



# TOWER OF TICKETS RELOAD



MANUFACTURED WITH PERMISSION  
BY BAY TEK GAMES

PLACE SERIAL NUMBER LABEL HERE



# FACTORY CONTACT INFORMATION



BAY TEK GAMES INC.  
Pulaski Industrial Park  
1077 East. Glenbrook Drive  
Pulaski, WI 54162 USA



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BY BAY TEK GAMES.

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# WELCOME TO: Tower of Tickets

**Congratulations on your Tower of Tickets purchase!**

Tickets are king in the gameroom, and Tower of Tickets provides a big draw with it's visually exciting ticket cones and bright lighting. The four-player unit allows cash to be coming in from virtually every angle!

Please take a moment to read through this manual and be sure to contact our factory if you have any questions, or would like some more information.

Thank you for your purchase! Your business is important to us and we hope you enjoy this game as much as we do!

*Your Friends at Bay Tek Games*



## GAME INSPECTION

Inspect the game for any damaged, loose, or missing parts.

If damage is found, please contact your freight carrier first.

Then, contact Bay Tek Games' Service Department at 920.822.3951 or e-mail them at [service@baytekgames.com](mailto:service@baytekgames.com) for further assistance.

# HOW TO PLAY

Choose one of the four brightly-colored player stations.



Simply press the button to activate the swinging arm.



Time your move just right to push a Tower of Tickets off the rotating platform...



Score tickets when the Tower lands on the platform!















# GAME SPECIFICATIONS

WEIGHT	
NET WEIGHT	480 lbs.
SHIP WEIGHT	540 lbs.
DIMENSIONS	
WIDTH	55"
DEPTH	55"
HEIGHT	85"
OPERATING TEMPERATURE	
FAHRENHEIT	80-100
CELSIUS	26.7-37.8

POWER REQUIREMENTS			
INPUT VOLTAGE RANGE	100 to 120 VAC	/	220 to 240 VAC
INPUT FREQUENCY RANGE	50 HZ	/	60 HZ
MAXIMUM CURRENT			
5.5 AMPS @ 115 VAC			
3 AMPS @ 230 VAC			

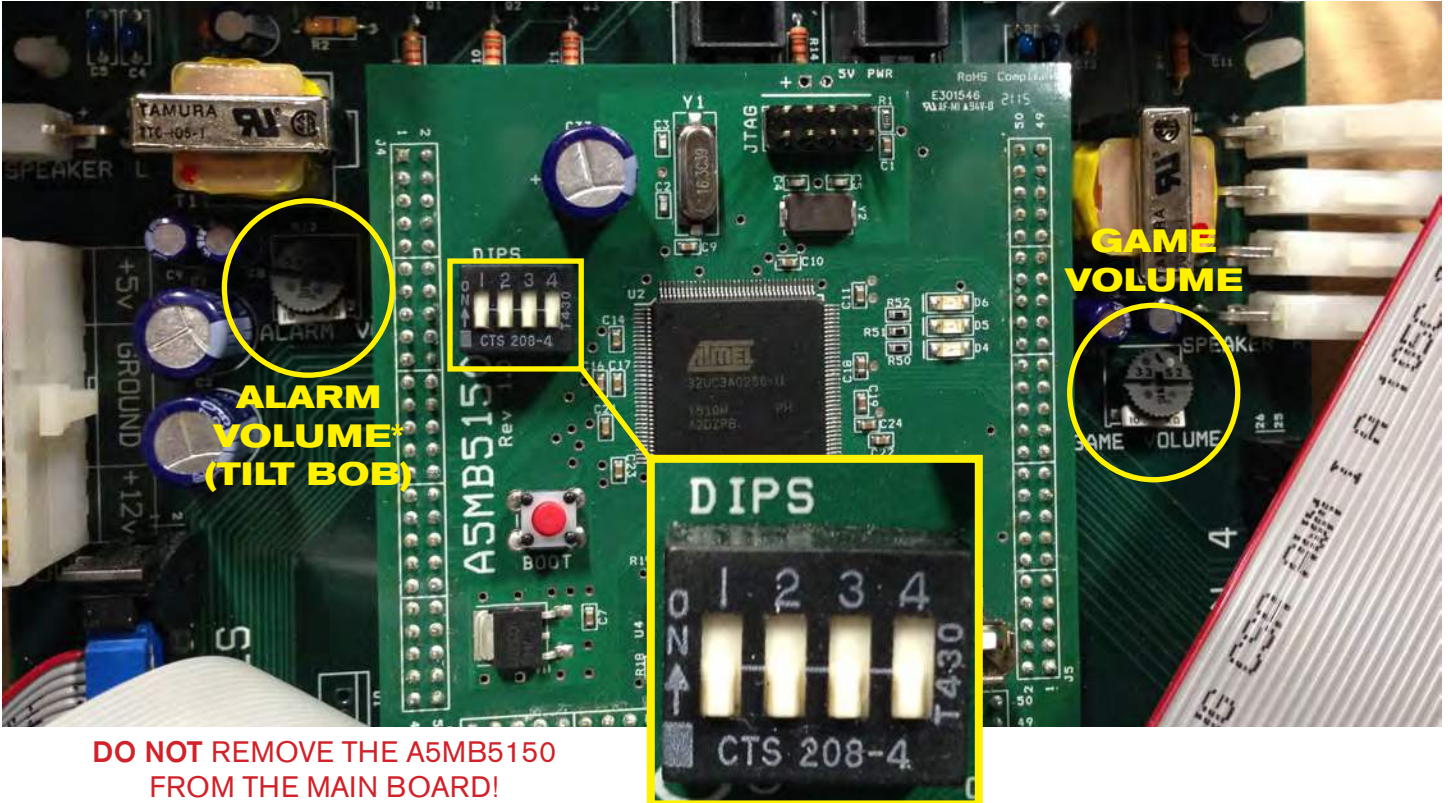
# SAFETY PRECAUTIONS

 <b>NOTICE</b> 	
Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.	
This appliance is suitable for INDOOR, DRY locations only.	
 <b>DANGER</b> 	
DO NOT perform repairs or maintenance on this game with the power ON. Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet.	
 <b>WARNING</b> 	
Use of flammable substances can cause sever burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.	
 <b>CAUTION</b> 	
Lifting heavy objects can cause back, neck or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game.	
 <b>ATTENTION</b> 	
Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer. <b>A shielded power cable must be used for the game to retain EU/EMC compliance.</b>	
 <b>IN CASE OF EMERGENCY</b> 	
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.	

# GAME SETTINGS

The volume adjust knobs and dip switch bank are located on the mainboard, inside the RED door.

\*factory default settings are highlighted below



**DO NOT REMOVE THE A5MB515 FROM THE MAIN BOARD!**

SWITCH	DESCRIPTION	ON	OFF
1	Credits per Play adjust (see table below)	X	
2			X
3	Game Attract Sounds	X	
4	Store Credits/Tickets Owed (in case of power outage; required for New Jersey)		X

CREDITS PER PLAY	1 (\$.25)		2 (\$.50)		4 (\$1.00)		6 (\$1.50)	
	ON	OFF	ON	OFF	ON	OFF	ON	OFF
DIP 1		X		X	X		X	
DIP 2		X	X			X	X	

\*Tower of Tickets is equipped with an anti-cheat tilt bob alarm.

Please ensure your staff is familiar with this alarm, and keep it at a high volume to deter cheating.

# QUICK SET UP GUIDE

Place the game near its final location.



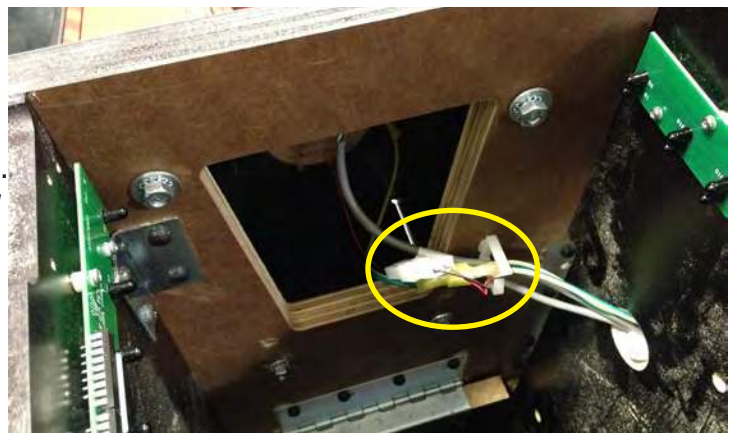
Unlock the dome and open (see page 11); remove and unpackage the four button boxes. *The hardware packet is located in the **red station** cashbox.*



Attach the four button boxes to the sides of the cabinet using included washers and lock nuts. *Be sure to match the colors of the boxes to the colors of the player stations.*



Plug in the buttons, grounds and speakers as shown. *Insert the button switch into the button housing and turn, locking into place.*



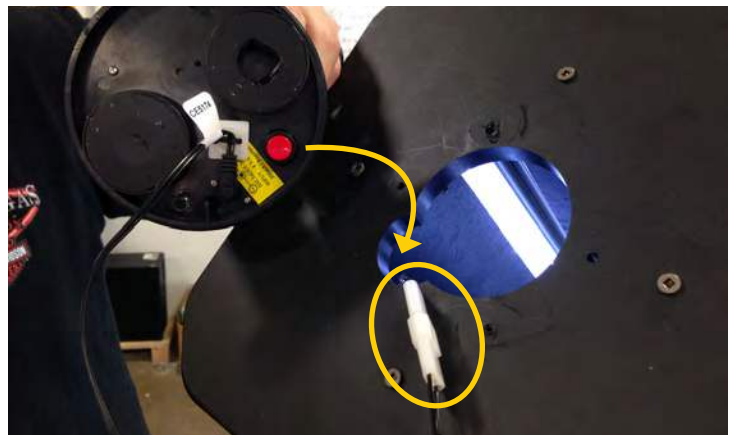


# QUICK SET UP GUIDE

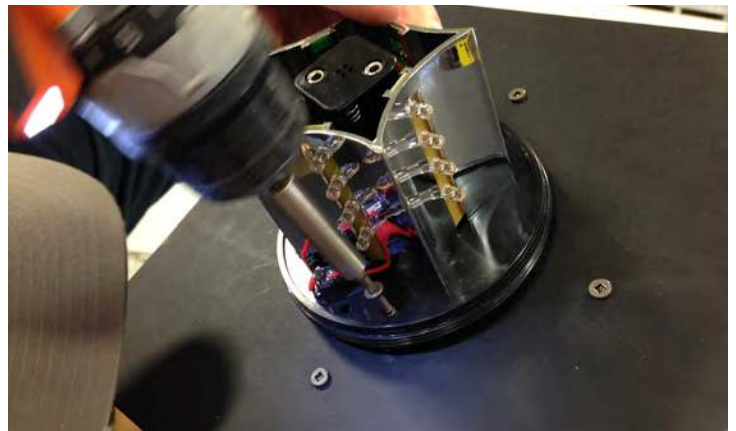
Remove the plastic top of the red beacon (found inside the dome) by turning it counter-clockwise.



Plug in the beacon cable at the top of the marquee and place the beacon so that the red button is aligned with the cut out area (button should NOT be pressed in).



Secure beacon in place with included 1 1/4" bugle screws, using the pilot holes.



Replace the plastic cover by turning clockwise.



# QUICK SET UP GUIDE

Evenly distribute the ticket tower kit across the mirror. See page 11 for information about the ticket tower rolls.



Close the dome and secure the three latches.



Plug power cord into a standard electrical outlet and turn the power switch on the outlet strip (inside the red station door) to ON.



You're ready to play!



# TICKET TOWER ROLL KITS

To order replacement RFID Ticket Tower rolls, contact:

**Bay Tek Games: 920-822-3951**

and order part number **A5TT5155/R**

A full Ticket Tower roll kit consists of:

- 40- 150 POINT ROLLS**
- 2- 300 POINT ROLLS**
- 1- 500 POINT ROLL**
- 1- 1000 POINT ROLL**



## NOTES:

One set is shipped standard with each game, located inside the dome.

All rolls should be placed on the mirror playfield for normal game operation.

# HOW TO: OPEN DOME

Open the Red, Green and Orange doors, and unhook the latches directly above the lock brackets.



Lift the dome from the Red side; it will hinge back and rest in an open position.



# HOW TO: ACCESS COMPONENTS

Unlock and open the Red access door. The Central Main Board, power strip, and power supply are housed in this station.

The Red station and each of the other three stations contain their own Door Boards.



# HOW TO: ACCESS INTERNAL WIRING/MOTORS

Open the dome (see page 11), and remove the 4 screws securing the playfield.



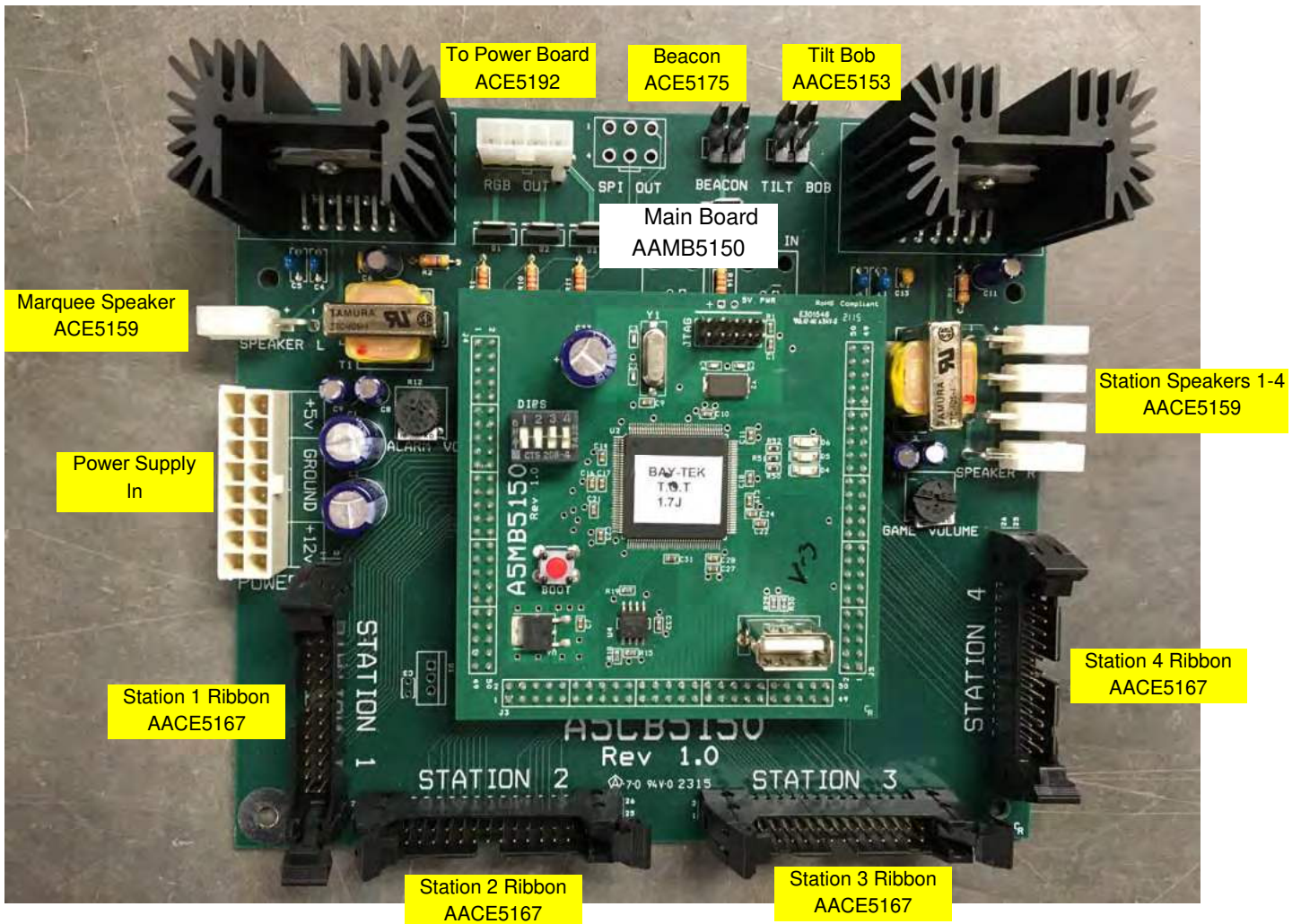
Disconnect each of the 5 motor cables and lift the playfield off of the cabinet.



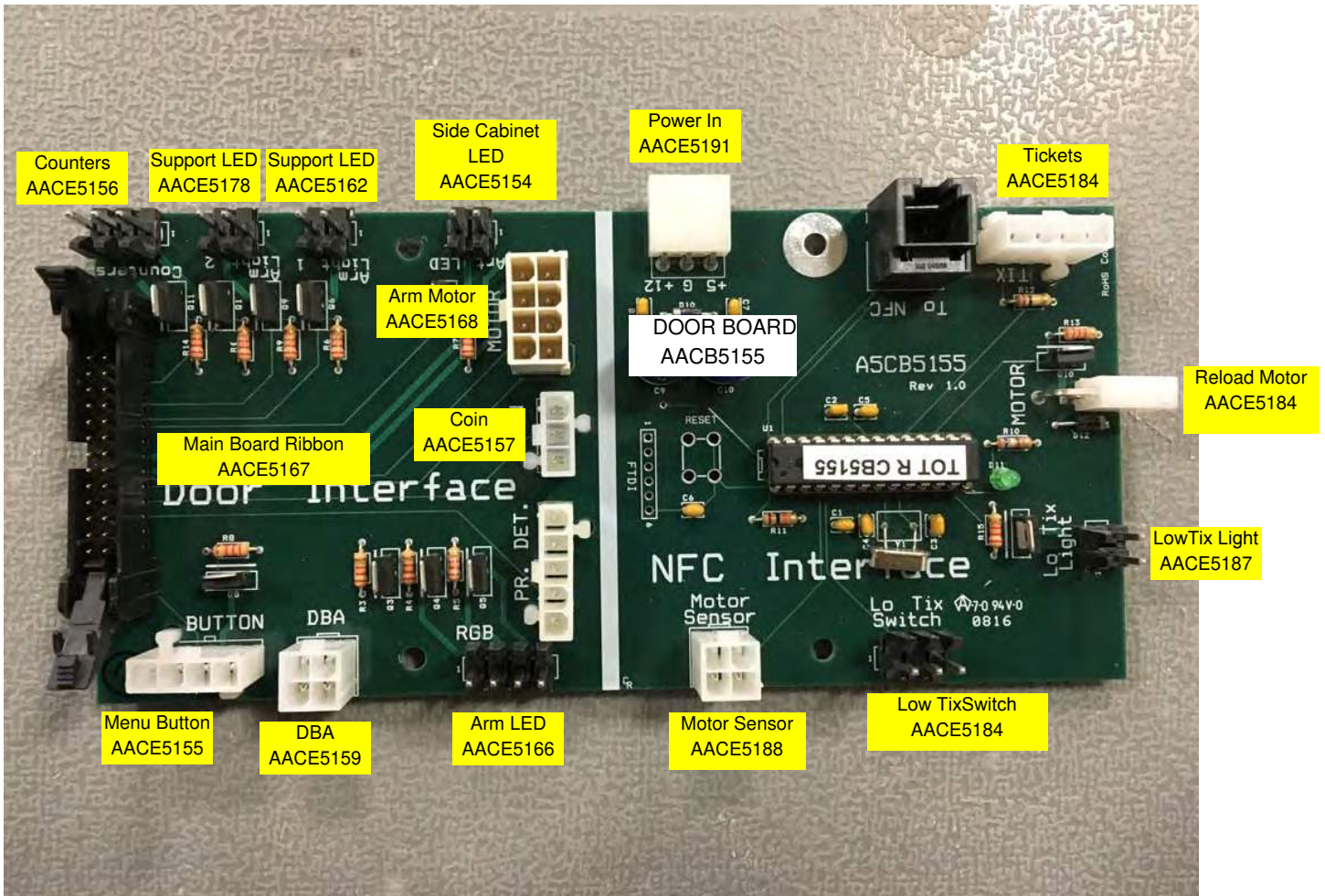
You now have access to the turntable motor, the arm motors, the win spot motors/RFID and the player button assemblies.



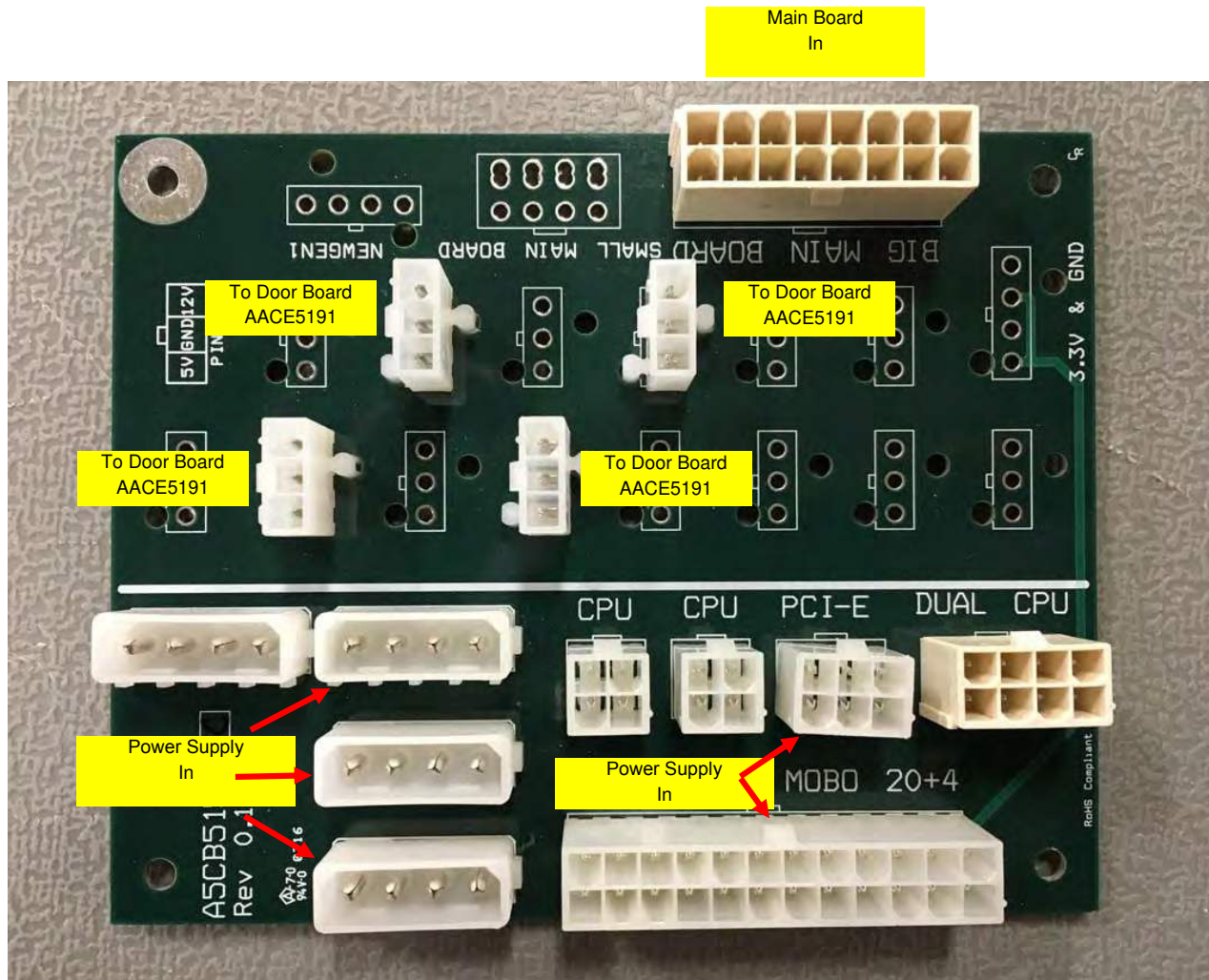
# MAINBOARD PINOUT (AAMB5150)



# DOOR BOARD PINOUT (AAMB5155) X 4



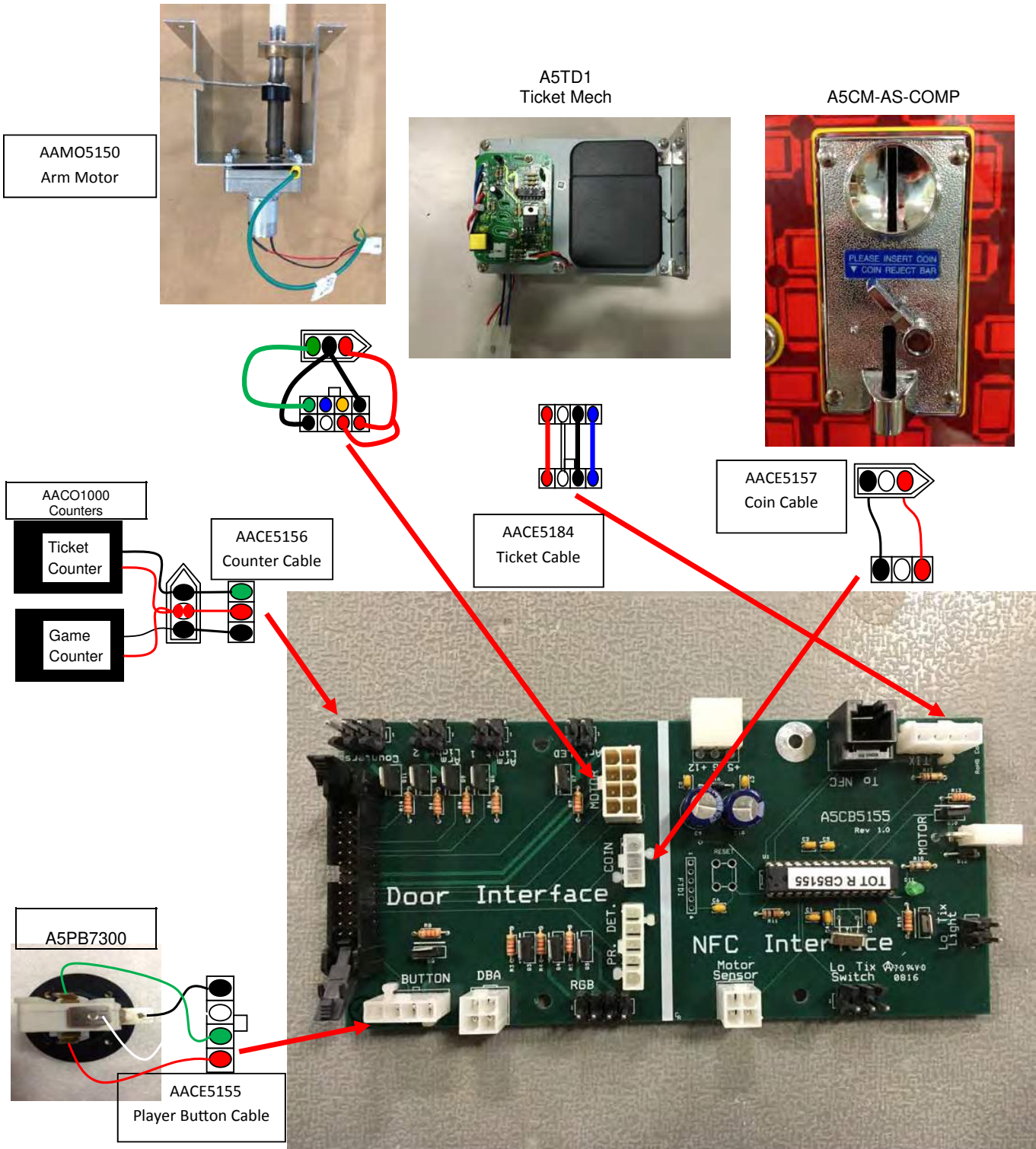
# POWER DIST. BOARD PINOUT





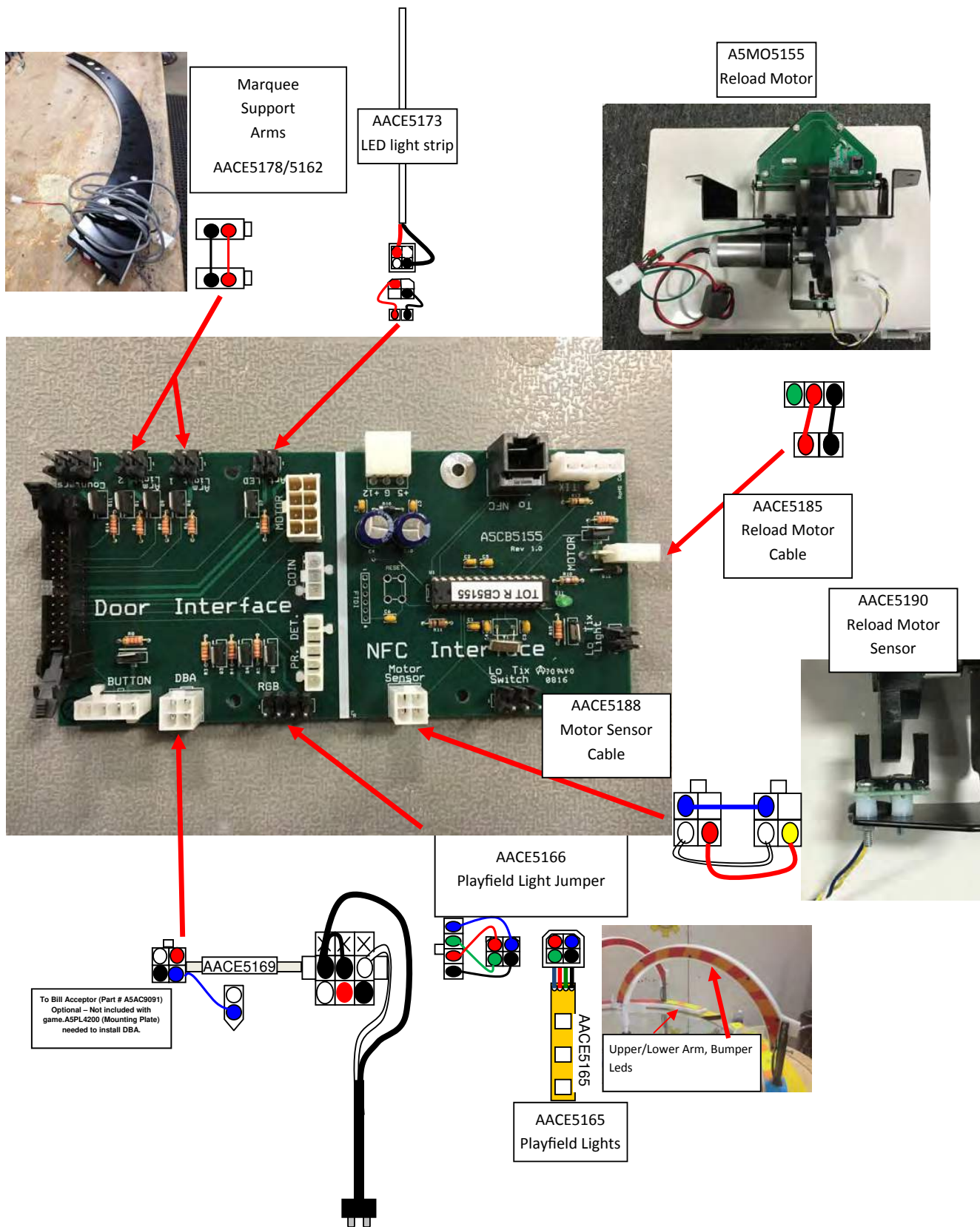
# WIRING DIAGRAMS (DOOR BOARD)

## ARM MOTOR, COUNTERS, TICKET MECH, COIN COMP, BUTTON



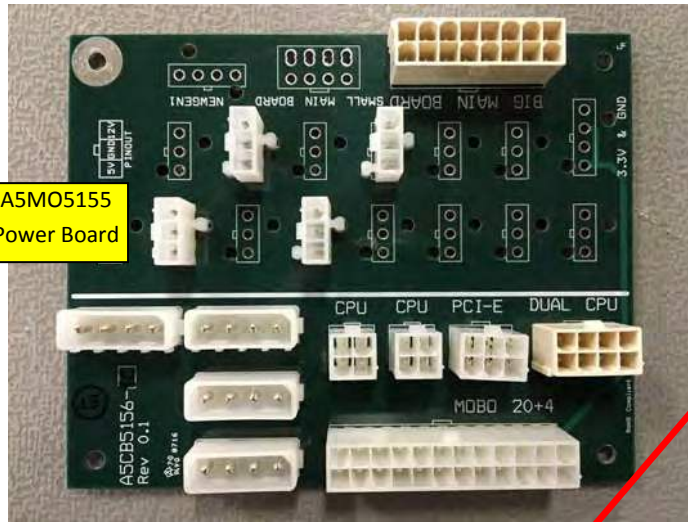
# WIRING DIAGRAMS (DOOR BOARD)

## RETURN MOTOR, SENSORS, DBA, MENU BUTTONS, LEDs

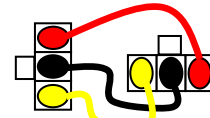


# WIRING DIAGRAMS (DOOR BOARD)

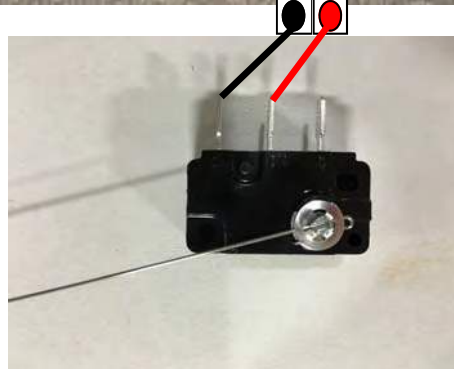
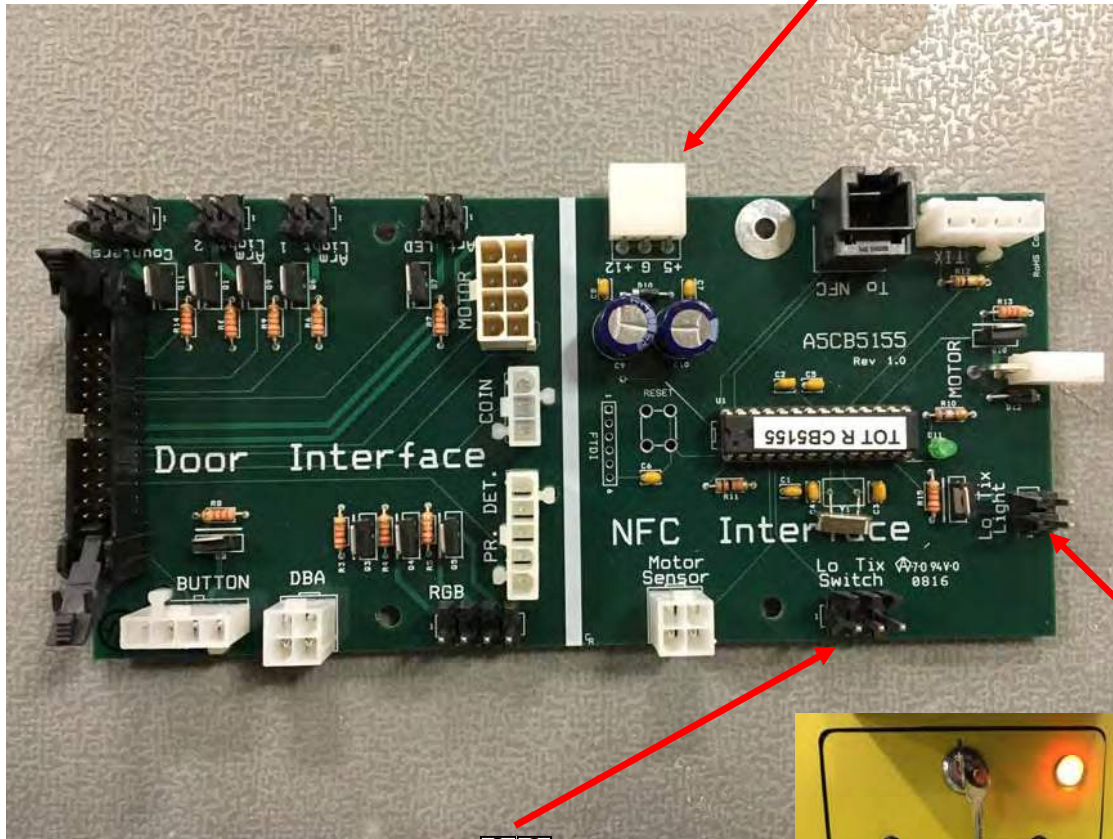
## POWER IN, LOW TICKET SWITCH & INDICATOR



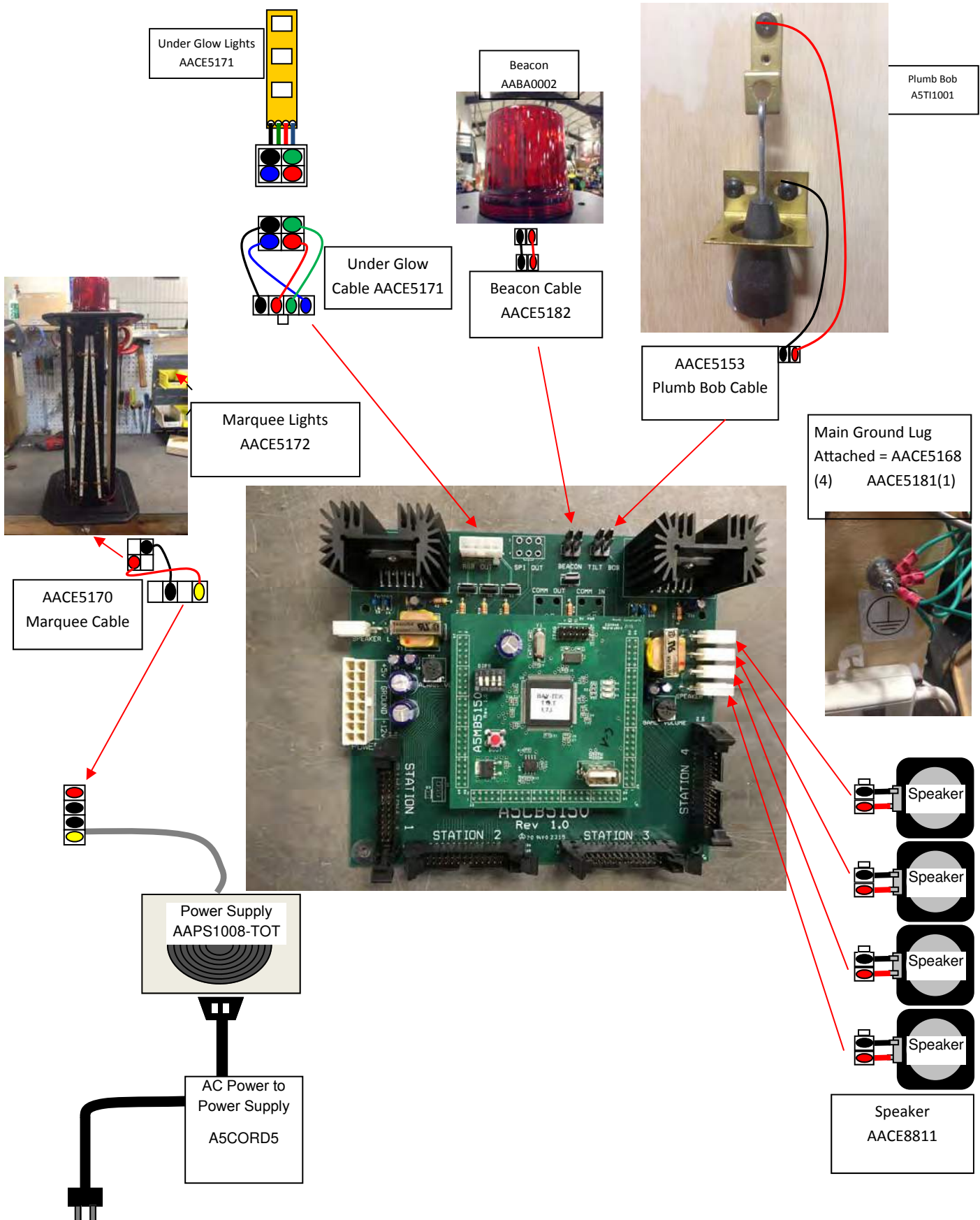
A5MO5155  
Power Board



A5MO5191  
Power Board  
Cable

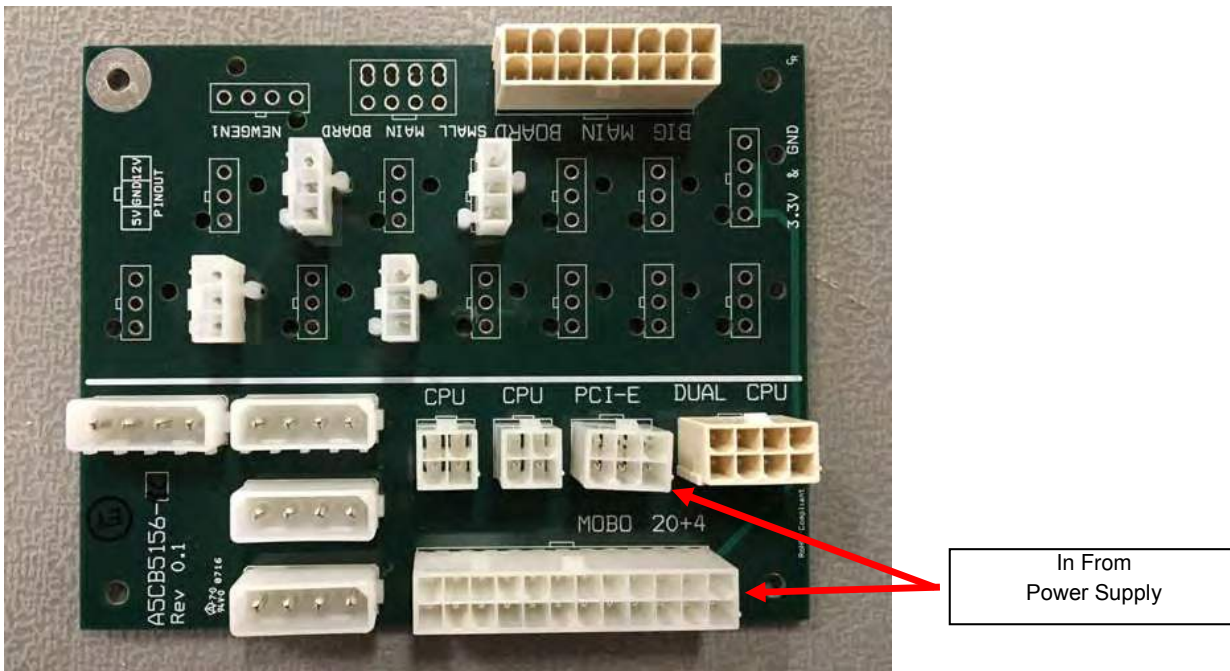
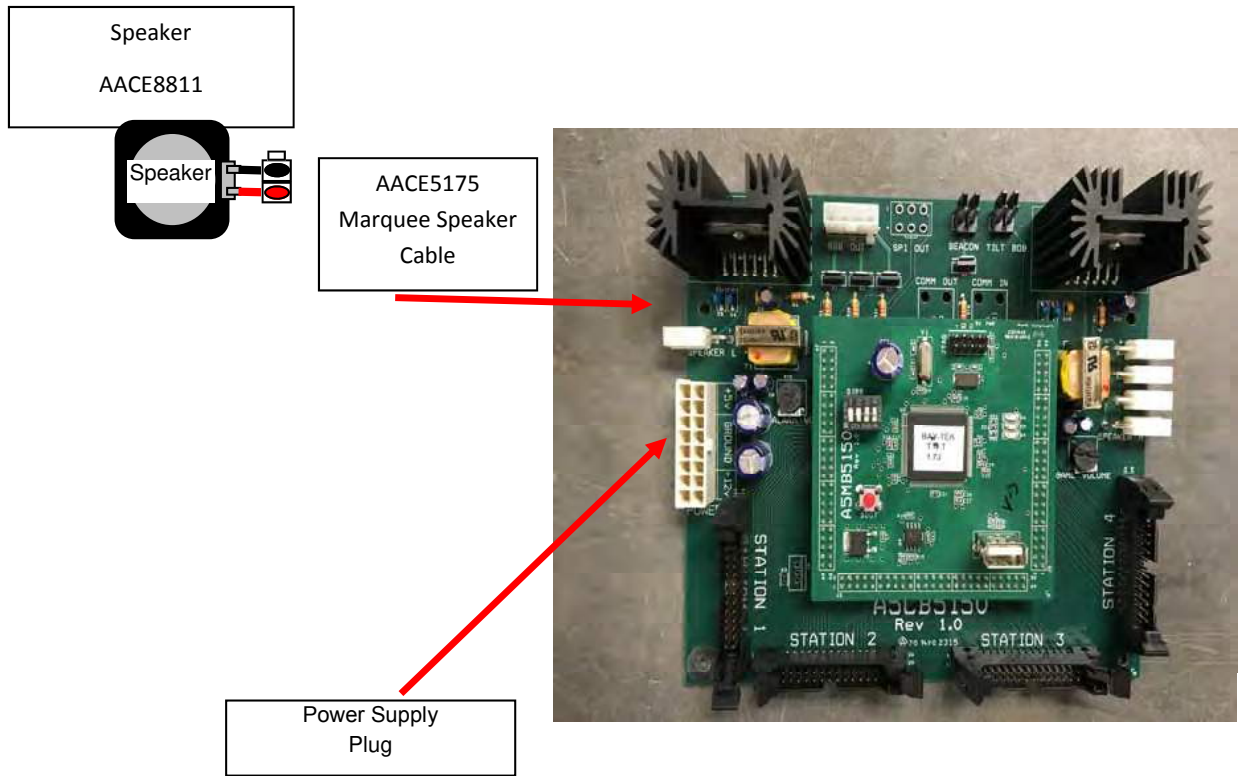


# WIRING DIAGRAM (MAIN BOARD)



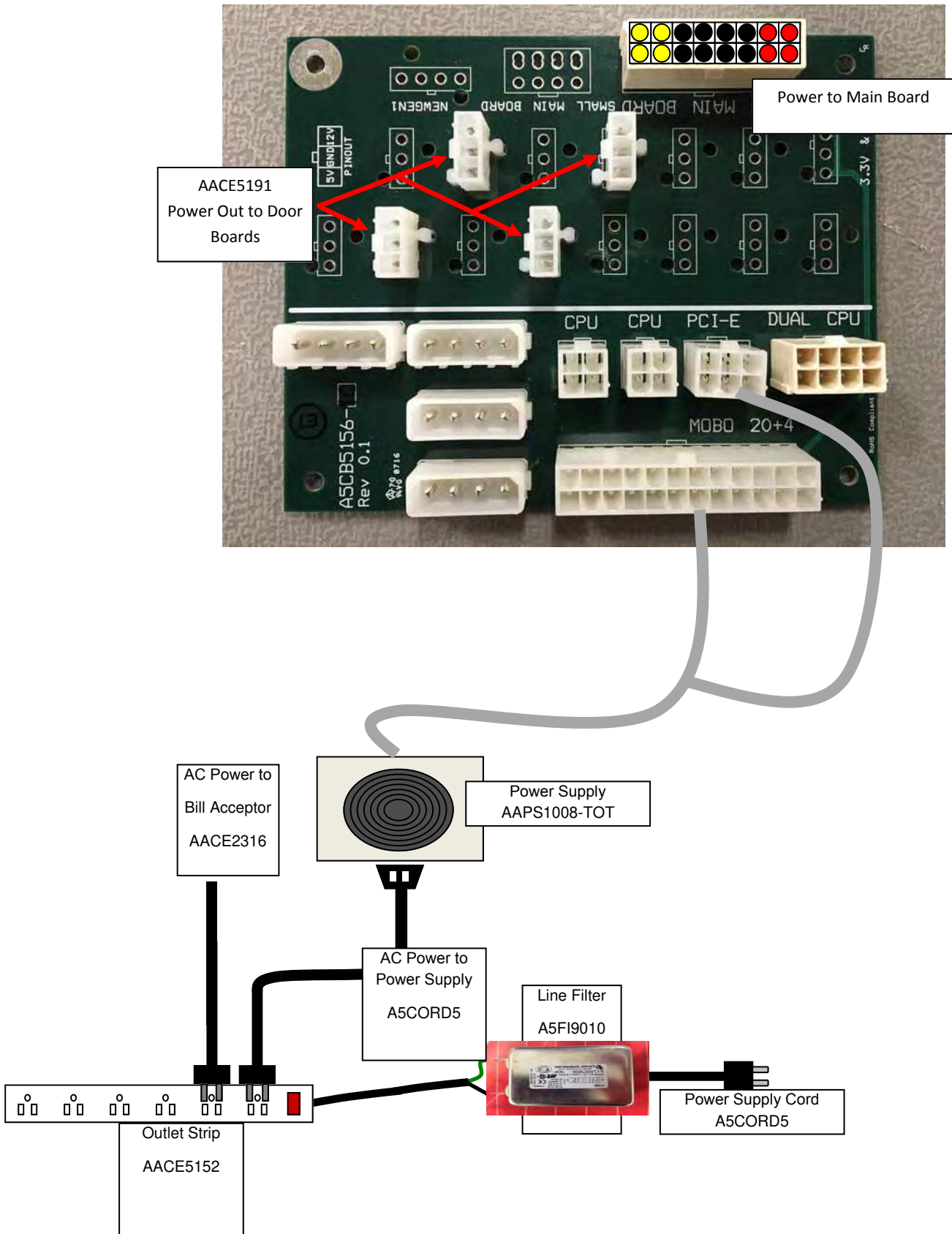
# WIRING DIAGRAMS

## POWER IN, MARQUEE SPEAKER



# WIRING DIAGRAMS

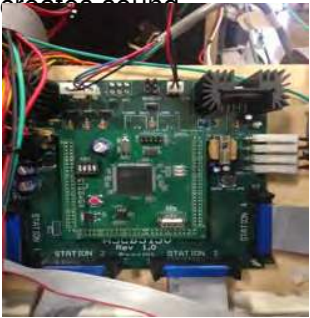


## AC POWER SUPPLY IN & OUT, POWER BOARD




# TROUBLESHOOTING GUIDE

## Troubleshooting Strategy

Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and remedy. Use the process of elimination to find the faulty component. Always check for the simple and obvious causes first such as unplugged, loose or broken wires and bad sensors, bent, pinched, stuck or jammed components.

Problem	Probable Cause	Remedy
<p><b>No power to the game.</b> <b>No lights on at all.</b></p>	<p>Unplugged. Circuit breaker tripped. Power strip faulty. Faulty cable/power supply.</p>	<p>Check wall outlet. Reset power strip breaker switch or building circuit breaker. Change plug position, replace if needed. See Power Supply diagnostic below.</p>
<p><b>Game not coining up.</b></p>	<p>Ensure game makes sound when coin switch is triggered.  Verify communication between Central Main Board and Door Board.  Game set to large amount of credits per game.</p>	<p>Check coin switch—Should be wired normally closed. NC Check wiring to Door Board. Cable AACE1527  Refer to “No Communication between boards” troubleshooting section.  Check Central Board Pinout for switch to be set to the up position, NC.</p>
<p><b>No Sound</b></p> <p>Central Main Board creates sound</p> 	<p>Volume set to zero on Central Main board. (See Central Board Pinout)</p> <p>Disconnected, loose or broken wires.</p>  <p>Faulty speaker.</p>	<p>Alarm Volume &amp; Game Volume is not turned down</p>  <p>Check connections and reseal audio cable from Central Main Board to Speakers. Cables # Replace speaker. AACE8811</p>

# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>No Communication between boards.</b></p>	<p>Main Board and WIRING TO Power Supply OK.</p> <p>Check green LED's on Central Main board.</p> <p>“Power” Blinking ON</p>	
<p><b>Playfield Arms not responding / Player Push Button Problem.</b></p>	<p><b>If “Power” is not blinking ON</b></p> <p>Ensure Power Supply Plug is plugged into blue “IN” socket on main board.</p> <p>Replace if needed</p> <p>Verify dipswitch 3 is on, Central Main Board.</p> <p>Ensure switch on the push button is wired properly.</p> <p>Wire on Push Button or Motor broken.</p> <p>Motor to arm is plugged in</p>	<p><b>If Led’s are not on</b></p> <p>Communication to Central Board is faulty.</p> <p>Check Power Supply Plug to Central Main Board.</p> <p>Replace Central Main, “Daughter Board”.  <b>**MAKE SURE PWR IS OFF TO GAME AND ALL RIBBON CABLES ARE UNPLUGGED TO DOOR BOARDS**</b></p> <p>A. Trace wiring to Door Board.            B. Button is bad.            C. Replace button (A5PB7300)            D. Replace Door Bard (A5CB5151)</p> <p>A. Trace wiring to Door Board            B. Motor is bad            C. Replace motor (AAMO5150)            D. Replace Door Board</p>



# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<b>Playfield Arms moving too far in/out</b>	<p>Home / Away Sensor under playfield is faulty</p> <p>Sensor wiring broken</p>	<p>A. Adjust Sensors in and out to stop arm movement.</p> <p>B. Trace wiring from Sensors to Door Board.</p> <p>C. Replace Sensor (AACE5190)</p> <p>D. Replace Door Board (AACB5155)</p>
<b>Playfield Lights not working</b>	<p>Ensure cables for Marquee Arm Supports and Bumper lights are plugged into the corner of the game between the dome and console.</p> <p>Ensure all cables coming from the dome are plugged into the Door Board.</p>	<p>A. Trace wiring from dome to corner by the struts. Ensure all plugs are connected.</p> <p>B. Trace wiring from the struts in the corner of the cabinet to Door Board.</p> <p>C. Replace Support Arm Light cable (AACE5176-79 Under Arm, AACE5164 Over Arm)</p> <p>D. Replace Bumper Arm cable (AACE5165)</p> <p>E. Replace Door Board (AACB5155)</p>
<b>Side Cabinet Lights not working</b>	<p>Ensure each stick light is plugged in at the corner of the game below the playfield.</p>	<p>A. Trace wiring from stick light to Door board.</p> <p>B. Replace Stick Light / Cable (AACE5154)</p> <p>C. Replace Door Board</p>
<b>Under Cabinet Glow not working</b>	<p>Ensure under cabinet glow cable is plugged in to Central Main Board.</p>	<p>A. Trace wiring from bottom of cabinet up to Central Main Board</p> <p>B. Replace Under Glow Cable / Light (AACE5171)</p>

# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Marquee Lights are out</b></p>	<p>Ensure Marquee Cable is plugged in at the intersection between the dome and cabinet, by the shocks.</p>	<ul style="list-style-type: none"> <li>A. Trace wiring from the corner of the cabinet to the Power Supply. The power supply is the feed for power on these lights.</li> <li>B. Replace Marquee Cable (AACE5170)</li> <li>C. Replace Marquee Lights (AACE5172)</li> <li>D. Test Power Supply, (AAPS1013-TOT), voltage</li> </ul>
<p><b>Beacon not working</b> (Will be in operation for both attract and when a prize is won)</p>	<p>Ensure Beacon is plugged in at the top of the game along with the connection between the dome and cabinet in the corner.</p>	<ul style="list-style-type: none"> <li>A. Trace wiring from the side corner of the cabinet to the Central Main Board</li> <li>B. Replace Beacon Cable (AACE5182)</li> <li>C. Replace Beacon (AABA0002)</li> </ul>
<p><b>Ticket / Game Counters</b> (Mounted on each station door) not responding</p>	<p>Ensure Counters are plugged in to the Door Board.</p>	<ul style="list-style-type: none"> <li>A. Trace wiring from Ticket/Game Counters to Door board</li> <li>B. Replace Counter Cable(AACE5156)</li> <li>C. Replace Counters (AACO1000)</li> </ul>
<p><b>Prize Return Tray not responding</b></p>	<p>Ensure Prize Return Tray is plugged into the Door Board</p>	<ul style="list-style-type: none"> <li>A. Trace wiring from board to Door Board</li> <li>B. Open dome, coin game up, press player button and place ticket cone on win spot.</li> <li>C. Replace Win Spot Cable (AACE5189)</li> <li>D. Replace Win Spot Board</li> </ul>

# BILL ACCEPTOR DIAGNOSTICS

**Note:** There are many different models and brands of Bill Acceptors that are used on redemption games. Your Bill Acceptor may differ from the unit shown. A “Upstacker” should be used for clearance issues. Standard DBA is MEI # AE2431-D5E Part # A5AC9091

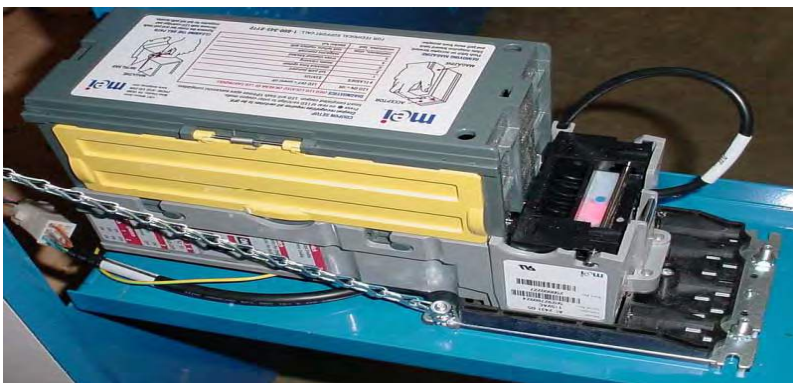
Determine if Bill Acceptor has power:

Turn game ON—The bill acceptor should make noise as stacker cycles and green lights on outside bezel should flash.

If NO power: Use meter to measure 110 AC voltage at cable going into Bill Acceptor from power strip.

If power is OK: Clean Bill Acceptor path to make sure there is nothing jamming unit. Check dipswitch settings on side of acceptor.

**Make sure switch # 8 is OFF for Always Enable**



## ERROR CODES

Count the number of flashes on front bezel of Bill Acceptor and follow chart for repair

**REMOVING MAGAZINE**  
Push latch on acceptor forward.  
Slide magazine toward latch and pull away from acceptor.

**mei**

**COUPON SETUP**  
Coupon recognition requires all switches to be OFF.  
Press ● on rear of LED cartridge to enter coupon mode.  
Insert completed coupon. LED will flash 10 times upon successful completion.

1301 Wilcox Drive  
West Chester, PA 19380  
PHONE: (610) 426-2386  
www.meigrames.com

**mei**

**DIAGNOSTICS (RED LED LOCATED ON REAR OF LED CARTRIDGE)**

LED ON = OK	LED OFF = power off
# FLASHES	STATUS
1	bill path jammed
2	disabled from system
3	needs cleaning
4	cross channel blocked
5	magazine removed
continuous, slow	unit failure; replace unit
continuous, fast	stacker full

**CLEANING THE BILL PATH**  
Sequence the metal bar and...  
Remove both LED cartridge  
magazine for full bill path...

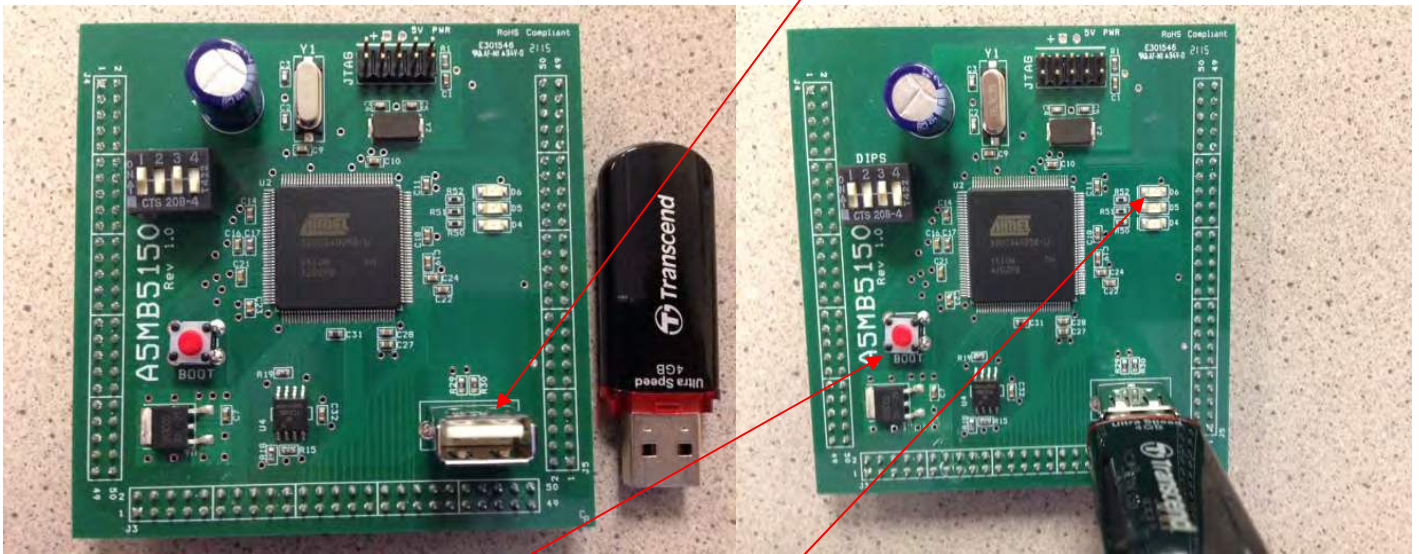
**FOR TECHNICAL SUPPORT CALL: 1-800-345-8172**

**MAGAZINE**

**METAL BAR**

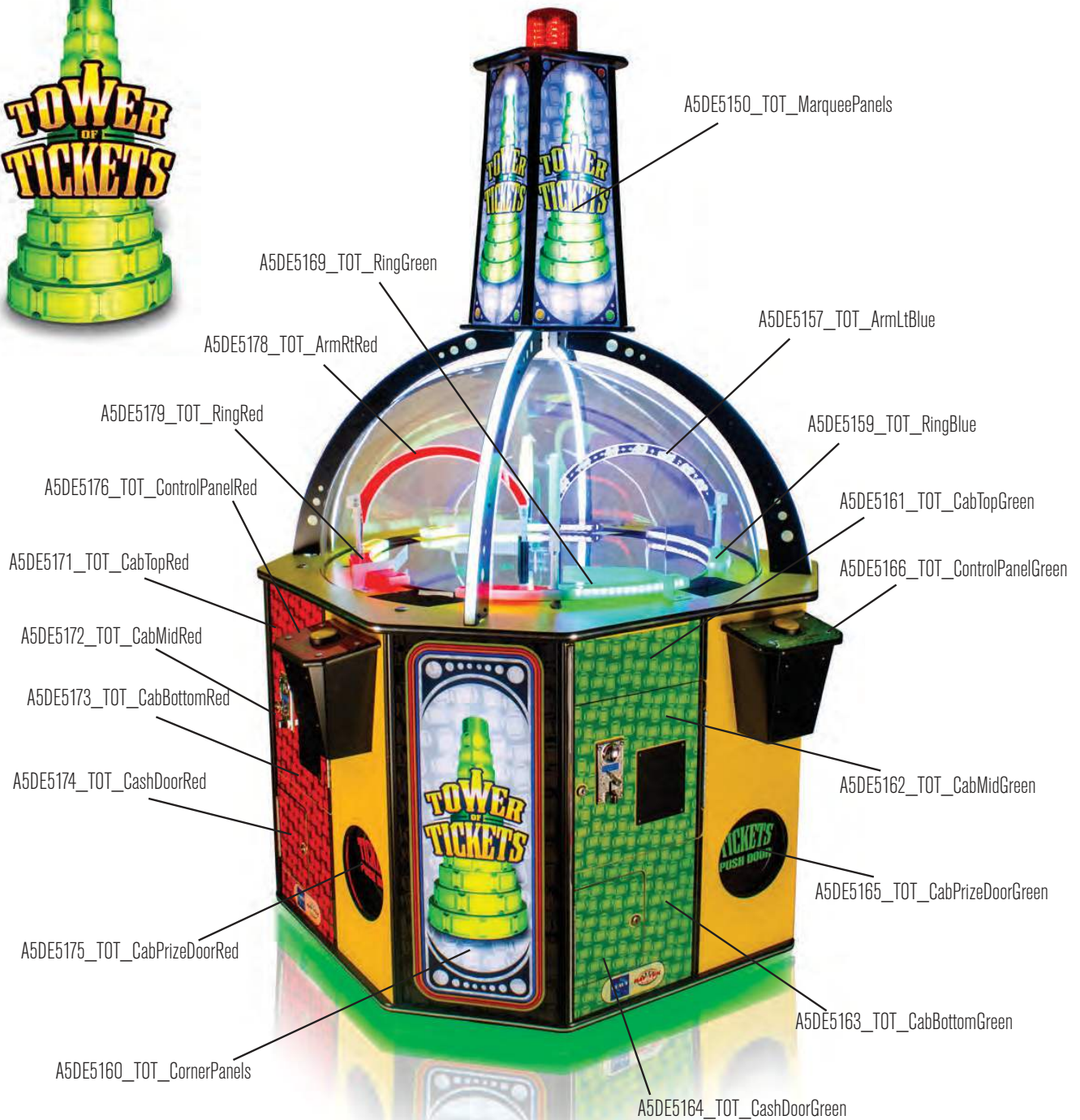
# SOFTWARE UPDATE

1. With the game power on, locate the Central Main Board, USB Input and Boot Button (Red).
2. Plug the new software loaded onto the USB stick into the port provided.



3. Tap the Boot Button (Red), watch the Led on the board as it goes off, and comes back on. It should then blink three times, then go to a steady flashing. Take the USB stick out. The game will boot up normally from here.
4. The game is now ready for play and has the newest version software loaded .

# DECAL IDENTIFICATION



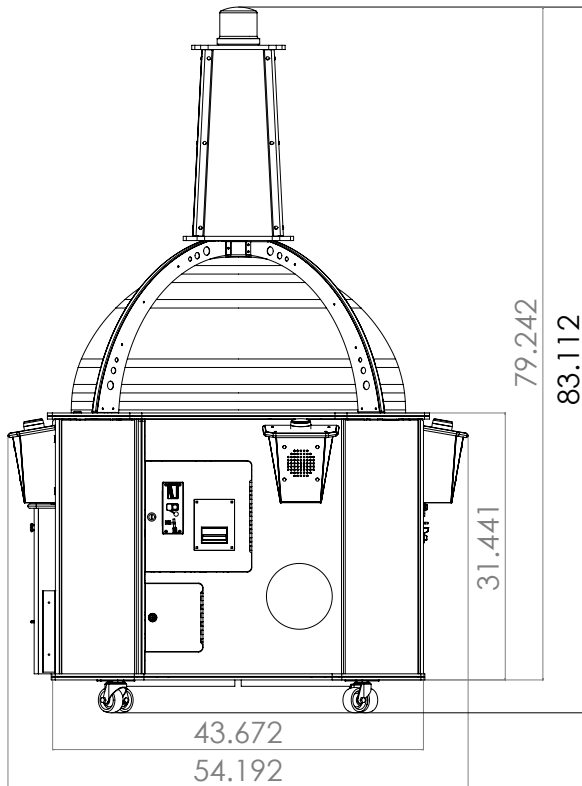
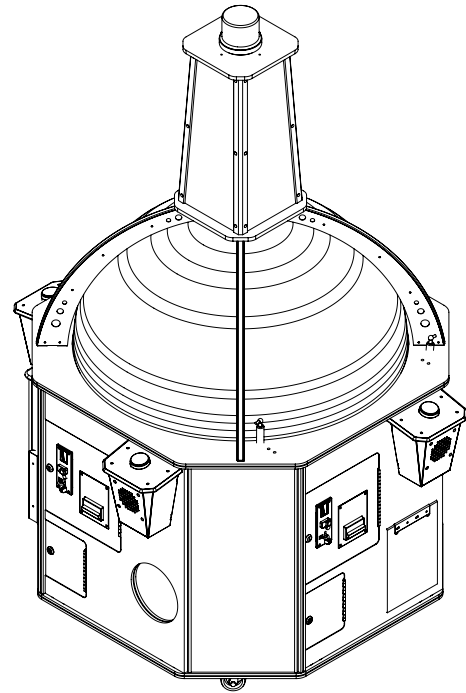
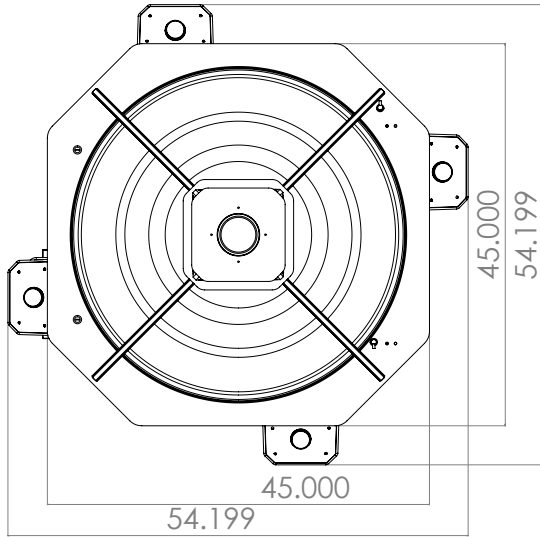
**NOT VISIBLE ON PHOTO:**


A5DE5151\_TOT\_CabTopBlue  
 A5DE5152\_TOT\_CabMidBlue  
 A5DE5153\_TOT\_CabBottomBlue  
 A5DE5154\_TOT\_CashDoorBlue  
 A5DE5155\_TOT\_CabPrizeDoorBlue  
 A5DE5156\_TOT\_ControlPanelBlue  
 A5DE5158\_TOT\_ArmRtBlue

A5DE5167\_TOT\_ArmLtGreen  
 A5DE5168\_TOT\_ArmRtGreen  
 A5DE5177\_TOT\_ArmLtRed  
 A5DE5181\_TOT\_CabTopYellow  
 A5DE5182\_TOT\_CabMidYellow  
 A5DE5183\_TOT\_CabBottomYellow  
 A5DE5184\_TOT\_CashDoorYellow

A5DE5185\_TOT\_CabPrizeDoorYellow  
 A5DE5186\_TOT\_ControlPanelYellow  
 A5DE5187\_TOT\_ArmLtYellow  
 A5DE5188\_TOT\_ArmRtYellow  
 A5DE5189\_TOT\_RingYellow

# DIMENSIONS



	UNLESS OTHERWISE SPECIFIED:	NAME	DATE	<b>BAY TEK GAMES</b> 1077 EAST GLENBROCK DRIVE PULASKI, WISCONSIN 54162 PHONE: 920-822-3951 FAX: 920-822-1391
	DIMENSIONS ARE IN INCHES	DRAWN	JS	
	TOLERANCES:	CHECKED		
	FEEDBACK:			
	ANGULAR MATCH: BEND ±			
	TWO PLACE DECIMAL			
	THREE PLACE DECIMAL			
	INTERPRET GEOMETRIC TOLERANCING PER:	COMMENTS:		
	MATERIAL:			
	FINISH:			
PROPRIETARY AND CONFIDENTIAL THE INFORMATION CONTAINED IN THIS DRAWING IS THE SOLE PROPERTY OF BAY TEK GAMES. ANY REPRODUCTION IN ANY MANNER WITHOUT THE WRITTEN PERMISSION OF BAY TEK GAMES IS PROHIBITED.				TITLE: <b>TOWER OF TICKETS</b> SIZE: DWG. NO.: <b>GG</b> SCALE: 1:1.25/WEIGHT: SHEET 1 OF 1

# MAINTENANCE LOG

If repairs are necessary, it is good practice to keep a log of repairs done and parts ordered.  
The chart below will assist you in tracking your game's maintenance.

DATE	MAINTENANCE PERFORMED	PARTS ORDERED	INITIALS

# TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Games!

We know that keeping your games in great operating condition is important to your business. When you need us, we are here to help. You can call us for free technical assistance, and you can count on us to have parts on-hand to support your game. We offer options that fit your needs.

## Electronics / Circuit Boards - Repair Options

**Repair & Return** – If you have Circuit Board issues with your Bay Tek game, you can send the board to us and we'll repair it right away. Most items sent to us are repaired and returned to you within two days. This option is your best value as we offer this fast turn-around service at the most reasonable price.

**Advance Replacement** – If you have Circuit Board issues with your Bay Tek game, but you don't have time to send in your board in for repair, give us a call and ask for an Advance Replacement. We'll send you a replacement board that same day (pending availability). When you get your new board, just repackage the defective board in the same box and send it back to us. We make it easy by including a UPS Return Shipping label for you to put on the box (not available for international shipments). This is your best option when you need to get your game up and running as quickly as possible!

**Spare Parts** – Take matters into your own hands and purchase new spare Circuit Boards for your Bay Tek games. Many of our games share the same main-board electronics. This means you can buy one set of spare electronics to support many of your Bay Tek games. Spare boards allow you to get your game up and running the quickest and provide you a valuable troubleshooting option. Call our technicians to get recommendations for what you should keep on hand for spare parts!

## Technical Support:

"You" are the best tool for troubleshooting! Your abilities to understand the game and your skills to repair the game are invaluable to us! If you need help, you know you can call us. It's not easy to diagnose a game remotely by phone, but our technicians do a great job. They'll need your help to perform some troubleshooting steps and convey to them exactly what's happening with your game.

## Returns, Credits, & Fees:

**NOTICE!** ALL ITEMS being sent to Bay Tek Games for repair or return, etc. require prior Return Authorization! Bay Tek Games will provide a Product Return Form with an authorizing Ticket Number for each item to be returned. Please be certain to include this document with all shipments!

**Late Fees and Non-Return Fees** - Advance Replacement and Warranty Replacement items require the defective items to be returned by Bay Tek games promptly to avoid Late Fees. We expect items to be returned with 10 working days. Late fees are invoiced monthly. Late fees are non-refundable under any circumstance! Any item not returned within 90 days will be invoiced in full as a replacement part.

**Bench Fees** - Bench fees will apply for each electronic item returned to Bay Tek Games (this includes unused Advance Replacement items). This charge covers our cost to inspect, evaluate and retest each item. Please note that returned items that do not pass our tests will be charged accordingly as replacement items or advance replacements.

**Restocking Fees** - Unused items returned for credit will be credited minus a restocking fee. Items must be returned within 30 days of purchase in order to qualify for any credit amount. No shipping charges will be credited.



# WARRANTY

Bay Tek Games warrants to the original purchaser that all game components will be free of defects in workmanship and materials for a period of 6 months from the date of purchase. If you fill out the registration card in the cashbox of the game, Bay Tek will add another 3 months to your warranty, free of charge.

Bay Tek Games will, without charge, repair or replace defective component parts upon notification to the parts/service department while the game is under warranty.

Warranty replacement parts will be shipped immediately, via ground service, along with a Product Return Form for the return of defective parts.

Defective parts must be shipped back to Bay Tek Games unless otherwise instructed. Items not returned to Bay Tek Games will be invoiced as replacement parts.

This warranty does not apply in the event of any misuse or abuse to the product, or as a result of any unauthorized repairs or alterations. The warranty does not apply if any serial number decal is altered, defaced, or removed from its original position.

 **ATTENTION** 

In order to maintain the safety & compliance certifications of this game, **ONLY** approved parts may be used. For approved replacement parts, refer to the parts list in this manual.

Should you need your game serviced, determine the serial number from the decal placed on the front of this manual, or locate it inside the game. Then contact our Service Department at: 920.822.3951 or e-mail: [service@baytekgames.com](mailto:service@baytekgames.com)

# NON-WARRANTY

Options and estimated charges will be provided to you for your approval.

Please remember that any items being sent to Bay Tek Games must include prior return authorization from our Parts & Service Department.

This approval will include a Product Return Form which is required to be included with any incoming shipments. Repaired parts will be shipped back using the same method in which they were received.

Repairs are warranted for 30 days from the date of return shipment.