SILVER STRIKE
LEAGUE NIGHT
FIND SOLUTIONS

Troubleshooting Guide & FAQ

Troubleshooting Guide

1. **Determine that Power is being supplied to the Cabinet and System Box with power switches in the ON position.**
    a. There are two power switches:
        i. Back Middle area of the cabinet.
        ii. Upper left area of the system box
    b. Depress | = ON / O = OFF
    c. AC power cable is connected to the cabinet and inside to the System Box
    d. Fans on the system box will spin when it is powered ON
    e. Lights will be observed on the IO board that is mounted to the left inside wall
    f. The bill validator will have lights flashing and will spin on when power is applied

2. **The game powers on but there is no boot video on the Main screen or 5-inch touch Monitor on the player control panel.**
    a. Observe the Games System box inside the cabinet. Are there fans spinning?
    b. See number 1 above.
    c. See Number 3 below.
    d. The System Box may be defective.

3. **The boot up video displays on the 5" Touch monitor upside down and not on the Main Monitor.**
    a. This symptom indicates the main TV is not being detected. The main video will incorrectly route to the 5" touch monitor.
    b. Be Sure the HDMI cable is securely connected to the back of the cabinet and to the TV HDMI port.
    c. Check the HDMI patch cable from the system box HDMI output to the inside back of the cabinet. Be sure the HDMI cable is connected to the correct HDMI port on the system box.
    d. The Main HDMI video cable is defective. Try another HDMI Cable.
    e. Make sure the HDMI cable is securely connected to the TV HDMI port. Make sure the TV is on and then power the game on.

4. **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.

5. **5 Inch Touch Monitor is blank, the Main TV has game video.**
    a. Check the video cable is connected from the Display port output from the system box to the 5” Touch monitor.
    b. Check the USB cable connection from the system box to the 5” Touch monitor. The monitor is powered from the USB connection. Be careful with the connection at the monitor. It has a delicate connector and can break if mishandled.
        i. Replace the 5 inch Touch Monitor.

6. **5 inch Monitor “Failed initialization error”.**
    a. This is caused by a bad Micro USB cable, or a Defective 5-inch LCD Monitor.

7. **Could not find a 4K Resolution Setting on TV, please use a TV/ Monitor that supports 4K.**
    a. A 4K resolution TV is required. This happens when a 1080P or 720P TV is connected to a Silver Strike, 1080P & 720P TVs are NOT supported on Silver Strike League Night.

8. **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.

9. **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

10. **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 you 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 phone hotspot. If the game can connect to your phone hotspot indicates the games WiFi is functioning. Force a call to further test the connection to the ITNet Servers over your phone’s hotspot.

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

Possible Cause

- 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 must be exact.

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

Possible Cause:

- There still may be restrictions on the network. You will need to consult the network administrator. If you 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.
- 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.

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

Possible Cause

- 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.

14. 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 you 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 games WiFi is functioning. Force a call to further test the connection to the ITNet Servers over your phones hotspot.

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

Possible Causes:

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16. 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 you 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.
- 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.

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

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18. 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.

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19. 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.

20. 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.

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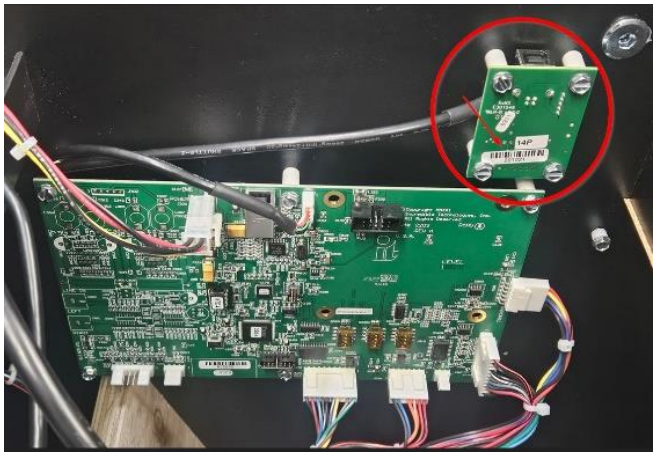
Frequently Asked Questions (FAQ)

1. **How do I connect the game to WiFi?**
   Enter the setup Menu select **ITnet Settings> Communication Settings Select Configure WiFi.**
   a. See the detailed instructions for WiFi Access in Silver Strike League Night Online Configuration Guide

2. **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. See Further Assistance

3. **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

4. **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)

5. **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.
   b. It is a product specific component. In this case Silver Strike™ Leage Night. It is not course year specific.
   c. The connection to the system box is a single USB cable. The CID must be connected for the game to operate.

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d. 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 Silver Strike™ League Night cabinet, do not take the CID. The CID should remain in the cabinet it originally has.
e. Do not lose the Cabinet Identification Device. It is part of the security of the product and is expensive to replace if lost.

6. 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. It is product specific. 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.

7. 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.

8. 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.

9. 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.

10. 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.

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Further Assistance

If you need further help, please contact IT using these QR Codes, or the hyperlinks/toll free number below:



CALL

(800) 262-0323

EMAIL

support@itsgames.com

WEB

https://amusement.itsgames.com/service

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