

Barrel of Monkeys®

Setup and Operation Service Manual

Revision BoM-1.01-4.24.14-2



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This software is based in part on the work of the Independent JPEG Group.
This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (<http://www.openssl.org/>)
This product includes cryptographic software written by Eric Young (eay@cryptsoft.com)

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Safety

OPERATION

Before operating game, read this manual. Failure to properly install and operate this game could result in malfunction or accident. Operate the game in accordance with the manual.

TRANSPORTING

Cabinet is very heavy and contains fragile components. Use appropriate care when moving or transporting cabinet. Avoid rough handling.

HANDLING COMPONENTS

Many components are extremely sensitive to handling, environmental and Electrostatic Discharge (ESD) events—especially the computer. Do not handle it roughly. Before servicing, call your distributor and inquire about the PC warranty. Use proper ESD procedures when servicing. Protect components from harmful environmental conditions, such as extreme temperatures, excessive moisture or other damaging effects.

DISCONNECT POWER

Always turn off power and unplug the unit before servicing or making adjustments, unless otherwise instructed. Installing or repairing components while power is on can damage the components and void the warranty.

GROUNDING

Avoid electrical shock. Do not plug in AC power until you have inspected and properly grounded the unit. Only plug into a grounded, three-wire outlet. Do not use a “cheater” plug or cut off the ground pin on the line cord.

ELECTRICAL SHOCKS

There is no isolation transformer in the cabinet. Disconnect AC power before servicing. However, be aware that lethal voltages can remain in the electronic components even when AC power is disconnected. Use extreme caution when servicing. Verify that there is a working ground connection. If the unit sustains water damage, cease using it immediately and unplug AC power.

MONITOR

Extremely high voltages exist in the monitor at all times. These high voltages exist even when the monitor is off and the AC line cord is disconnected. These voltages are extremely lethal and will cause death. The monitor contains no user serviceable parts. Do not attempt to service the monitor.

POWER SELECTOR

Before installing game, ensure the voltage on the PC is set properly. There is a 115/230 VAC selector switch that must be set for the correct voltage for your site. Verify the fluorescent lamp rating. The rating must match the line voltage at the installation site.

CONNECTORS

Ensure all connectors mate properly. If connectors do not slip in easily, do not force them. Connectors are often keyed and only connect one way. Check for correct orientation.

COMPUTER

The computer contains sensitive components, including a hard drive. Do not handle it roughly. Call your distributor before servicing its internal components. Ask about warranty information as it relates to the PC.

Do not turn the PC power switch on or off. It should remain permanently in the ON position.

Cycle AC power on or off with the cabinet power switch.

A dongle has been inserted into one of the USB ports. This is required for game play.

Do not remove the dongle except for troubleshooting purposes.

POWER CORD

If the power cord is damaged or lost, replace it with an identical cord as supplied by the manufacturer or an authorized service agent.

WATER JETS

Do not install or operate game within operating perimeter of a water jet. Do not clean equipment using water jet.

HAZARD TO EPILEPTICS

A small portion of the population has an epileptic condition that may cause seizures. Affected persons experience seizure while watching some television pictures or playing certain video games. People who have not had seizures may still have an undetected epileptic condition. If anyone in your family has experienced epilepsy symptoms (seizures or loss of awareness), consult your physical before using video games. While children play video games, a parent should observe. Be alert to the following symptoms: dizziness, altered vision, eye or muscle twitching, involuntary movements, loss of awareness, disorientation or convulsions. If you or your child experiences these symptoms, discontinue use immediately and consult your physician.

MANUAL

Keep this manual available and ready for use. If the game fails to function properly, turn off the machine and unplug the AC line cord. Contact your local distributor. Your warrantee, when applicable, lasts 60 days from your purchase date. You may not reproduce this document or any of its contents without written authorization from Raw Thrills™, Inc. or PlayMechanix™ Inc.

SPECIFICATIONS

For reasons such as performance, this product's specifications may change without notice. Federal patent, copyright and other intellectual property laws protect the content, devices and design of the game and its equipment.



Product Specifications

Electrical Power

Domestic	120 VAC @ 60 Hz, 5 amps
International	240 VAC @ 50 Hz, 2.5 amps
Japan	100 VAC @ 50 Hz, 5 amps

DC Power Fuse Guide

+5 VDC	- 2 amp Slow Blow
+12 VDC	- 7 amp Slow Blow

Temperature

32° to 100° Fahrenheit (0° to 38° Celsius)

Humidity

Must not exceed 95% relative humidity

Assembled Cabinet Specifications

Height (with topper):	105.65" (2.68 meters)
Height (no topper):	95.24" (2.42 meters)
Width:	31.5" (1.19 meters)
Depth:	51.7" (1.60 meters)

New Jersey Features

Games using a New Jersey dongle will operate with a modified feature set, in accordance with New Jersey state law.

1. Maximum game cost is \$10.00
2. Coin slot lockouts will activate to prevent the game from accept more credit than the cost of one play.
3. Game operates with a uniform difficulty and will not attempt to automatically percentage.
4. Games operating outside of New Jersey Shore MUST have **Ticket Award Mode** set to *Fixed*. See pg 14.
5. Games operating within New Jersey Shore may have **Ticket Award Mode** set to *Variable*. Difficulty remains fixed per #3 above.



Setup

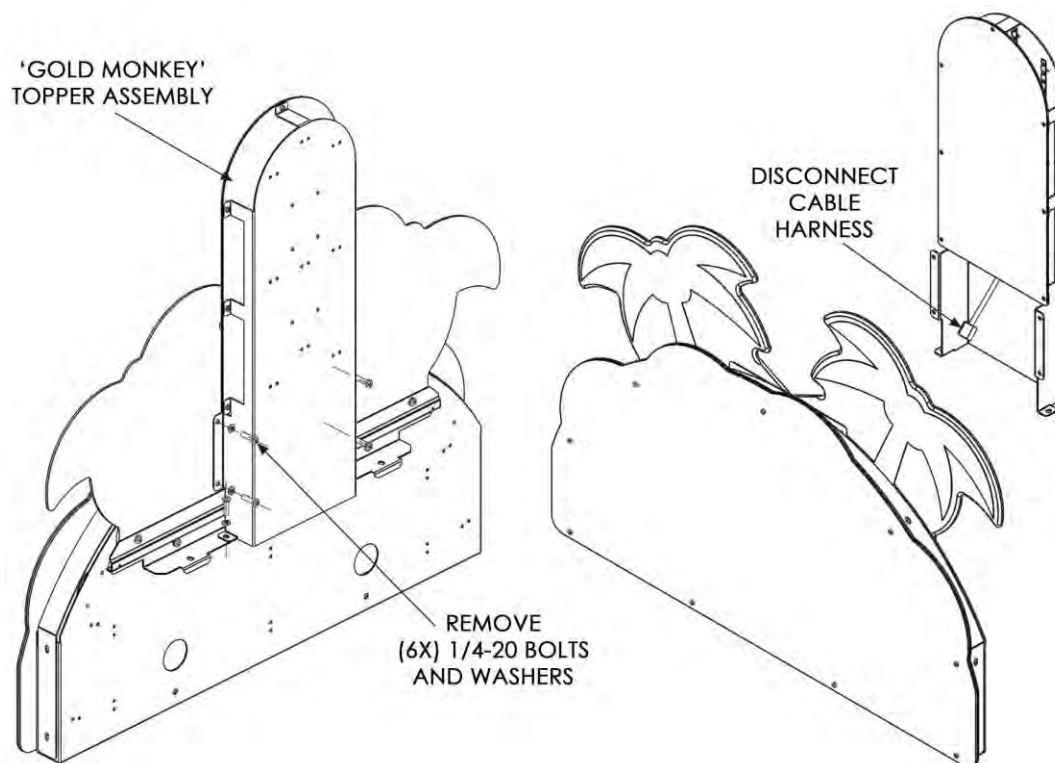
Cabinet Setup

1. Place the shipping crate on a flat stable surface.
2. Cut the banding straps and remove the cardboard lid.
3. Lift off the large cardboard container surrounding the cabinet and any shipping cleats.
4. With at least two people and a dolly, remove the cabinet from the shipping pallet.
5. Remove the coin door key from the coin return chute.
6. Open the top coin door.
7. Locate the key for the back door and the cash box.
8. Remove the items inside cash box: AC line cord, a bag of screws and tools, and a warranty card.
9. Using a wheeled cart and at least one assistant, transport the cabinet to a suitable playing area.
10. Ensure the game cabinet is level and stable.
With at least one assistant, adjust the leg levelers.
11. Check the AC line cord for visible signs of damage.
Pay particular attention to the plug and line cord insulation.
12. Check for shipping damage to cabinet.

Remove Idol Topper (optional)

*Optional for locations with low ceilings

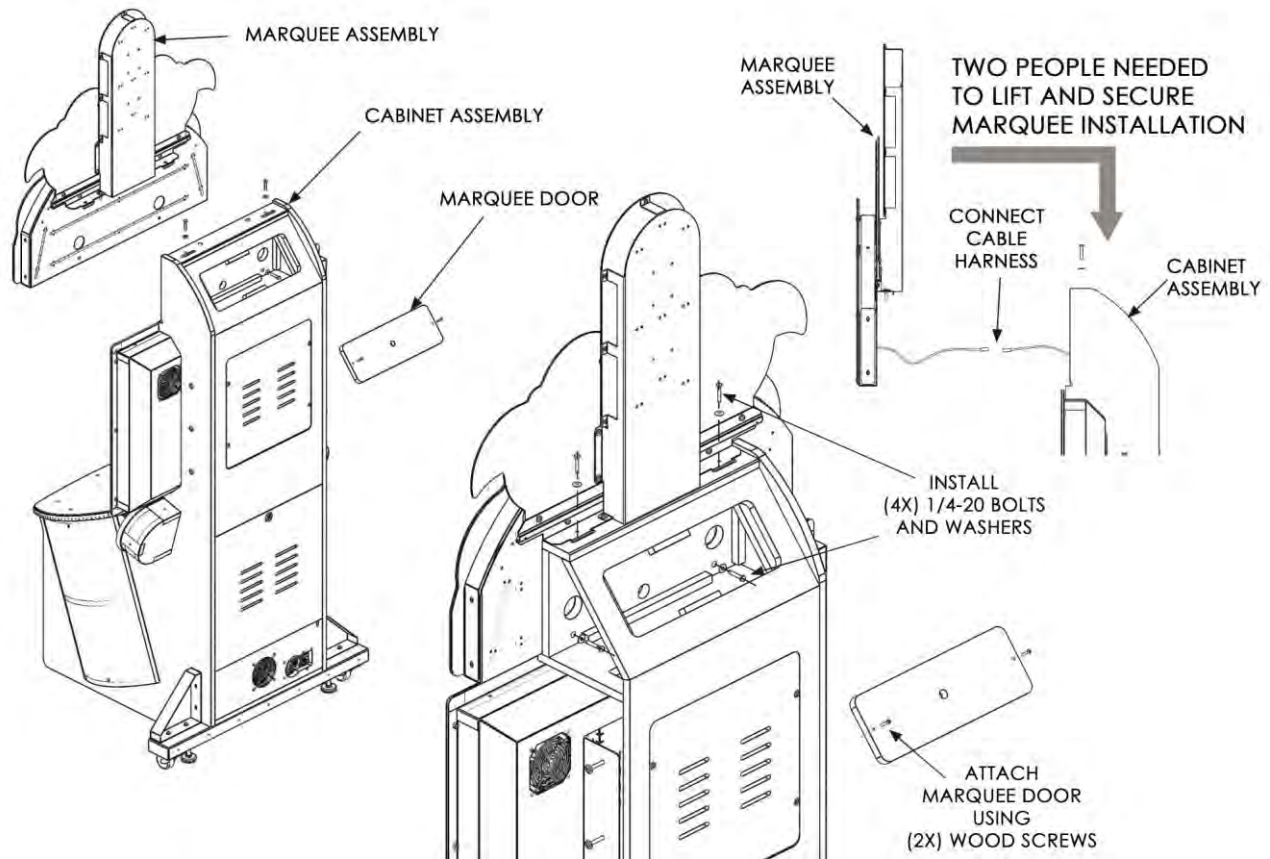
1. Remove the six ¼-20 bolts and washers that secure the topper to the marquee.
2. Disconnect power cable.





Install Marquee

1. Remove marquee access door.
2. With an assistant and ladders, raise topper above marquee.
3. Connect the power cable and position marquee atop the cabinet.
Caution: Do not pinch cable harness between marquee and cabinet.
4. Secure marquee with the included hardware: four 1/4-20 bolts with washers.
Two bolts are inserted at the top of the cabinet. The other two are inserted into the back of the marquee behind the access door.
5. Replace the marquee access door and secure with two wood screws.



Verify Cabinet Functionality

1. Verify the voltage in the nearest AC outlet.
2. Verify the AC outlet ground connection is present and working.
3. Open the back door of the cabinet.
4. Near the AC power transformer, verify the voltage selector switch is set for the correct AC voltage.
5. Plug the line cord into the AC outlet.
6. Replace the back door.
7. Turn the power switch to ON.
8. Verify that the cooling fans on the cabinet are working.
If not, turn off AC power and disconnect line cord. Contact Betson service
9. Check that no component is excessively hot or emitting foul odors.
If so, turn off AC power and disconnect line cord. Contact Betson service.
10. Once software loads, you will be asked to setup the cabinet software.

Verify Input and Output Functionality

See the Diagnostic Section for further information.

1. Enter the SWITCH TEST menu and verify all switches function.
2. Enter the SCREEN TEST menu and verify that video is acceptable.
3. Enter the SOUND TEST menu and verify the audio works and is not distorted.
4. Enter the COIN METER TEST and verify the operation of the coin meter.
5. Enter the LAMP TEST menu and verify that the lamps of the buttons work correctly.
6. Enter the WATCHDOG TEST menu, which re-boots the game.
7. Upon a successful re-boot, you are ready to make adjustments to pricing, volume and other functions found in the Diagnostic Section.



Hard Drive Recovery

Hard Drive Recovery is used to update your game with new software or return the game to factory

Symptoms requiring hard drive recovery include:

- File Test reports bad or missing files
- Game fails to finish loading during startup
- After resetting the AC power, an error is reported
- You are prompted to insert a boot DVD
- Erratic Game or Attract Mode
- The following screen:



COMPUTER

The computer contains sensitive components, including a hard drive. Do not handle roughly. Call your distributor before servicing its internal components. Ask about warranty information as it relates to the PC.

Do **not** use the PC on/off switch. Turn AC power on or off with the cabinet power switch.

1. With game and PC on, insert recovery DVD into DVD-ROM drive tray.
2. Close tray and turn cabinet AC power switch to OFF.
3. Wait 30 seconds, then turn AC power switch to ON. Recovery begins automatically.
If recovery fails to begin, check that disc is seated properly in DVD-ROM drive tray.
4. Initial software loading may take several minutes. Check progress periodically.
Do not interrupt power or reset the game during recovery.
5. When software has finished loading, a message indicates that restore is complete.
When instructed, open DVD-ROM drive tray and remove disc.
6. Turn cabinet power switch off.
7. After 30 seconds, turn cabinet power switch on.
8. Settings will now be factory defaults – make changes as desired.

Diagnostic Menu System

Diagnostic Menu Interface

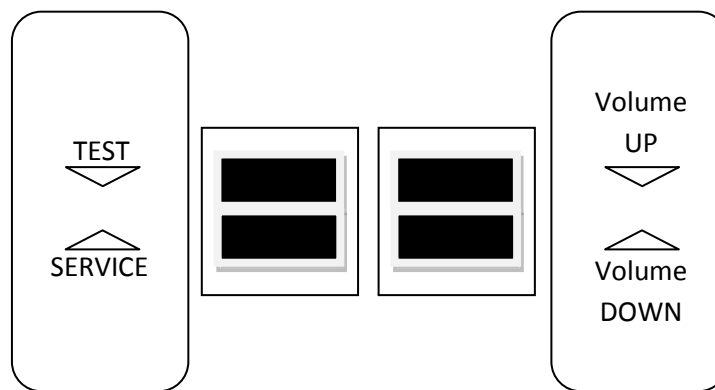
The Service Panel should have four buttons. Pressing the TEST button at any point while the game is running will enter the diagnostic menu. This menu can be navigated with the service panel.

An on-screen message acknowledges changes or when you exit a selection without making a change.

At the bottom of each screen, there is a brief description of the highlighted menu option.

For clarity, all menu screens omit the header, background image, and control instructions.

Navigating with Service Panel Switches



- TEST enters diagnostic system or select highlighted menu option
- SERVICE exit current menu
- VOLUME DOWN moves down through menu or setting choices
- VOLUME UP moves up through menu or setting choices



Menu Screens and Descriptions

Main Menu

MAIN MENU

Adjustments
Audits
Resets
System Information
Tests

- **Adjustments** pg 11 - modify various game settings
- **Audits** pg 15 - view various tracking statistics
- **Resets** pg 17 - used to restore game to factory defaults
- **Information** pg 17 - view various hardware and software information
- **Tests** pg 18 - execute various diagnostic and maintenance tests

Main Menu

Adjustments

These menus control gameplay, coinage and sound adjustments.

Adjustments

Date/Time Adjustments
Player Cost Adjustments
Sound Adjustments
Coin Adjustment
Redemption Award Adjustments

You can improve earnings by customizing performance with game adjustments. Each variable on an adjustment menu changes an aspect of game play or appearance. Optimizing these settings can maintain or increase player interest. Monitor the effects of adjustments by comparing audit information and earnings before and after changes.

Main Menu
Adjustments
Date/Time Adjustments

This menu allows control over manually adjusting date/time, if unit is not online.

Date/Time Adjustments	
Month	1
Day	1
Year	2013
Time	00:00

Setting	Description
Month	Set the current month
Day	Set the current day
Year	Set the current year
Time	Set the current time

Main Menu
Adjustments
Player Cost Adjustments

Player Cost Adjustments	
Freeplay	OFF
Game Cost	\$0.50

Setting	Description	Default	Choices
Freeplay	Allows play without money	OFF	OFF / ON
Game Cost	Game start/continue cost	\$0.50	\$0.00 - \$63.75 incrementing by coin base unit setting



Main Menu
Adjustments
Sound Adjustments

Sound Adjustments	
Game Volume	15
Attract Volume	10
Attract Sound Frequency	Frequently

Setting	Description	Default	Choices
Game Volume	Modifies volume during game play	15	0-100
Attract Volume	Modifies volume during attract mode	10	0-100
Attract Sound Frequency	Determines how often attract mode music will be played	Frequently	Off, Occasionally, Frequently, or Always

Main Menu
Adjustments
Coin Adjustments

Coin Adjustments	
Currency Type	Dollar
Coin Base Unit	\$0.25
Coin 1 Value	\$0.25
Coin 2 Value	\$0.25
DBV Pulse Value	\$0.25
Service Credit Value	\$0.25

Setting	Description	Default	Choices
Currency Type	Changing currency type resets coin door values. The denomination symbol changes on screen with each currency	Dollar	US Dollar, AU Dollar, Pound, Rand, NZ Dollar, Euro, CA Dollar, Franc, Guilder, Krona, Peso, Real, Ruble, Won, Yen, Coins, Tokens, Swipes
Coin Base Unit	Changes the amount by which monetary values increment	\$0.25	\$0.25 - \$63.75 in \$0.01 increments
Coin 1 Value	Sets the coin slot pricing	\$0.25	\$0.25 - \$63.75 incrementing by coin base unit setting
Coin 2 Value	Sets the coin slot pricing	\$0.25	\$0.25 - \$63.75 incrementing by coin base unit setting
DBV Pulse Value	This setting determines how much game credit is awarded per pulse. With default setting of \$0.25, every \$1 bill will award \$1 in game credit. Set to \$0.50, every \$1 bill will award \$2 in game credit.	\$0.25	\$0.25 - \$63.75 incrementing by coin base unit setting
Service Credit	Set the amount of credit given by the service button	\$0.25	\$0.25 - \$63.75 incrementing by coin base unit setting

DBV PULSE VALUE

DBV must be set to award four pulses per dollar. Consult DBV for dipswitch settings or programming instructions.

Main Menu
Adjustments
Redemption Award Adjustments

Redemption Award Adjustments	
Award Label	Tickets
Ticket Award Mode	Variable Amount
Fixed Award Amount	10
Target Payout Percentage	40%
Ticket Value	\$0.0100
Ticket Multiplier	1
Single Dispenser Limit	20
Dispenser Retry Mode	Upon Sensing Ticket Notch
Cap Ticket Payout	Off
Max Tickets to Dispense per Game	500

Setting	Description	Default	Choices
Award Label	Changes the terminology used for awards	Tickets	Tickets/Coupons
Ticket Award Mode	Sets the method of awarding tickets.	Variable	Fixed/Variable/No Award
Fixed Award Amount	Sets the number of tickets to award	10	1 or higher
Target Payout Percentage	Set the target payout level	40%	0-100%
Ticket Value	Set the monetary value of each ticket	\$0.0100	\$0.00 or higher
Single Dispenser Limit	Set the threshold for using only one dispenser	20	1 or higher
Dispenser Retry Mode	Method of retry to dispense after running empty	Upon Sensing Ticket Notch	Upon Sensing Ticket Notch or Upon exiting diagnostic
Cap Ticket Payout	Toggles maximum ticket payout	Off	On/Off
Max Tickets to Dispense per Game	Set the maximum ticket award	500	1 or higher

***Note:** *Fixed Award Amount* adjustment only appears when *Ticket Award Mode* is **FIXED**.

***Note:** *Max Tickets to Dispense per Game* adjustment only appears when *Cap Ticket Payout* is **ON**.

***Note:** *Target Payout Percentage* adjustment does not appear in games using a New Jersey dongle.

***Note:** New Jersey Games operating outside New Jersey Shore must set *Ticket Award Mode* to **FIXED**.

***Note:** New Jersey Games operating within New Jersey Shore may set *Ticket Award Mode* to **VARIABLE**.

***New Jersey Games use a fixed difficulty regardless of adjustments.**



Main Menu

Audits

Audit screens help assess game performance, find intermittent problems, decide whether to adjust game difficulty and free game award and help maximize game earnings.

Audits	
Coin Audits	
System Audits	
Gameplay Audits	
Escrow	
Redemption Award Audits	

Main Menu

Audits

Coin Audits

Coin Audits	
Total Money In	\$0.00
Coins in Left Coin Slot	0
Money in Left Coin Slot	\$0.00
Coins in Right Coin Slot	0
Money in Right Coin Slot	\$0.00
Number of DBV Pulses	0
Money in DBV	\$0.00
Service Switch Presses	0
Service Credit Money	\$0.00

Main Menu

Audits

System Audits

System Audits	
Watchdogs	0
Exceptions	0
Bad Traps	0
Maintenance Power Cycles	0
Maintenance Reboots	0
Up Time:	0 days, 00:00:00

Main Menu
Audits
Gameplay Audits

Gameplay Audits			
<u>Games Started</u>	<u>0</u>	<u>Avg Game Length</u>	<u>0:00</u>
1st Monkey Hooks/Attempts	0/0	Games Ending with 1 Monkey	0
2nd Monkey Hooks/Attempts	0/0	Games Ending with 2 Monkeys	0
3rd Monkey Hooks/Attempts	0/0	Games Ending with 3 Monkeys	0
4th Monkey Hooks/Attempts	0/0	Games Ending with 4 Monkeys	0
5th Monkey Hooks/Attempts	0/0	Games Ending with 5 Monkeys	0
6th Monkey Hooks/Attempts	0/0	Games Ending with 6 Monkeys	0
7th Monkey Hooks/Attempts	0/0	Games Ending with 7 Monkeys	0
8th Monkey Hooks/Attempts	0/0	Games Ending with 8 Monkeys	0
9th Monkey Hooks/Attempts	0/0	Games Ending with 9 Monkeys	0
10th Monkey Hooks/Attempts	0/0	Games Ending with 10 Monkeys	0

Main Menu
Audits
Escrow

Escrow	
Kitty:	0.0 Tickets

Main Menu
Audits
Redemption Award Audits

Redemption Award Audits	
Current Payout Percentage	0.0%
Total Tickets Awarded	0
Total Tickets Dispensed	0
Total Tickets Owed	0



Main Menu
Resets

Reset

- Reset Credits
- Reset Coin Audits
- Reset Adjustments
- Reset Gameplay & Ticket Audits
- Reset Tickets Owed
- Reset Hardware Monitoring Data
- Factory Reset

Main Menu
System Information

System Information

- System Details
- Hardware Monitoring
- View Game Log

Main Menu
System Information
System Details

System Details

BIOS	Vendor: Hewlett-Packard	Version: 786G6 v01.17	Date: 04/18/12
Kernel	2.6.39-jl2		
Processor	AMD Athlon™ II X2 220 Processor		
Memory	2051176 kb		
Libraries Rev	2237		
Engine version	01.31.00		
I/O lib	01.02.02		
IR Track	03.04.00		
SDL	1.2.14		
Sound Lib	1.2.11		
RIO	HW: FFFC	SW: 0.15	
Card Reader	1.6.3		
Game Version	2.5		

Main Menu
System Information
Hardware Monitoring

Hardware Monitoring	
System Uptime:	4 days, 07 hours, 39 minutes
IO Board Connection:	Pass
IO Board Disconnects:	0
IO Board Last Disconnect:	Never

Main Menu
System Information
View Log

This page displays any logged events or errors that occur during the game.

Main Menu
Tests

These various tests check cabinet and game functionality. They are divided into submenus for input and output tests.

Tests
Video Tests
Coin/Ticket Meter Tests
Sound Tests
Lamp Test
Switch Tests
File Test
Watchdog Test
Ticket Dispenser Test

Main Menu
Tests
Video Tests

Video Tests
Solid Color Screens
Display Calibration



Main Menu
Tests
Video Tests
Solid Color Screens

Test provides a full screen of a solid color. Press start button to cycle colors.

Main Menu
Tests
Video Tests
Display Calibration

Test provides a static picture and color bars to assist in adjusting monitor settings.

Main Menu
Tests
Coin/Ticket Meter Tests

Press Volume Up to increase coin meter. Press Volume Down to increase ticket meter.

Main Menu
Tests
Sound Tests

This checks sound volume and quality. Missing sounds indicated digital flaws. Distorted sounds suggest analog flaws. Lack of sound suggests disconnected or bad cables or speakers. Press the volume up and down switches to cycle through the various sound tests. Cancel these sounds by selecting another test or exiting the menu.

Main Menu
Tests
Lamp Test

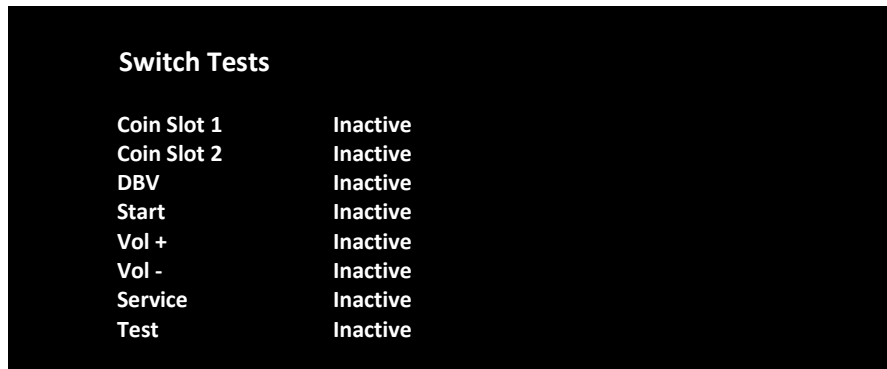
This test checks for burned-out lamps. Press the volume up and down switches to cycle through the various lamps tests.

Main Menu

Tests

Switch Tests

This checks input switch performance. By default, all switches should indicate inactive. When a switch is pressed, it should indicate active and be highlighted on screen.



The Switch Test menu has a unique exit procedure, because it checks the switches normally used for navigation. To exit the switch test menu, press the test button five times.

Main Menu

Tests

File Test

This tests the integrity of the contents of the hard drive, searching for corrupt or missing game files. Damaged or missing files register as failed and are listed.

Main Menu

Tests

Watchdog Test

This tests the Watchdog circuit, which protects the game against screen freezes (infinite loops). After a countdown, the game resets. To exit before the reset, press either Start or Volume button. If the test succeeds, the game resets normally. If the test fails, the reset process loops or ends abnormally. See the Troubleshooting Chapter to diagnose and correct this problem.

Main Menu

Tests

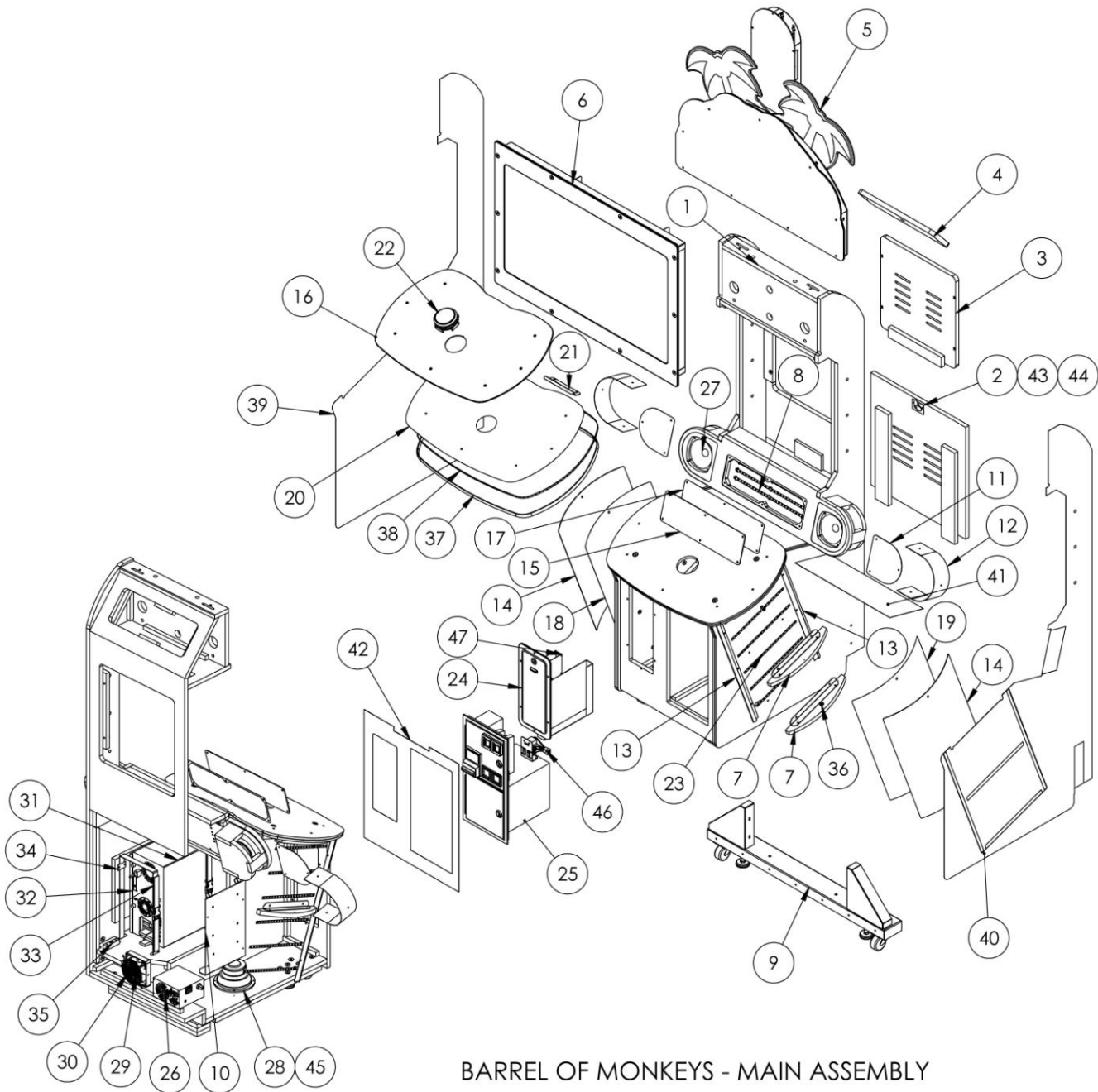
Ticket Dispenser Test

Follow onscreen instructions to test ticket dispensers.



Parts

Cabinet Assembly



BARREL OF MONKEYS - MAIN ASSEMBLY

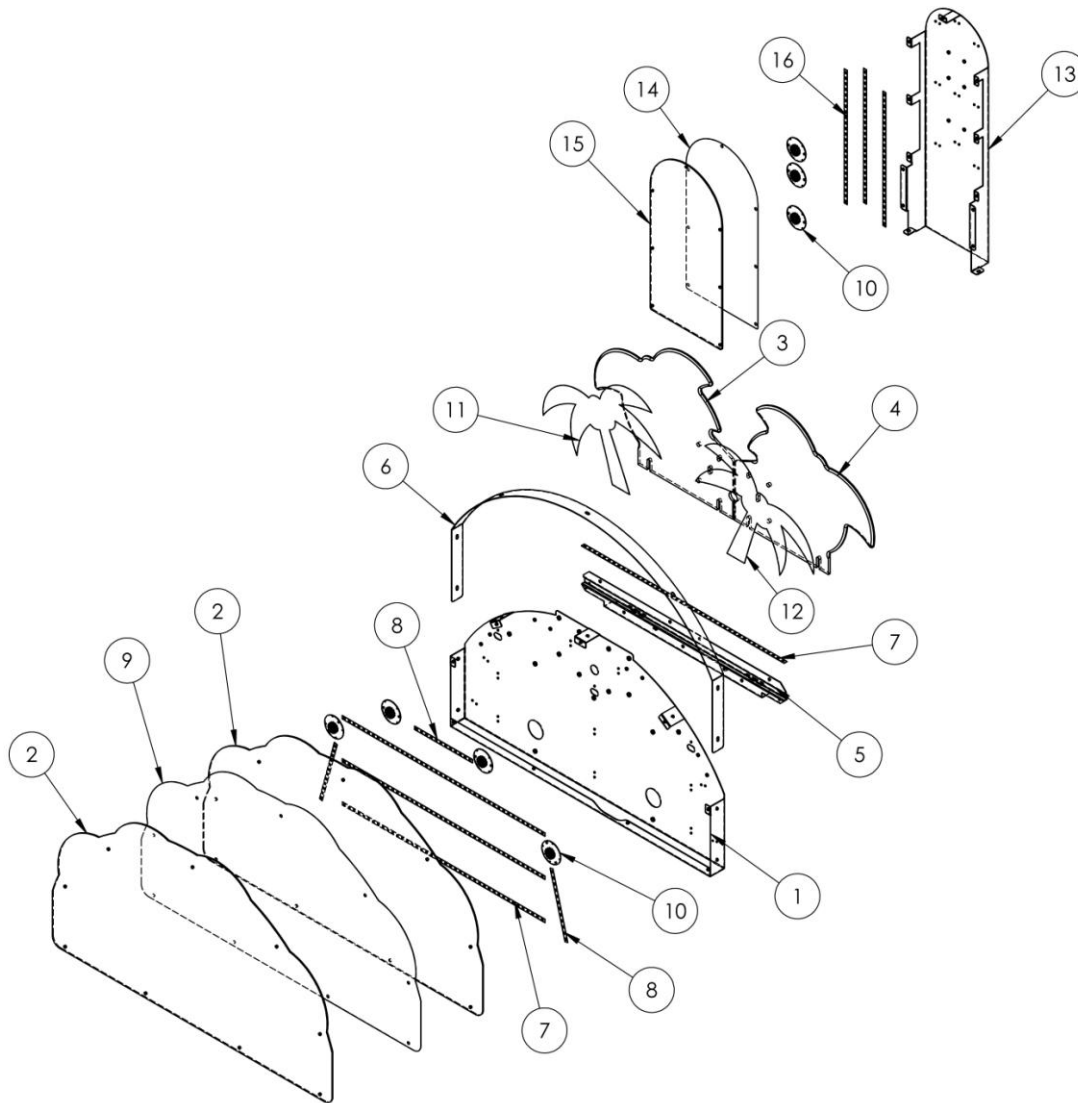
Cabinet Assembly Part Numbers

Item	Part No.	Description	QTY
1	601-00669-01	Wood Cabinet Assembly	1
2	601-00672-01	Wood Rear Access Door	1
3	601-00673-01	Wood LCD Access Door	1
4	601-00674-01	Wood Marquee Access Door	1
5	BOM-MARQUEE-ASSY	Barrel of Monkeys Marquee	1
6	42-LCD-ASSY	42" LCD Monitor	1
7	BOM-CURVED-PANEL-ASSY	Curved Panel Assembly	4
8	BOM-MINI-MARQ-LIGHT-ASSY	Mini Marquee light Assembly	1
9	ASSY-OUTRIGGER-WHITE-BOM	White Outrigger Assembly	1
10	RIO-HARDWARE-ASSY	Rio Hardware Assembly	1
11	600-01287-01	Grill Speaker	2
12	600-01286-01	Cover Speaker Wrap	2
13	600-01281-01	Bracket Wrap	4
14	603-00691-01	Petg Wrap Barrel	2
15	603-00692-01	Mini-Marquee Petg	1
16	603-00690-01	Control Panel Petg	1
17	606-00891-01	Mini Marquee Translite	1
18	606-00892-01	Left Barrel Translite	1
19	606-00893-01	Right Barrel Translite	1
20	606-00895-01	Control Panel Decal	1
21	600-01283-01	Bracket LED control panel	1
22	95-4002-12ZL-BOM	Jumbo Round with locking lamp holder (6v dc blue LED)	1
23	31CM LED STRIP (WHITE)	31cm flexible LED Strip (white)	12
24	800-00053-01	Single yellow ticket door	1
25	800-00054-01	Mid-width yellow coin door	1
26	2-1-02-00-00-017	APS power supply (bracket #90-AP 188)	1
27	2-1-10-00-00-000	5.25 full range speaker	2
28	2-1-11-00-00-000	Speaker woofer 6.5" 4ohm	1
29	820-00001-00	120v ac 19/15w fan	1
30	800-00001-00	120mm wire fan guard	1
31	HP6005	HP 6005 Computer	1
32	FOAM-PC-.5X8X14.5	Foam Polyethylene plank	1
33	600-00905-01 & 600-00906-01	1" WD Nylon Strap & 1" Buckle Clasp	2
34	600-00891-01	Securing Nylon Strap Plate	2
35	601-00580-01	PC Wood Cleat	1
36	600-01052-01	Marquee Bracket Mount	4
37	LED-TMOLD	¾" LED T-mold	1
38	500-00131-01	Flexible LED RGB Strip	1
39	606-00896-01	Left Side Decal	1
40	606-00897-01	Right Side Decal	1
41	606-00898-01	Top Mid Decal	1
42	606-00899-01	Front Decal	1
43	LOCK 7/8" W/ 1.25 CAM	Lock	1
44	N202-130	Lock Retainer	1
45	600-00616-01	Woofer Grill	1
46	810-00053-01	Service Button Assembly	1
47	800-00035-01	Entropy 2000 Ticket Dispenser – continuous type	1



Marquee Assembly

Item	Part No.	Description	QTY
1	600-01284-01	Marquee Light box	1
2	603-00694-01	Marquee Petg	2
3	603-00715-01	Left acrylic palm tree	1
4	603-00716-01	Right acrylic palm tree	1
5	600-01285-01	LED light box bracket	1
6	603-00695-01	Light box Petg Wrap	1
7	70cm LED STRIP (WHITE)	White LED strip 70 cm	4
8	20cm LED STRIP (WHITE)	White LED strip 20cm	3
9	606-00890-01	Translite marquee	1
10	500-00035-01	White LED spotlight	7
11	606-00901-01	Left palm tree decal	1
12	606-00902-01	Right palm tree decal	1
13	600-01342-01	Light box monkey topper	1
14	606-00928-01	Translite monkey topper	1
15	603-00717-01	Petg monkey topper	1
16	40cm LED STRIP (WHITE)	White LED strip 40cm	3



Troubleshooting

Warning: Review safety chapter before making any adjustments to game.

General Troubleshooting

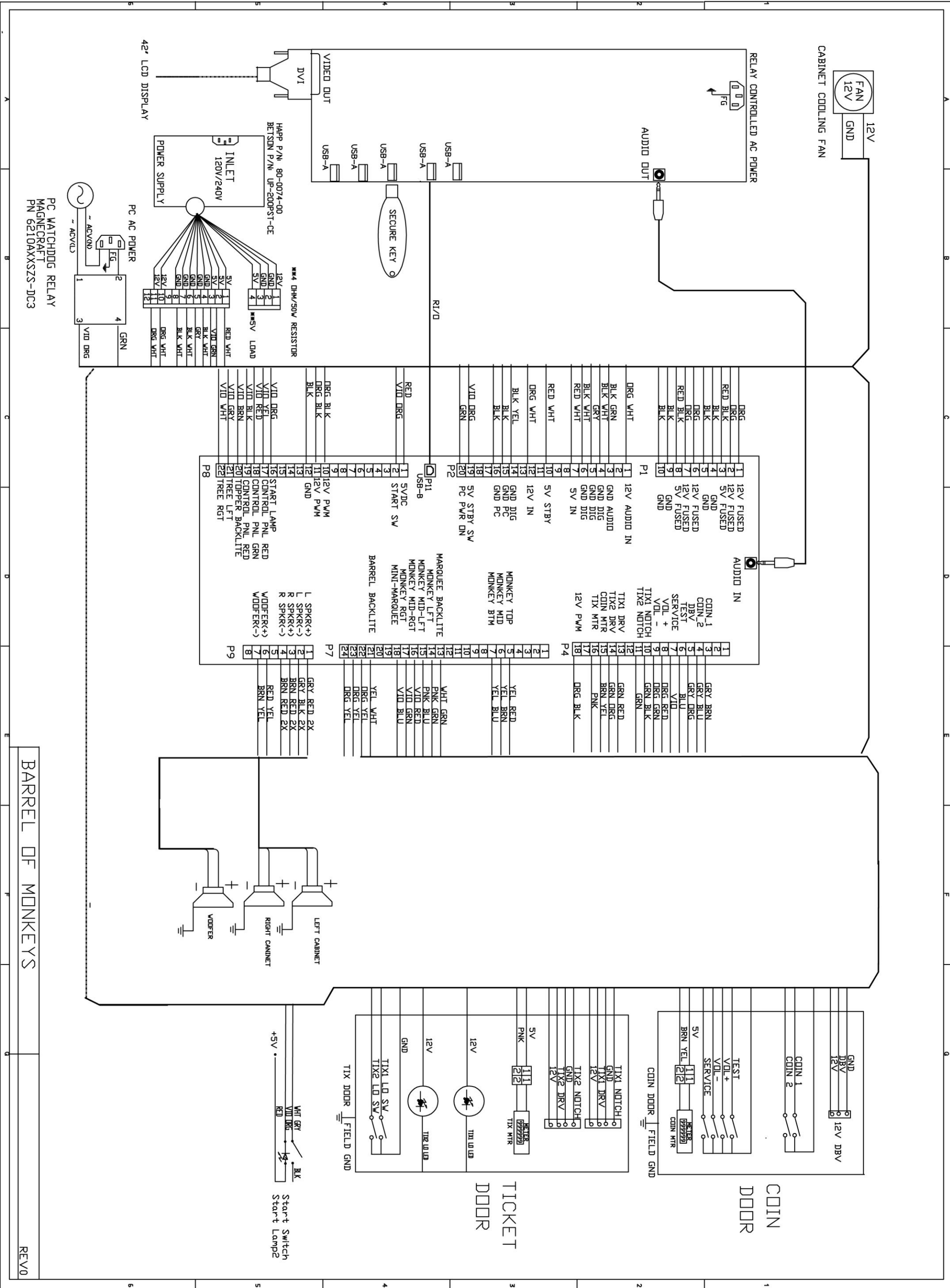
Problem	Possible Cause	Solution
Game will not power up	Game not plugged in.	Plug game into outlet.
	Game not turned on.	Turn on main power switch.
	Game fuse is blown.	Check and replace fuse.
	No power to receptacle.	Test outlet and plug game into powered outlet.
	PC not turned on.	Turn PC power switch on. Ensure IEC cable tightly plugged in. Trace cable back to source to ensure continuity.
	PC BIOS set incorrectly.	See BIOS Settings chapter.
NO VIDEO message	Video cables not plugged in properly	Reattach and/or tighten video cable to monitor. Reattach and/or tighten video cable to PC.
	Faulty video cable	Replace video cable
	PC not turned on.	Turn PC power switch on.
No sound	Bad Connection	Check connection to speakers.
Game does not load	Hard drive failure	Recover hard drive. See procedure on pg 9.
Hard drive test reports "bad" or "missing" files.		
Game fails to finish loading.		
After resetting, game still reports an error.		
Game suggests inserting a boot DVD.		
Erratic game mode or attract mode.		
<p style="text-align: center;">WARNING! Data Files Corrupted. (Game Operation May Become Unstable.) Use "Test" Switch to Enter Test Mode and Run "File Test." Press Start To Continue.</p>		
Game resets	Bad file.	Run File Test. Restore hard drive.



Problem	Possible Cause	Solution
Tickets not being dispensed	No power/Bad Connection	Check all wiring to dispenser
	Ticket Jam	Remove dispenser, check for a jam.
	Broken dispenser	Replace dispenser
Coin meter does not click during Test	No pulse to meter	Check all wiring from meter to I/O board
	Faulty meter	Replace coin meter
Ticket meter does not click during Test	No pulse to meter	Check all wiring from meter to I/O board
	Faulty meter	Replace coin meter
<i>Dongle Not Present</i>	Dongle missing or disconnected	Find dongle USB connection and reseal in USB port
	Faulty USB port	Connect dongle to another USB port
	Faulty USB cable	Replace USB extension cable
<i>Connect I/O Board or I/O Board Missing</i>	USB cable disconnected	Check USB connection from PC to I/O board Try connecting to a different USB port
	Blown fuse	Verify 5V and 12V fuses are not blown
	No power to RIO board	Check for proper voltage (+5V, +12V) at RIO P2 connector
	Bad RIO Board	Replace RIO board with known functional board
	Faulty USB cable	Replace USB extension cable

Electrical Wiring

Cabinet Wiring



BARREL OF MONKEYS

REV0



Contact Information

For an authorized distributor near you, check the Raw Thrills website at www.rawthrills.com

Contact Betson Enterprise Headquarters or your local Betson office for sales, technical information, warranty or repair. Betson can be reached at (800) 524-2343 Fax (201) 438-4837 www.betson.com

Betson Enterprises Headquarters

303 Paterson Plank Rd.
Carlstadt, NJ 07072
(800) 524-2343 or (201) 438-1300
fax (201) 438-4837