

TabBOXX Operator's Manual

[4-column Model]

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This edition applies specifically to the 4-column TabBOXX Pull-Tab Dispenser running software version 1.01.16ETD. The version of software running can be found in the Lower Left-Hand corner of the Audit screen of the TabBOXX Pull-Tab Dispenser.

Further information and additional publications may be obtained from the following:

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Issue / Revision History

Version	Date	Author	Note
0.1	7/22/08	Bill Wageman	Initial Draft
1.0	11/14/08	Bill Wageman	Management Screen Changes
2.0	2/3/09	Bill Wageman	Management screen changes, code version 1.01.15dETD.
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1. Product Overview

TabBOXX utilizes a touch-screen monitor to promote and sell Pull-Tab tickets. The animation and ticket images displayed on-screen have absolutely no effect on the outcome of the individual tickets dispensed. All Pull-tabs have been approved for play by the governing state in which TabBOXX is installed.

The screen displays 4 ticket graphics which represent the Pull-Tab games loaded into the dispenser columns inside the cabinet. The player inserts money for credit and then selects a purchase option by touching one of the on-screen buttons (1, 5, 10, or all) displayed below the ticket graphic. (For example, a player wishing to purchase "Shoot the Moon" Pull-Tabs would touch one of the four buttons directly below the Shoot the Moon graphic.)

Above each ticket graphic is a ticket level meter, which represents how many tickets are remaining for that particular column. When the meter displays a full bar, there are approximately 800 tickets remaining in that particular column dispenser. A player can touch the help button for further information regarding the play of the game and other rules that may be in effect regarding TabBOXX or Pull-tabs.

When there are no credits on the screen, TabBOXX cycles through various animations to attract and entertain potential players or to advertise new games or promotions. The games and animations can and will change as TabBOXX software evolves in the market place.

TabBOXX utilizes a secure USB Key to access the various management screens you will perform in addition to the additional features listed below. All functions are discussed in detail later in the manual.

- Graphical interface for dispensing tickets with multiple vend options and attract animations
- Informational help screens for players
- Secure management Key to access audit and management functions using unique pin numbers
- Transfer accounting data to your personal computer via management key for customized reports
- Period accounting meters simplify accounting process for the collection interval
- On display ticket meter indicates remaining tickets in the dispensers
- Front loading dispensers make loading tickets simple for attendant
- High security bill acceptor with 500 note locking cash box
- Event logs for troubleshooting purposes



2. Pre-Installation

Please Read the entire manual prior to performing the Pre-Installation process

Important – All TabBOXX main door keys are keyed the same at the manufacturing plant and therefore it is in your best interest to install your own locks to prevent unwanted access to your investment!

Upon receiving TabBOXX from the manufacturer, please unpack and check to make sure all accessories are packaged. The items that are not installed in TabBOXX for shipping purposes are: Column extensions and ticket weights (4 each), Keys to cabinet and 1 USB management key. During shipping, there is the possibility of loosening of parts and connections to the peripheral components inside. For this reason, it is import to follow the checklist procedure below prior to transporting to the field for installation. Report any damage and/or missing items immediately after unpacking to International Gamco, Inc. at 800-270-8205.

Note: This procedure is to be performed in the warehouse upon receiving TabBOXX from the manufacturer and prior to installing in the field. Tickets and Column extensions should be transported separately from and reinstalled at location of install. All items listed below are discussed in detail later in the manual.

- a. Check gate height of each dispenser for proper setting and adjust if necessary. This is essential to the proper operation of the individual dispenser! Reference instructions illustrated on page 20 of the manual.
- b. Verify that the dispenser is securely fastened to its mounting plate (4 screws underneath).
- c. Verify that the hard drive mounting nuts are tightened
- d. Check cable connections to the following:
 - i. Bill Acceptor
 - ii. Dispensers
 - iii. Hard Drive
 - iv. Monitor
 - v. Motherboard
 - vi. USB Hub
- e. Power on TabBOXX and test the following functions/components
 - i. USB Key/Management screen functions (USB Key must be setup, Appendix D)
 - ii. Bill Acceptor
 - iii. Dispensers
 - iv. Touch Screen – Recalibration



3. General Operation

3.1. Starting TabBOXX

Make sure that the power cord is connected through a surge protector to a 110/120V wall outlet. Ensure that TabBOXX is securely mounted to its stand or to the wall mounting plate. Flip the main power switch on to boot TabBOXX. The software will automatically load on boot. Contact International Gamco Technical Support to report any failures, **1-800-270-8205**.

TabBOXX Updates – Download the latest game and software updates to your TabBOXX via the Internet. Go to the following web address and save the files to the USB key:
<http://www.oasisgamingusa.com/web%20pages/gaming/tb.htm>. See page 17 for upgrade procedures.

3.2. Loading of Tickets

When one of the stacker columns has run out of tickets, the corresponding vend buttons on the screen will display “Empty”. The Column must be reloaded with the same game as was previously loaded, or the game graphic must be changed prior to playing of tickets. See [page 17](#) for directions. The tickets should be loaded face down for optimal dispenser performance.

Note: If using 3-tab tickets, you must use the spacer plate due to the short ticket length. Weight must be placed with the flat part facing up (curved legs rest on tickets) or damage will occur to the Dispensers.

- i. Open the main door
- ii. Remove front access panel located at the top of the column
- iii. If column is empty, load 2 inches of tickets into the column dispenser being careful so the tickets are stacked straight.
- iv. Press the test feed button located on the back of the dispenser.
- v. Finish loading tickets into the column until full, including the one that was dispensed in step “iv”.
- vi. Insert USB audit key.
- vii. Reset the ticket level meter through the configuration screen. (See [Page 17](#) for directions)
- viii. Remove USB audit key.
- ix. Close the main door.

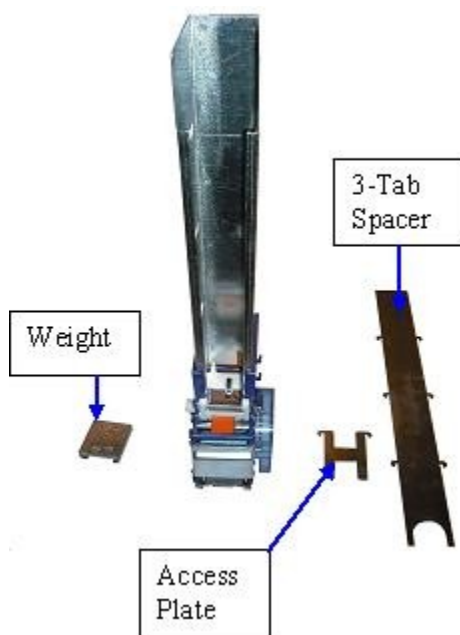


Figure 1: Dispenser Column Extension



3.3. Management Key Description

The only way to access the audit/management functions of the dispenser is to insert a USB key containing security and access level information into the USB Key port (See Figure 13). There are 2 levels of access which unlock certain functions for the Attendant to modify.

- a. Operator Level (advanced user)
 - View Log Files
 - Test Bill Acceptor
 - Recalibrate the touch screen (hidden)
 - Shutdown the unit
 - Reboot the unit
 - Login
 - Reset Ticket Level Meter
 - Reset Deal Count Meter
 - Set Distributor ID (Key security ID)
 - Reset period accounting Meter
 - Change games (must match what is in the column dispenser)
 - Change scrolling message on screen
 - For local charity
- b. Manufacturer Level (administrator user)
 - View Log Files
 - Recalibrate the touch screen (hidden)
 - Shutdown the unit
 - Reboot the unit
 - Login
 - Upgrade software (if applicable)
 - Reset period accounting meter
 - Reset master accounting meter
 - Reset Ticket Level Meter
 - Reset Deal Count Meter
 - Set Distributor ID (Key security ID)
 - Change games (must match what is in the column dispenser)
 - Change scrolling message on screen
 - For local charity
 - When machine is out of credit
 - When machine has credit
 - System Messages



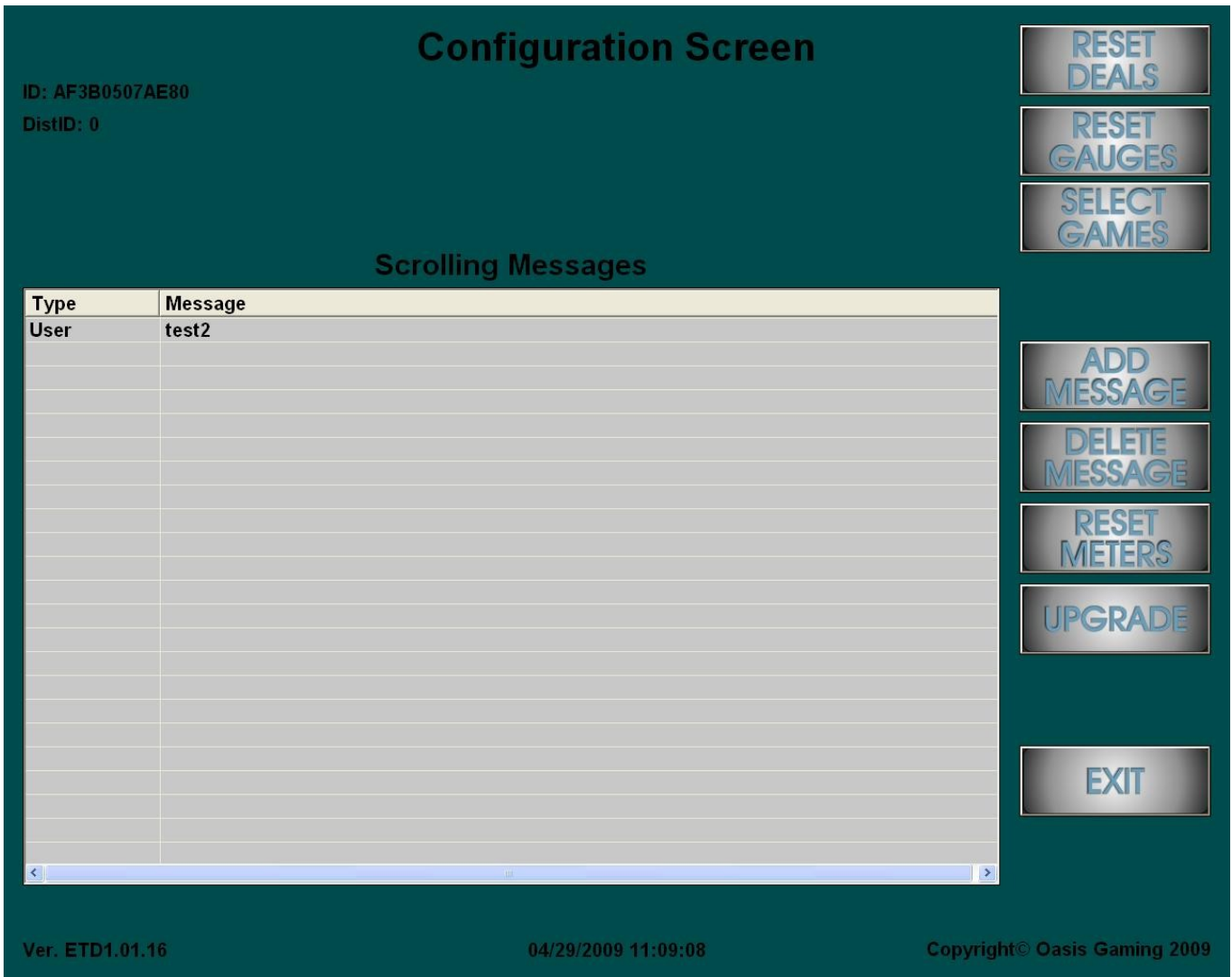


Figure 3: Configuration Screen

- a. Upload Audit File
 - i. Insert USB Key
 - ii. The data will automatically upload to the Key
 - iii. The audit filename will be in the following format:
ID#_Year_Month_Day_Hour_Minute_Seconds.
 - iv. Remove key to return to game mode
- b. Login – You must login to access additional management functions
 - i. Enter your 4 digit password using the on screen keypad
 - ii. Touch the "Login" button



- c. Touch Screen Recalibration
 - i. Touch and hold anywhere on the screen, avoiding an active button, for 10 seconds
 - ii. Release touch screen to launch recalibration tool
 - iii. Following instructions on the screen to complete recalibration
- d. Logs – These are the system logs which can be used to resolve an error with the system.
 - i. View Log File
 - 1. Touch the "View Logs" button
 - 2. In the window you can scroll up and down to view the log file
 - 3. Touch "Exit" to return to the main menu
 - ii. Upload Log File – Will upload logs to the USB drive for mobility
 - 1. Touch the "View Logs" button
 - 2. Touch the "Upload Logs" button (Log file will not overwrite if one already exists on the drive for that Dispenser. It must be deleted using another PC prior to uploading)
 - 3. Touch "Ok" when prompted
 - 4. Touch "Exit" to return to the main menu
 - iii. Clear Log File – The only time the Log File should be deleted is after they have been uploaded to the USB Key.
 - 1. Touch the "View Logs" button
 - 2. Touch "Yes" to confirm delete
 - 3. Touch "Exit" to return to main menu

View Logs

Date	Devi...	Error#	Message
Tue Feb 19 16:56:2...	1	1	CommCTD: COM3 Open port fail 2 3
Tue Feb 19 16:56:2...	1	1	CommCTD: COM4 Open port fail 2 3
Tue Feb 19 16:56:2...	2	1	CommTRL: COM6 Open port fail 2 2
Tue Feb 19 16:56:2...	3	0	thdEMP: UM_RESUME_THD
Tue Feb 19 16:56:2...	3	1	CommEMP: COM5 Open port fail 2 2
Tue Feb 19 16:56:3...	7	0	PauseGameVideo
Tue Feb 19 16:56:3...	1	1	CommCTD: COM3 Open port fail 2 4
Tue Feb 19 16:56:3...	1	1	CommCTD: COM4 Open port fail 2 4
Tue Feb 19 16:56:3...	7	0	ResumeGameVideo
Tue Feb 19 16:56:3...	3	0	thdEMP: UM_PAUSE_THD
Tue Feb 19 16:56:3...	1	1	CommCTD: COM3 Open port fail 2 5
Tue Feb 19 16:56:3...	1	1	CommCTD: COM4 Open port fail 2 5
Tue Feb 19 16:56:4...	1	0	thdCTD: COM3 PortOpenRetry limit
Tue Feb 19 16:56:4...	1	0	thdCTD: COM4 PortOpenRetry limit
Tue Feb 19 16:57:0...	2	1	CommTRL: COM6 Open port fail 2 3
Tue Feb 19 16:57:0...	3	0	thdEMP: UM_RESUME_THD
Tue Feb 19 16:57:0...	3	1	CommEMP: COM5 Open port fail 2 3
Tue Feb 19 16:57:0...	2	0	thdTRL: COM6 exit
Tue Feb 19 16:57:0...	3	0	thdEMP: COM5 exit
Tue Feb 19 16:57:0...	1	0	thdCTD: COM3 exit Column 0
Tue Feb 19 16:57:0...	1	0	thdCTD: COM4 exit Column 1
Tue Feb 19 16:57:0...	7	0	CleanupGameVideo entry
Tue Feb 19 16:57:0...	7	0	StopGameVideo
Tue Feb 19 16:57:0...	7	0	FreeGameVideo
Wed Feb 20 11:35:...	0	0	Application Started.
Wed Feb 20 11:35:...	2	0	thdTRL: entry Port COM6
Wed Feb 20 11:35:...	3	0	thdEMP: entry Port COM5
Wed Feb 20 11:35:...	2	1	CommTRL: COM6 Open port fail 2 0
Wed Feb 20 11:35:...	1	0	thdCTD: COM3 entry Column 0
Wed Feb 20 11:35:...	3	0	thdEMP: UM_RESUME_THD
Wed Feb 20 11:35:...	2	1	CommEMP: COM5 Open port fail 2 0

CLEAR

UPLOAD

EXIT

02/22/2008 09:35:18

Figure 4: Error Log Screen

- e. Reboot – Reboot if necessary to recover from an unknown state.
 - i. Touch the "Reboot" button
 - ii. Touch the "Yes" button
- f. Shutdown – You must shutdown to move the dispenser for any reason. Serious damage to the dispenser can occur if failure to shutdown prior to moving!
 - i. Touch the "Shutdown" Button
 - ii. Touch the "Yes" button



- g. Period Meters – Accounting for the period. The period refers to the last time the meters were reset due to cash collection. Whenever collection occurs the Period Meters must be reset to avoid confusion at the time of next collection.
 - i. Login
 - ii. Touch "Reset Meters"
 - iii. Touch "Yes" to confirm reset
 - iv. Touch "Exit" to return to the main menu

- h. Master Meters – Accounting total from installation of dispenser. CAUTION: The only time the Master meters will need to be reset is in the event it is moved to another site location. Must have Administrative key to perform this option!
 - i. Login
 - ii. Touch "Reset Masters"
 - iii. Touch "Yes" to confirm reset
 - iv. Touch "Exit" to return to the main menu



Figure 5: Reset Deal Counter

- i. Reset Deal Counter – This counter is used to estimate the remaining number of tickets of the current deal. When a new deal serial number is loaded and activated, this counter must be reset. See Figure 5.
 - i. Login
 - ii. Touch “Deal Meter”
 - iii. Select Form # of the deal from drop down list
 - iv. Touch “Reset Deal Counter”
 - v. Touch Exit

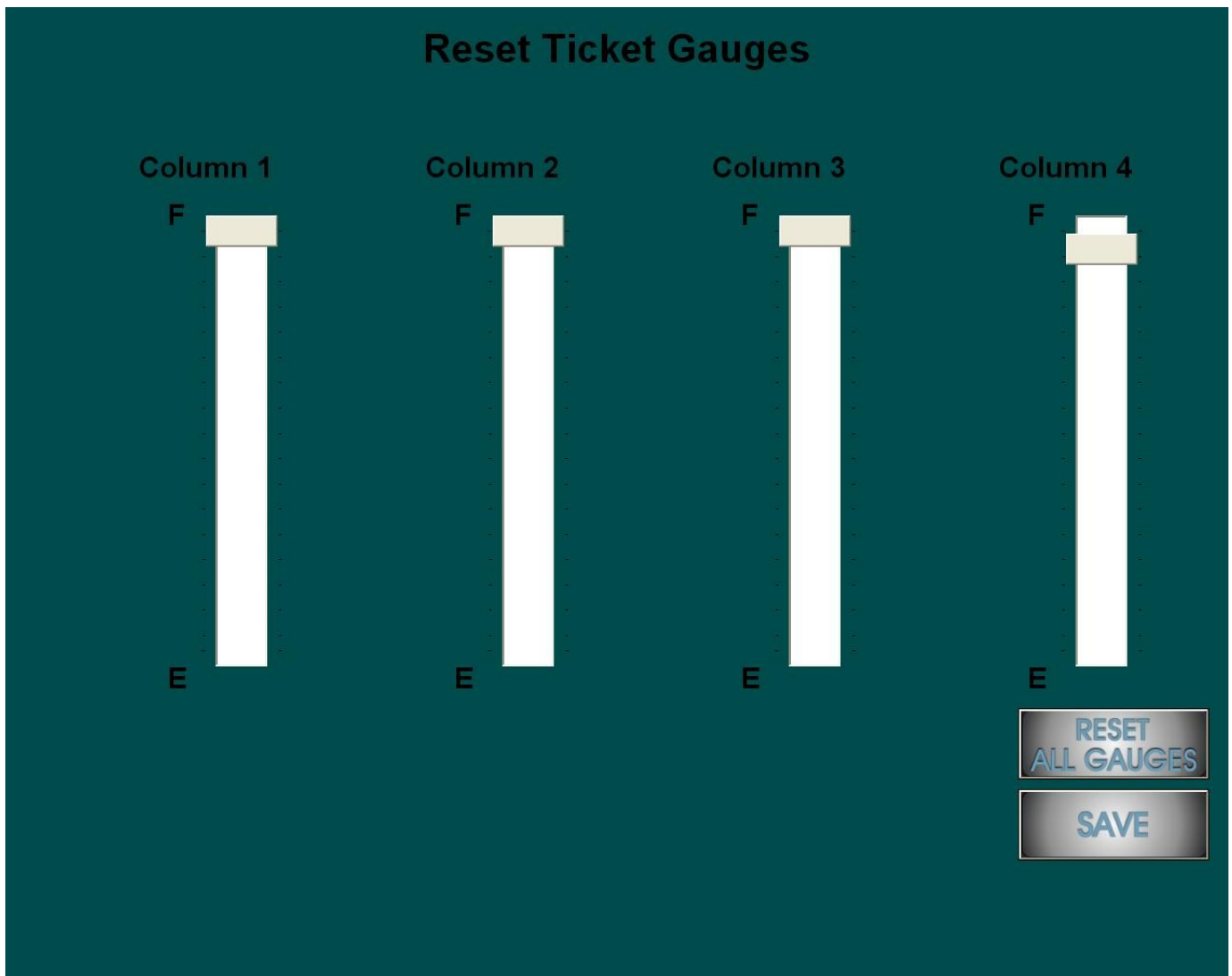


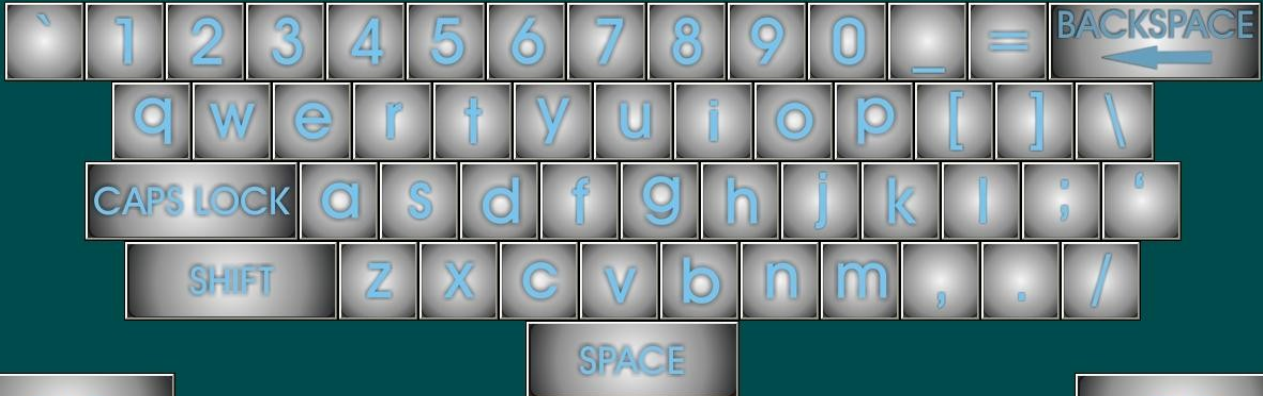
Figure 6: Ticket Gauges

- j. Reset Gauges – whenever tickets are reloaded or added to the column you must reposition the ticket level meter for the appropriate column. See Figure 6.
 - i. Login
 - ii. Touch “Reset Gauges” Button
 - iii. If re-filling all 4 columns, press “Reset All Gauges” button
 - iv. Otherwise, touch and drag the appropriate columns meter to the appropriate corresponding ticket level
 - v. Touch “Save”

Add Scrolling Message

ID: BD372C221400 Retrieved: YES

New Scrolling Message



SAVE

SPACE

EXIT

Ver. ETD1.01.15d
02/10/2009 16:44:31
Copyright© Oasis Gaming 2009

Figure 7: Add Message Screen

- k. Add Message – Allows one to add a message to the scrolling text box.
 - i. Login
 - ii. Touch “Add Message” button
 - iii. Enter in message using the on-screen keyboard
 - iv. Touch “Save” button

- l. Delete Message – Deletes an unwanted message from being displayed.
 - i. Login
 - ii. Touch unwanted message to highlight
 - iii. Touch “Delete Message”
 - iv. Touch “Yes” to confirm Delete



- m. Upgrade – The upgrade must first be loaded onto the USB key from another PC. Upgrades may contain graphical changes and system changes to the Dispenser.
 - i. Login
 - ii. Touch the “Upgrade” button
 - iii. Touch “Yes” to upgrade
 - iv. Touch “Yes” to reboot
 - v. Remove USB Key from port
- n. Upgrade Games – The Upgrade games button is used when a game update exists on the USB Key. Download the latest game updates at this web address and save the zip file to the Game_Upgrade folder on the root of USB key:
<http://www.oasisgamingusa.com/web%20pages/gaming/tb.htm>
 - i. Login
 - ii. Touch the “Update Games” button
 - iii. Touch “yes” to update
 - iv. Touch “OK” on added # games
- o. Select/Activate Games – The new form number must match the graphic icon and pull-tab in the appropriate column when finished. Column number corresponds to the 4 different dispensers from left to right. You can sort the list by form, name and price by touching the list header. See Figure 8.
 - i. Login
 - ii. Touch “Select Games” button. Then perform either option 1 or 2 to change games for a column:
 - 1. Touch the appropriate Form # from each of the Column’s list menu to highlight and activate Form #. Do this for each column
 - 2. Touch the text box to manually enter the form number
 - a. Use the on screen keyboard to enter form number
 - b. Touch “Exit”
 - c. Repeat for other columns if desired
 - iii. Touch “Exit”.
 - iv. Touch “Yes” to save.
 - v. Touch “Exit” to return to main menu.



Select Games

Column 1 C117

Form #	Game Name	Price
C110	Royal Se7ens	\$1.00
C114	Bars & Stars	\$1.00
C115	Candy Store	\$0.50
C116	Sapphires & 7's	\$0.50
C117	Crown & Royalty	\$1.00
C118	American Classic	\$0.50
C119	Money Clip	\$1.00

Column 2 C118

Form #	Game Name	Price
C110	Royal Se7ens	\$1.00
C114	Bars & Stars	\$1.00
C115	Candy Store	\$0.50
C116	Sapphires & 7's	\$0.50
C117	Crown & Royalty	\$1.00
C118	American Classic	\$0.50
C119	Money Clip	\$1.00

Column 3 134V

Form #	Game Name	Price
C110	Royal Se7ens	\$1.00
C114	Bars & Stars	\$1.00
C115	Candy Store	\$0.50
C116	Sapphires & 7's	\$0.50
C117	Crown & Royalty	\$1.00
C118	American Classic	\$0.50
C119	Money Clip	\$1.00

Column 4 128V

Form #	Game Name	Price
C110	Royal Se7ens	\$1.00
C114	Bars & Stars	\$1.00
C115	Candy Store	\$0.50
C116	Sapphires & 7's	\$0.50
C117	Crown & Royalty	\$1.00
C118	American Classic	\$0.50
C119	Money Clip	\$1.00

EXIT

Figure 8: Select/Activate Games

4. Parts and Service

4.1. Card Dispenser

Vendapin CTD 202 card dispenser +5VDC/+12VDC and USB interface with 800 count stacker.

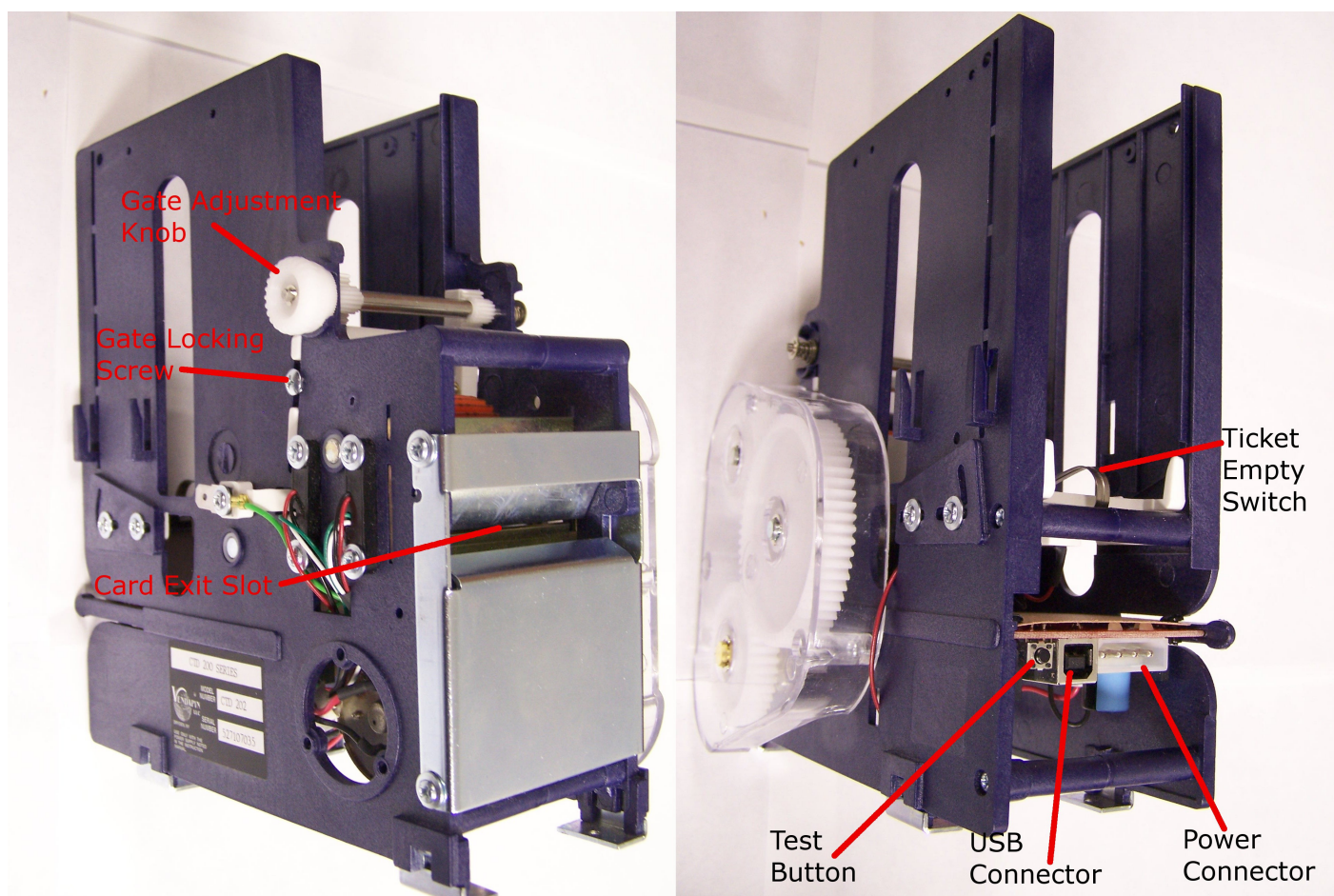


Figure 9: Ticket Dispenser

a. Removal/Installation

- i. Power down the TabBOXX
- ii. Pull down on locking pin and slide dispenser out several inches
- iii. Disconnect ground wire, Power and USB cables
- iv. Slide the dispenser until it is free from the shelf
- v. If replacing the dispenser: remove tickets, column extension and access plate.
- vi. Transfer parts to the new dispenser
- vii. Install in reverse order



b. Gate Adjustment

If frequent card jams or doubling occurs the gate height may need to be adjusted. The stacker must not have any tickets loaded.

- i. Loosen the gate locking screw on both sides of dispenser.
- ii. Pull out on adjustment knob and rotate so that the gate is down all the way so no card can pass through.
- iii. Load approximately 100 tickets into the dispenser.
- iv. Push the test feed button on the back of the dispenser and rotate the adjustment knob to raise the gate (only raise the gate while the rubber roller is rotating in the forward direction) until one card is dispensed. If the motor stops running prior to a card exiting, repeat this step.
- v. Push the adjustment knob in and tighten locking screws on both sides, careful not to over tighten locking screws, which could result in damage or striping of threads.

c. Cleaning

- i. Make sure the TabBOXX is powered off
- ii. Remove the dispenser from the TabBOXX
- iii. Using a can of compressed air, blow the paper dust from the rollers and optics area
- iv. Re-install the dispenser.

d. Testing the card dispenser

- i. Press the self test button on the back of the dispenser (see Figure 9)
- ii. Touch the corresponding vend in the test screen (see Figure 2)
 1. Insert USB key into the port
 2. Touch the "Test Bill / Coin" button
 3. Touch the column button to test vend
 4. Touch exit
 5. Remove key
- iii. One card should dispense only on each test. If not refer to the troubleshooting section in this manual.

4.2. Bill Acceptor

Apex series 5000 bill acceptor features: high security 4 way acceptance, lockable cash box, auto calibration, 500 note cash box and flash port for firmware updates.

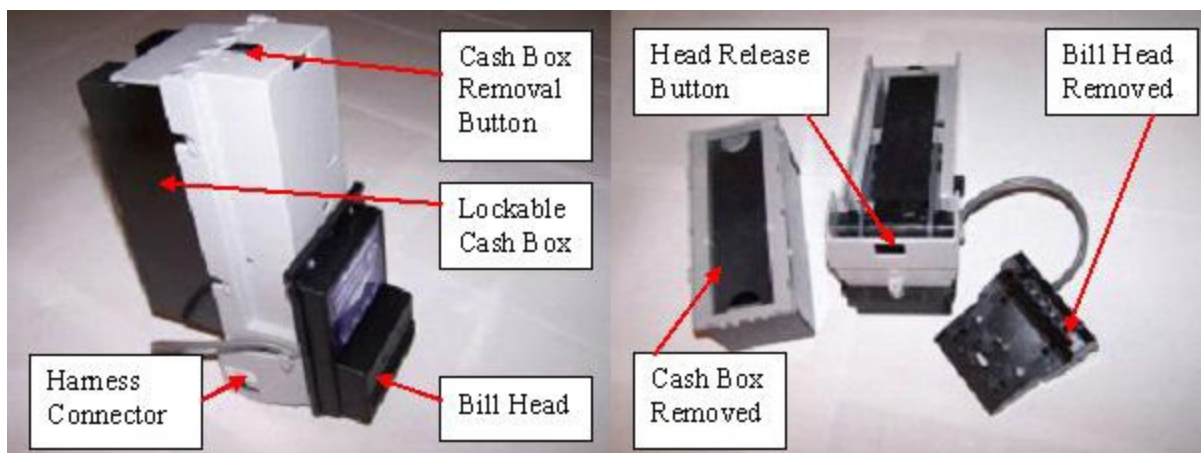


Figure 10: Bill Acceptor

- a. Removal/Installation
 - i. Power Down TabBOXX
 - ii. Disconnect power/communication cable on side of bill acceptor
 - iii. Remove mounting nuts
 - iv. Remove the bill acceptor
 - v. Install in reverse order
- b. Test Bill Acceptor – Will not affect accounting meters
 - i. Test through the application
 1. Insert USB key
 2. Touch “Test Bill / Coin” button (see Figure 2)
 3. The LED's on the bill acceptor should be flashing
 4. Insert a bill denomination
 5. The screen will show what was inserted
 6. Remove the test bill
 7. Touch “Exit”
 8. Remove key
 - ii. Self diagnostic button on side of bill acceptor.
 1. Disconnect the bill acceptor USB cable at the USB hub
 2. Follow the directions posted on the cash box
 - a. Press the diagnostic button on the side of the bill acceptor
 - b. Count the number of LED flashes for the corresponding code
 - c. Refer to the cash box label for code number description



- d. Perform the appropriate action to clear a jam or obstruction to the bill path.
 - e. When finished, connect the USB cable to the USB Hub
 - f. Reboot TabBOXX
 - g. Call Technical Support for assistance 1-800-270-8205.
 - c. Clearing a bill jam
 - i. Remove cash box by sliding button and lifting up and out on the box
 - ii. Remove jammed bill
 - iii. Re-install cash box
 - d. Removing the bills
 - i. Option 1 - Open access door to remove bills
 - ii. Option 2 - Remove cash box by sliding button and lifting up and out on the box
 - e. Remove Bill Head - For cleaning or removing a jammed foreign object
 - i. Disconnect the power/Communication cable by pulling out on the connector
 - ii. Remove cash box
 - iii. Push Head release button and pull the head out
 - iv. Install in reverse order
 - f. Cleaning
 - i. Make sure the TabBOXX is powered off
 - ii. Disconnect the connector on the side of the bill head
 - iii. Remove cash box and blow out with can of air
 - iv. Remove bill head
 - v. Clean with a cloth wet with a 50/50 mixture of water and isopropyl alcohol
 - 1. Make sure you clean both the bill head and transport lenses with the solution
 - vi. Put bill acceptor back together

<p>NOTE – The USB cable must be connected to port number 5 on the USB HUB to work properly with the system. Failure to do so will result in bill acceptor errors and cause the bill acceptor to become inactive.</p>
--

4.3. USB Hub

D-Link powered USB 2.0 Hub. It is important that components are connected to their dedicated port labeled on the Hub. The HUB must also be connected to it's dedicated USB port on the Motherboard! (See figure 12: Main Board).

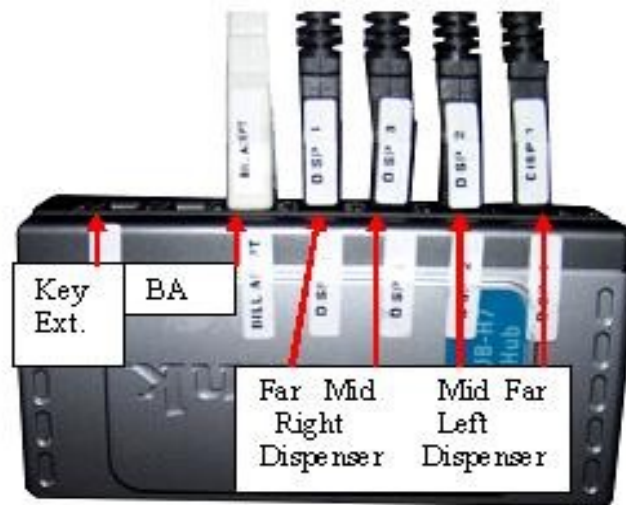


Figure 11: USB Hub

- a. Removal/Installation
 - i. Power down Dispenser
 - ii. Disconnect all cables
 - iii. Pull on hub to separate from the Velcro
 - iv. Install in reverse order

NOTE – Make sure that all peripherals are connected to their dedicated port as shown in the Figure 11! Failure to do so will result in errors!



4.4. Touch Screen Monitor

Equipped with a 3M TS controller and native resolution of 1280 x 1024.

- a. Removal/Installation
 - i. Power down Dispenser
 - ii. Disconnect power and VGA cable from bottom of monitor
 - iii. Remove cover plate from the back of the monitor to access the TS controller
 - iv. Remove the controller from the monitor
 - v. Remove the 8 mounting nuts around the monitor
 - vi. Remove the monitor
 - vii. Install in reverse order
- b. Cleaning the touch screen
 - i. Use a non abrasive cloth damp with isopropyl alcohol
 - ii. Clean in a circular motion and let air dry
- c. Monitor Adjustment (See Figure 14)
 - i. Use the control board mounted towards the top of monitor
 - ii. Press menu button to access main menu
 - iii. Press up or down to change to the appropriate sub menu with options
 - iv. Press select to access the appropriate sub menu
 - v. Uses up/down buttons to navigate to appropriate option
 - vi. Press select to access the option
 - vii. Press up/down to change value
 - viii. Press menu to exit option
 - ix. Press menu to exit sub menu
 - x. Press menu to exit
- d. Calibration
 - i. Insert USB key into Key port
 - ii. Touch and hold screen for 10 seconds
 - iii. Release touch screen to launch calibration tool
 - iv. Following on screen instructions



4.5. ATX Power Supply

- a. Removal/Installation
 - i. Power down Dispenser
 - ii. Turn main power switch off
 - iii. Disconnect the power cable from the power supply itself
 - iv. Disconnect all other connections to supply harness
 - v. Remove Power supply bracket(if equipped) or pull on supply to separate from Velcro mount
 - vi. Install in reverse order
- b. Configuration
 - i. Make sure the power supply is set to the proper line voltage present at the outlet (115V)

4.6. Main Board

Via EPIA SN180000G motherboard with a 1.0 GHz processor and 1 GB PC24200 533/667MHz non – ecc 240-pin DDR2 DIMM. Additional information regarding the motherboard can be obtained from its user manual found at the following link:

http://www.via.com.tw/en/products/mainboards/downloads.jsp?motherboard_id=550

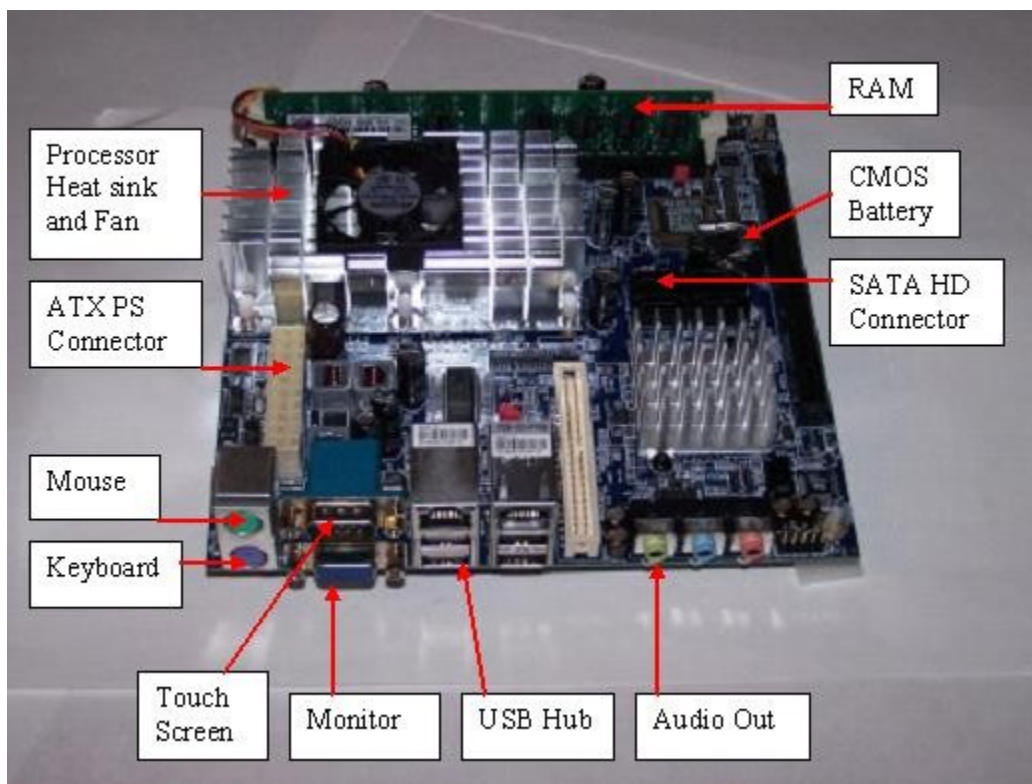


Figure 12: Main Board

- a. Removal/Installation
 - i. Power down TabBOXX
 - ii. Turn off main power switch
 - iii. Disconnect all cable connections to the board
 - iv. Remove 4 mounting screws careful not to drop the board
 - v. Install in reverse order



b. Reset CMOS

- i. Power down system and turn off main power switch; NEVER reset CMOS with power applied to the board or DAMAGE will occur to board
- ii. Set the CMOS jumper to pins 2 and 3 for 20 seconds to clear
- iii. Return jumper to pins 1 and 2
- iv. Power up the system

NOTE – The USB Hub must be connected to the port labeled in the picture or peripheral devices will not work correctly!

Appendix A: Interior Photos

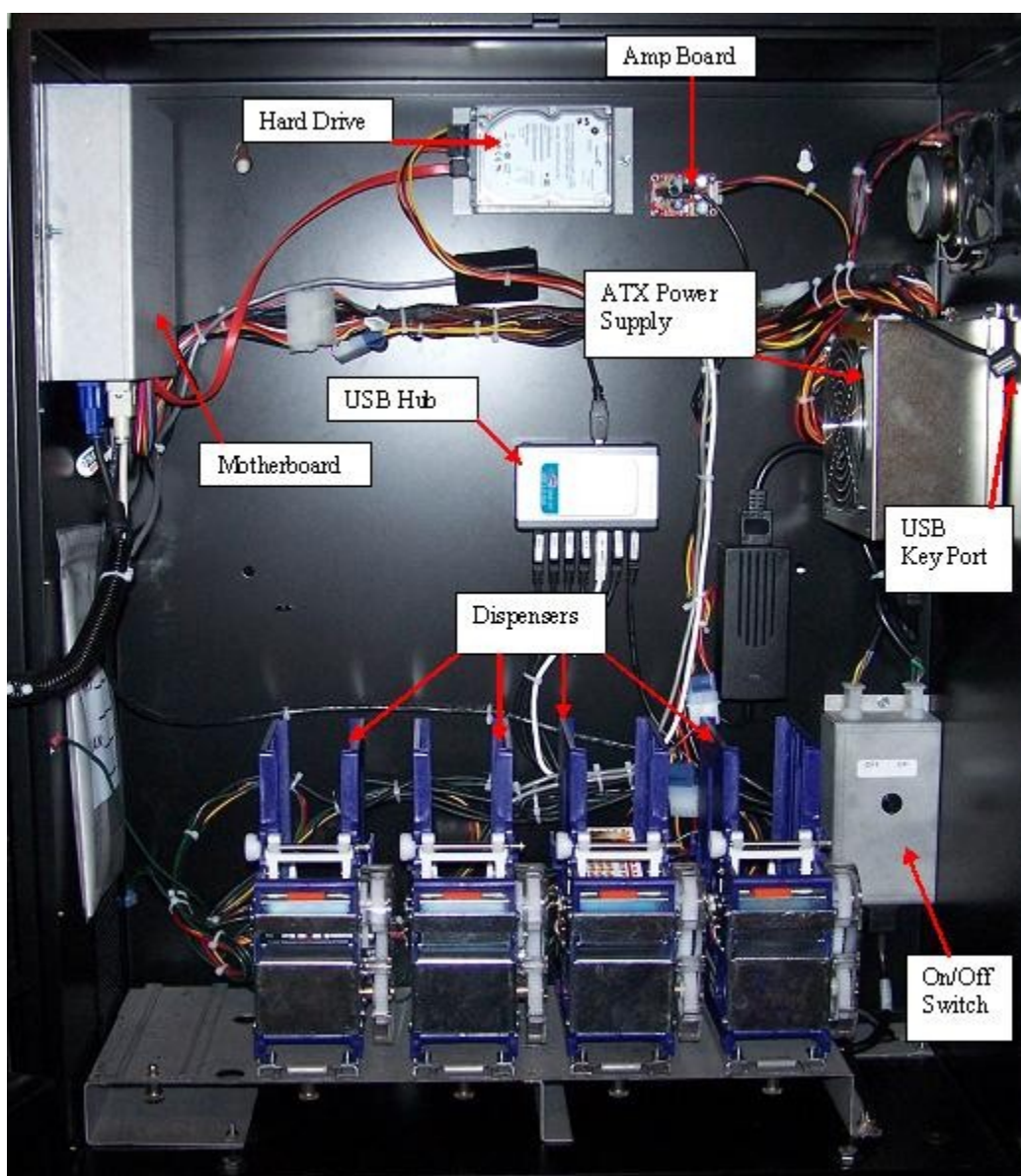


Figure 13: Inside the Cabinet

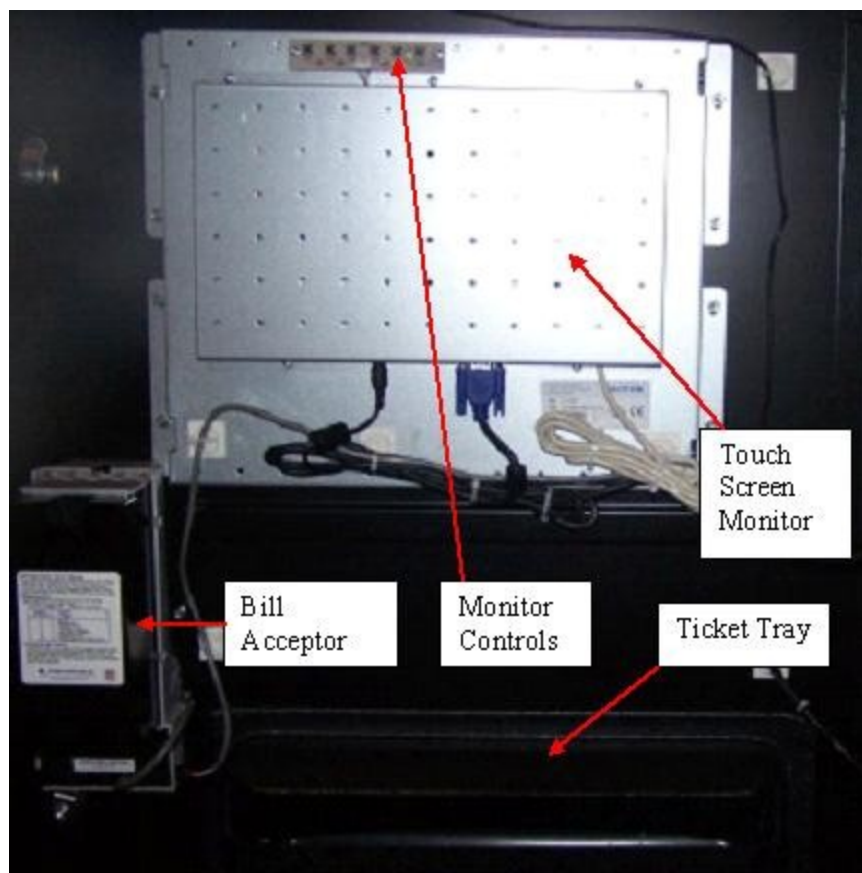


Figure 14: Inside the Door



Appendix B: Troubleshooting

Problem	Possible Cause	Solution
TabBOXX will not power on	ATX Power Supply is turned off	Turn ATX Power Supply Switch on
	Failed Main power Switch	Replace or repair failed Switch
	Bad Connection to Motherboard	Connect all cables to motherboard
	ATX power Supply is disconnected	Reconnect power cord to bottom of power supply
	No power at wall outlet	Call electrician to restore power at outlet
Touch Screen not working	Out of Calibration	Recalibrate Touch Screen
	Defective controller	Replace controller
No Video	Not properly connected	Check all connections
	Defective Monitor Power Supply	Replace Monitor Power Supply
Message displayed on screen: <i>"insert proper boot device"</i>	Hard Drive not connected	Re-connect hard drive
	Hard Drive is defective	Replace hard drive, Call International Gamco
Bill Acceptor is not active	No connection to bill acceptor	Check and reconnect the cable to the appropriate port on the hub and Bill Acceptor
	Defective port on Hub	Replace USB Hub
	Bill Jammed	Check and clear jammed bill
	Bill Head is dirty	Clean Bill Head sensors with non abrasive cloth dampened with soap and water. Dry sensors
	Bill Acceptor is defective	Replace Bill Acceptor
Bill Acceptor will not accept bills	Bill head is dirty	Clean Bill Head sensors with non abrasive cloth dampened with soap and water. Dry sensors
	Cash Box is full	Empty cash box
Bill Acceptor will not accept new \$5	Bill Acceptor is not updated for new bill	Update firmware for new bill
2 cards are dispensed on one vend command	Gate height needs to be adjusted	Adjust Gate for proper height
Dispenser motor runs but will not dispense a ticket	Gate height is set to low and needs to be adjusted	Adjust Gate for proper height
	Not enough weight on tickets	Ensure that the weight is being used



Problem	Possible Cause	Solution
Dispenser is grayed out on screen	Ticket is jammed or stuck in chute	Clear ticket jam
	No communication to dispenser	Disconnect the dispenser from the USB Hub and reconnect to the Hub
Error Message “Dispenser # code:9” is displayed on screen	Dispenser does not have power	Apply Power to the back of Dispenser
	USB cable is not connected to dispenser	Reconnect the USB cable to back of dispenser
	USB cable is not connected to USB Hub	Reconnect the USB cable to the appropriate port on the hub
	Dispenser is defective	Replace the dispenser
All dispensers are inactive	Dispensers are not connected to their assigned ports	Refer to Hub section of manual and connect dispensers to the appropriate ports
	The USB Hub is defective	Replace the Hub
	Error with software	Call International Gamco
TabBOXX has no audio or has excessive noise	Audio is turned off in the management screen	Increase volume level in management screen
	Amplifier has been disconnected	Reconnect cables to amplifier board
	Speaker is disconnected	Reconnect wires to speaker
	Audio files are missing	Call International Gamco
	Speaker is defective	Replace speaker
	Amplifier is defective	Replace amplifier
Software is not responding	Software has error	Reboot TabBOXX and Call International Gamco to report issue
USB Key will not change to the main management screen	USB Key is corrupted or not configured	Reprogram USB Key
	USB extension cable is defective	Replace USB extension cable
Can not login to management screen	USB Key is corrupted or not configured	Reprogram USB Key
	Touch Screen is out of calibration	Recalibrate Touch Screen
USB Hub LED's are all off	USB Hub has lost connection with the motherboard	Reconnect the USB cable to the motherboard and the Hub
	The USB Hub is defective	Replace USB Hub
Software will not update with Key	Update file is missing from the USB key	Add update file to the USB Key or call International Gamco for assistance



Appendix C: TabBOXX Audit Process

To get the audit data from the TabBOXX simply insert a USB key that has been setup to allow for audit screen access. As soon as the key is verified the audit data will be copied to the USB. The audit file will be place on the key in the “Drive Letter:\Reports\MAC Address folder i.e.

J:\Reports\3026F4634000.

The naming convention for each file is a follows: Mac Address Date Time.CSV i.e.

3026F4634000_2008_04_16_04_07_25.CSV.

A new audit file will be placed on the USB key each time it is inserted even if the data has not changed. To help alleviate confusion the MAC address is located on the audit screen in the upper left corner labels as ID:xxxxxxxxxx. In the upper right of the audit screen will indicate whether the audit file was successfully copied to the USB. It will display Retrieved: Yes is copied successfully or Retrieved: No if it failed.

The structure for the audit file (Meters.csv) is as follows:

MACHINE_ID	DATA_TS	M_BILL _IN	M_RESET_TS	P_BILL _IN	P_PLAYED_ VAL	P_RESET_TS
F464F5634000	3/3/2009 20:18	4500	2/22/2009 23:00	4500	4500	2/22/2009 23:00

The structure for the audit file (Forms.csv) is as follows:

MACHINE_ID	DATA_TS	FORM_ID	TOT_PLAYED	PRICE	DEAL_COUNT
F464F5634000	3/3/2009 20:18	717	15	50	3600
F464F5634000	3/3/2009 20:18	728	0	100	3600

Figure 15: Audit File Structure

The raw format of the audit files are in comma separated values (CSV) and can easily be imported into any spreadsheet program such as Excel.



Appendix D: TabBOXX USB Key \ PIN Creation

In order for a USB key to be used on TabBOXX two files must to exist. The first is INSTALL.KEY located in the root directory of the key. The INSTALL.KEY determines the user access level: user, advanced user, administrator. The user access level will only allow access to the first audit screen. The advanced user will allow access to the second audit screen via the login. The advanced user is allowed to reset the period meters and add/change scrolling messages excluding system messages. The admin user can do everything the advanced user can do plus reset the period meters and add/change scrolling messages.

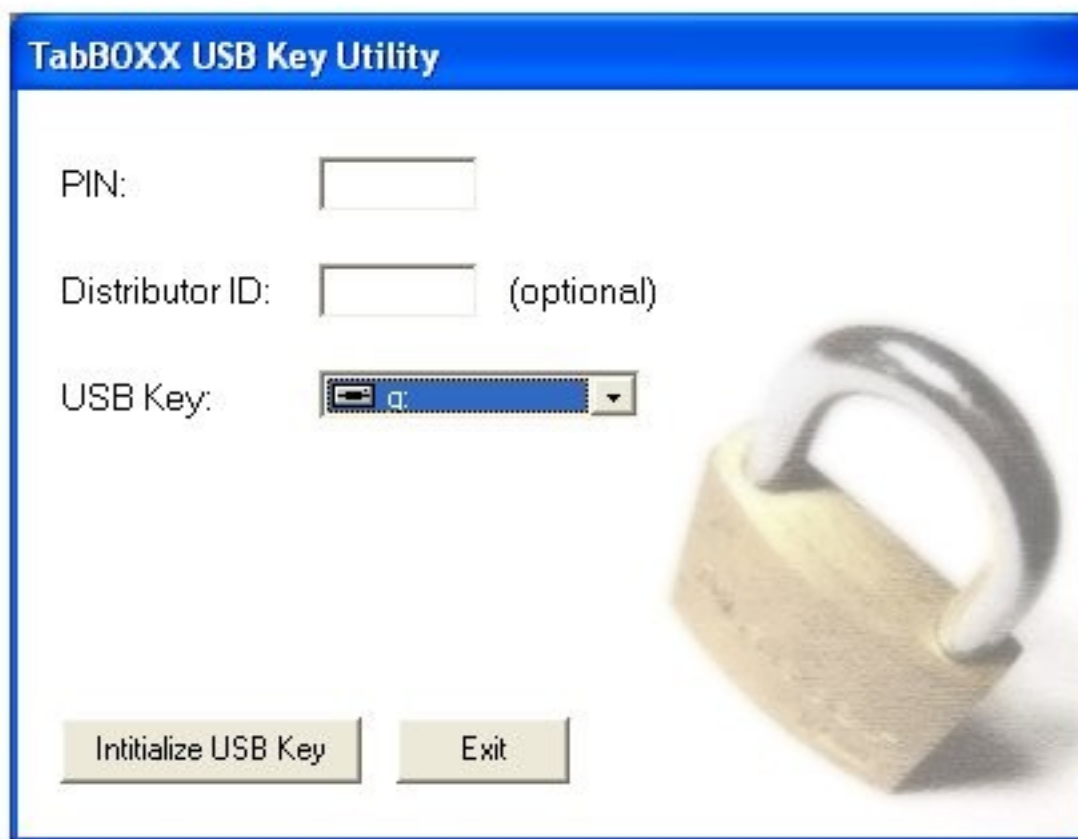
The second file PIN.DAT is located in the security directory on the USB key. This file holds the pin data used to access the second admin screen. This is only valid for advanced users and administrators.

Appendix E: PIN Creation \ Modification

To change or add a pin to the USB key you will need the USBKeyInit.exe application. After you run USBKeyInit.exe, you will see a window open up with the following fields: PIN, Distributor ID and USB Key. Simply enter your four digit pin into the box, enter 6 digit Distributor ID (optional) and change the drive letter to USB Flash drive letter and click Initialize USB Key. Now your new pin will be usable on all TabBOXX machines.

*Notes:

The INSTALL.KEY and PIN.DAT files are completely independent of each other, allowing you to change one or the other without affecting the other.





Appendix F: Dispenser Configuration using API Tester

Use this program to modify settings stored in the firmware of the ticket dispenser. The dispensers need to be set for ticket hold and write time delay of 0. The left dispenser is on COM3 and the right dispenser is on COM4.

Procedure:

- i. Power down the TabBOXX
- ii. Connect PS2 mouse and keyboard
- iii. Reboot the TabBOXX and hold the shift key down to access the login prompt
- iv. Login information – Contact International Gamco regarding login information 800-270-8205
- v. When windows is fully loaded, open up windows explorer
- vi. Navigate to the following directory: c:\Drivers\Utilities
- vii. Open program named CardAPItester.exe
- viii. Change to COM3 (left Dispenser) from the drop down menu
- ix. Check “activate serial port”
- x. Click “Update Status” button
- xi. Make sure box NOT checked for Card Hold and press “Write Hold Card” button
- xii. Change the value in the box for Time Delay to 0
- xiii. Click/Touch “Write Time Delay” button
- xiv. Repeat steps viii – xiii for COM 4, COM 5 and COM6
- xv. Exit program



Appendix G: Specifications

Physical Characteristics

Power Input	110/120 VAC
Operating Temperature	50 to 95 °F
Power Consumption	3A RMS Max (1.1A RMS AVG)

Dimensions

Width	26"
Depth	14"
Height	33.25"

TabBOXX Weight (Empty)	105 lbs
Stand Weight	80 lbs



Appendix H: Warranty

Term: The term is to be set at 1 year from date of purchase.

Included in warranty:

- All workmanship
- Bill Acceptor
- Flat 17" Panel LCD / with Touch screen
- All Ticket dispensers
- Power supply
- Motherboard
- Amplifier
- Fan
- Speaker
- USB Panel
- Hard Drive

This is a replacement warranty, does not include labor. All parts are to be returned and upon receipt the part will be examined for abuse or any violations of warranty policy. All parts received will be turned around with the replacement part in a 24 hr period.

Standard Policy

All parts that are tampered with or used on an improper use will void all warranties. If parts are abused and or not taking care of this may subject the warranty to be voided as well.

For Technical Support call 1-800-270-8205

All parts to be returned to :

McIntire & Associates Inc.
700 North Frwy
Fort Worth , Texas 76102
817-335-4242
Fax: 817-335-4545
Attn: TabBOXX Warranty

Please include any information needed to return parts properly.