OPERATOR’S MANUAL
42” SITDOWN
For Parts or Service contact your local Distributor or:
Betson Enterprises
303 Paterson Plank Road
Carlstadt, New Jersey

Main Phone: (201) 438-1300
Toll Free Phone: (800) 524-2343
Part Phone: (800) 828-2048

CAUTION:
- The specifications of this product are subject to change without notice for reasons such as performance.
- The content of this game, its main devices and design are protected under each federal law concerning patent, copyright and other intellectual properties.
- Unauthorized reproduction of this document or any of its contents is strictly forbidden.
Safety Instructions

Safety instructions apply to operators and service personnel. Read these instructions before preparing the video game machine for play. Other safety instructions appear throughout this manual.

**WARNING: TRANSPORTING THE VIDEO GAME MACHINE.**

The video game machine contains glass and fragile electronic devices. Use appropriate care when transporting. Avoid rough handling when moving the video game machine.

**WARNING: DISCONNECT POWER.**

Always turn the power OFF and unplug the video game machine before attempting service or adjustments unless otherwise instructed. Installing or repairing components with the power switched ON can damage the components and void the warranty.

**WARNING: GROUND GAMES.**

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

**WARNING: AVOID ELECTRICAL SHOCK.**

This video game machine does not utilize an isolation transformer. Internal cabinet AC is not isolated from the external AC line.

**WARNING: HANDLE FLOURESCENT TUBES WITH CARE.**

If you drop a fluorescent tube and it breaks, it will implode! Shattered glass can fly eight feet or more from the implosion.

**WARNING: CHECK POWER SELECTOR, LAMP.**

Set the 115/230 VAC selector switch on the power supply for the correct line voltage on the installation site. Verify that the fluorescent lamps, 12V power supply, transformer and PC voltage selector switch are rated/set for the proper line voltage.

**WARNING: USE PROPER FUSE.**

Avoid electrical shock! Replacement fuses must be identically rated to the original fuse!

**WARNING: ATTACH CONNECTORS PROPERLY.**

Be sure 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.

**WARNING: USE EXTREME CARE WHEN HANDLING PC.**

The PC contains sensitive components such as a hard drive. Do not handle roughly. Call your distributor before servicing PC internal components. Ask about warranty information as it relates to the PC.
WARNING: HAZARD TO EPILEPTICS.

A very small portion of the population has a condition which may cause them to experience epileptic seizures or have momentary loss of consciousness when viewing certain kinds of flashing lights or patterns that are present in our daily environment. These persons may experience seizures while watching some kinds of television pictures or playing certain video games. Peoples who have not had any previous seizures may nonetheless have an undetected epileptic condition.

If you or anyone in your family has experienced symptoms linked to an epileptic condition (e.g., seizures or loss of awareness), immediately consult your physician before using any video games.

We recommend that parents observe their children while they play video games. If you or your child experience the following symptoms: dizziness, altered vision, eye or muscle twitching, involuntary movements, loss of awareness, disorientation, or convulsions, DISCONTINUE USE IMMEDIATELY and consult your physician.
PRODUCT SPECIFICATIONS

OPERATING REQUIREMENTS

ELECTRICAL POWER
Domestic    120VAC @ 60 Hz, 5 amps
Foreign     240VAC @ 50Hz, 2.5 amps

TEMPERATURE
32° F to 100° F
(0°C to 38°C)

HUMIDITY
Not to exceed 95% relative humidity.

42 INCH SITDOWN MODEL MAIN CABINET DIMENSIONS (INSTALLED)
Height = 83.09 inches (211.05 cm)
Depth  = 65.92 inches (167.43 cm)
Width  = 41.31 inches (104.93 cm)

42 INCH SITDOWN MODEL MAIN CABINET SHIPPING WEIGHT and DIMENSION
Weight = 572 lbs. (259.45 Kg)
Game Container = W 43 inches (109 cm) x D 37 inches (93.98 cm) x H 87 inches (220.98 cm)
Seat Container = W 21.5 inches (54.61 cm) x D 37 inches (93.98 cm) x H 53.25 inches (135.26 cm)
INSPECTION AND INSTALLATION

WARNING: Use extreme care when moving or servicing the game cabinet. Don’t plug in the game until you have read this manual. If the line cord is damaged, it must be replaced by a similar cord available from the manufacturer or service agent.

Please check the following after the game has been removed from its shipping crate and placed in a suitable play or service area.

Make sure that the game cabinet is level. Adjust the casters as needed.

1. Check the AC line cord for any visible signs of damage to the plug or line cord insulation.

2. Check for possible shipping damage to the following:
   - Player interfaces: steering wheel, buttons, keypad and throttle assembly
   - Seat assembly
   - Monitor bezel
   - Cabinet backdoor
   - Cabinet coin door
   - Cabinet and seat decals

3. Remove the coin door key from the coin return chute.

4. Open the top coin door and locate the key for the backdoor and the cashbox.

5. Locate hardware kit: tamper proof tool kit
   - crossover network cable
   - line cord
   - seat hardware fasteners (8 sets)

6. Remove the backdoor from the cabinet and visually inspect the electronic components.

7. Verify that all connectors are secure and that the bottom of the cabinet is free of loose objects which may have possibly come loose during shipping.

CAUTION: Access to back of the games should be limited to service personnel only! Allow minimum clearance between back of game and wall structure for cable and ventilation while preventing non-authorized access. Maximum clearance should be 6 inches (15 cm), in accordance with local code or whichever is less.
WARNING: The cabinet is top heavy. Install only on level surface. Use the leg levelers to make sure the cabinet and seat are stable. Do not push against plastic parts during movement.

1. Roll the cabinet and seat to the intended location and lower the leg levelers until both are equal height and stable.
2. Reach inside the base of the cabinet remove the bolts to fasten a mounting rail to the cabinet and set aside. Individually pull the rail out, flip it end over end and reinsert it. Fasten the rail to the inside of the cabinet with bolts until finger tight; some movement is required in the mounting rails to align holes with seat pedestal assembly. Repeat for the mounting rail on the other side. See diagram.

3. 

4. Roll the pedestal near the cabinet and align the opening in the pedestal with the ends of the rails. Slide the pedestal forward onto the rails leaving enough space to attach the wiring harness. Mate each cable connector and press firmly to seat the contacts. Ensure no wires are pinched during the pedestal attachment. Fasten in place with the ¼" X 20 tamper resistant screws and large flat washers provided.
5. Tighten the screws firmly with the wrench provided, and then tighten the bolts for the mounting rails.
6. Adjust all levelers until both cabinet and seat are flush and parallel with each other. Inspect for pinched wires before firmly tightening the remaining fasteners to attach the two pieces as one.

Marquee Setup Procedure

Note: The marquee needs to be raised during installation. This procedure should be performed by two individuals able to lift heavy objects above their head. Use a step stool to safely get to the proper height.

1. Remove screws securing parts A and B to the monitor cabinet.
2. Raise the marquee and install two bolts to secure the marquee to part C.
3. Re-install the bolts to part A and B using the new mounting holes.
**Game Networking**

NOTICE: To link two games together, use the crossover cable provided in the spare parts bag. Use of a cable other than the one shipped with the game could void warranty or cause games not to link. Use network cables which are at least CAT5 grade.

**Networking Considerations**

Each H2O game comes with a crossover network cable for linking 2 cabinets. When linking 3 or more H2O cabinets, a network hub (not included) must be installed, and network patch cables (not crossover cables) are required. These patch cables are not shipped with the game and must be purchased separately.

Take care to protect exposed game wiring from general foot traffic around the game. Use a conduit or wire way to protect the cables as needed.

Please mark linking cables for your game if other such cables are in the vicinity to avoid confusion. Network cables are not marked or coded.

Avoid routing the network cables near sources of heat, moisture or electrical energy such as neon lights, compressor motors, transformers etc.

**Two Game Networking Setup**

1. Remove the network cable from the spare parts bag inside the cashbox.
2. Connect each end of the cable to network jack behind each PC.
3. Neatly route the cable through the notch on the back of the cabinet.
4. Reset both games simultaneously and verify that link is successful. If not, refer to *Network Adjustment* section of the manual to make sure that each unit is assigned a unique game ID. Make sure that the network cable is connected properly and secured.

**Three or More Game Networking Setup**

5. Connect a network patch cable to each PC’s network jack.
6. Connect the other end of the cable to network to a network hub. Make sure that network hub is installed according to manufacturer instructions.
7. Neatly route the cable through the notch on the back of the cabinet and secure the back door.
8. Reset all games simultaneously and verify that link is successful. If not, refer to *Network Adjustment* section of the manual to make sure that each unit is assigned a unique game ID. Make sure that each network cable is connected and secured properly.
SETUP AND TEST MENU
Locate the Service Button Panel. The Service Button Panel is made up of two rocker switches. Simply press the side of the switch indicated by the function you want to activate. It is mounted inside the coin door area on top of the cash box vault. Press the TEST button to access the Test Menu.

Menu Navigation:

<table>
<thead>
<tr>
<th>Button</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test or Keypad(#)</td>
<td>Enter Operator Screen/Select Item</td>
</tr>
<tr>
<td>Service or Keypad(*)</td>
<td>Exit Menu</td>
</tr>
<tr>
<td>Vol. (+) or Keypad(8)</td>
<td>Scroll up thru Menu items</td>
</tr>
<tr>
<td>Vol. (-) or Keypad(0)</td>
<td>Scroll down thru Menu items</td>
</tr>
</tbody>
</table>

MAIN MENU
The Test Main Menu appears when the TEST button is pressed.

NOTICE: New settings are automatically saved upon exiting the adjustment menu. Exit the test menu normally by using the Service or Keypad (*). If power to the game is interrupted while making adjustments to the game, you may need to re-enter the new settings again.
Sound Menu

From the Main Menu, select Sound and enter to view volume adjustment options. Seat Rumble Strength is a function of the sub-woofer volume and how strong it vibrates the seat. Adjust Attract Volume to appropriate level best suited for the game's location. Reset Sound Defaults restores the factory volume setting.

Calibration

From the Main Menu select and enter Calibration. Select operation: Throttle or Wheel Calibration.
Throttle Calibration

From the Calibration Menu select and enter Throttle Calibration. The throttle controls the speed as well as forward and reverse direction of the boat. It is also key in achieving jump tricks and maneuvers. Follow the instruction on screen for successful calibration. It is important to calibrate game controls to compensate for mechanical wear and tear. A properly calibrated game will achieve optimal earnings and increased repeat play.

Wheel Calibration

From the Calibration Menu select and enter Wheel Calibration. The steering wheel controls the left/right direction of the boat. Follow the direction on the screen for proper wheel calibration.
Adjustments

From the Main Menu select and enter Adjustments. Operator adjustable settings can be found in the sub-menu. Scroll and select the appropriate item within each sub-menu. Make changes to game settings as needed. Changes are automatically saved when you exit.

Pricing Adjustments

From the Adjustments Menu select and enter Pricing Adjustments. Game pricing will be overridden if Free Play is set to [ENABLE]. Select the correct “Insert Money Message” based on payment system at location.
Game Adjustments

From the Adjustments Menu select and enter **Game Adjustments**. Units Measure refers to Speed in miles (Imperial) or kilometers (Metric) per hour. Attract Mode Lights refers to the LED clusters activity when game is not in play. Wheel Stiffness refers to the amount of wheel centering force. Move the wheel left/right while adjusting the wheel strength in real time.

Network Adjustments

From the Adjustments Menu select and enter **Network Adjustments**. Assign a unique Player ID for each game attached to the network. If two games are assigned the same Player ID the games will not link correctly.
**Diagnostics**

From the *Main Menu* select and enter **Diagnostics**. All input and output functions of the game can be functionally tested by selecting and performing the appropriate test function.

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**Switch Test**

From the **Diagnostics Menu** select and enter **Switch Test**. To aid in troubleshooting, an audible tone can be heard when a switch is activated. Switches that have been activated are also shown in a different shade. Press and hold Service to Exit.
Lamp Test

From the **Diagnostics Menu** select and enter **Lamp Test**. Lamps increase the overall visual appeal of the game. They help to attract players as well as enhance their playing experience. Periodically test each controlled lamp. Turn on all lamps or control them individually.

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**Sound Test**

From the **Diagnostics Menu** select and enter **Sound Test**. Main Speakers refer to the two marquee speakers.
**LCD Test**

From the *Diagnostics* menu, select and enter **LCD Monitor Tests**. Verify correct color and purity for Red, Blue and Green screens. Check for proper graphics card and LCD controller synch using the inversion test. Follow the direction on the screen.

**Watchdog Test**

From the *Diagnostics Menu* select and enter **Watchdog Test**. The watchdog circuit allows for the PC to automatically re-boot in the event of a lock-up. This is an important feature that allows the game to be installed in unattended locations. The game will reboot to indicate that the test is successful.
**Coin Meter Test**

From the **Diagnostics Menu** select and enter **Coin Meter Test**. Advance the meter once using by pressing Test. Press the Service Button to exit the test.

![Coin Meter Test menu](image)

**Audits**

From the **Main Menu** select and enter **Audits**.

![Audits menu](image)

**Note:**
- Use game audit screens to assess game performance.
- Use information to determine options such as game difficulty and free game award to maximize game earnings.
- Use information to detect or diagnose possible intermittent game problems.
Coin Audits

From the **Audit Menu** select and enter **Coin Audits**.

<table>
<thead>
<tr>
<th>Audit Menu</th>
<th>Coin Audits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Coins</td>
<td>6</td>
</tr>
<tr>
<td>Total Service Coins</td>
<td>2</td>
</tr>
<tr>
<td>Slot 0 Coins</td>
<td>0</td>
</tr>
<tr>
<td>Slot 1 Coins</td>
<td>0</td>
</tr>
<tr>
<td>Total Slot Coins</td>
<td>0</td>
</tr>
<tr>
<td>Bill Validator Coins</td>
<td>1</td>
</tr>
<tr>
<td>Exit</td>
<td></td>
</tr>
</tbody>
</table>

Boot Audits

From the **Audit Menu** select and enter **Boot Audits**.

<table>
<thead>
<tr>
<th>Audit Menu</th>
<th>Boot Audits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Boot Time</td>
<td>00:00:06:31.12</td>
</tr>
<tr>
<td>Total Boots</td>
<td>62</td>
</tr>
<tr>
<td>Total Maintenance Reboots</td>
<td>0</td>
</tr>
<tr>
<td>Watchdogs</td>
<td>0</td>
</tr>
<tr>
<td>No I/O Board Detected on Boot</td>
<td>0</td>
</tr>
<tr>
<td>Test-Mode Entries</td>
<td>9</td>
</tr>
<tr>
<td>Exit</td>
<td></td>
</tr>
</tbody>
</table>

**Help Info**

The total time since the game was last boot up.

The format is DD:HH:MM:SS.SS

Where:

- **DD** Days running
- **HH** Hours running
- **MM** Minutes running
- **SS.SS** Seconds running
**Game Audits**

From the **Audit Menu** select and enter **Game Audits**.

<table>
<thead>
<tr>
<th>Audits</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Games Played</td>
<td>0</td>
</tr>
<tr>
<td>Games Started</td>
<td>0</td>
</tr>
<tr>
<td>Games Continued</td>
<td>0</td>
</tr>
<tr>
<td>Races Timed Out (Did Not Finish)</td>
<td>0</td>
</tr>
<tr>
<td>Profile Games</td>
<td>0</td>
</tr>
<tr>
<td>Non-Profile Games</td>
<td>0</td>
</tr>
<tr>
<td>Single-Player Games</td>
<td>0</td>
</tr>
<tr>
<td>Multi-Player Games</td>
<td>0</td>
</tr>
<tr>
<td>Unfinished Games</td>
<td>0</td>
</tr>
</tbody>
</table>

**Track Audits Summary**

From the **Audit Menu** select and enter **Track Audits Summary**.

<table>
<thead>
<tr>
<th>Track Audits Summary</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Single-Player Races</td>
<td>Total Race Time</td>
</tr>
<tr>
<td>Quake Canyon</td>
<td>0:00:00.00</td>
</tr>
<tr>
<td>Temple Of Flume</td>
<td>0:00:00.00</td>
</tr>
<tr>
<td>Hong Kong Bucy</td>
<td>0:00:00.00</td>
</tr>
<tr>
<td>Frozen Tundra</td>
<td>0:00:00.00</td>
</tr>
<tr>
<td>Frozen Tundra Backward</td>
<td>0:00:00.00</td>
</tr>
<tr>
<td>Wild America</td>
<td>0:00:00.00</td>
</tr>
<tr>
<td>Down Underdrive</td>
<td>0:00:00.00</td>
</tr>
<tr>
<td>Down Underdrive Backward</td>
<td>0:00:00.00</td>
</tr>
<tr>
<td>London Underground</td>
<td>0:00:00.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multi-Player Races</th>
<th>Total Race Time</th>
<th>Selected</th>
<th>Time Outs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quake Canyon</td>
<td>0:00:00.00</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Temple Of Flume</td>
<td>0:00:00.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Hong Kong Bucy</td>
<td>0:00:00.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Frozen Tundra</td>
<td>0:00:00.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Frozen Tundra Backward</td>
<td>0:00:00.00</td>
<td>-1</td>
<td>0</td>
</tr>
<tr>
<td>Wild America</td>
<td>0:00:00.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Down Underdrive</td>
<td>0:00:00.04</td>
<td>39</td>
<td>0</td>
</tr>
<tr>
<td>Down Underdrive Backward</td>
<td>0:00:00.00</td>
<td>-1</td>
<td>0</td>
</tr>
<tr>
<td>London Underground</td>
<td>0:00:00.00</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Exit**
Detailed Track Audits

From the Track Audit Summary Menu select and enter a specific track for more detailed audit information.

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Boat Audits

From the Audit Menu select and enter Boat Audits.
Boat Audits Summary

From the **Boat Audit Menu** select and enter **Boat Audits Summary**.

### Detailed Boat Audits

From the **Boat Audit Menu** select and enter **Detailed Boat Audits**. Select a boat to view more details.
Profile Audits

From the Audit Menu select and enter Profile Audits.

Profile Games Audit

From the Audit Menu select and enter Profile Games.
Utilities

From the **Main Menu** select and enter **Utilities**. It is often a good idea to clear audit information when a game has been moved to a new location or after a change in setting like price, difficulty level or similar.

**Note:**
- Clearing data deletes the information permanently.
- Networked games must be on the same Utilities screen and clears must be performed at the same time for information to be deleted.
- Follow the direction on the screen to prevent accidental deletions.
- Maintenance Reboot only occurs when the game has not been played for a long stretch of time and never while game is in use. It should be set to [Enabled].

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Motion Cabinet

From the **Main Menu** select and enter **Motion Cabinet**. This utility is supported only on full motion version of H2O.
Help

From the **Main Menu** select and enter **Help**. This screen displays contact information for Technical Support on H2O.

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**Contact Information**
- Tel: 800-752-2513
- Fax: 361-438-5019
- rtsupport@betson.com

**Exit**

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**Test** or **Keypad** | **Select item** | **Volume-UP** or **Keypad 9** | **Up**
---|---|---|---
**Service** or **Keypad** | **Exit menu** | **Volume-DOWN** or **Keypad 0** | **Down**
Hard Drive Recovery

CORRUPT FILE SCREEN. If you see a blue screen indicating an error message or if the game does not load successfully, your VIDEO GAME MACHINE harddrive may contain corrupt files. One solution may be to perform a hard-drive recovery process.

SYMPTOMS of a bad hard drive may include:
- The game fails to finish loading.
- The VIDEO GAME MACHINE reports an error when booting
- The VIDEO GAME MACHINE prompts you to insert a boot DVD.
- Erratic Game Mode or Attract Mode.

NOTICE. H2Overdrive ships with a recovery DVD. Hard drives occasionally fail. If your disk fails, restore hard drive data by following this procedure. Avoid rough handling of the computer or DVD. Check the Troubleshooting Guide in this document.

From the back of the VIDEO GAME MACHINE, check the I/O board. The I/O board must be powered and be connected to the computer. A USB cable connects the computer and the I/O board.

1. Verify that the I/O Board has power.
2. To access the computer, open the coin door.
3. Open the DVD tray by pressing the button on the DVD drive.
4. Insert the recovery disk into the tray.
5. Close the DVD tray by pressing the button on the DVD drive.
6. Turn-off the VIDEO GAME MACHINE via the main AC switch.
7. Turn-on the VIDEO GAME MACHINE via the main AC switch. The disk recovery process begins automatically. Recovery may take 30 to 40 minutes.
8. Look for a message at the bottom of the screen. When the recovery is over, the message prompts you to remove your disk. Open the DVD tray by pressing the DVD drive button. Remove the recovery disk. Store it safely.
9. Turn off the VIDEO GAME MACHINE via the main AC switch. Wait approximately 10-15 seconds.
10. Turn on the VIDEO GAME MACHINE via the main AC switch.

CAUTION. During the following process, don’t interrupt power or reset the game!

11. The VIDEO GAME MACHINE will go through a first-boot initialization procedure. This will take a few minutes, after which the VIDEO GAME MACHINE will automatically enter the throttle calibration mode.
BIOS Settings / Power Management

**NOTICE.** The H2Overdrive PC ships with the correct BIOS settings. Making BIOS changes may adversely affect the VIDEO GAME MACHINE.

The BIOS settings along with the functionality of the FUSE/WD board (p/n 500-00012-01) allows the main VIDEO GAME MACHINE to power up correctly. The BIOS settings need to match the settings listed below. Otherwise the VIDEO GAME MACHINE will not properly recover from being turned-off, power failure, or brownout. It is also noteworthy that the FUSE/WD board makes the power switch on the case of the computer not function as one would expect. **Never use the power switch on the computer.** Proper power control for the VIDEO GAME MACHINE is performed by using the main AC power switch located on the lower backside of the VIDEO GAME MACHINE.

**BIOS Procedure**

1. Turn the game off.

2. Connect a USB keyboard to the game PC.

3. While holding the [F2] key, turn on the main power switch of the VIDEO GAME MACHINE. The BIOS menu screen will appear. For a Dell Computer, verify the settings listed in the following table on the next page.

4. To save and exit, follow the instructions on the BIOS screen. The computer will reset and load the game.
<table>
<thead>
<tr>
<th>LEVEL</th>
<th>ITEM</th>
<th>VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYSTEM</td>
<td>BOOT SEQUENCE</td>
<td>1. CD/DVD/CD-RW DRIVE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. USB-ZIP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. USB-DEVICE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. HARDDRIVE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. USB-FDD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. USB-CDROM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. NIC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. DISKETTE DRIVE</td>
</tr>
<tr>
<td>DRIVES</td>
<td>DISKETTE DRIVE</td>
<td>USB</td>
</tr>
<tr>
<td>DRIVES</td>
<td>DRIVE 0:</td>
<td>SATA-0: ON</td>
</tr>
<tr>
<td>DRIVES</td>
<td>DRIVE 1:</td>
<td>SATA-1: ON</td>
</tr>
<tr>
<td>DRIVES</td>
<td>SMART REPORTING</td>
<td>OFF</td>
</tr>
<tr>
<td>ONBOARD</td>
<td>INTEGRATED NIC</td>
<td>ON</td>
</tr>
<tr>
<td>ONBOARD</td>
<td>INTEGRATED AUDIO</td>
<td>ON</td>
</tr>
<tr>
<td>ONBOARD</td>
<td>USB CONTROLLER</td>
<td>ON</td>
</tr>
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<td>ONBOARD</td>
<td>REAR TRIPLE USB</td>
<td>ON</td>
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<td>ONBOARD</td>
<td>REAR DUAL USB</td>
<td>ON</td>
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<td>ONBOARD</td>
<td>FRONT USB</td>
<td>ON</td>
</tr>
<tr>
<td>ONBOARD</td>
<td>LPT PORT MODE</td>
<td>EPP</td>
</tr>
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<td>ONBOARD</td>
<td>LPT PORT ADDRESS</td>
<td>378H</td>
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<tr>
<td>ONBOARD</td>
<td>SERIAL PORT #1</td>
<td>COM1</td>
</tr>
<tr>
<td>VIDEO</td>
<td>PRIMARY VIDEO</td>
<td>ONBOARD/CARD</td>
</tr>
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<td>VIDEO</td>
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<td>ASF MODE</td>
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<td>FAST BOOT</td>
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<tr>
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<td>KEYBOARD ERRORS</td>
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Troubleshooting Guide

**WARNING. Remove all power and disconnect AC line cord to VIDEO GAME MACHINE before servicing!** Service performed by qualified service technician only. With power on do not connect or disconnect cables or connectors, damage to the VIDEO GAME MACHINE will occur.

### VIDEO GAME MACHINE Fails To Power-up

The VIDEO GAME MACHINE will be in this failure mode when either the main AC power has failed, been disconnected, or the computer has failed to turn-on. The computer provides +5VDC and +12VDC for the VIDEO GAME MACHINE. Turning on the computer is controlled by the FUSE/WD board, p/n 500-00012-01.

1. Verify the VIDEO GAME MACHINE power switch is on.
2. Verify the AC line cord is plugged into a functional AC outlet.
3. Verify the AC outlet is the correct voltage for the VIDEO GAME MACHINE.
4. Verify the VIDEO GAME MACHINE is set to the correct voltage. There is a voltage switch on the computer that needs to be set correctly. If this switch is set incorrectly and the VIDEO GAME MACHINE has been powered, damage to the computer may have occurred.
5. Verify the main AC power fuse for the VIDEO GAME MACHINE. This can be found on the lower back side of the VIDEO GAME MACHINE by the main power switch. If a fused failed, examine the VIDEO GAME MACHINE for a fault condition and repair the condition before replacing the fuse. For Continued protection, replace the fuse with identical UL rated fuse.
6. Verify the fuses on the FUSE / WD board, p/n 500-00012-01. These fuses protect the +5VDC and +12VDC power rails of the VIDEO GAME MACHINE. If a fused failed, examine the VIDEO GAME MACHINE for a fault condition and repair the condition before replacing the fuse. For Continued protection, replace the fuse with identical UL rated fuse.
7. Verify cable connectors inside the VIDEO GAME MACHINE. Look for cable connectors that are loose or not connected.
8. Contact _______________ for additional service. You may have a failed computer or FUSE/WD board.

### VIDEO GAME MACHINE Displays “NO VIDEO” Message On The Video Monitor

The VIDEO GAME MACHINE will display this message when the video display is powered but the video monitor has no valid video signal.

1. Verify the VIDEO GAME MACHINE is set to the correct voltage. There is a voltage switch on the computer that needs to be set correctly. If this switch is set incorrectly and the VIDEO GAME MACHINE has been powered, damage to the computer may have occurred.
2. Verify cable connections inside the VIDEO GAME MACHINE, including the video and power cables of the computer, I/O board, FUSE/WD board and monitor.
3. Verify the fuses on the FUSE / WD board, p/n 500-00012-01. These fuses protect the +5v and +12v power rails of the VIDEO GAME MACHINE. If a fused failed, examine the VIDEO GAME MACHINE for a fault condition and repair the condition before replacing the fuse. Replace fuse with identical UL rated fuse.
4. Verify the I/O board has power.
5. Verify the FUSE/WD board has power. The +5VDCSTBY LED indicator should be on.
6. Verify the FUSE/WD board is running. There is a green LED indicator that should be blinking.
7. Contact _______________ for additional service. You may have a failed computer, FUSE/WD board or I/O board.
VIDEO GAME MACHINE Game Play is Slow, Freezes, or Resets.

Numerous items can cause game play to exhibit freezing or slow play. Typical failure modes include excessive heat, corrupt drive, or failing hardware.

1. Verify that the security dongle is attached to a USB port of the computer.
2. Verify cable connections inside the VIDEO GAME MACHINE. Verify the USB cable that connects the I/O board to the computer is securely attached.
3. Verify that the VIDEO GAME MACHINE is not running excessively hot. Verify that the cooling fan at the top of the VIDEO GAME MACHINE is running and not obstructed. The back of the VIDEO GAME MACHINE must be at least one foot away from a wall in order to allow the vents on the VIDEO GAME MACHINE to breathe.
4. Verify that the computer is not running excessively hot. Verify that the computers cooling fans are running.
5. Verify the drive. This can be done via the Operators Menu. The drive can be re-imaged, by inserting the DVD that was included with the VIDEO GAME MACHINE. See ‘Drive Recovery Procedure’ for instructions.
6. Verify that the games +5VDC +12VDC power rails are within +/- 5% tolerance.
7. Incorrect lamps in the coin door can cause the VIDEO GAME MACHINE to reset. Verify that the bulbs are 12 volt DC rated.
8. Contact ________________ for additional service.
VIDEO GAME MACHINE Displays No Video On The Video Monitor

The VIDEO GAME MACHINE will exhibit this failure when either the VIDEO GAME MACHINE is not powered, the monitor is not powered, the monitor is not correctly adjusted or the video monitor has failed.

1. Verify the VIDEO GAME MACHINE has powered-up. If not see 'VIDEO GAME MACHINE Fails To Power-up' in this troubleshooting section for more details.
2. Verify the cable connectors inside the VIDEO GAME MACHINE, paying close attention to the power and video signal cables of the video monitor.
3. Verify the video monitor has AC power.
4. Verify the contrast and brightness settings of the monitor. Make sure they are not set too low.
5. Contact _______________ for additional service. You may have a failed monitor.

VIDEO GAME MACHINE Has No Sound

If the game is running and there is no sound.

1. Verify that the audio levels are set to acceptable levels. This can done through the Diagnostic Menu System.
2. Verify the cable connections inside the VIDEO GAME MACHINE. Ensure that the audio cable from the computer is connected to the I/O board.
3. Verify the speaker cable is connected.
4. Verify the fuses on the FUSE / WD board, p/n 500-00012-01. These fuses protect the +5v and +12v power rails of the VIDEO GAME MACHINE. If a fused failed, examine the VIDEO GAME MACHINE for a fault condition and repair the condition before replacing the fuse. Replace fuse with identical UL rated fuse.
5. Verify the I/O board has power.
6. Contact _______________ for additional service. You may have a failed audio system.

VIDEO GAME MACHINE Monitor Displays 'MISSING I/O'

If the computer is unable to communicate with the I/O board, the 'Connect I/O' message will be displayed in the video display.

1. Verify that the I/O board has power. Check the fuses on the FUSE / WD board, p/n 500-00012-01.
2. Verify the cable connections inside the VIDEO GAME MACHINE. Verify the USB cable that connects the I/O board to the computer is securely attached.
3. Power-cycle the VIDEO GAME MACHINE.
4. Contact _______________ for additional service. You may have a failed I/O board.

VIDEO GAME MACHINE Monitor Displays 'INSERT DONGLE'

This message indicates that the computer is unable to communicate with the security dongle that is located on the back of the computer.

1. Verify that the security dongle is attached to a USB port of the computer.
2. Contact _______________ for additional service. You may have a failed security dongle or a USB port on the computer.
**Specular Credits**

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**Special Thanks**
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Andrew Eloff
Matt Davis
Jason Green
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Bob Yoest
Rich Catalan
The entire team at Raw Thrills
Bob Boals and the fine folks at Betson Enterprises
Mark Struhs
John M. Upton, Esq.
James R. Arneson C.P.A.
Steve K. Lee
Travis Boyd
Gary Leroy

- From Steve: Diana, Devon, Ainsley, Logan, Gloria, Linda, Ray, Simba, and Nafu. I love you all!
- From Dale: Eelia G. Henderscheid
- From Andy: Christina M. Wilson
- From Brian: Kate Silva
- From Detmar: To my family; my reason for doing anything. You made it possible for me to be part of this project; Alesia, Hillary, Moses, Zoe and Lynn.
- From Andrew: Chloe the Cat

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