

## Deal or No Deal Trouble shooting guide v1.0

Game will not power on. Monitor is on, cabinet fans are on, and computer is off.

- 1) Check AC voltage to PC
- 2) Check AC switch on power supply (must be on)
- 3) Press power on switch located on the front of the PC.
  - a. If computer powers on: Enter BIOS and set resume AC power upon loss or Load defaults.
  - b. If computer stays off: defective power supply in PC. Bad motherboard or CPU.
- 4) If game is producing a series of beeps:
  - a. Bad RAM
  - b. Bad motherboard
  - c. Bad CPU
- 5) Replace computer

Game shuts down by itself or freezes during game play.

- 1) Check CPU temperature through the BIOS.
  - a. Plug in keyboard and enter BIOS.
  - b. Scroll until PC Health is found
  - c. Monitor PC temperatures
    - i. If increasing rapidly check CPU heat sink compound.
    - ii. Check CPU fan and system fan.
- 2) Check cabinet fans for proper operation
- 3) BIOS is not seeing correct amount of ram. Reboot computer and read startup screen for amount of ram installed. If reported around 256, the second bank is either not being seen or defective.
  - a. Enter BIOS and exit BIOS saving settings. Reboot machine to see if total ram is 512 (or close). See service bulletin.
  - b. Defective memory module, replace.
- 4) Check watch dog triggers in diagnostic screen in programming.
  - a. Check +12 and +5 to I/O board.
  - b. Replace I/O board.
  - c. Replace watch dog board.

Game has no video but plays sounds and all lights are working.

- 1) Check status of monitor.
  - a. Yellow = No video detected and in standby.
  - b. Green = On and showing video
    - i. Attach a computer VGA monitor to verify output from computer.
      1. If not present from computer, replace computer
      2. If video is present replace A/D board and/or power supply in monitor.
  - c. red = problem with A/D board or power supply
  - d. off = No AC power to monitor

- i. Check for AC
  - ii. Check power on switch on monitor.
- 2) It is very rare for the backlight or inverter in panel to become defective. This unfortunately is not repairable and must be returned to the monitor's manufacturing plant for exchange.
- 3) Press input button to cycle through inputs until picture is restored.
- 4) Turn monitor off and on again to see if it will sync with computer.
  - a. If so, cycle power to cabinet and see if computer syncs to monitor. If not, replace A/D board.

**Game has "Check I/O Board" displayed on its screen.**

- 1) Check for +12 and +5 to I/O board
  - a. Check Fuse on I/O board.
  - b. Check wiring from computer to I/O board.
  - c. Check serial cable from computer to I/O board.
- 2) Replace I/O board.
- 3) Replace serial cable.

**Game doesn't dispense tickets.**

- 1) Check +12 on ticket dispenser.
- 2) Check harness to I/O board
- 3) Check for dispenser function (load tickets and press advance button on ticket dispenser).
- 4) Replace ticket dispenser.
- 5) Replace I/O board.

**A low paper or no paper error is displayed that won't clear after replacing paper in printer.**

- 1) Enter programming and then select diagnostics. Perform a printer test and exit programming. This should reset the flag and clear the error.
- 2) Confirm USB or serial connection to printer.
- 3) Confirm +12 to printer (LED will be green).
- 4) Replace printer

**When game attempts to pay out tickets, it will continue to pay until all tickets are dispensed from ticket dispenser.**

- 1) Cabinet has resistor installed as described in service bulletin. I/O board was upgraded to handle voltage spikes from ticket dispenser. A current limiting resistor was added along with a different value pull up resistor. Older I/O boards required a resistor to be installed in cabinet harness.
- 2) Not a ICE I/O board but a Raw Thrills I/O board for a non-ICE game. See above note and service bulletin was issued concerning this.

**Game displays "Insert Dongle" and a dongle is present**

- 1) Unplug dongle and plug back in dongle.
- 2) Move dongle to a different port.

- 3) Replace dongle (Dongle defective – very rare)
- 4) Replace computer (USB ports have died - rare)

Game loads very slowly and then reboots before game is displayed or never gets past “LOADING.....”.

- 1) Older restore disk was used. Use only the latest version of software.
- 2) Defective Hard drive, replace and run restore disk (use one included with game cabinet or order newest version).
- 3) Defective computer.

No Sound from Game, No tickets or coupons are dispensed.

- 1) Missing +12 VDC
  - a. Broken or pinched wire.
  - b. Blown fuse.