



TICKET EATER WOW

Operation Manual

MAGIC PLAY SP Z O.O.

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Serial number: _____

Distributor: _____

Date: _____



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Thank You for purchasing TICKET EATER WOW. We hope you enjoy the product. The manual contains valuable information about how to operate and maintain your game machine properly and safely. It is intended for the owner and/ or personnel in charge of product operation. Carefully read and understand the instructions.

If you need any help during instalation and setup please utilize this manual and troubleshooting guide. If the product fails to function properly, non-technical personnel should under no circumstance sttempt to service the machine. Contact your distributor or manufacturer for help.

READ BEFORE USE

INSPECT IMMEDIATELY AFTER TRANSPORTING THE PRODUCT

After receiving the shipment, inspect the product thoroughly to ensure that it has been shipped with care. Before turning the power on, please check the following:

- Check the cabinet for damage or shifting that may have occurred during shipping. Are there any dented portions or defects (cuts, etc.) on the external surfaces of the cabinet?
- Are all the legs and adjusters/levelers/feet intact?
- Do the power supply voltage and frequency requirements meet with those of the location (110V/220V)?
- Are all wires linked correctly and securely connected to each other? If coupled in an incorrect manner, the connection will not be made accurately and it could cause not only irreparable damage to the machine, but also is a potential fire hazard. **DO NOT INSERT CONNECTORS FORCIBLY.**
- Check that the all the cables, including power cables, are undamaged. Do power cables or other wires have any splices, cuts, or dents?
- Have you been provided with all of the associated accessories?
- Can all doors/lids be opened with the accessory keys? Can doors/lids be firmly closed? Does the coin box key open the coin box(es)?

1. PACKAGE CONTENTS

Open the package and make sure all the items are included:

- 1 x Body Assembly
- Following accessories:

No.	Name	Qty.	Note
1	Marquee set	1	
3	Keys	3 sets	
4	User's manual	1	

If any items are found missing, please contact your sales representative for help immediately.

NOTE: Part models are subject to change without notice.



IMPORTANT SAFETY INSTRUCTIONS

To ensure the safe usage of this product, carefully read and understand these instructions before operating your game. Save these instructions for future reference.

Use this product only as described in this manual. Other uses not recommended may cause fire, electric shock or personal injury. Unplug the game from the outlet when not in use, when moving from one location to another, and before cleaning/servicing.

Explanations which require special attention are indicated by signs of warning. Depending on the potential hazardous degree, the terms: **NOTE**, **NOTICE**, and **WARNING** are used.

NOTE: A NOTE indicates useful hints or information about product usage.

NOTICE: A NOTICE indicates potential damage to product and how to avoid the problem.

WARNING: A WARNING indicates a potential for product damage or serious personal injury.

It is important to understand the meaning of the following HAZARD SIGNS before continuing:



High Voltage and Shock Hazard:

High voltage can cause electric shock.
Turn off/unplug power before servicing.



High Temperature Hazard:

This part may cause scalding.
Do not touch. Surface may be hot.



Do Not Touch Hazard:

This may be hot or can cause electric shock.
Do not touch.

Use the following safety guidelines to help ensure your own personal safety and to help protect your equipment and surrounding environment from potential damage.

**THIS PRODUCT IS AN INDOOR MACHINE ONLY!
DO NOT INSTALL OUTDOOR!**



Avoid installing in the following places to prevent fire, electric shock, injury and/ or machine malfunctioning:

- Places subject to rain/moisture, or places subject to high humidity.
- Places subject to direct sunlight, or places subject to extremely hot or cold temperatures to ensure that it is used within the specified operating range.
- Places where inflammable gas may be present or in the vicinity of highly inflammable/ volatile chemicals or items that can easily catch fire
- On unstable or sloped surfaces. The machine may topple or cause unforeseen accidents.
- Vicinity of fire exist, fire extinguishers.

WARNING!

Non-technical personnel who do not have technical knowledge and experience should refrain from performing such work that this manual require or perform tasks which are not explained in this manual. Failing to comply can cause severe accidents such as electric shock or other serious injuries.

WARNING: To reduce the risk of fire, electric shock or personal injury, unplug or disconnect the machine from the power supply before servicing.

NOTICE: After turning off the game, please wait at least 1 minute before restarting again.

Inspect Immediately after Transporting the Product After receiving the shipment, inspect the product thoroughly to ensure that it has been shipped with care. Before turning the power on, please check the following:

- Check the cabinet for damage or shifting that may have occurred during shipping. Are there any dented portions or defects (cuts, etc.) on the external surfaces of the cabinet?
- Are all the legs and adjusters/levelers/feet intact?
- Do the power supply voltage and frequency requirements meet with those of the location (110V/220V)? Are all wires linked correctly and securely connected to each other? If coupled in an incorrect manner, the connection will not be made accurately and it could cause not only irreparable damage to the machine, but also is a potential fire hazard. DO NOT INSERT CONNECTORS FORCIBLY.
- Check that the all the cables, including power cables, are undamaged. Do power cables or other wires have any splices, cuts, or dents?
- Have you been provided with all of the associated accessories?
- Can all doors/lids be opened with the accessory keys? Can doors/lids be firmly closed? Does the coin box key open the coin box(es)?



PLAY ZONE

This machine requires space for playing and for maintenance as shown below.

Leave space around the game upon instalation:

Service area: 50cm

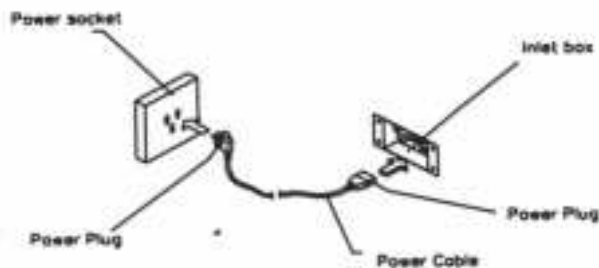
Play area: 100cm

CONNECTING POWER

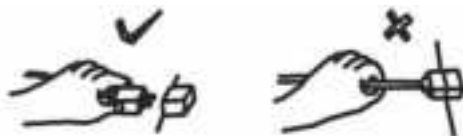
IMPORTANT!

POWER SUPPLY ADJUSTS AUTOMATICALLY TO 115V OR 230V

- Machines electrical system (power supplies and display) will adjusts automatically to 230V or 115V voltage.
- Do not plug the equipment power cables into an electrical outlet if the power cable is damaged.
- Avoid putting many loads on one electrical outlet as it could generate heat the fire resulting from overload.



Connect the grounding conductor to the earth terminal (GND):



To disconnect the game, grip the plug and pul lit from the wall outlet. Never pull by the cord.



Ensure that nothing rests on the power cord and that it is not located where it can be stepped on or tripped over.



To prevent electric shock, do not touch the power plug when hand is wet.



ACTIVATION, UPDATE AND GAMEPLAY

IMPORTANT!

DEVICE SOFTWARE IS COPYRIGHT PROTECTED. COPYING AND DISTRIBUTION IS STRICTLY PROHIBITED. IT IS ALSO FORBIDDEN TO INTERFERE IN THE INTEGRITY OF SOFTWARE THROUGH MODIFICATION OR IMPLEMENTATION OF ANY CHANGES WITHOUT APPROVAL OF THE MANUFACTURER. ANY ATTEMPTS OF SOFTWARE CHANGES, OTHER THAN THOSE SPECIFIED BY THE MANUFACTURER MAY RESULT IN WARRANTY LOSS.

SOFTWARE UPDATE

To carry out software update USB memory stick is required.

1. Download auto-update file provided by manufacturer/distributor and save it to main directory of usb memory stick.
2. Turn OFF your machine
3. Open the rear service door and locate miniPC USB ports
4. Connect the memory stick to free USB port port.
5. Turn ON your machine
6. Update file will be automatically detected and installed to your device
7. After update process detach your USB memory stick
8. Done!

If update file is not detected: redownload and reupload file to the memory stick, check other USB flash drive. Preferred USB memory stick file system is FAT32.

SYSTEM RECOVERY

We are adding special USB auto-restore flash drive to every BANK A BALL machine.

ATTENTION!

THIS FLASH DRIVE WILL AUTOMATICALLY ERASE WHOLE COMPUTER HARD DISK, ALL MACHINE DATA WILL BE LOST!
DO NOT CONNECT AND BOOT IT IN NORMAL COMPUTER!

If you replace hard disk or if you encounter system boot failures there is an ease way to recover your machine to factory state using this USB auto-restore backup.



You need only usb keyboard and the auto-restore usb flash drive. If you lost it, please contact your distributor for instructions.

Procedure:

1. Turn OFF your machine
2. Connect keyboard and USB auto-restore flash drive to free USB ports of machine computer
3. Turn ON your machine
4. Immediately push multiple times F10 or F12 keyboard button till you will see „Please select boot device” pop-up window. ATTENTION: Some screens may not display this dialog box, you will see „No signal” pop-up.



5. Using keyboard arrows, select **USB Flash Drive** and accept it by pushing ENTER
Don't worry if you don't see this pop-up. Your USB drive is always at the 3rd position. Push two times DOWN ARROW on keyboard and hit ENTER. Then you will see the recovering screen.
6. Now all the process will automatically restore data to your machine and automatically reboot the computer. This process will take about 15 minutes to finish.
7. When the game starts normally, disconnect USB auto-restore memory stick and hold it for the next time.



HOW IT WORKS



The user collects tickets by playing on various machines at the location. Once enough tickets have been gathered, the user inserts them into the slot of the **Ticket Eater**. The device automatically pulls in the tickets while simultaneously counting them.

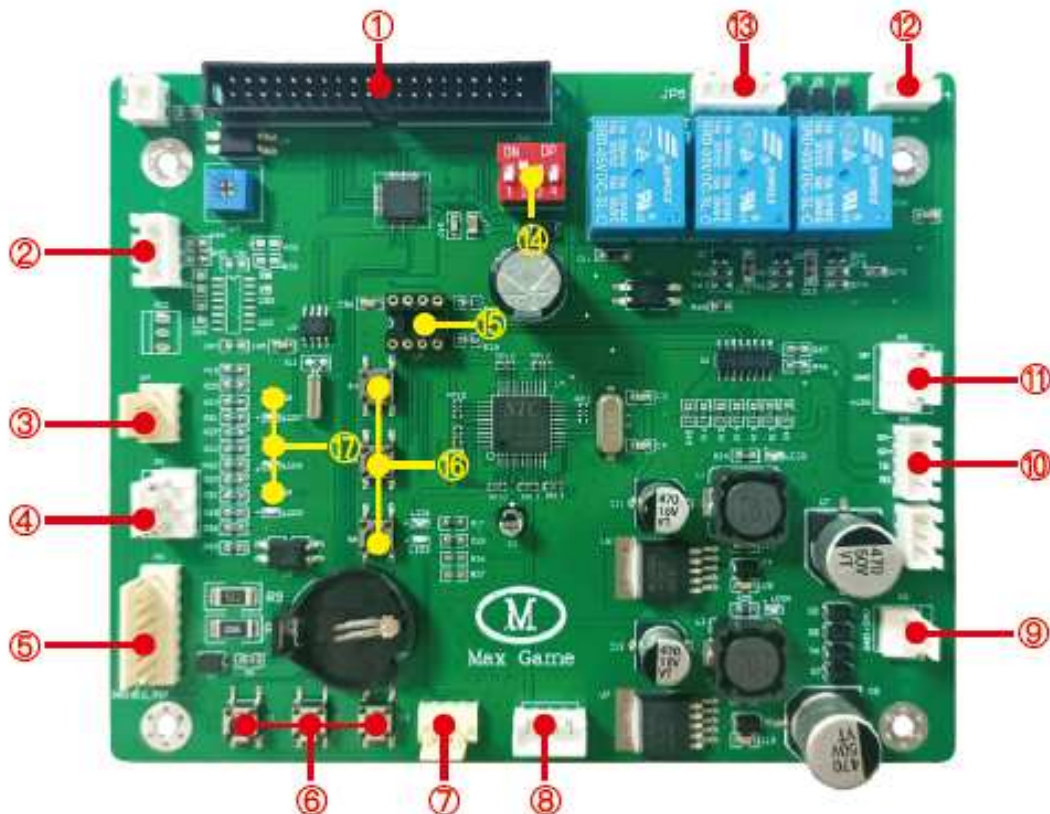
After all tickets have been pulled in, the screen displays the total number of tickets counted. The player then presses the "**Push for receipt**" button, prompting the thermal printer to print and dispense a receipt. This receipt contains the total number of tickets counted and/or a barcode.



If the user attempts to manipulate the system—for example, by quickly inserting and removing tickets from the slot—the machine detects the irregular behavior. A **warning icon (exclamation mark)** appears in the top-left corner of the screen, and the Ticket Eater will **not credit any tickets** resulting from this improper operation.

Basic Introduction

④ Mainboard Structure



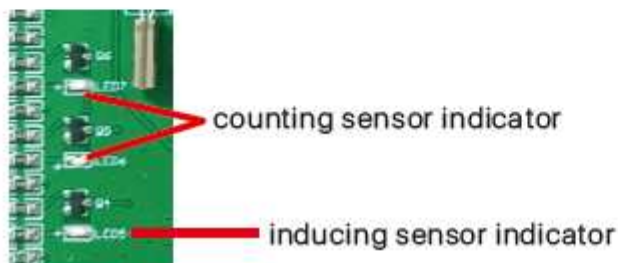
- ① Socket to connect LCD display
- ② Updating the main chip program interface
- ③ Socket to connect scanner
- ④ Socket to connect confirm button
- ⑤ Socket to connect sensors
 - inducing sensor, counting sensor, bulb
- ⑥ Buttons of function setting-S1,S2,S3
- ⑦ Socket of thermal printer

NOTE: keep power off when disconnecting thermal printer , or it will be burnt out.



Basic Introduction

- ⑧ Motor program update interface
- ⑨ Socket of power supply for main board
- ⑩ Socket to connect manage system
- TD: Card system' IO board control the motor connector ,low logical level is valid;
- MD: Mainboard control the motor, low logical level is valid;
- SR-: Counting decreasing pulse signal ;
- SR+: Counting increasing pulse signal;
- ⑪ Green drive signal cable
- ⑫ Ticket full alarm interface
- Fault alarm interface
- ⑭ Dip Switch for choosing scanning function and printer function or not .
- “1” for scanning function,
- “3” for printer function.
- ⑮ Data storage chip
- Go to settings and reset it.
- ⑯ Buttons of scanning function setting-S4,S5,S6
- (it is valid for ticket house with scanner only)**
- ⑰ LED signal indicator -LED5,LED6,LED7





Function Setting

5.1 How to enter the state of function setting?

Step 1: Open the door, press the "white power switch" to turn off machine.

Step 2: Long press the "S1" key for 3-5 seconds, at the same time, pull the "white power switch" to turn on machine. (can hear "bibi" sound)

1. Basic settings

WELCOME

QLB180815

QLB180815 Machine serial number
it is helpful for after-service in the future.

Ticket House

Number:

413

413 is the ticket qty of current counting.

TIME

201810221010

2018/10/22/10/10 Date and time setting
Year/month/day/hour/minute
(in 24-hour format)

RECEIPT

000000000036

0000 Number of printed receipt
(the last 10 digits are valid only, and the first 2 digits are invalid.)

MACHINE

001

00 0

0001 Machine ID

00 Indicates the multiple of points that can be set. If set to 19, it represents the number of tickets multiplied by 19 times

0/1 0: not display 1: display

NUMBER

000000153077

Ticket qty of total counted
(only the last ten digits are valid and can be cleared)

NAME

MAX-GAME

Company name setting (maximum 16 digits)

Press button S1, S2 for different times will correspond to 26 different alphabet. For example: press S1 once, the led screen will display "A", press S1 twice, the led screen will display "B", etc.



Function Setting

2. Check function: Turn on the safe start switch, then press S3

A: 00413
B: 000000153077
C: 000000000037

A: 00413 ticket qty of current counted
B: 000000153077 ticket qty of total counted
C: 000000000037 number of printed receipt

3. Re-printing function- press button "S2"

Open the door and turn on the door switch, then Press "S2" button to re-print a receipt. (this function is suitable when power off by accident)

4. Scan ticket function (Devices without barcode reader can be ignored)



Please turn the switch, "1" up ↑, as shown in the picture
(To turn off this function, turn "1" down ↓)

5. How to record barcode?

① Pull the "white power switch" to turn on machine, wait for 3-5 seconds. Then long press "S4" key for 3-5 seconds.



② Put the barcode in the ticket entrance.



③ Press the scanner's yellow button (will see the infrared light of the scanner, the blue light next to the yellow button is on, then the red light is on.)
LED 1 position turns red light.
Press "S5", the red light of LED 1 will disappear, and the first type of barcode will be saved



Function Setting

④ Press the scanner's yellow button
LED 1 position turns red
Press "S5", the red light of LED 1 will disappear, and the second type of barcode will be saved.



⑤ Press the scanner's yellow button
LED 1 position turns red
Press "S5", the red light of LED 1 will disappear, and the light of LED 2 will turn green, and the third type of barcode will be saved.



⑥ Press S6, then restart the machine, save above settings!

***Note: If only one barcode needs to be recorded, record this barcode three times. If you only need to record two barcodes, record one of them twice. A total of 3 types of tickets can be recorded; When you record the 4th kind of ticket, the 1st kind of recorded ticket will be deleted automatically.**

6. Printing Function Choosing



No print



Print



Troubleshooting

1.No response to power on:

Solution:check whether the 220V power supply is plugged in and connected, whether the fuse is intact, whether the motherboard power supply has +5V,+12 input.

2. Display code fault description.

① **Error 1:** Main board LED6 illuminated, first counting sensor faulty.

Solution:Position #1sensors a line with the bulb.

② **Error 2:** Main board LED7 illuminated, second counting sensor faulty.

Solution:Position #2sensors a line with the bulb.

③ **Error 3:** Main board LED7, LED6, LED5 all light up.

-All sensor faults :

Solution: Adjust the counting sensor until "Error 1" or "Error 3" is eliminated.

-Lamp failure

Solution:



1.Loosen the screws first.



2.Remove the bulb and Replace the bulb with a new one.



3.Align the position well, Retorque the screws.



4.After replacement, take care that The iron pieces should be aligned.

④ **Error6:** Rubbish tickets are full.

Solution:Emptying the bins.



Troubleshooting

⑤ **Error4:** Counting sensors (back) blocked with debris

Solution: Removing debris.

⑥ **Error5:** Sensing sensor (front) is blocked with debris.

Solution: Removing debris.

Front: Sensing sensor
Back: Counting sensors



3. If the opening motor does not have tickets to enter automatically rotate non-stop:

Solution: check whether there is a foreign object covering or damaging the lower part of the feeding detection photo eye, if the door is opened then stop rotating, it is the inducing sensor leaning too far forward, it can be moved to the inside; on the contrary, if the door is opened and rotates non-stop, the inducing sensor eye will be moved to the outside.

4. Any counterfeit tickets can be entered:

Solution: Check if the scanner is damaged and re-record the barcode.

5. The date is not printed correctly:

Solution: after readjusting the time and date, if there is still a fault, replace the main board battery.

6. Counting ticket motor not turning:

Solution: ① check whether the number of tickets channel jamming phenomenon; ② observe whether the motherboard LED2 indicator lights (not bright check into the paper detection photo eye); ③ check the motherboard FUSE1, T1, MOC3022 is damaged, whether there is 220V power input.

7. When the printer does not print at the same time and the display shows ERROR3 cannot be eliminated:

Solution: No 12V power input to the main board, please check the connection cable and plug between the power box and the main board.

Troubleshooting

8. No response after power on:

Solution: Open the cover under the case and check that the main switch is on.

9. Thermal printer faults.

①No paper:

Solution: Check the printer for printed paper, paper jams and +12V power supply.

②After replacing the printing paper, the ticket is blank after printing:

Solution: Check the installation direction of the thermal printing paper.



- ①Unscrew the screws and withdraw the iron bar
- ②Insert the paper into the printer with the smooth side up.
- ③ Insert the iron bar and tighten the screw;

10.Motor stops working

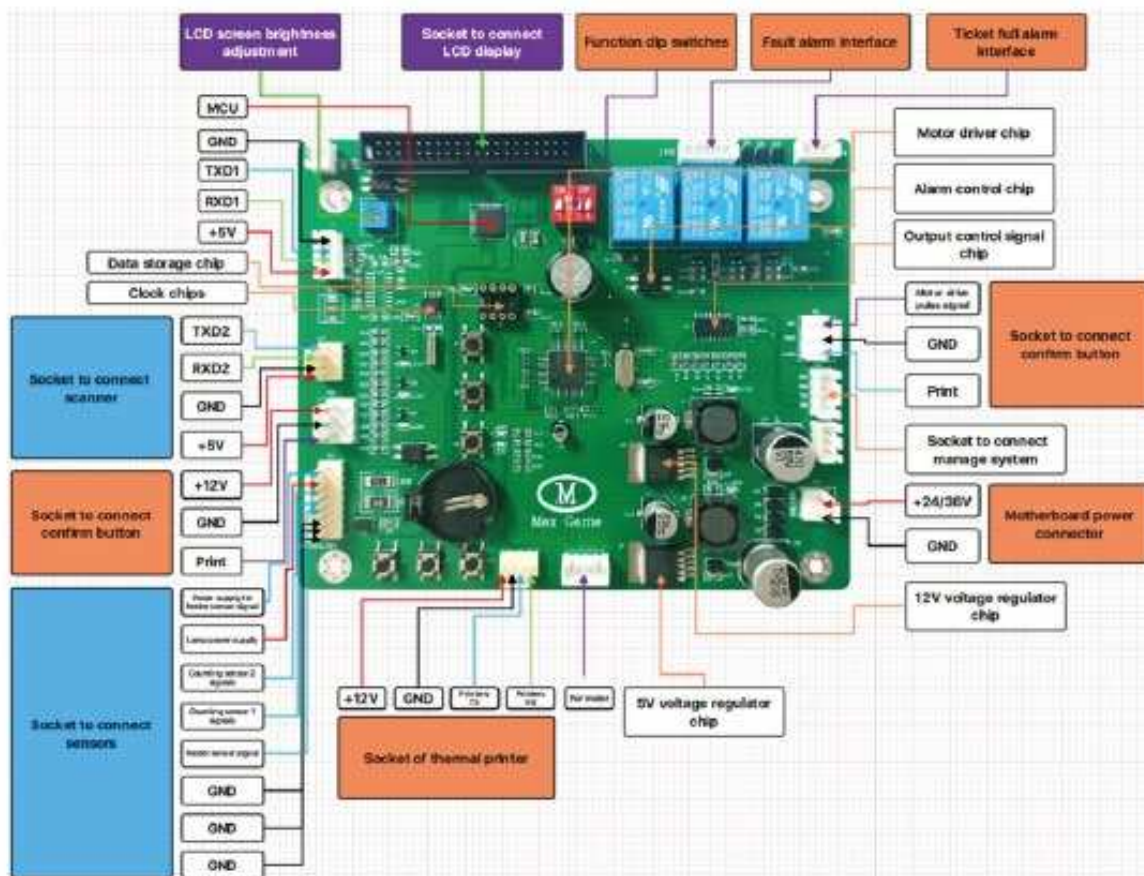
①Check if it is a full ticket alarm function (explained in point ⑥on page 8). If it is a full ticket alarm function, throw away the unwanted small ticket.

②Check if the drive light is red or green, if it is red, replace the drive with a new one.



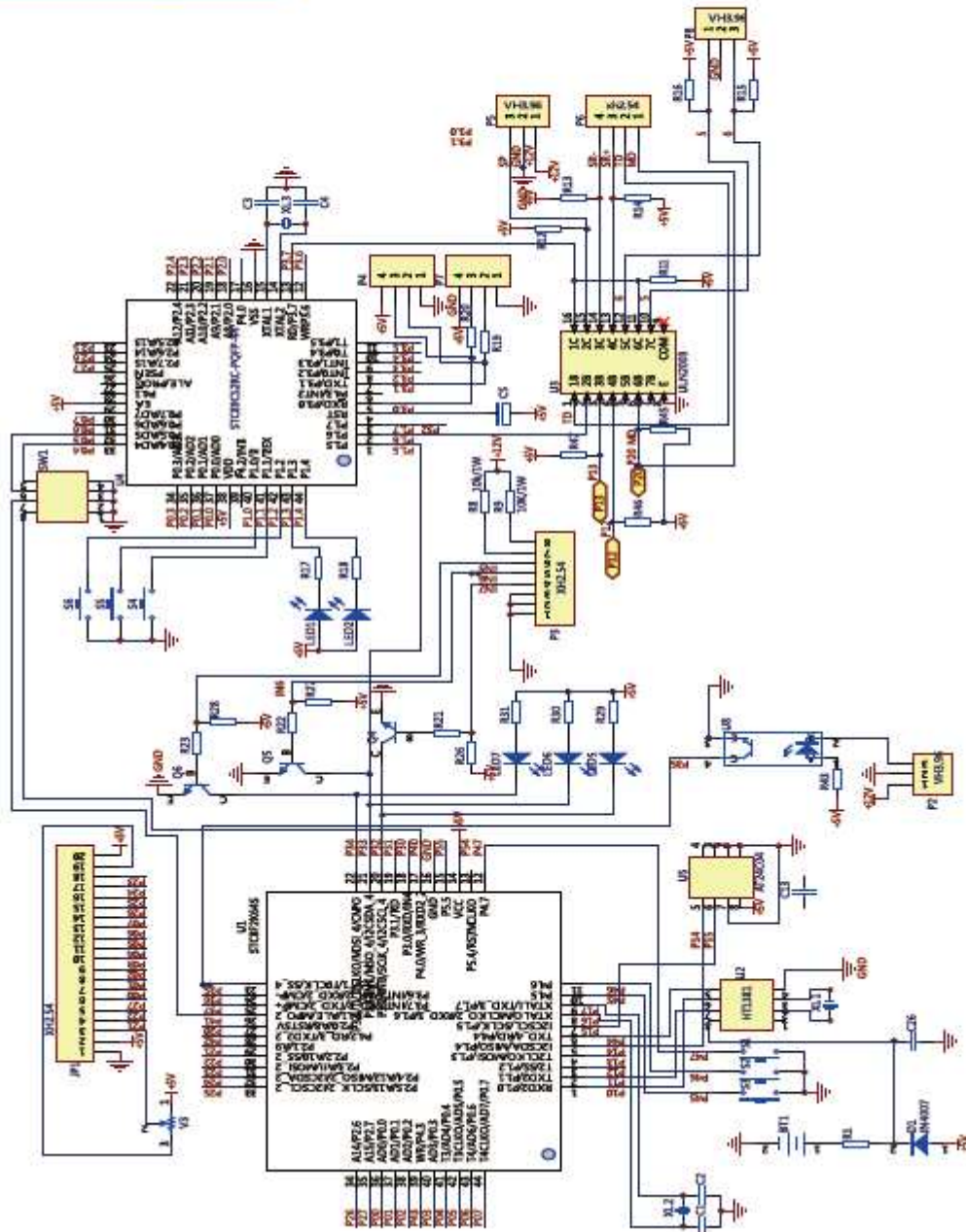
Circuit Description

Mainboard Wiring Diagram



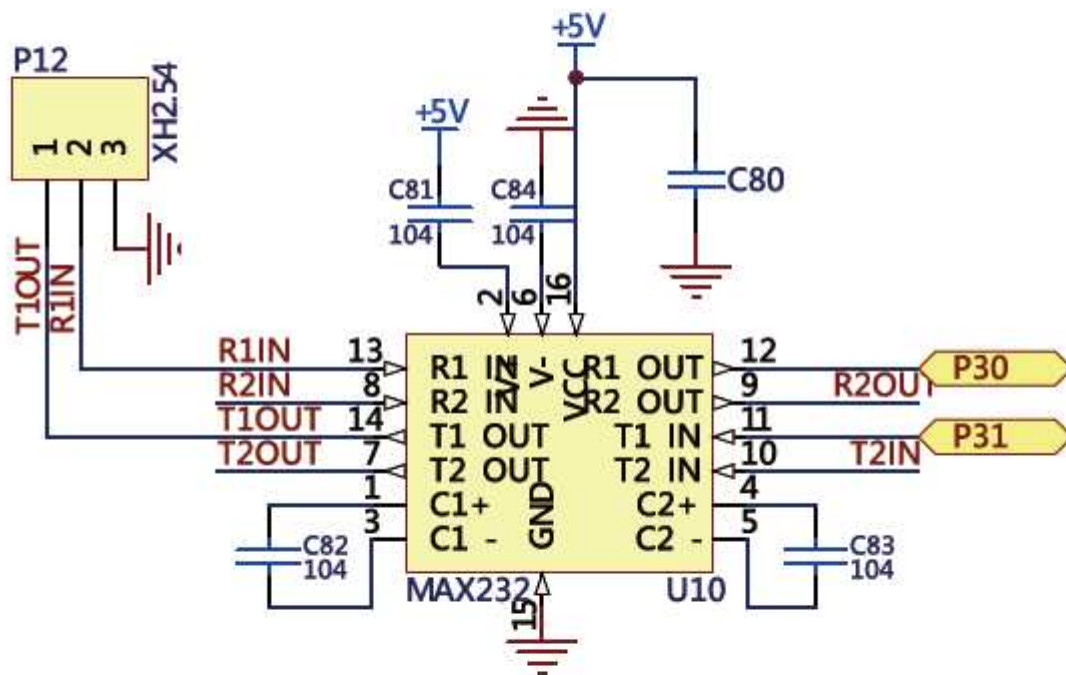
Circuit Description

Circuit Diagram 1



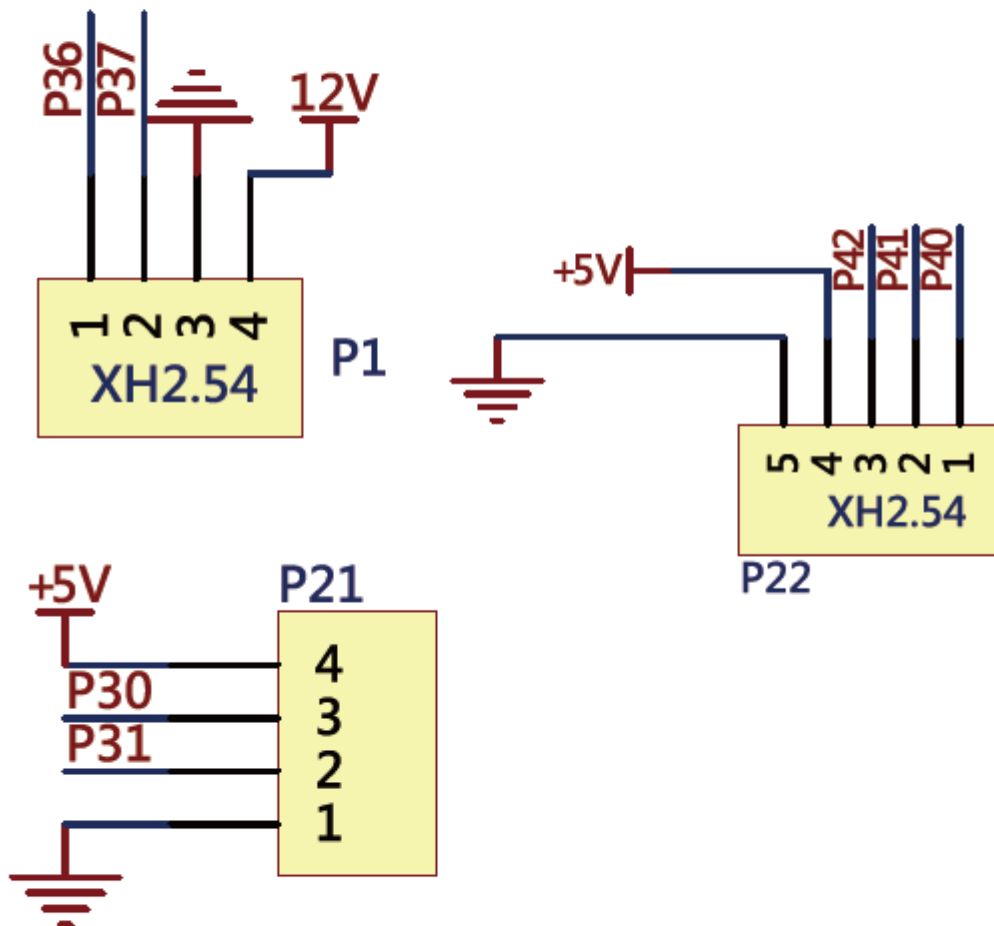
Circuit Description

Circuit Diagram 2



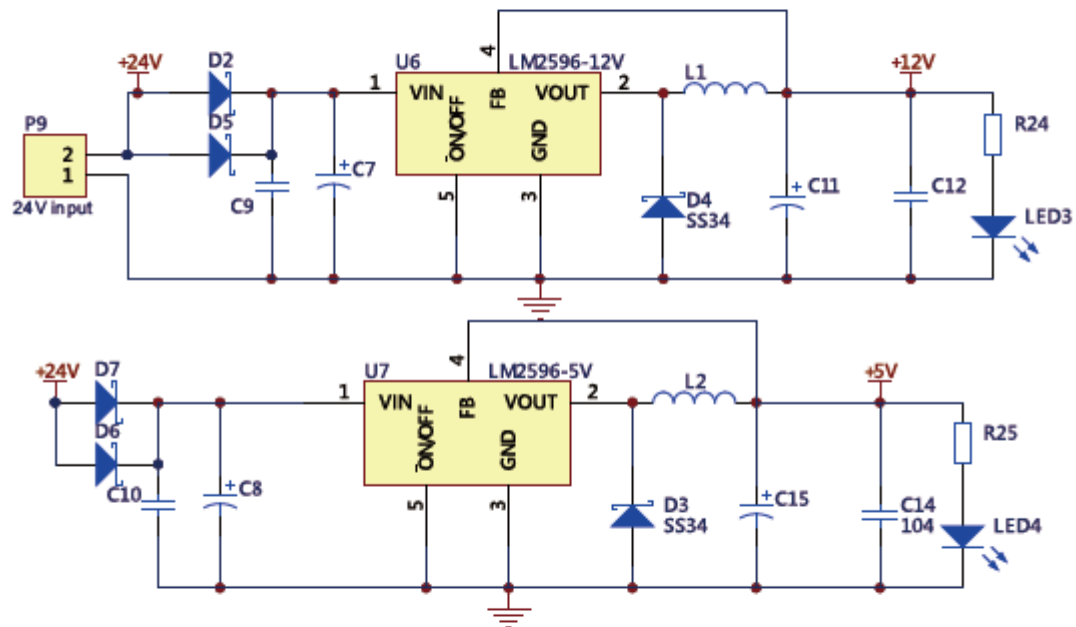
Circuit Description

Circuit Diagram 3



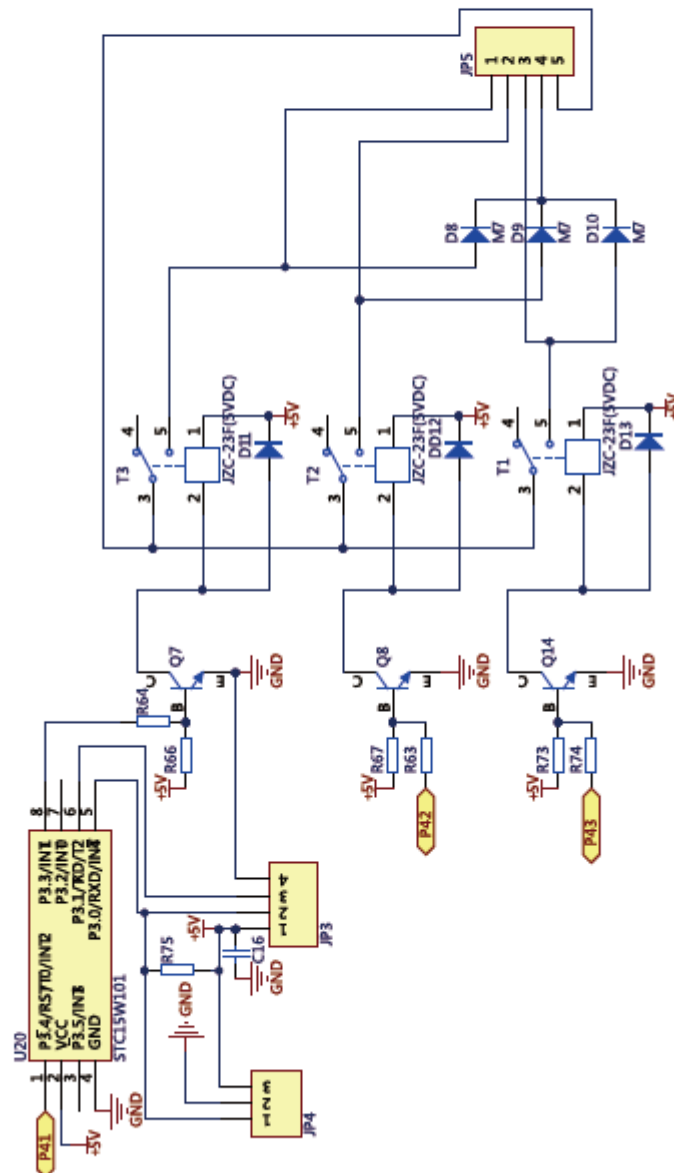
Circuit Description

Circuit Diagram 4



Circuit Description

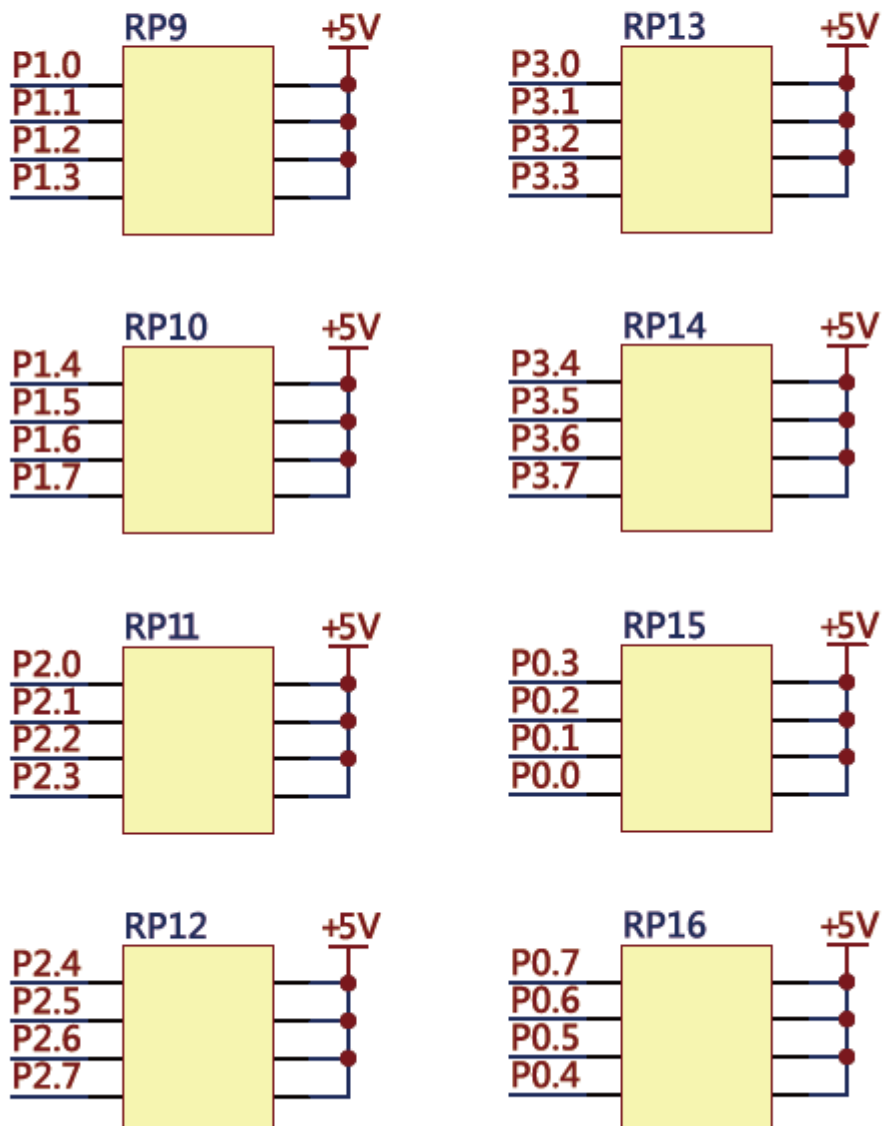
Circuit Diagram 5





Circuit Description

Circuit Diagram 6





9. TERMS OF WARRANTY

Magic Play Sp. z o.o. warrants that the TICKET EATER WOW will be free from electronical and mechanical defects for a period of 12 months from the date of delivery.

Warranty covers:

- Display
- CPU board
- I/O board
- Power supplies
- LED driver
- LED lighting

Warranty terms do not cover parts not included above.

Definition of defect:

It will be considered as defective if any connection between subcomponents on a particular board fails or any of them stops working itself. It does not include damages which occurred due to misuse, unauthorized connection or modifications.

Should the product prove defective during the warranty period, Magic Play, at its option, shall:

1. Repair the defective part by means of telephone support or depot service at no charge for parts or labor.
2. Replace the defective part with a comparable product which may be new or refurbished.

Provided that

1. Magic Play is informed of the defect immediately after it occurred. The faulty part should be dispatched to Magic Play or its authorized distributor as soon as possible.
2. Magic Play diagnoses the defects were not caused by improper use, neglect, unauthorized modifications, repair, setup or testing.
3. Only parts recommended and approved by Magic Play are covered by Magic Play Terms of Warranty.

**UNDER NO CIRCUMSTANCES SHALL MAGIC PLAY SP. Z O.O. BE HELD RESPONSIBLE FOR
LOSSES IN PROFIT, USAGE OR ACCIDENTAL SERIOUS DAMAGE TO THE MACHINE!**

Magic Play sp. z o.o.

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