



Arcade Collection LIVE Troubleshooting Guide & FAQ

Troubleshooting Guide

- 1. The game powers on but there is no boot video on the Main screen**
 - a. Be sure the HDMI Cable to the Main Monitor is connected to the correct HDMI output on the system box.
 - b. HDMI Video Cable May be bad. Try another HDM Cable
 - c. The Input on the TV is not elected that the HDMI cable is connected to. From the TV Menus select the input the game is connected to.
 - d. The System box may be defective.

- 2. No Power up. The fans on the system box do not kick on. No lights on the IO board.**
 - a. Check to be sure the game is getting 110 Volts AC and the power switch on the cabinet is in the on position. If you hear the Bill Validator Cycle and lights on the Bill Validator this indicates AC power is present and the cabinet Power switch is in the on position.
 - b. Check that the AC Power Cable is connected to the system box and the system box power switch is in the on position.
 - c. The system box may have failed and needs to be repaired or replaced.

- 3. Not Connected to ITNet. Error Code: 12? This will happen at the version screen after boot up.**
 - a. This indicates the game is not able to connect to the ITNet servers on the network the game is connected to. There can be many reasons why this is happening depending on the type of connection method you are using. See [Getting Online](#) at the end of this guide.

- 4. NO BOOTABLE DEVICE error on the main screen at power up.**
 - a. Inside the system box the Power cable may be disconnected to the hard drive or the data cable is disconnected.
 - i. Check that the cables are connected
 - b. The hard drive in the system box is defective.
 - i. Replace the hard drive

5. The game indicated it is connected to the locations network but a force call is not successful.

Possible Causes:

- There still may be restrictions on the network. You will need to consult the network administrator. If your smart phone or Tablet can connect to the same network and you can download documents on the network or even surf the internet that game should be able to connect.
- Defective USB WiFi Dongle
- Replace the WiFi Dongle with a known good device.
- Corrupted hard drive. This is very rare.
- Attempt to connect the game over Ethernet. If a game can connect over Ethernet, it should be able to connect on WiFi.
- Replace hard drive – This is a rare occurrence but possible.

6. The game does not find the network when connected to Ethernet.

Possible Causes:

- Bad Ethernet cable
- Not actually connected to a network
- Can another Device Such as a laptop connect to the internet Using the same cable the game is attempting to use.
- The Ethernet cable was connected to the game but never rebooted
- The game will need to power up with an ethernet cable connected. The game will not connect if the cable was connected after the game fully booted up.
- Bad Ethernet port on the Motherboard or corrupted hard drive. These situations are rare but possible.

7. The game will not connect to the network over WiFi selected.

Possible Causes:

- The password is not correct – be sure the password is being entered correctly. Be very aware of upper and lower case
- There may be restrictions on the WiFi Network – if your cell phone or a tablet can connect the game should as well. You may need to contact the network administrator.
- Game WiFi function test – Set your phone up as a hotspot
- Temporarily connect the game to your Cell phone hotspot. If the game can connect to your phone hotspot indicates the game's WiFi is functioning. Force a call to further test the connection to the ITNet Servers over your phone's hotspot.

8. When I scan for a Network, my network is not displayed. There are 10 other networks displayed,

Possible Causes:

- Too Many Networks – The list is limited to 10 networks listed in alphabetical order. Your network name may be too far down the list.
- Solution – Manually add your network. Be aware of upper and lower case. It has to be exact.

9. The game indicated it is connected to the locations network but a force call is not successful.

Possible Causes:

- There still may be restrictions on the network. You will need to consult the network administrator. Connect a laptop computer to the ethernet cable the game is using to test that you can connect online.
- Defective Ethernet cable
 - Replace the Ethernet cable
- Corrupted hard drive. This is rare.
- Replace the hard drive – This is a rare occurrence but possible.

10. The game does not find the network when connected to Ethernet.

Possible Causes:

- Bad Ethernet cable
- Not actually connected to a network
- Can another Device Such as a laptop connect to the internet Using the same cable the game is attempting to use.
- The Ethernet cable was connected to the game but never rebooted. The game will need to power up with an ethernet cable connected.
- The game will not connect if the cable was connected after the game fully booted up.
- Bad Ethernet port on the Motherboard or corrupted hard drive. These situations are rare but possible

11. Trackball not functioning in any direction.

- Trackball is not connected to the I/O board properly. Verify the trackball is connected to J208 labeled Trackball on the I/O Board.
- Defective trackball Interconnect cable. Verify continuity on the trackball Interconnect cable. Repair or replace the cable.
- The I/O Board power Cable from the system box to the I/O board is not connected. Check the 2x2 Connector at the system box and the I/O board.
- The Trackball is defective. Replace the Trackball.
- The IO board is defective. Replace the I/O board. Measure the 5 volts DC to the Trackball. If below 4.5 volts the IO board is likely defective.

12. Trackball Works intermittently.

Inside of the trackball is dirty. Clean the Inside of the trackball.

- Rollers are worn. Replace the rollers and bearings.
- Trackball is over-tightened. Do not over-tighten the trackball. Tighten just enough to flatten the lock washers.

13. Trouble with the Buttons on the Control Panel.

Use the chart below to diagnose button problems.

Buttons

Symptom	Probable Cause	Solution
Button does not work	Switches Common post is not connected to digital ground.	Verify continuity to digital/power supply ground.
	Signal wire is not connected to the Normally Open post of the switch.	Verify continuity from the I/O board to the Normally Open post of the switch.
	The DC power cable from the computer to the I/O board is not connected	Connect the I/O power cable from the Computer to the I/O board. See Appendix D
	Switch is defective	Replace Defective Switch
Button always indicates closed in the player control test. Pressing it will show it is not depressed.	Signal wire is connected to the Normally Closed post of the switch.	Connect signal wire to the Normally Open post of the switch.
Button always indicates closed in player control test even with the switch disconnected entirely.	The DC power cable from the computer to the I/O board is not connected	Connect the I/O power cable from the Computer to the I/O board. See Appendix D
	Defective I/O board	Test on a known good system. Replace if necessary.

Frequently Asked Questions (FAQ)

1. **How do you place a game online for players to use the Online Features?**
 - a. You will need an ITNet Operator account with Incredible Technologies.
 - b. If you have any Incredible Technologies games online you have an ITNet Operator account.
 - c. With an Operator account you can self-register the game. See the Self Registration section of [Arcade Collection LIVE Commercial Online Configuration Guide \(PDF 338 KB\)](#)

2. **What is the registration process if I have an operator account and know my Operator Information?**
 - a. Self-register at the game using your operator information. (See Question 5. below)
 - b. Request for Incredible Technologies to register the game: [Game Registration Form](#).
 - c. Use the Communication Form to request help. Select a purpose that best describes your need: <https://amusement.itsgames.com/service>

3. **How do I open an ITNET Operator account with Incredible Technologies?**
 - a. Follow the instructions at [Become an ITNet Operator](#)
<https://amusement.itsgames.com/operators/become-online-operator>

4. **How do I find my Operator account information if I am an ITNET Operator**
 - a. Link to the Instructions how to obtain Operators information
 - b. On your Operator Card
 - c. Operator Services Login page



Operator Services Login Page



Operator Card

5. How do I connect the game to WiFi?

An Ethernet Bridge is required. There are many Ethernet Bridge Options that can be purchased.

The requirement is it must be an **Ethernet style. A USB Style will NOT work.**

- a. Example Manufacturer: Vonets Vap11g-300
- b. The device cannot be configured within the game software.
- c. YOU MUST FOLLOW THE DEVICE CONFIGURATION DOCUMENTS'

6. How do I get help with game Collections?

- a. Go To the Collections Guide Area in the following document: [Arcade Collection Operator Menus and Game Operation Guide \(PDF 4.2 MB\)](#).
- b. Call 847-870-7027 Extension 386

7. What if I remove a game from a location?

- a. It is best to Unregister the cabinet from your account. Use this [Game Registration Form](#) to request your game to be unregistered.
- b. Let us know your Game ID number Example 14-123456 and request your game to be unregistered. Call Operator Services at 847-870-7027 Extension 382
 - i. The game ID is located on the back of the game, on the Cabinet Identification device, and on the bottom Right portion of the games Operator Setup Menu.

8. What If I sell my Game?

- a. Unregister your game. If your game remains registered and is placed online, you will be responsible for the ITNet Fees.
- b. Use this hyperlink [Game Registration Form](#) and select **Unregister Game** on the form
- c. Contact Incredible Technologies with your Game ID and request to have the game unregistered. Call Operator Services at 847-870-7027 Extension 382

9. How do I change the game location information if the game moves to a new location?

- a. Use your operator information at the game to change operator information. **ITNet Settings> Change Location Information**
- b. Login to your Operator Services Account and select Manage Locations: <https://www2.itsgames.com/operators/services/index.jsp>

10. How do I get technical service help from Incredible Technologies?

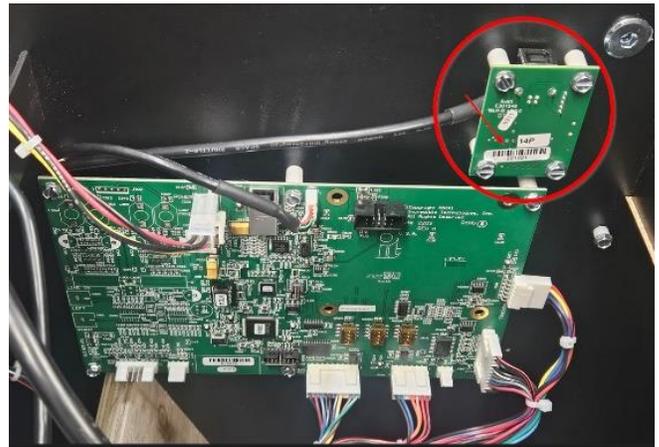
- a. Know Your game ID number located on the back of the cabinet and on any screen in the service menu in the lower left portion of the screen. Example 14-123456
- b. Use the Communication form to request help. Select a purpose that best describes your need: <https://amusement.itsgames.com/service>
- c. 1-800-262-0323 Extension 380 M – F 7 AM to 6 PM Central Standard Time (CST)

11. If I want to purchase parts and components, how do I place an order?

- a. 1-800-262-0323 Extension 386
- b. <https://amusement.itsgames.com/service/parts-price-lists>

12. What is the Game ID number?

- a. The game ID is the way the individual game is identified.
- b. The game ID number is the game serial number, cabinet ID number or cabinet serial number. The terms are interchangeable.
- c. Example 14-123456
- d. The game ID number is on the back of the cabinet. This number is also located on the Cabinet Identification Device that is mounted on the left wall inside the cabinet.



Cabinet Identification Device (CID)

13. What is the purpose of the Cabinet Identification Device, also known as the CID.

- a. It gives the game an Individual identity. It identifies the Cabinet the game is in. It is a product specific component.
- b. The connection to the system box is a single USB cable. The CID must be connected for the game to operate.
- c. Do not remove the Cabinet Identification Device from the cabinet. It should only be removed if absolutely necessary. If you move the system box to use it in another cabinet, do not take the CID. The CID should remain in the cabinet it originally has.
- d. Do not lose the Cabinet Identification Device. It is part of the security of the product and is expensive to replace if lost.

14. What is the I/O board?

- a. Input Output board
- b. It reads the buttons and Trackball and communicates that data to the system box through the USB Cable
- c. If you update a game, the IO board gets updated to the new year version.
- d. It must be connected to the system box for the game to work.
- e. It has a DC Power connection from the System Box to IO board for proper operation. 4 PIN 2X2 Connection at the system box and IO board. Red, Yellow, Black wire cable.

15. What is the Card Reader used for?

- a. With an individual player card, it allows players to identify their player account to log into an online type game.
- b. Operators can register and change locations using their specific Operator Card that is linked to their ITnet account.

16. How do players use their player card?

- a. Players will select an online type contest in Silver Strike Live. When the game asks them to identify their player account, the game prompts them to swipe their player card using the card reader.
- b. Players can manage their player account at <https://livewire.itsgames.com/account/login>

17. How Do players use the Card Credit Card Payment?

- a. Credit card payment is not available in the Arcade collection game. Is that right?

18. What is a software patch?

- a. An update to the current Year Version of the game's current software. For many reasons updated software needs to be sent to the game in the form of small patches. The typical size is 2 to 5 Megabytes.

19. How does the game get the software patches?

- a. When a patch is released all games that are connected are sent a random schedule to attempt to receive the patch. At a random time, the game will reset to download the available patch. If it fails, the game will try again 60 minutes after the last patch download started.
- b. Patches are sent 1 version at a time. If another patch is available, the game will attempt the next patch 60 minutes after the start of the previous patch.

20. Can I force the game to receive the patch?

- a. You are not able to force the game to patch. Make sure the game is online and connected to our servers. The game will attempt the patch typically within an hour.

21. Will the game reset to receive a patch while it is being played

- a. If the game is being played during the time the patch is scheduled, the game will reset as soon as the game is completed. A quick message will be displayed on the game indicating the game will reset to receive the patch.

Further Assistance

Scan the QR Codes below or tap the hyperlink to access some of the other guides for this product line.

Getting Online for the Ultimate Player Experience

To take full advantage of all the incredible content in Arcade Collection LIVE, connect your game to the location's network and self-register your game using your ITNET Operator Account information. This will unleash the online features and increase earnings!



Scan for detailed instructions to bring your game online: [Arcade Collection LIVE Commercial Online Configuration Guide \(PDF 628 KB\)](#)

https://amusement.itsgames.com/ac_live_commercial_online_config

Additional Resources

Operator Menus and Game Operation Guide



Scan for questions about the Operator Menus, Collections and Game Operation: [Arcade Collection Operator Menus and Game Operation Guide \(PDF 4.2 MB\)](#)

https://amusement.itsgames.com/ac_commercial_op_menu_guide

Additional Service Questions

For help with any additional questions, visit the Resources area of the Arcade Collection website:

<https://amusement.itsgames.com/games>



For more extensive Troubleshooting please call **IT Technical Support at 1-800-262-0323 Ext 380, 7 a.m. – 6 p.m. Monday – Friday.**