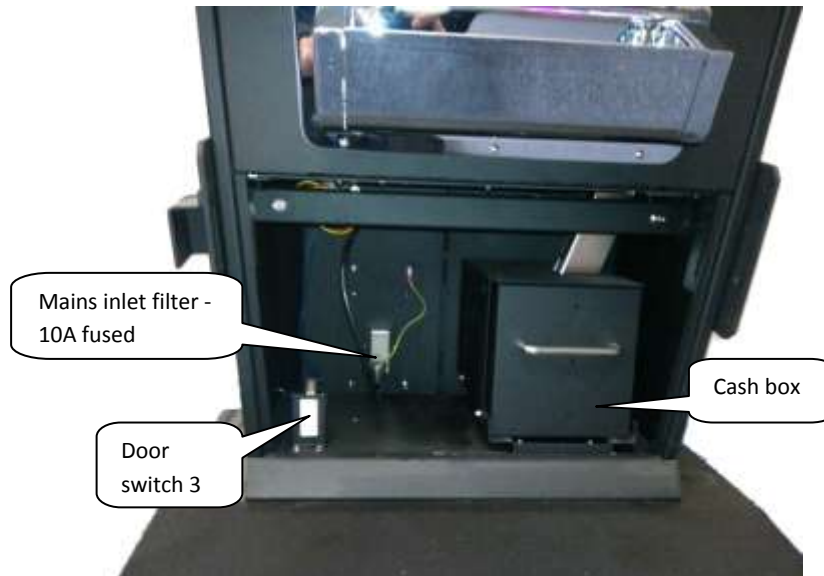


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Cabinet continued



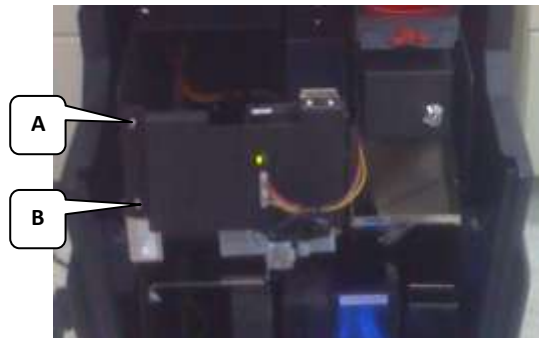
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Coin mechanism removal.

To gain access to the coin mechanism in the event of a coin jam it is easiest to remove the complete coin mechanism and bracket, this can be removed by loosening the two screws pictured below, and then gently lift the bracket upwards and outwards.



Auxiliary power supply.

The cabinet is fitted with a single auxiliary power supply to provide 12v and 24v this are located behind the coin acceptor unit; to access this supply the coin mechanism bracket needs to be removed.

With the coin mechanism bracket removed, unscrew the 3 screws to remove the psu cover, the supply has an adjustment screw to fine tune the output voltage.

The LCD topper unit is powered by a separate 12v PSU located inside the cabinet.

The power supplies feed the pc system and also supply the all the system peripherals listed below.

Quixant QXi200 PC	12v
ccTalk Coin mech and 3 way sorter	12v
NV11 Note acceptor, note float and stacker	12v
Cabinet fans	12v
RGB lighting controller	12v
Epic950 Printer	24v

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Quixant QXi200 PC connections top.

Top connector plate as viewed in machine.



J1 connector 16 way			
pin 1		pin 9	
pin 2	Blk/Wht - GND	pin 10	Blk/Wht - GND
pin 3		pin 11	
pin 4		pin 12	Blk/Wht - GND
pin 5	Yel - Cctalk data	pin 13	Blk/Wht - GND
pin 6		pin 14	
pin 7		pin 15	
pin 8		pin 16	

J6 PWR connector 6 way			
pin 1	Blk - gnd	pin 4	Red +12 v DC
pin 2	Blk - gnd	pin 5	Red +12 v DC
pin 3	Blk - gnd	pin 6	Blk - gnd
Speaker connector 4 way			
pin 1	Brn/Red - right +	pin 3	Brn - right -
pin 2	Vio/red - left +	pin 4	Vio - left -

J3 connector 20 way			
pin 1	Blk -GND	pin 11	Blk -GND
pin 2		pin 12	
pin 3	Vio - mid door sw	pin 13	
pin 4	Wht - service sw	pin 14	Pnk - top door sw
pin 5	Blu - bottom door sw	pin 15	Grn/blk - sw0
pin 6	Grn/brn - sw1	pin 16	Grn/red - sw2
pin 7	Grn/org - sw3	pin 17	
pin 8		pin 18	
pin 9		pin 19	
pin 10	Blk -GND	pin 20	Blk -GND

J4 connector 22 way			
pin 1	Blk -GND	pin 12	Blk -GND
pin 2		pin 13	
pin 3		pin 14	
pin 4		pin 15	
pin 5		pin 16	
pin 6		pin 17	
pin 7	Blk -GND	pin 18	Blk -GND
pin 8	Wht/blk - lamp 0	pin 19	Wht/brn - lamp 1
pin 9	Wht/red - lamp 2	pin 20	Wht/org - lamp 3
pin 10		pin 21	
pin 11		pin 22	

All connectors are Molex Microfit 43045-*nn*00 (where *nn* is the number of pins)

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Quixant QXi200 PC connections bottom.

Bottom connector view as viewed in machine,



- A. DVI lead for the bottom display.
- B. DVI lead for the top display.
- C. USB memory stick – contains the fiscal data file (only used for export models not UK).
- D. USB lead for the touch screen controller.
- E. USB Software protection dongle.

*NOTE A USB PRINTER CABLE WILL ALSO BE ATTACHED FOR

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NV11 connector 16way				Coin mech connector 4			
pin 1	Yel – Cctalk	pin 9		pin 1	Red/Wht - 12v		
pin 2		pin 10		pin 2			
pin 3		pin 11		pin 3	Blk/Wht - GND		
pin 4		pin 12		pin 4	Yel – Cctalk		
pin 5	Yel – Cctalk	pin 13					
pin 6		pin 14					
pin 7		pin 15	Red/Wht – 12v				
pin 8		pin 16	Blk/Wht – GND				



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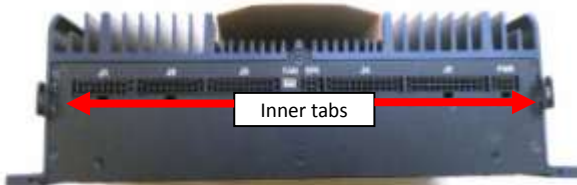
Quixant QXi200 pc –Hard Disc Drive (HDD) Replacement

To replace the HDD 1st remove all connectors on the pc shown on pages 10 & 11, then undo the four 7mm nuts that secure the pc to the cabinet, once the pc has been removed follow the steps outlined below.

1. Remove the screws as shown below



2. Pull the tabs indicated to release the hinged panel



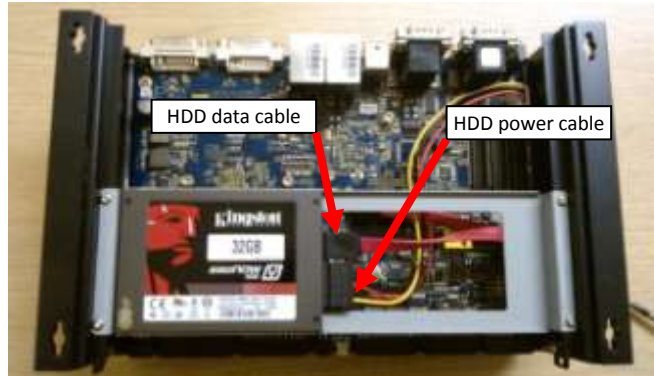
3. The panel shown opened



4. Turn the pc over and slide the panel off the base



5. Disconnect the two HDD cables



6. Remove the HDD screws



7. Remove the HDD screws



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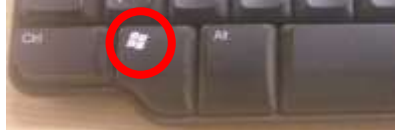
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Replace the HDD with the new one and reverse the steps above.

Please see next page for setup instructions.

Quixant QXi200 pc – setting up PC after HDD replacement


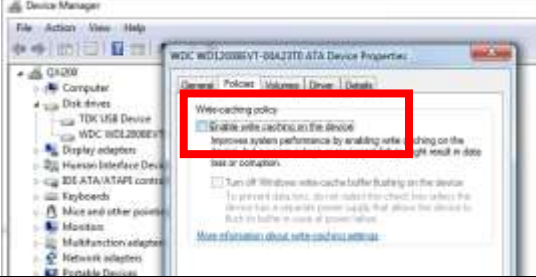
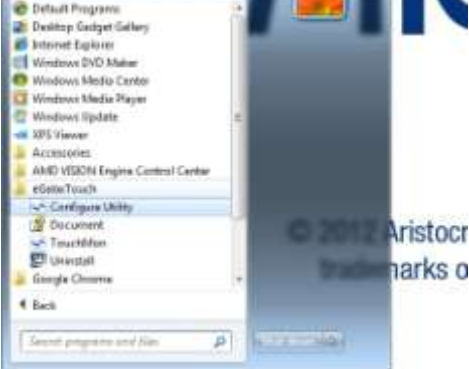
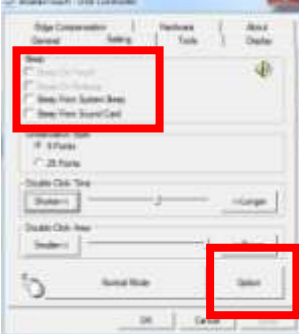
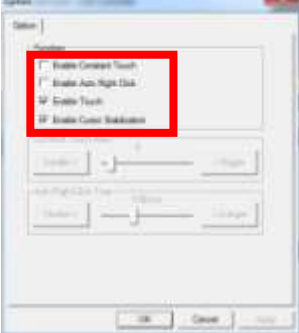

After changing the HDD there are a few thing that need to be checked. Please follow the list below

<p>Boot the machine with the doors shut.</p> <p>Turn service key on the right side of machine, this will bring up the refill menu.</p> <p>Open the main door and plug in a USB keyboard.</p>	
<p>Press Ctrl+Alt+Del at the same time and select Task manager from the list, in Task manager processes tab, press K to highlight the program “KaneBT.Taskbar....” then press the end task button – press yes if a warning pops up,</p> <p>Press the ESCAPE key to get rid of task manager.</p>	
<p>Press the Windows Key and R at the same time to show the run dialogue.</p>	
<p>Type the word KILL and press return – this will stop the game system and associated programmes that are running.</p>	
<p>Press the Windows Key and R again and type DEVMGMT.MSC – this will start device manager.</p>	

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<p>In device manager expand the list of drives and highlight the HDD, now double click it (or press enter on the keyboard) to show the drive properties information.</p>	
<p>Select the policies tab and make sure the “Enable write caching” box does NOT have a tick, once done press ok – if it asks to restart the system select “restart later”.</p>	
<p>Press the Windows Key to bring up the start menu, press all programmes and select eGalaxyTouch->Configure Utility and press enter.</p>	
<p>Select the settings tab and un-tick the top four check boxes as show in the picture, once done press the Options button on the bottom right</p>	
<p>On the options dialogue un-tick to top two boxes as shown, Once done press ok twice to exit the touch screen utility.</p>	
<p>Press the Windows Key to bring up the start menu, and select RESTART</p>	

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NV11 Note acceptor and note float.

Overview	 <p>A 3D perspective view of the NV11 Note acceptor unit. Red arrows point to the 'Status LED' on the top right, 'Bezel LEDs' on the front left, and 'Function Button' on the top right.</p>
REMOVAL OF NOTE FLOAT UNIT. Disengage latches on each side. Remove the note float by lifting it upwards.	 <p>A 3D perspective view of the note float unit being lifted upwards from the main unit. A red curved arrow indicates the upward movement.</p>
OPEN THE NOTE FLOAT UNIT. Push the door release buttons on both sides of the note float. The door can then be opened. When closing the Note Float door, ensure that it is fully clicked into position.	 <p>A 3D perspective view of the note float unit with its door open. Red arrows point to the release buttons on both sides of the door.</p>

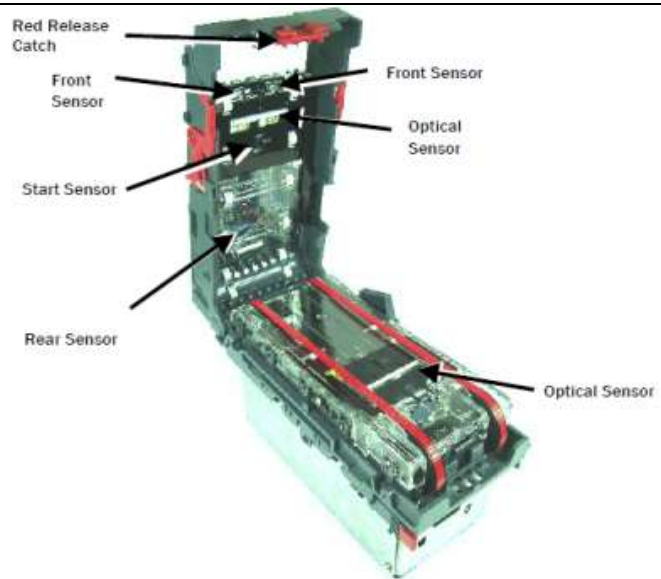
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OPENING THE NV11.

Separate the Note Float Unit from the Note Validator Unit by lifting the red latch on each side of the Note Float Unit. Slide the red release catch on the end of the Note Validator unit to the left, to open the note path. The note path and drive unit are now exposed for cleaning or removal of jammed notes.



NV11 - clearing a note jam

On occasion, it may be necessary to manually remove notes from the Note Float unit. There are two methods depending on the situation.

If a single note has failed to transport either to or from the Note Float unit the Note Float status LED will flash constantly at a frequency of 1Hz.

To remove the note:

1. Open the cover of the Note Float Unit by pressing the red buttons on each side
2. The note should now be visible and can be removed.
3. Close the Note Float cover ensuring it clicks securely in place.
4. Press the note float configuration button to acknowledge the note has been cleared.

To remove all notes from the Note Float:

This is done following the steps below. A M5 Hex key is required to perform this operation. It should only be performed as a last resort.

1. Remove power from the NV11
2. Separate the Note Float Unit from the Note Validator Unit by lifting the red latch on each side of the Note Float Unit
3. Open the cover of the Note Float Unit by pressing the red button on each side
4. Turn the manual drive in the direction of the arrow (anti-clockwise) with a M5 Hex key until all notes are removed
5. Close the Note Float cover ensuring it clicks securely in place.
6. Attached the Note Float unit to the Note Validator unit and secure in place with the red tabs on each side
7. Apply power to the NV11

CAUTION: Do not over wind the mechanism when manually removing all notes. This will cause permanent damage to the unit which will have to be returned to ITL or authorised service centre.

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NV11 - Status LED Error flash codes:

The following table details the cause for the status LED on the front of the NV11 flashing:

Flashes	Meaning	Corrective Action
Constant 1Hz	Transport error in Note Float	Remove power and separate Note Float from validator. Open rear access door and remove jammed note from Note Float. Securely close the door, reseal and apply power. Press configuration button once to return to service.
2	Software Error	Download dataset/firmware file to NV11.
3	Calibration Error	Remove and replace power from device. If regularly (or constantly) reporting calibration error, return to service centre for repair.
4	Diverter Error	Check for jammed notes preventing the diverter returning to the home position.
5	Motor Timeout	Check for jammed notes preventing the Note Float tape from moving

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NV11 - Bezel LED Error flash codes:

If the validator bezel flashes in a sequence of long and short flashes, the following table details the fault reported:

Long Flashes	Short Flashes	Meaning	Corrective Action
1	1	Note path open	Ensure front catch is secure and no debris in path.
	2	Note path Jam	Open the Note Validator note path and check for jammed notes or debris covering a sensor
	3	Unit not initialised	Unit must be returned to service centre for re-initialising
2	2	Cash box jam	Check that the cash box note plate is free to move and the stacker mechanism is in the home position
3	1	Firmware Checksum	Download dataset/firmware file to NV11
	2	Interface selected not available in firmware	Download correct dataset/firmware file to NV11
	3	EEPROM Checksum	Download dataset/firmware file to NV11
	4	Dataset Checksum	Download dataset/firmware file to NV11
	5	Incompatible Validator & Note Float Firmware	Check validator firmware is compatible with Note Float firmware
	6	Incompatible Note Float Firmware and Hardware	Use an older firmware or sent to service centre for upgrade.
4	1	PSU too Low	Check the power supply is 12V DC 3.5A
	2	PSU too High	Check the power supply is no more than 13.2V

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NV11 - Troubleshooting and diagnostics

Symptom	Possible Cause	Corrective Action
All notes are rejected (Bezel LED's are on)	Incorrect currency file programmed	Check that the required dataset is programmed into the validator using the validator manager software.
	Notes are not included in the currency file	Check that the required note denomination and issue is included in the currency file using the validator manager software.
	Notes are inhibited by the host machine	Ensure the machine is ready to accept notes. If a coin hopper is in the machine, ensure it is not empty. Ensure the maximum allowed credit on the host machine has not been exceeded.
	Bill path obstructed	Check for necessary clearance for note ejection after acceptance.
Notes are not taken in (no bezel LED's)	No Power	Ensure the correct specification of power is applied to the validator.
	Incorrect interface is programmed	The NV11 can only be used in eSSP mode. Check the host machine is configured to use eSSP
Notes accepted but no credit given	Power supply outside specification	Ensure correct supply and sufficient current. Also check for necessary clearance for note ejection after acceptance.
	Rear note detect sensor obscured	Ensure no foreign objects are obstructing the sensors.
Acceptor runs slowly or intermittently	Foreign objects in the note path	Clean the note path
	Incorrect voltage level of supply	Ensure correct supply and sufficient current
	Damage in the unit	Replace necessary components
Motor continues to run	Foreign object or note is stuck in the note path	Ensure the note path is clear and reset the validator. It may also be necessary to reset the host machine.

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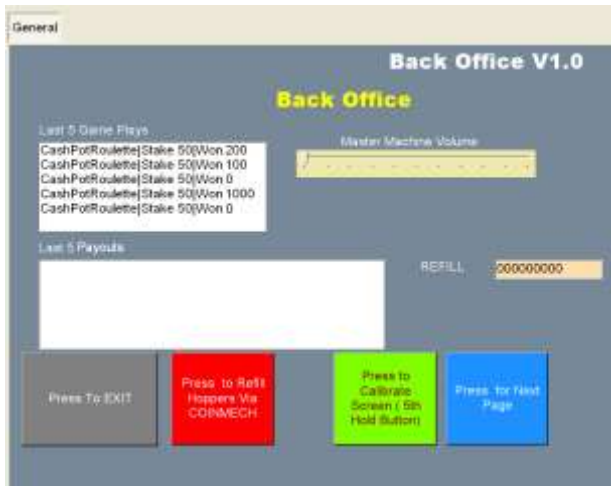
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GAINING ACCESS TO REFILL BACK OFFICE

To gain access to the **Bar Managers** back office:

WITH THE MAIN DOORS CLOSED TURN THE MIDDLE KEYSWITCH ON RIGHT SIDE OF THE MACHINE



This screen displays useful information, such as the last 5 game plays on the kiosk as well as the name of the game played, it also displays the price of play for the game, and any amount won. These values are in Pence. The screen will also display the last 5 payouts of the machine including the time and date of the payouts.

THE BAR MANAGERS ACCESS TO THE BACK OFFICE IS LIMITED TO THE FOLLOWING:

Volume control Simply slide the controller to increase or decrease the machine volume.

Screen Calibrate Press the green button on screen to calibrate the touch screen, then touch the targets that appear on the screen, this will recalibrate the screen if it is reported to be faulty.

Refill Should the machine require £1 coin refill to the hopper then take a reading of the refill meter from the main screen (shown in 10p units), then press the red refill button. £1 coins can then be fed into the machine via the coin slot, the machine will show how many coins have been counted and how many are required to fill the hopper to its maximum level, after coins have been inserted press the exit button on screen and again take a reading of the refill meter from the main screen.



To exit the bar managers back office, simply press the grey EXIT button.

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Gaining access to the full back office - Engineer/Collector

Open the top door of the machine, this will cause the screen to turn red and show the alarm message, the alarm will also sound.
Turn the middle key switch on the right side of the machine

Enter password 000071

The back office screen will then load as shown.



The first back office screen displays useful information, such as the last 5 game plays on the kiosk. As well as the name of the game played, it also displays the price of play for that game, and any amount won. These values are in Pence. The screen will also display the last 5 cash payouts of the machine including the time and date of the payouts.

ON THE FIRST SCREEN THERE ARE FOUR LARGE BUTTONS AT THE BOTTOM OF THE SCREEN:

PRESS TO EXIT – EXIT back to the main games menu.

REFILL THE HOPPER Via COIN MECH - The hopper can be refilled manually by pressing the Red Refill button on screen. When the hopper is being re-filled manually, simply feed £1 coins through the machine. All machines fed through the slot during refill will be diverted to the hopper and will update on screen meters.

CALIBRATE THE TOUCH SCREEN - When the calibration option is selected, the screen must be calibrated by touching various targets on the screen

CONTROL VOLUME ON THE MACHINE - The volume control is a slider control and sets the master volume for all games on the machine.

AT THE TOP OF THIS FIRST BACK OFFICE SCREEN, THERE ARE SEVEN 'TAB' PAGES. THIS ALLOWS YOU TO GO STRAIGHT TO THE PAGE IN THE BACK OFFICE YOU REQUIRE.

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Cash Collector screen – ‘COLLECT’



The Cash Collector page has on screen meters of activity on the kiosk.

As well as the meters, the current value of coins in the hopper is also displayed

The Cash Collector can dump the hopper on this screen and the hopper is automatically floated to the number of coins dumped.

If you wish to completely ZERO the hopper, then simply, dump the hopper twice.

If you wish to float the hopper to its maximum without feeding coins through the slot, then press the FLOAT HOPPER to £1 Max button, this will set the hopper level to be whatever the maximum number of coins, the hopper can hold .

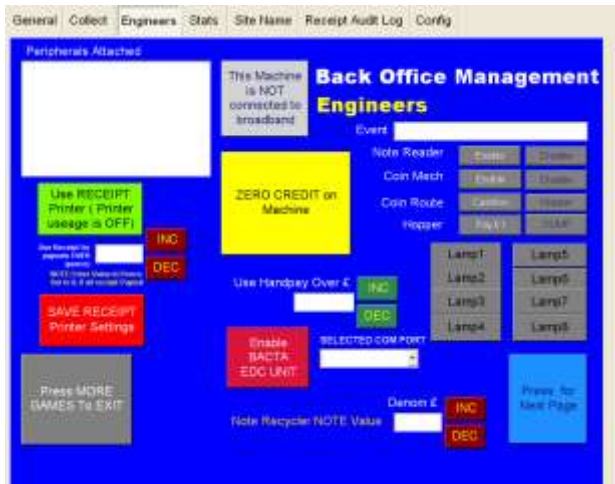
The maximum number of coins the universal hopper can hold is 1000

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Engineers Screen – ‘Engineers’



The Engineers screen displays a list of peripherals attached and working on the machine. The screen should display that it has found both a working coin mechanism and note reader. If it does not, then an error will be displayed in the peripherals attached window.

You can also feed both coins and notes through the peripherals on this screen WITHOUT affecting any of the meters.

It is possible also, to test lamps, switches, coin routing and activity will be shown in the EVENT window.

Setting Hand Payout

If you wish to set a hand payout option for the machine then set the level of hand pay required on this screen. Any credit collected over the hand pay amount will present the player with a grey screen showing the amount owed and a message to contact a member of staff

To clear this screen enter the password **1111**, this will clear the credit and add the cleared amount to the hand pay meter.

If you do not want to use the hand pay option then simply set the hand pay limit to a high level (for example £2000) which will not be reached by the player.

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Game Stats – ‘Stats’

Name	Plays	Cash In	Cash Out	Pct
Jokerball	55	194.00	67.00	33.50
Blackjack	722	1228.00	628.00	51.05
Montecarlo	2	0.00	0.00	0.00
Cash Football	241	114.00	55.00	48.24
Roulette	28	25.00	112.00	45.00
Bighouse	184	182.00	80.00	43.96
Sphair	13	11.00	0.00	0.00
Jokerpool	10	10.00	17.00	17.00
Starwile	4	24.00	0.00	0.00
TOTALS	983	220.00	171.00	77.72

Press MORE Games To Exit

Reset Stats (Centre Button)

Press PLAY To New Page

The game stats screen provides a detailed breakdown of all game plays for every game on the system.

At the bottom you also get a total of cash in / out total plays and percentage payout of the games.

These statistics can be cleared down at any time by pressing the RESET stats button.

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Site Name



For those machines which an inbuilt receipt printer, you can set the venue name which appears on the receipt from this screen.

Click the SAVE NAME to save any changes you make, otherwise all changes will be discarded when you exit the back office.

Receipt Audit Log Screen

The receipt audit screen allows those users with receipt printers to print off an audit of all receipts since the last time the audit was cleared out.

Using this printout, the receipts collected from payouts can then be verified against audit.

Config Screen- 'Config'

Here you can set the machine Kiosk ID number

This will be set to the same machine Kiosk ID number printed on the manufacturers label on the back of the machine

In the event of a pc replacement on the machine, the Kiosk ID should be set again by the operator

TEMPEST Workshop Manual

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Setting the games menu – ‘Menu’

The operator can set which games to appear on the games menu,

To set the games to be shown go to the back office MENU page

Important- the menu must be set to either 9 or 18 games, do not attempt to select anymore or any less than these settings.

There is a feature game shown on each menu, this must be the 2nd game selected from the first 9 games and if using the full 18 games then this must also be the 11th Game selected.

To show the feature game the same on both menus simply select the same game for the 2nd choice and 11th choice

Additional information

If your machine runs out coins during game play an error message will appear on the game, with the amount owing and asking for operator clear down.

To clear this message enter password 1111

To gain access to the main back office the password is 000071

Both the above passwords are factory set and cannot be changed.

**For any further technical enquiries
Contact Storm Games 01902 374124**