

CHUCK E. CHEESE'S Sketch BOOK



Trouble Shooting Guide

INNOVATIVE CONCEPTS IN ENTERTAINMENT INC.

10123 MAIN STREET, CLARENCE, NY 14031

SERVICE: 1-716-759-0360

FAX: 1-716-759-0884

E-MAIL: service@icegame.com

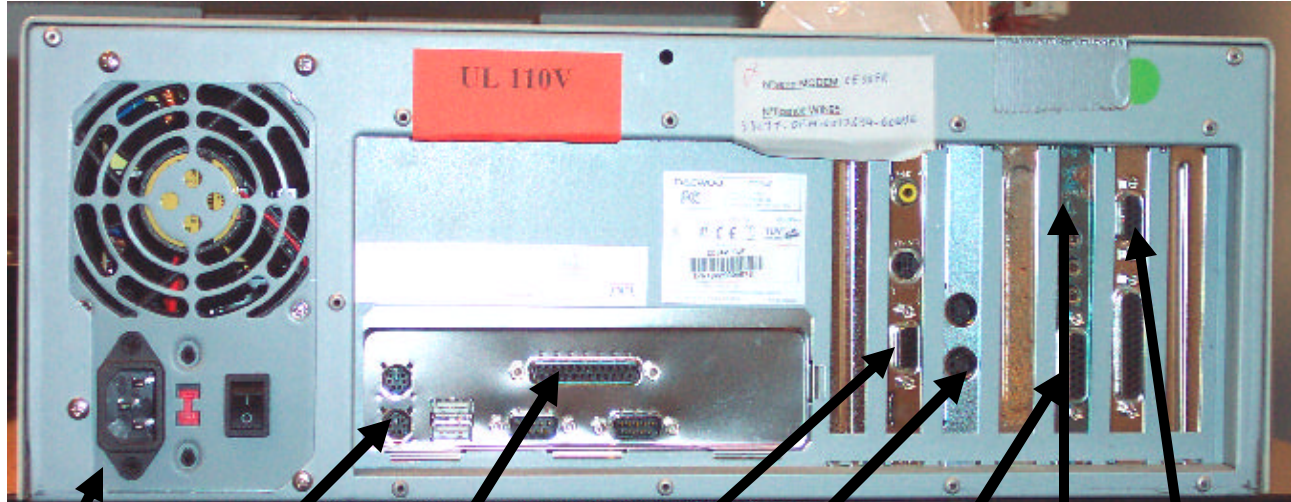
WEBSITE: www.icegame.com

Table of Contents

Computer.....	Page 3
Media Card.....	Page 3
Date is Incorrect.....	Page 3
File System Check.....	Page 4
(An Error occurred during the file system check. Dropping you to a shell; the system will reboot when you leave)	
Camera.....	Page 5
Adjust Image Quality.....	Page 7
Monitor.....	Page 8
Volume.....	Page 10
Adjust Paper diverter.....	Page 11
Printer LED Codes.....	Page 14
Parts.....	Page 15

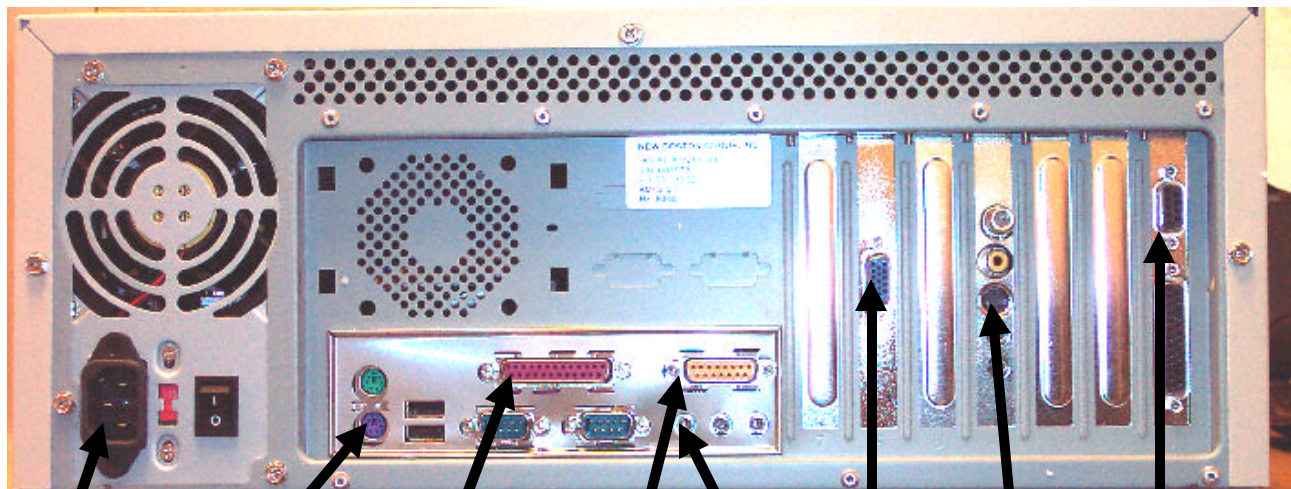
Computer Connections

Deawoo



Power Keyboard Media card/Printer Video Camera Button Sound Coin

Boston



Power Keyboard Media card/Printer Button Sound Video Camera Coin

Media Card

The media card is location on the back of the computer where the printer cable is connected.

Symptoms of a bad media card:

1. Computer boots straight to Both Menu
2. Freezes during printing Screen

Date is incorrect

If the date is incorrect, you can change the date in the BIOS. To Change the date Press “Del” during the Power On Self Test. It will read “Press Del to enter SETUP”. Under the first option is the date setup. Then Save and Exit. Most likely the CMOS battery has failed on Main Board. Test for 3vdc.

RUNNING FSCK MANUALLY FROM THE ENTER PASSWORD PROMPT

An Error occurred during the file system check.

Dropping you to a shell; the system will reboot when you leave the shell

Give root password for maintenance

(Or type control-D for normal startup)

This is called an fsck (file system check). These types of errors are quite common on Linux based computers. The computer is having trouble putting files where they need to be for startup. By following the instructions below you can tell the operating system to decide on its own the best place for files. The instructions are case sensitive and the commands must be put in exactly as instructed. Every space counts. If one space is wrong the operation will fail.

1. The first step is to boot the computer and let it freeze up at the fsck error screen.
2. Next you need to enter the password **fotofant** in lower case letters and all one word. You will not see any change on the screen until you hit enter.
3. Hit **enter**
4. Now you should be at a [root@localhost /root] type of command prompt. From here you need to type exactly **fsck -y /dev/hda1** Make certain to include the space between the **k** and **-**, and between the **y** and **/**. Make sure **NOT** to put a space between the **-** and the **y**. Also, that's a #1 not an L.
5. Hit **enter**
6. You may get a message that says running fsck on a mounted file system may cause sever damage. Do you want to continue? (y/n). If so press **y** to continue the file system check.
7. If it is done correctly, you will get a message *****File System Modified*****. It will then bring you back to a [root@localhost /root] prompt.
8. Type **reboot** at the command prompt and the booth should come up into the vending mode.

Troubleshooting your Camera

If you are experiencing a double image or straight lines on your picture, your camera setting in your configuration menu is set up incorrect. See Pictures Below. The one on the left has lines and sometimes a double image where the photo on the right is clear. This usually only happens once you receive a new computer.

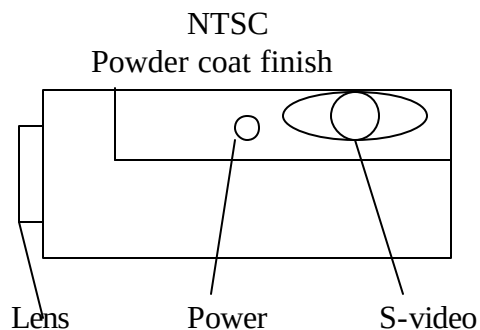
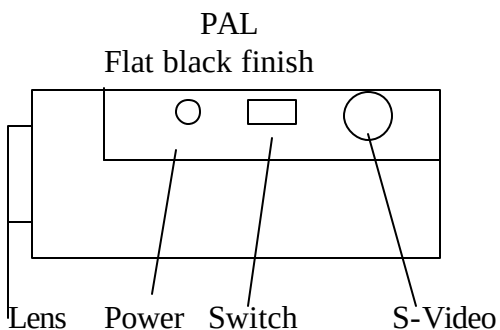
Wrong Configuration



Correct Configuration



There are 2 different models of camera, PAL and NTSC. The way to tell the difference between the 2 would be where the power plug plugs into.



To change the camera setting follow these instructions:

Change Camera from NTSC to PAL

1. During vending program, Press “Q”
2. Hold “Alt “ and press “F2”
3. Login with “vend” and password “fotofant” Make sure the username and password are both lowercase and all one word. You will not see the password be typed in.
4. You should now be at the “[root@local /Host]” prompt. Now Type “syscfg”. Again all lowercase, all one word.
5. You are now in the System Configuration menu. Press “Page Down” key and on the left hand side you will see an option called “Video Standard.” Change the NTSC to PAL by pressing “F2” and selecting PAL.
6. Now Press “F10” and “Y” to save and exit.
7. You should not be at the [root@local /Host]. Type “reboot”

Blue Screen on Camera Capture Screen

You will get a solid blue screen during the camera capture screen because the computer is not getting the signal from the camera. 3 causes of this are:

1. Camera
2. Video capture card
3. S-Video Cable

1st - Is to verify the camera is getting dc voltage. To verify that the camera is getting power, unplug the power wire from the camera and then plug it back it while the computer screen is at the picture capture screen. The camera should auto focus. If camera does not auto focus, check dc voltage at power connector on top of the camera. **Remember game will only turn camera on after game has been credited or at the Adjust Image Quality**

2nd - If camera auto focuses make sure the S-Video cable is connected into the bottom connector of the Deawoo computer or if your have a “Boston” computer, make sure it is connected on the TV Tuner card.

3rd – If you have a “Boston” Computer verify in the system configuration that the “Camera Input” is set to “S-Video.” If you have a ”Deawoo” verify in the system configuration that the “Camera Input” is set to “Composite”

The white square cable located at the bottom of the camera is only used to program focus.

To get to the system configuration menu:

1. Press **“Q”** during the vending program. (When the game is waiting to take coin)
2. Hold **“Alt”** and press **“F2”**
3. Login with **“vend”**. The password is **“fotofant”**. All lowercase all one word.
4. At the **[root@localhost /vend]#** type **“syscfg”**
5. On the right hand side is the **“Camera Input”** option.
6. Use **Arrow keys** to navigate through the menu and **Spacebar** to change options
7. Press **“F10”** then **“Y”** to save.
8. At the **[root@localhost /vend]#** Type **“reboot”**

4th - If you are still experiencing a blue screen, the camera has failed.

Adjust Image Quality

There are 2 ways to enter the adjust image quality:

1. If you have a Daewoo Computer
 - a. Press **“Q”** during the vending program to get to the booth menu.
 - i. Press **“H”** for the **“HCS – Adjust Image Quality”** option.
 - ii. Now using the following keys, adjust the screen image.
 - H - Hue
 - T - Contrast
 - L - Brightness
 - S - Saturation
 - U - Focus
2. If you have a Boston Computer
 - a. Coin game up. Select one person or two.
 - i. Once it reaches the picture capture screen, press **“S”** to enter the adjust image program.
 - ii. Use the Following keys to adjust image quality:
 - H - Hue
 - T - Contrast
 - L - Brightness
 - S - Saturation
 - U - Focus

Press **“X”** to exit and save changes or press **“Esc”** to exit without saving.

Monitor

If you are experiencing problems with your large or small monitor, start by following these steps:

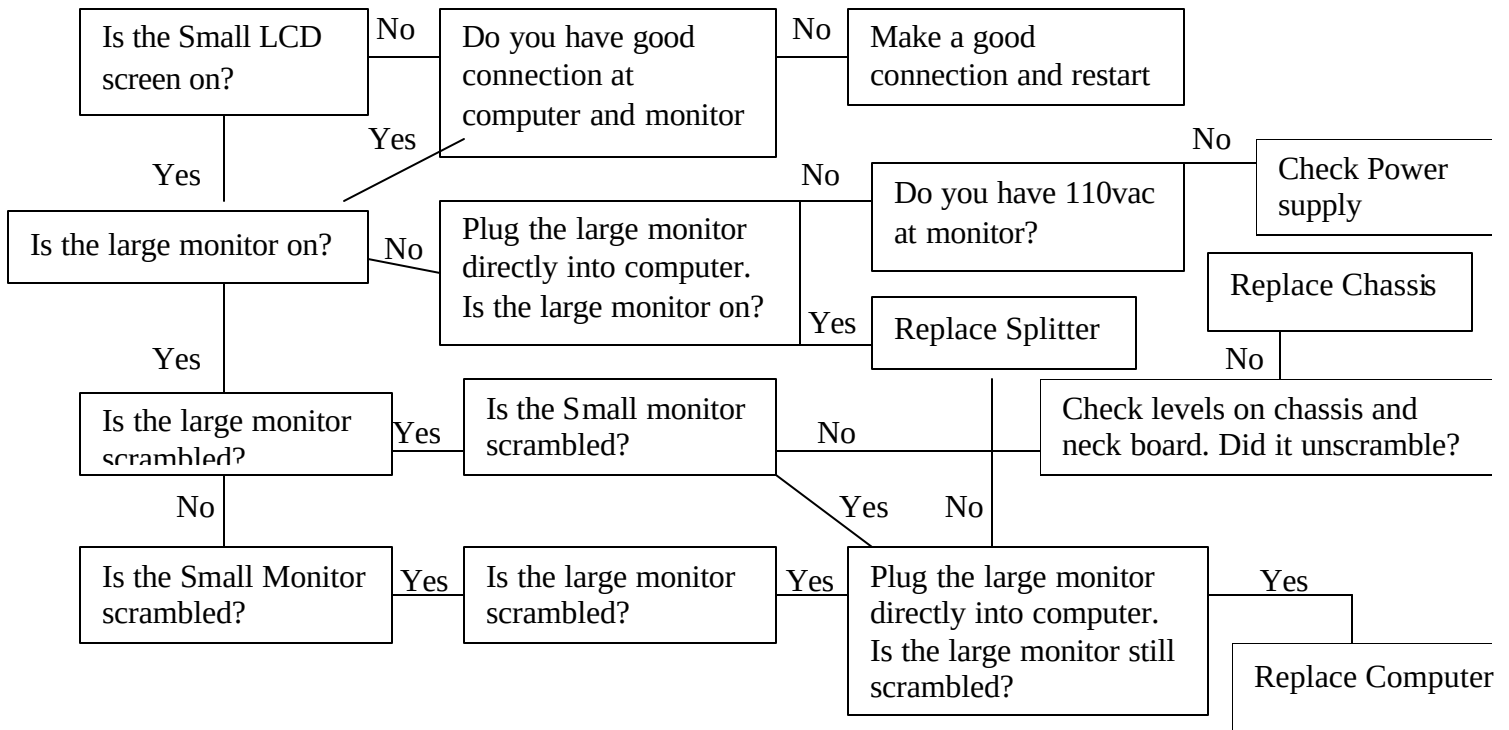
*****CAUTION: A COLOR TUBE CAN HOLD UP TO 50,000 VOLTS EVEN IF THE MONITOR IS NOT PLUGED IN!!*****

For large Monitor:

1. If your large monitor is not on, check to make to see if small monitor is on.
 - a. If the small monitor is on, remove the black splitter on back of the computer and attach the cable from the large monitor directly to the computer. If no change check for voltage at large monitor, 110vac. If the monitor does show a picture, replace Video Converter.
2. Large monitor is scrambled.
 - a. Adjust levels on chassis and neck board
 - i. If no change, replace Chassis.

For LCD Monitor:

1. LCD monitor is not working but large monitor is working.
 - b. Check LED on Video converter: Steady Green = Video signal, Steady Red = No Signal, Blinking Green = in brightness adjustment mode, Blinking Red = in contrast adjustment mode, Blinking Yellow = in color saturation adjustment mode.
 - c. LCD screen is black.
 - i. Check for 9V at the power connector.
 - ii. Adjust brightness on converter. Hold the Button down and press the up and down arrows to adjust.
 - d. LCD screen has vertical colored lines
 - i. The LCD is not getting a proper signal. Check Video converter.

Monitor Flow Chart

Volume



To Adjust Volume:

Use the Up and Down Arrows to Select Output.

Use the Left and Right Arrows to Adjust Level.

Press Tab to control Balance.

If you press “K”, a menu will appear with functions on keys.

On the left hand side of the screen it shows keys to be press for “s” to save and “q” to quit.

If under the word “Aumix” it says, “muted”, Press “m’ to un-mute.

Printer

Adjusting the HP1200 and HP1300 Paper Delivery Diverter

If you are having paper jam issues, this could be due to a misalignment of the paper diverter. Some of the paper diverters were installed too high, which failed to divert the paper, and jammed the printer.

Verifying your Paper Diverter is Correctly Set-up

To verify the paper diverter is installed in the proper location, follow these steps:

1. Open the front door of the kiosk.
2. Look at the backside of the HP1200 printer in the location of the diverter.

Figure 1 shows an example of the diverter sitting too high on the back of the printer.

Fingers are pressing on the back wall and not resting on the shelf

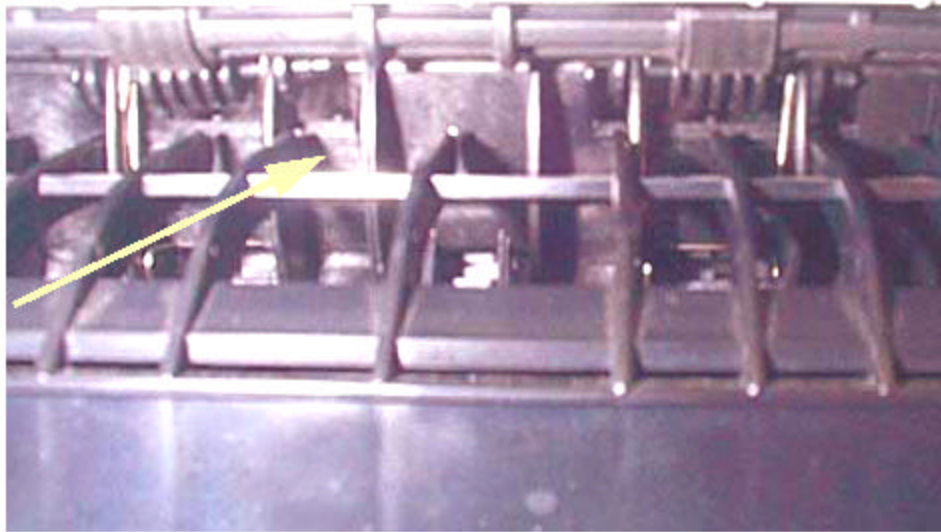


Figure 1. Diverter Fingers Too High

Figure 2 shows the diverter fingers sitting in the correct location on the back of the printer.

Fingers are pressing on the back wall and down on the shelf



Figure 2. Diverter Fingers in the Correct Location

Re-installing the Existing Paper Delivery Diverter

To reinstall the Paper Delivery Diverter, follow these steps:

1. Remove the printer side cover.
2. Insert the left and right bracket into the diverter as shown in Figure 3.

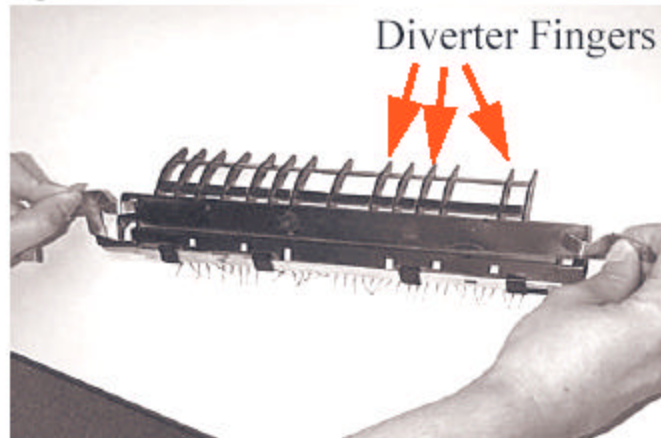


Figure 3. Insert Bracket into the Diverter

3. Place the diverter into the ribs as shown in Figure 4. The diverter should fit into place snugly pressing downward on the shelf.

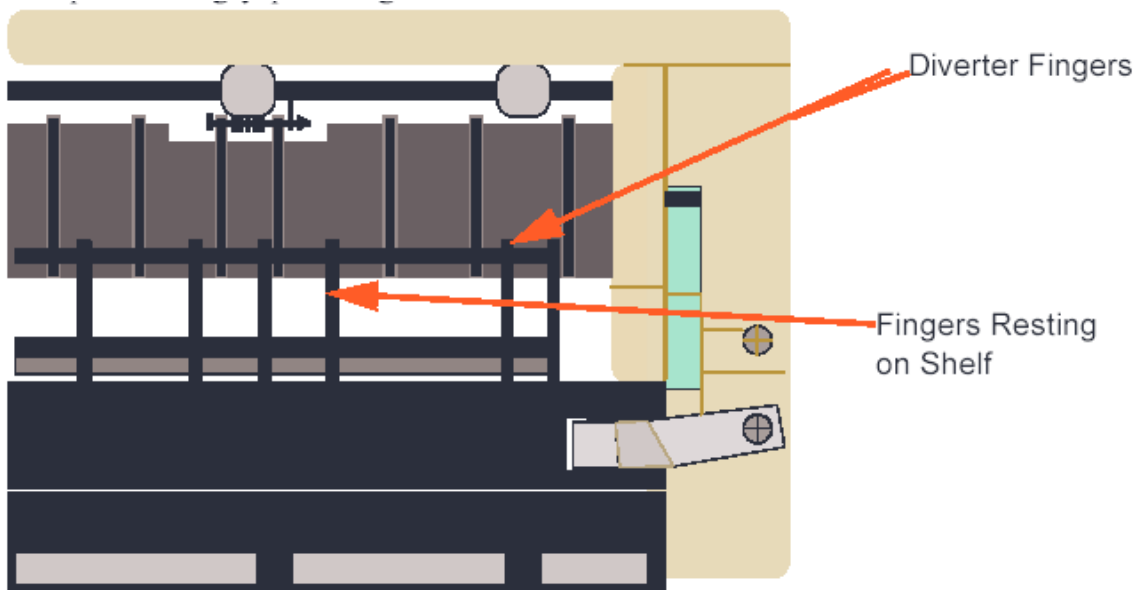


Figure 4. Rear View of the Printer

4. Line up the bracket holes to the back of the printer as shown in Figure 5.

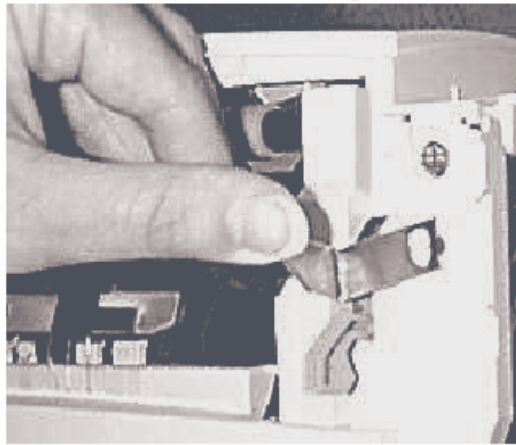


Figure 5. Line Up Bracket Holes

5. Add and tighten first the left then the right screw. Do not over tighten the screws. Figure 6 shows the New Paper diverter installed correctly. Make sure the green levers are in the up position.

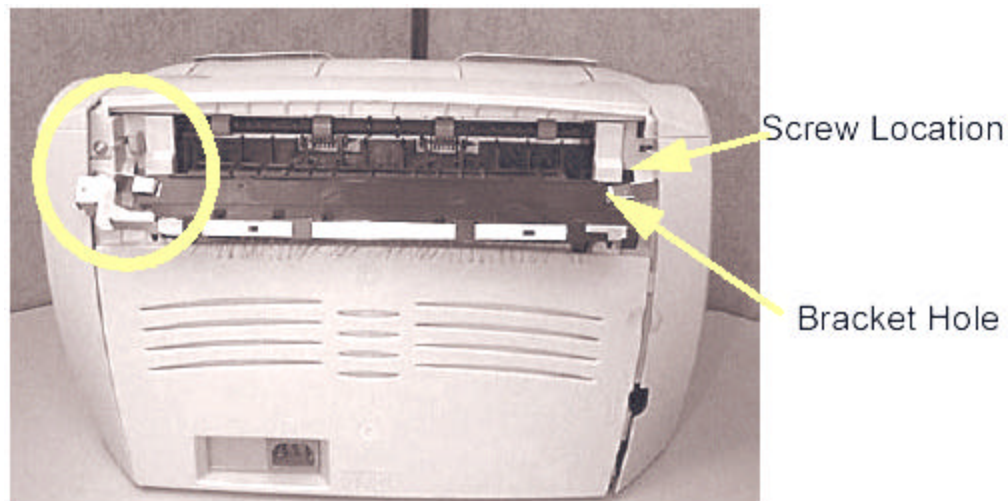


Figure 6. New Installed Paper Delivery Diverter

6. Test the installation and make sure the paper discharges into the paper chute with the door closed.

Printer LED Codes

On the front of the printer there are 2 LEDs and 1 Go button.

The following are error codes associated with the Printer LEDs:

No lights on – Printer is off. – Check the power cord to make sure it is securely fastened

One light blinks at a time in a circle – Start-up – The printer is powering up or clearing a page.

The Go button has no effect.

Solid Green LED – Ready - The printer is ready to print. No Action is necessary; however, you can print a demo page by pressing and

Blinking Green LED – Processing - The printer is receiving or processing data. Pressing the Go Button Cancels the current job.

Blinking Amber LED – Attention – The printer requires attention for one of the following reasons:

1. The printer is out of paper.
2. The printer door is open
3. Toner cartridge is missing
4. There is a paper jam.

Blinking Amber and Solid Green Button – Continuable Attention error - Pressing the go button cause the printer to attempt to recover from the error and print whatever it can. If the recovery is unsuccessful, the printer will return to the Continuable error state (Blinking amber)

All Lights on – Fatal error – To clear the error turn the printer off and then. If the problem persists, turn the printer off for 5 minutes, then turn it back on. Pressing the Go button has no effect

All Lights Blinking – Accessory Error – An error has occurred with the DIMM slot. Reseat the DIMM in slot 1. If problem persists replace the DIMM.

PARTS

- SE7009 – Decal – Button – 1 Person
- SE7010 – Decal – Button – 2 People
- SE7004 – Decal – Inside Left
- SE7005 – Decal – Inside Right
- SE7000 – Decal – Outside Left
- SE7001 – Decal – Outside Right
- SE7006 – Decal – Front Door
- SE7008 – Decal – Instructions Lower
- SE7007 – Decal – Instructions Upper
- SE7027 – Decal – Marquee
- SE7011 – Decal – Seat Back
- SE7002 – Decal – Seat left
- SE7003 – Decal – Seat Right
- SE4000X – Floor Material
- SE7018 – Decal – Back Door

- SE1031X – Camera
- SE1018 – Light Shield
- SE2001 – HP Printer
- SE2001T – HP Toner
- SE3009 – Black Shield around Camera
- SE3010 – Black Shield around LCD
- SE5015 – Lock
- SE8449X – Ballast
- SE8546X – Bulb Socket
- XFE12.000650 – Left Bracket for Printer Guide
- XFE12.000651 – Right Bracket for Printer Guide
- XFE28.009087 – Printer Guide
- XFE36.000797 – Mirror Glass for above Monitor
- XFE99.000013 – Media Card
- 213 – T Molding – Front of Seat