



# Ace of Games

Operating Manual R10

Aug 2023

CatC/B4 Menu 5.0

(Contactless Payment Enabled)



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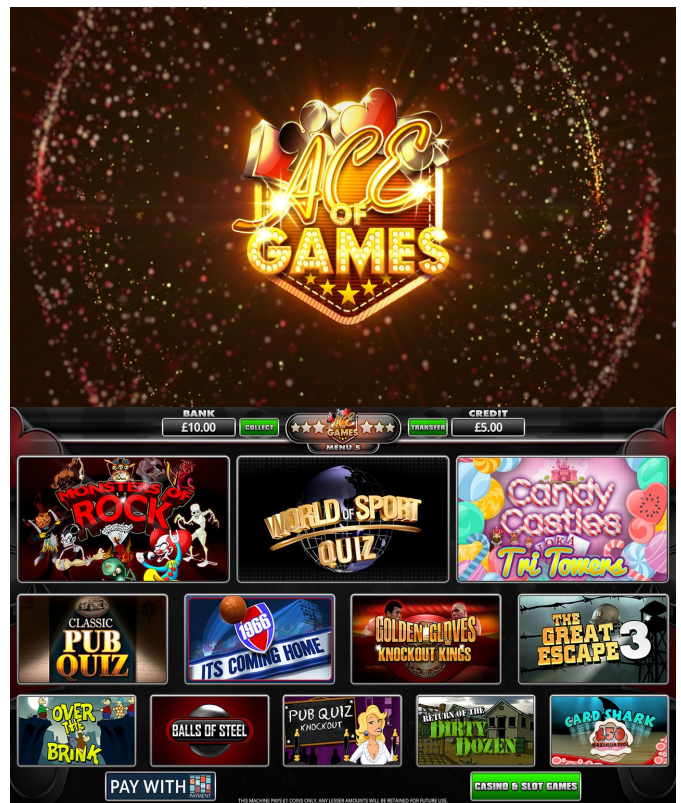
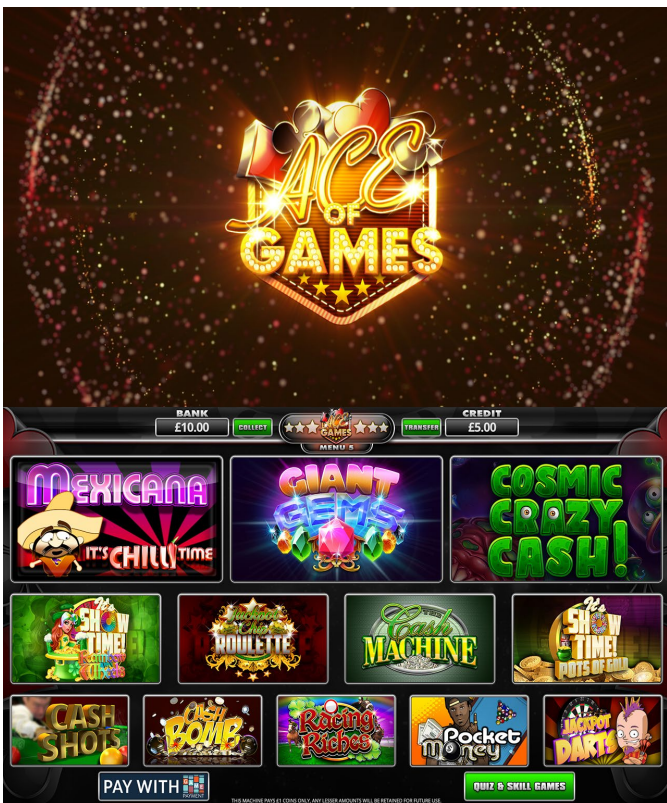
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## Game Overview / User Interface

The FatCat "Ace of Games" Video AWP compendium not only looks fantastic; it also places itself in a unique position in the market.

Taking all the benefits of a multi game Category C & B4 video AWP and combining it with exclusive SWP content.



# Collector Mode



To enter Collector Mode, open the bottom door with the top door closed and turn the Refill Key.

The Collector Mode Screen will now be displayed. From this menu you can access and set various cabinet functions by pressing the relevant buttons from the menu.

The functions that can be accessed in Collector Mode are detailed below.

To return to the Collector Mode menu from any of the functions screens below press the Return Button in the bottom right-hand corner.

To exit Collector Mode, remove the Refill Key and press Exit.

## 1. Dump / Top-Up



Press the Dump/Top-Up Button to access the Hopper Dump/Top-Up Menu.

Pressing the Top-Up button will set the current float level to the current target float level.

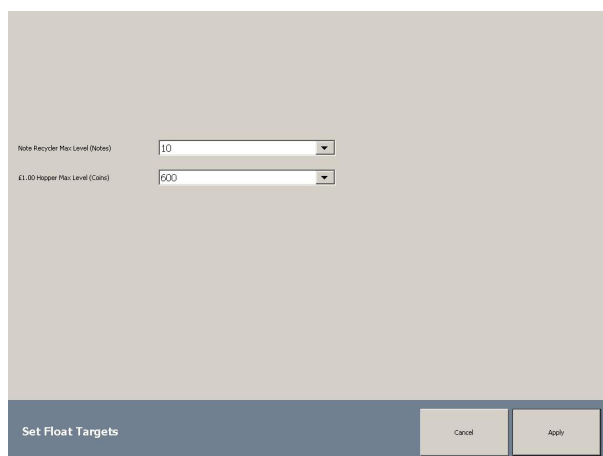
Pressing the Dispense 200 Items button will start the hopper dump procedure. In the event of a shortfall the current hopper level will be changed to the number of coins dumped. The machine

will assume that you have re-floated to this level. If you are making up the difference, insert the required number of coins and press the Top-Up Button.

NOTE: Only £200 coins are dumped at a time. Press the “Dispense 200” Button again to continue the hopper dump procedure.

If the Note Recycler is fitted & enabled, you can also transfer the contents of the note store into the note stacker (for collection) by pressing the Stack All Items button.

## 2. Set Target Float

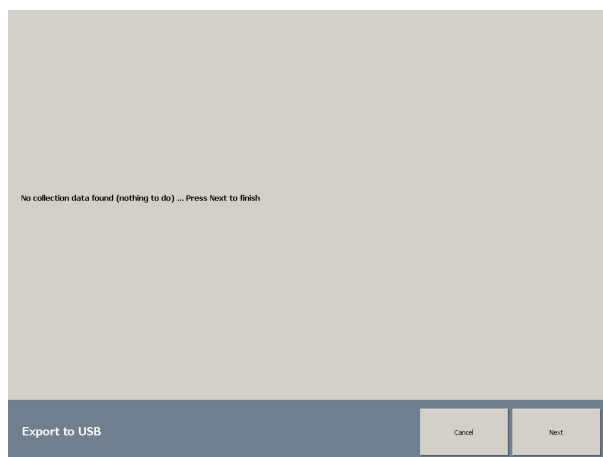


Press the Set Target Float Button to access the Set Target Float Menu.

This menu allows you to change or set the Hopper Float Level to the desired level by selecting the value from the drop-down list (press arrow to open list).

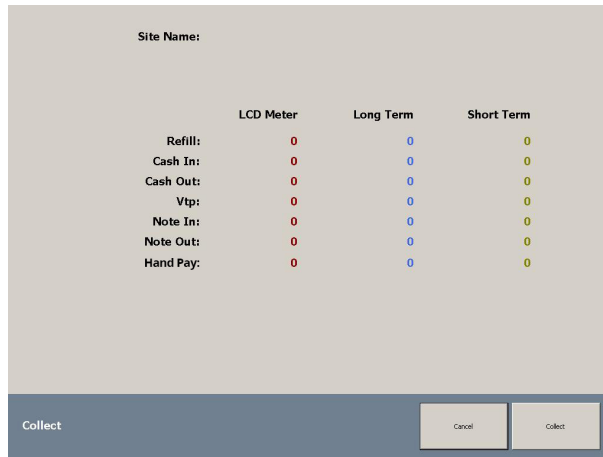
The machine can be supplied with a Note Recycler. When fitted & enabled, this menu allows you to set the number of notes stored in the recycler.

## 3. Export to USB



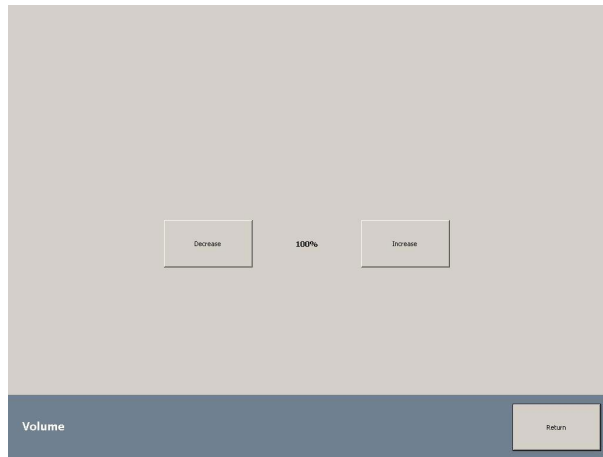
To export the collection data to a USB device, plug a USB device into a spare USB slot in the PC (the USB device MUST have a folder named “hotwirelive” on the root of the device). Once the USB device is inserted, press next and follow export instructions.

## 4. Collect



Once in the "Collect" menu you can view all the Long and short term meters. To perform a collection, press the "collect" button.

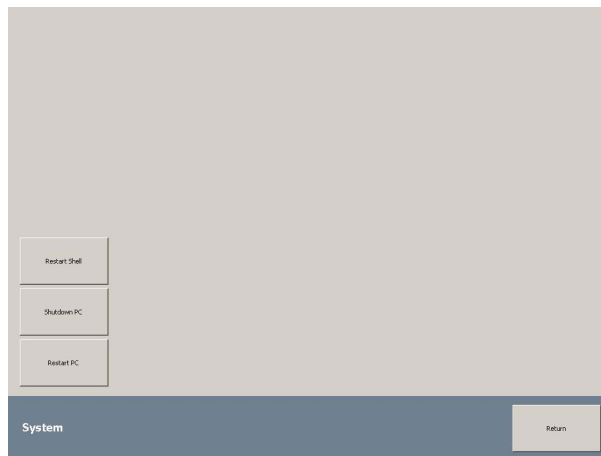
## 5. Volume



Press the Volume Button to enter the Volume Menu.

In this menu you can adjust the Volume of the machine by pressing the Increase or Decrease Buttons.

## 6. System

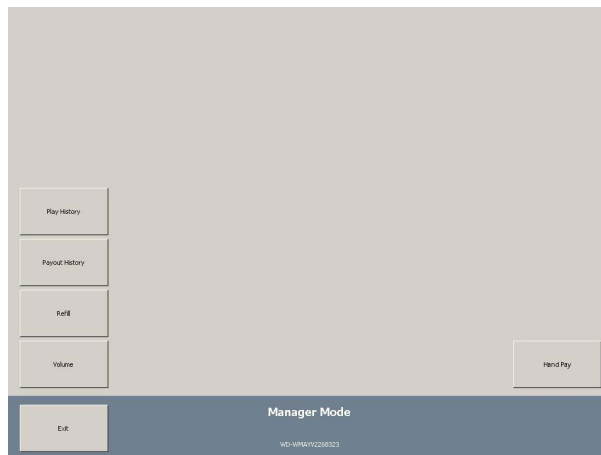


Press the System Button to access the System Menu.

From this menu you can safely shutdown or restart the Machine pressing the corresponding buttons.

## Manager Mode

### Manager Mode - Entry / Information



The Manager Mode Menu can be accessed by turning the Refill Key with both doors closed.

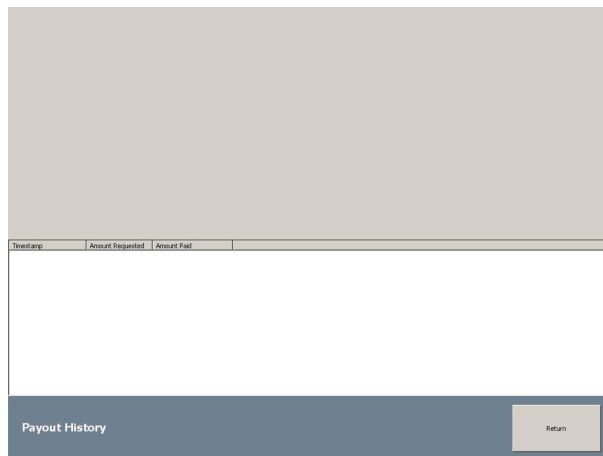
This menu enables authorised site personnel access to limited functions such as

Play History, Payout History, Refill Mode, Volume adjustment and Hand Pay.

This allows the machine to be checked if a player has a query, Topped-up in the event of a shortfall or the Volume adjusted without the need for an engineer site visit.

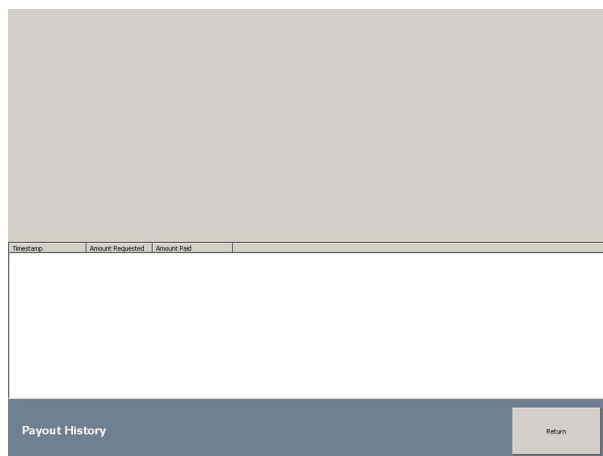
To exit Manager Mode, remove the Refill Key and press the Exit Button.

## 1. Manager Mode - Play History



Play history shows the last 17 games played on the machine - it displays the date & time that the game start button was pressed, the game name, the amount staked & any prize amount won from that particular game / reel spin.

## 2. Manager Mode - Payout History



Pay history shows the payout attempt history of the machine.

It records the date & time that the Cashout button was pressed, as well as the amount requested to pay and the actual amount paid out from the hopper / note recycler (if fitted & enabled).



### 3. Manager Mode – Refill



In the event that the Hopper runs empty, authorised site personnel may top up the hopper by pressing the Refill Button to access the Refill Menu.

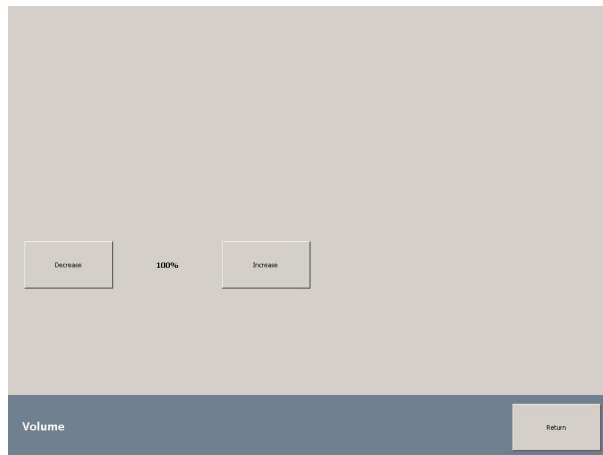
£1 coins can then be inserted into the machine through the Coin Mech to refill the hopper.

Any monies inserted in this way will be metered on the Refill Meter which can be found in the Accountancy Menu.

The machine will notify you when the Hopper is full.

To exit Refill Mode, press the Exit Button.

### 4. Manager Mode – Volume

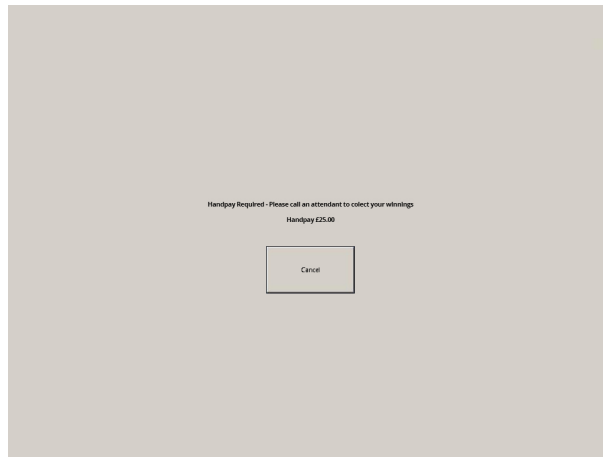


Press the Volume Button to enter the Volume Menu.

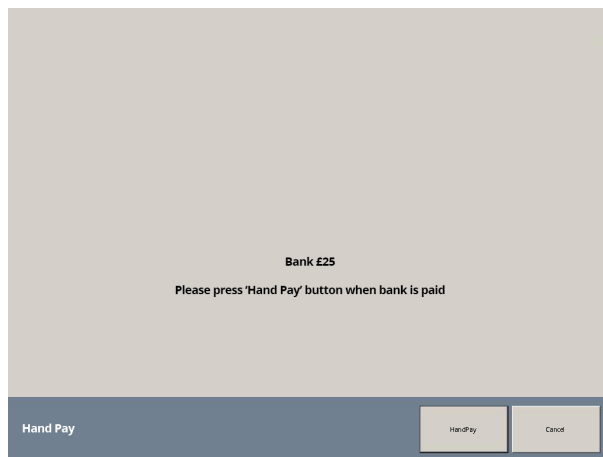
In this menu you can adjust the Volume of the machine by pressing the Increase or Decrease Buttons.

To exit Volume Mode, press the Exit Button.

## 5. Manager Mode – Hand Pay



When the “Hand Pay” has been set, once the player presses collect (with equal or more than the amount set in the “service Mode” (5.3 Change General Settings) option, the above screen will be displayed. This screen states “Handpay required – Please call an attendant to collect your winnings”. The player can cancel the collect procedure at this time if required.



Once the above Hand Pay has been initiated and an attendant called, the attendant simply enters “Manager Mode” (Refill Key Only) and selects the “Hand Pay” option. The above screen will then be displayed. Once the attendant has paid the player, press the “Hand Pay” button to complete the Hand Pay procedure. This procedure clears the bank and adds the amount paid into the “Hand Pay” section in the collection stats.

Performing a handpay rectifies the whole amount displayed in the IOU. It also clarifies the handpay amount and confirms the bank has been cleared.

# Service Mode

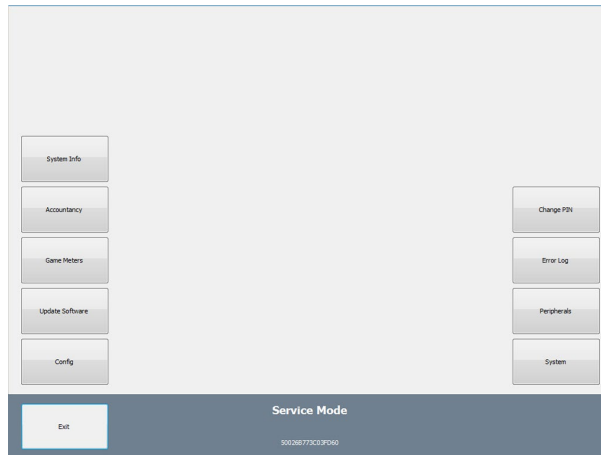
To enter Service Mode, open the Top Door, toggle or hold the Test Button.

An on-screen OK Button will appear on screen.

Press the OK Button to enter Service Mode.

**NOTE:** Pressing anywhere outside of the OK Button will enter Touchscreen Calibration.

**The machine will now enter Service Mode.**

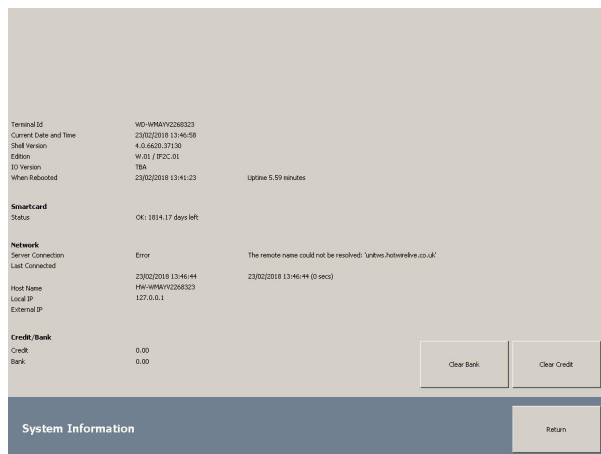


Detailed below are the functions of this menu. Press the corresponding buttons to access these functions.

To return to the Service Mode Menu from any of the following screens press the Return Button in the bottom right-hand corner of the screen.

To exit Service Mode, press the Exit Button.

## 1. System Information



Press the System Info Button to display information regarding the software version and status of the machine, some information may not be applicable depending on the machine setup.

You can also clear any Credit or Bank values that are on the machine, by pressing the appropriate button.

## 2. Accountancy

Meter	LCD	Short Term	Long Term
When Cleared		23/02/2018 12:06:52	23/02/2018 12:06:52
Refill	£0.00	£0.00	£0.00
Cash In	£0.00	£0.00	£0.00
Cash Out	£0.00	£0.00	£0.00
Notes In	£0.00	£0.00	£0.00
Notes Out	£0.00	£0.00	£0.00
Ticket In	£0.00	£0.00	£0.00
Ticket Out	£0.00	£0.00	£0.00
Handpay	£0.00	£0.00	£0.00
VTP	£0.00	£0.00	£0.00
Winnings	£0.00	£0.00	£0.00
Plays		0	0

Buttons: Display Meters in Cash, Display Meters in 0.10 Units

Accountancy [Return]

To enter the Accountancy Menu, press the Accountancy Button.

This displays all of the machines metering information. The meters can be shown in cash values or in 10p units. The meters are explained below:

- Refill - Number of coins inserted in the Refill Menu.
- Cash In - Amount of cash in during normal operation.
- Cash Out - Amount of coins paid out of hopper during normal operation.
- Notes In - Amount of cash inserted in notes.
- Notes Out - Amount of notes paid out of recycler in normal operation (if fitted).
- Ticket In - Amount of cash inserted in via Tickets (if fitted).
- Ticket Out - Amount of cash paid out via Tickets (if fitted).
- Handpay - Amount hand paid in the event of an empty hopper or paid via Hand Pay setting.
- VTP - Value Total Plays.
- Winnings - Amount that has been won from the machine.
- Plays - Total Plays.

## 3. Game Meters

Game Id	Plays	Ytd	Ytm	Pay %
CasenoCrazyCash.C	0	£0.00	£0.00	0.00
MexicanaChillime.C	0	£0.00	£0.00	0.00
Gandiana.C	0	£0.00	£0.00	0.00
ShowtimeRivl.C	0	£0.00	£0.00	0.00
JackpotChipRoulette.C	0	£0.00	£0.00	0.00
Caribbean.C	0	£0.00	£0.00	0.00
JackpotCar@Photo.C	0	£0.00	£0.00	0.00
JackpotCar.C	0	£0.00	£0.00	0.00
HighRollerRoulette.C	0	£0.00	£0.00	0.00
PocketPoney.C	0	£0.00	£0.00	0.00
Tanga.C	0	£0.00	£0.00	0.00
JackpotPoker.C	0	£0.00	£0.00	0.00
JackpotCar@Prop.C	0	£0.00	£0.00	0.00
ShowtimeClassic.C	0	£0.00	£0.00	0.00
ShowtimePOD.C	0	£0.00	£0.00	0.00
Caribbean.C	0	£0.00	£0.00	0.00
Raingfishes.C	0	£0.00	£0.00	0.00
Monsters@Rock	0	£0.00	£0.00	0.00
World@PierQuiz	0	£0.00	£0.00	0.00
CandyCakesLite	0	£0.00	£0.00	0.00
Class@Quiz	0	£0.00	£0.00	0.00
Hot@Romance	0	£0.00	£0.00	0.00
Golden@Ives	0	£0.00	£0.00	0.00
Sea@Tales.C	0	£0.00	£0.00	0.00

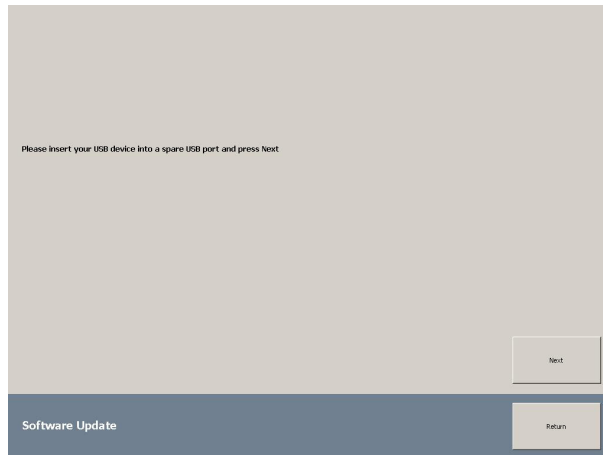
Game Meters [Return]

Press the Config Button to access the Game Meters Menu

This menu shows the performance of each individual game:

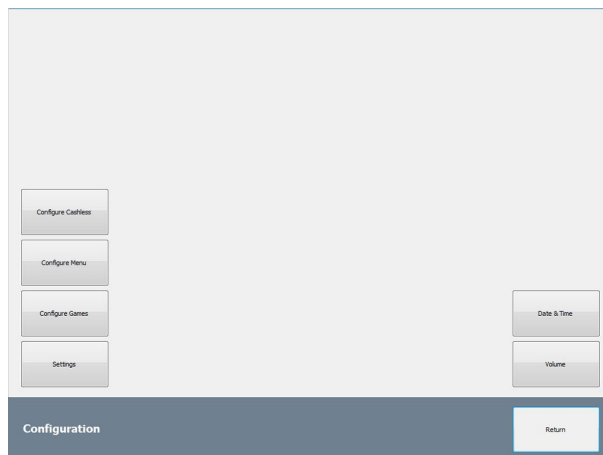
- Plays - Number of times the game has been played.
- VTP - Value of the total plays of the game.
- VTW - Value of Total Winnings from the game.
- RTP - Game Payout percentage.

#### 4. Update Software



Insert the USB device with the Showtime update on then Press the "Next" Button and follow the instructions to update the software.

#### 5. Config



Press the Config Button to access the Configuration Menu.

This menu allows you to select machine categories - currently this is limited to CAT C.

This menu also allows enabling / disabling the note recycler (when fitted), which notes are recycled & how many are retained in the note store.

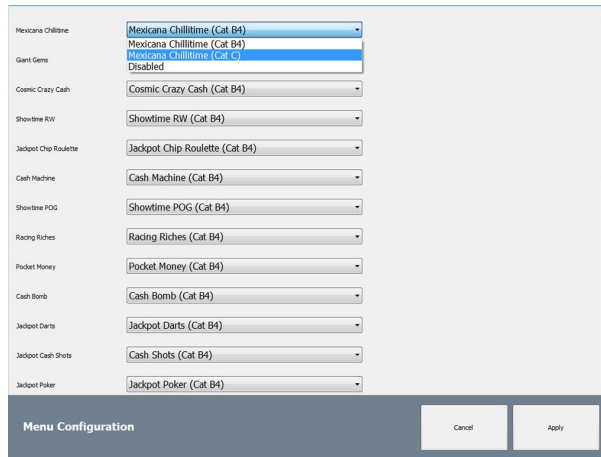
You can also set Hopper Target level (see Collector Mode option 2 on page 4).

There are settings for whether an advertising Top Box or 3G/Wi-Fi dongle are fitted.

Select the required options from the relevant drop-down menus.

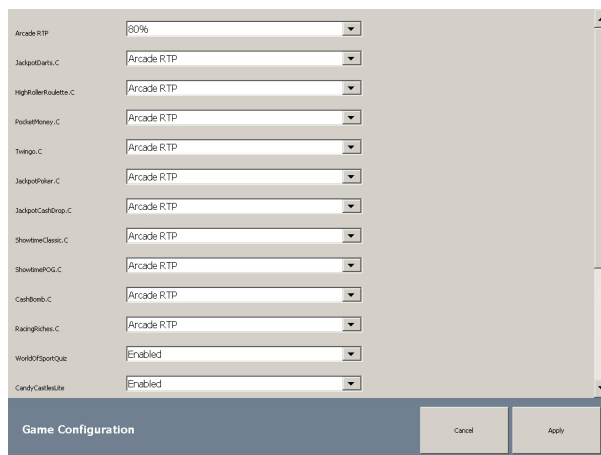
You will need to reset the shell/machine to apply changes (see System menu, page 6)

## 5.1 Configure Menu



Use the Configure Menu to disable games. If in B4 mode you can also create a "Hybrid" menu where you can choose to run each game as B4 or CatC.

## 5.2 Game Configuration



Use the Game Configuration screen to adjust the RTP of the AWP games.

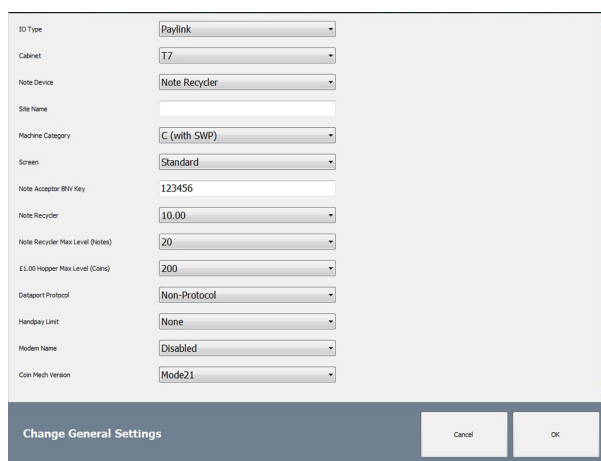
- All Game RTP's are adjustable from 70% to 98% in 2% increments.
- The default setting is "Arcade RTP" set to 80%.
- All games are set to "Arcade RTP" by default.
- "Arcade RTP" sets all the game RTP's globally to the same RTP.
- You can also change any game individually to any RTP if required.

You can also use the Game Configuration screen to disable games.

**NOTE.**

**In Menu 1 The Category C AWP Game RTP Values Cannot be changed.**

### 5.3 Change General Settings



Use the Change General Settings screen to...

- Change IO Type
- Change Cabinet Type
- Set Note Device
- Add Site Name.
- Change Machine Category (CatC with SWP, CatC No SWP, CatB4 with SWP, CatB4 No SWP). *(Please note that you will need a Category B4 licence card to run Category B4 content).*
- Set Monitor Type
- Set Note Acceptor BNV Key (Default 123456).
- Set Note Recycler note value (£5, £10 or £20).
- Set Note Recycler max note level.
- Set £1 Hopper level.
- Enable/Disable Dataport (If Fitted).
- Set Handpay and Handpay Limits.
- Set Modem Name (If Fitted).
- Set Coin Mech Type/Version.

## 5.4 Set Handpay and Handpay Limits

Site Name:

Machine Category:

Note Acceptor BMM Key:

Note Recycler:

Note Recycler Max Level (Notes):

£1.00 Hopper Max Level (Coins):

Modem Name:

Dataport Protocol:

Handpay Limit:

Change General Settings

Use the “Set Handpay and Handpay Limits” to set Handpay from £25 to All wins.

## 5.5 Set Date & Time

Please Note - Adjusting the date or time may deduct days from the licence.

Time:

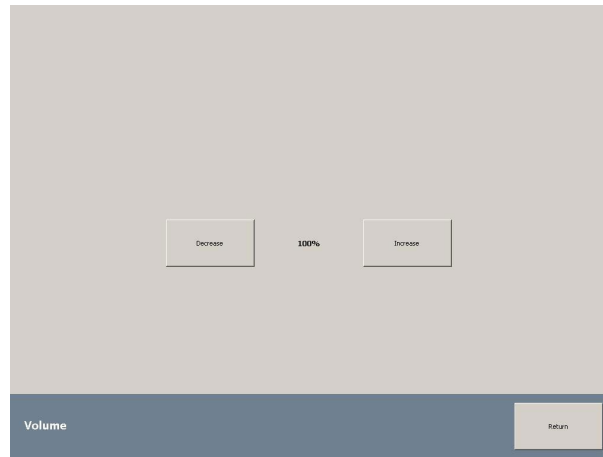
Date:

Set Date & Time

Use the set date and time screen to set the date and time if required.



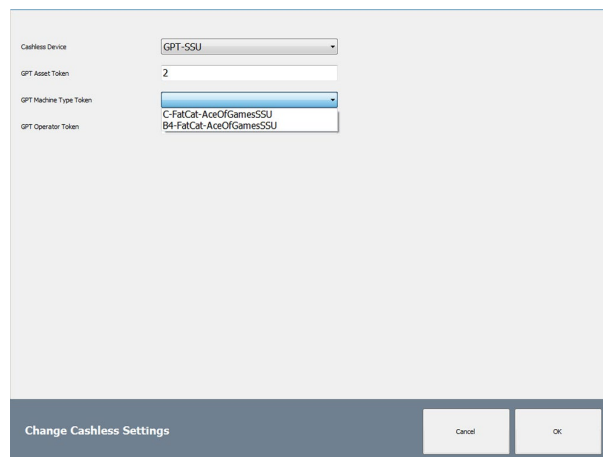
## 5.6 Volume



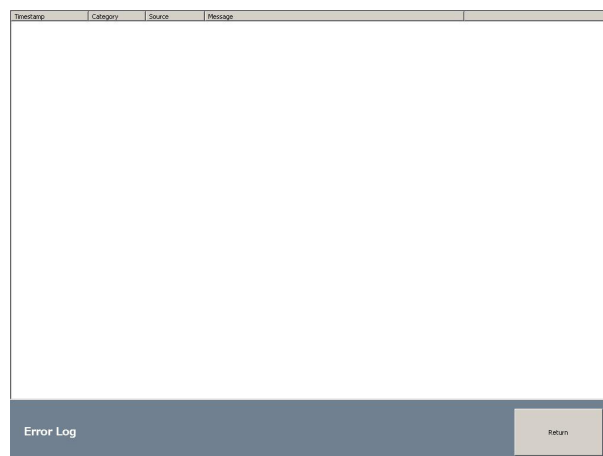
Use the Volume screen to increase or decrease the volume setting.

## 5.7 Change Cashless Settings

Use the Change Cashless Settings section to choose between “Game Payment Technology SLU” or the “Game Payment Technology “SSU (USB Dongle)”. You can also change the “GPT Machine Token” to CatC or B4 dependent on machine setup.



## 6. Error Log



The Error Log screen allows you to view all errors recorded. This will help assist in any technical support queries.

N.B. ANY CHANGES MADE HERE WILL REQUIRE A SHELL RESTART (see SYSTEM OPTION).

## 7. Peripherals



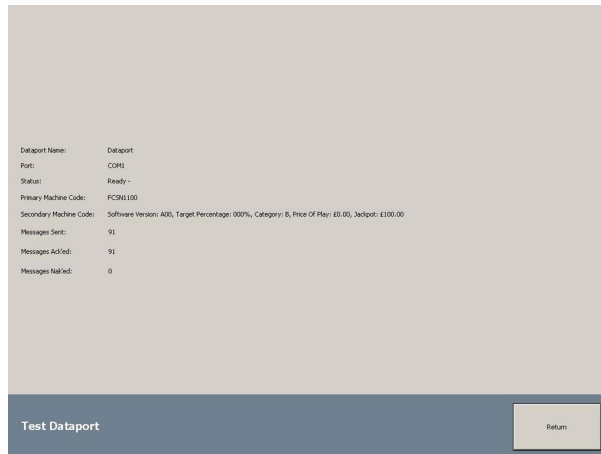
Press the Peripherals Button to access the Peripherals Menu. This menu allows access to machine functions for test and are detailed below.

### 7.1 Coin Dispenser



Press the Coin Dispenser Button to access the Hopper Test Menu. This menu allows you to test the payout of the Hopper by paying out 1 x Coin or 20 x Coins, this is done by pressing the corresponding Dispense 1 or Dispense 20 Button.

## 7.2 Test Dataport



Press the Test Dataport Button to test and see information regarding the Dataport Unit if fitted.  
**Please note the Dataport is connected from the following ports. This will require a harness loom with a 12V supply which can be supplied by FatCat. Contact support on 07792 723113.**

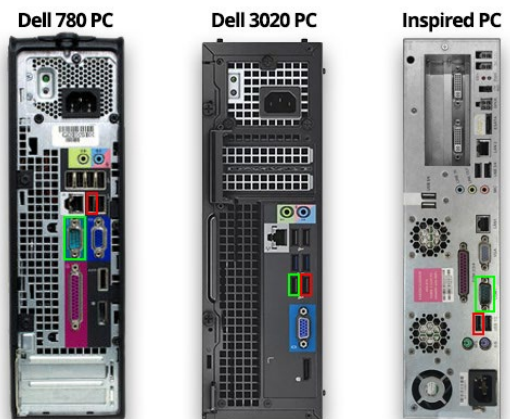
### Ace of Games ULTRA Port Configuration EFCO 6100



Dataport Input =

Contactless SLU Input =

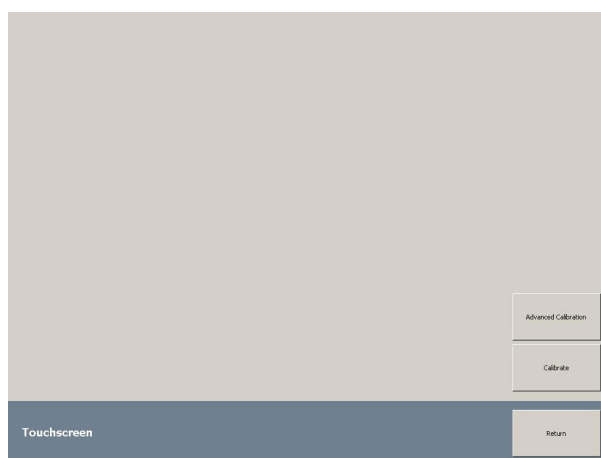
### Ace of Games Port Configuration



Dataport Input =

Contactless SLU Input =

## 7.3 Touchscreen



Press the "Touchscreen" button to enter the Touchscreen or Advanced Touchscreen Calibration Programs. The Advanced Touchscreen program is only needed in the rare event the normal Touchscreen program doesn't work correctly.

## 7.4 Switches



Press the Switches Button to open the Switch Test Menu. Here you can test the cabinet/play panel switches to ensure they are functioning correctly by pressing the buttons, the screen will show open/closed when buttons are pressed.

## 7.5 Lamps

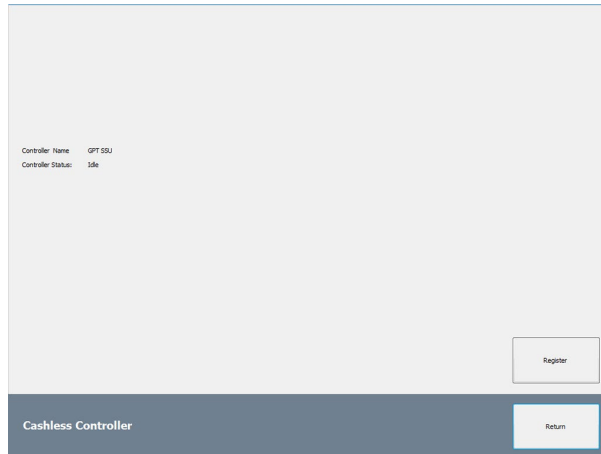


Press the Lamps Button to access the Lamp test.

This menu allows you to step through or flash any/all Lamps on the Cabinet including play panel buttons.

## 7.6 Cashless

To Set up the "Game Payment Technology "SSU (USB Dongle)". After setting up in section "5.7 Change Cashless Settings". To register the device/machine with "Game Payment Technology's" online system by pressing the "Register" button. **Full instructions can be found at Point 9.1 (Page 23).**



## 7.7 Note Dispenser



To test the Note Validator, press the Note Acceptor Button.

This menu allows you to test the Note mechanism, informs you of the operational status and allows you to set the BNV Code (See below).

Press the Set BNV Key Button to set the security code for the Note Validator.

Using the keypad enter the BNV Key then press the Set Button.

Once the machine has implemented the BNV Key the status of the Note Validator will be set to 'OK'. You can check this in the Note Acceptor Menu.

NOTE: In order for your Note Validator to function correctly the BNV Key set must match that of the Note Validator. This is usually labelled on the Note Acceptor but can also be the last 6 digits of the Note Acceptor Serial Number (dependant on model fitted).

## 7.8 Note Acceptor

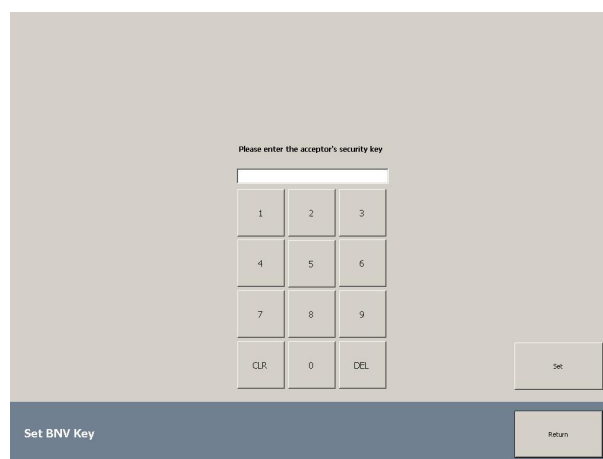


To test the Note Validator, press the Note Acceptor Button.

This menu allows you to test the Note mechanism, informs you of the operational status and allows you to set the BNV Code (See below).

To test the Note Validator/Recycler. Insert note where an option to "Reject" or "Accept" note will appear (for 5 seconds). If "Reject" note is selected the note is returned. If "Accept" note is selected the note is diverted to the selected destination. If nothing is selected, the note will automatically be dispensed after 5 seconds). If you are using a note recycler you get the option to divert the chosen recycled note to "Dispenser" or "Cashbox". To test the note recycler. Select divert to "Dispenser" and choose to "Accept" note. The note will then be stored in the note dispenser. Navigate out of "Note Acceptor" to "Note Dispenser" and choose "Dispense 1". This will then dispense the recycled note.

When engineers (for security reasons) don't have keys to the note stacker box. This allows them to test the note recycler without losing the note in the stacker.



Press the Set BNV Key Button to set the security code for the Note Validator.

Using the keypad enter the BNV Key then press the Set Button.

Once the machine has implemented the BNV Key the status of the Note Validator will be set to 'OK'. You can check this in the Note Acceptor Menu.

NOTE: In order for your Note Validator to function correctly the BNV Key set must match that of the Note Validator. This is usually labelled on the Note Acceptor but can also be the last 6 digits of the Note Acceptor Serial Number (dependant on model fitted). The default setting is "123456".

**Please note ALL versions of Ace of Games from 2019 onward now use DES mode for note payout. Please refer to the manufacturer's instructions to pair your note recycler.**

**Ace of Games currently supports the following Acceptors & Recyclers;**

NV11 (All models)

Spectral NV11

JMC Vega

Ardac Elite

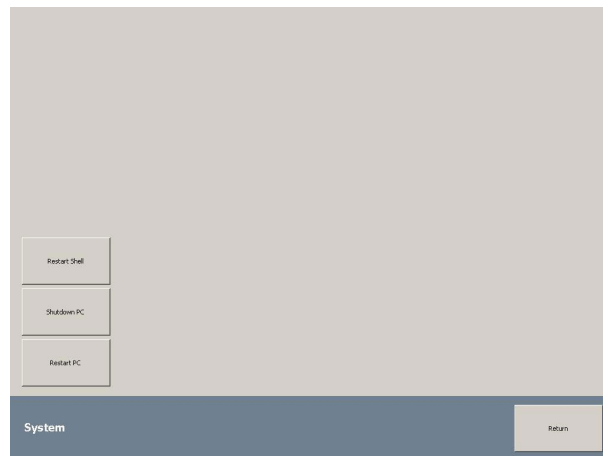
**All Acceptors & Recyclers must be programmed to CC4 (DES encrypted for Recyclers).**

## 7.9 Coin Acceptor



To test the Coin Validator, press the Coin Acceptor Button. This menu allows you to test the Coin mechanism, informs you of the operational status and allows you to test the Coin Divert pressing the Divert Button.

## 8.0 System



Press the System Button to access the System Menu.

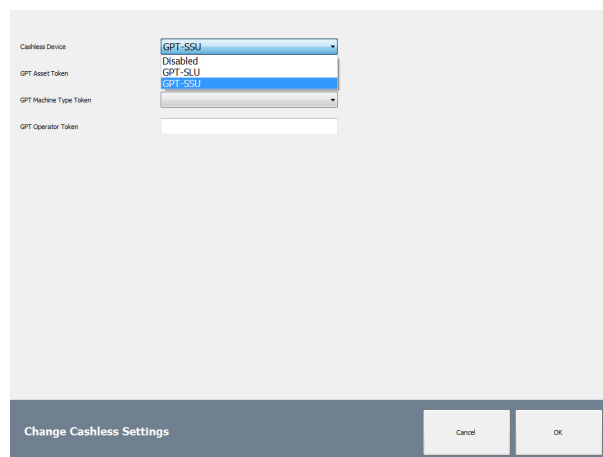
From this menu you can safely shutdown or restart the Machine pressing the corresponding buttons.

## 9.0 Contactless Payment

Ace of Games supports the Game Payment "Cashless Payment System"

Website - [www.gamepayment.technology](http://www.gamepayment.technology)

To enable the Game Payment "Cashless Payment System" select "Cashless Device" and enable the "GPT-SLU" or "GPT-SSU"



To connect the Cashless Payment System SLU, you will need the FatCat Cashless Payment System SLU wire loom. This can be ordered from FatCat.

### 9.1 Contactless Payment SSU (USB Dongle)

To Use the Game Payment Technology Contactless Payment SSU (USB Dongle) The machine needs to be registered. To do this follow this process.

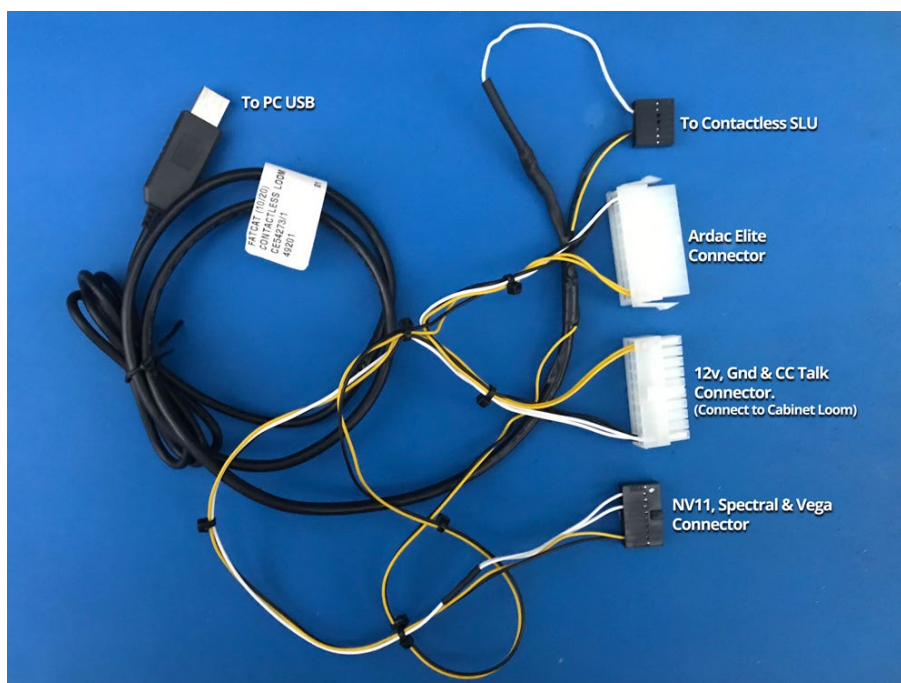


- 1) The operator must ensure that the machine is connected to the internet (either with built-in ethernet port or by adding some other device of their choice).
- 2) The operator must then enter service mode ...
- 3) Navigate to 'Config' ...
- 4) Navigate to 'Configure Cashless' ...
- 5) The operator should populate the details with the required information. When 'OK' is pressed, the details are stored on the file system.
- 6) Once this has been done, the operator can navigate into Service Mode | Peripherals ...
- 7) Navigate to 'Cashless' ...
- 8) Press the 'Register' button to perform the registration. There is some minimal feedback to show what the status of the system is.

## 9.2 Contactless Payment SLU

To connect the Cashless Payment System SLU, you will need the FatCat Cashless Payment System SLU wire loom. This can be ordered from FatCat.

**To connect the SLU wire loom as follows**



# Touchscreen Calibration

In order to calibrate the Touchscreen, follow the steps below:

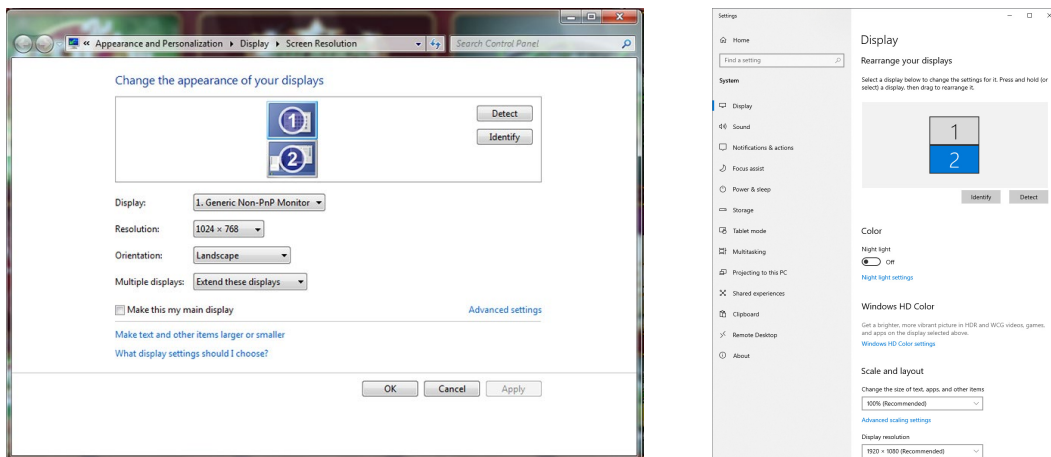
1. Open the Top Door.
2. Press and hold the Test Button for 2 seconds.
3. The Enter Test Confirmation Button will appear.
4. Press anywhere outside of the Enter Test Button to enter Touchscreen Calibration.
5. The Touchscreen Calibration Program will now load.
6. Follow the on-screen prompts to Calibrate the touchscreen

## Monitor Setup

If at any point the monitors are now displaying correctly, please follow the following steps to correct the problem.

1. Connect a Keyboard to the PC and press Ctrl+Alt+Delete to enter Task Manager.
2. Go to "Processes" and select "Boot.exe" and end task.
3. Select "Hotwire.Unit.Shell.exe" and end task.
4. Go to "Applications" and press "New Task".
5. From the dropdown list select "Control".
6. In Control Panel (Settings Win10 ULTRA Cabinet) select the "Display" settings and set the settings as per "Fig 1" and apply changes. **Please note. Monitor two is set as the "Primary Monitor".**

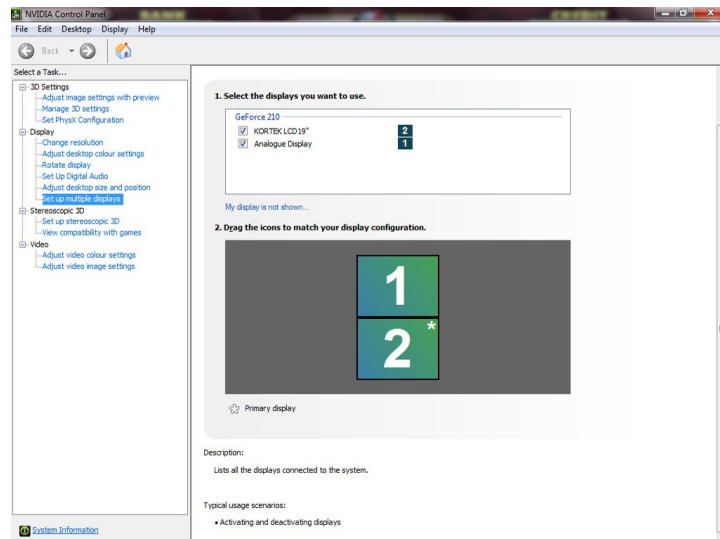
Fig 1



7. In the "NVIDIA Control Panel" select the "Set Up Multiple Displays" and set the settings as per "Fig 2" and apply changes.

**NOTE: Screen 2 is the primary screen located at 0,0 and screen 1 is the secondary screen located at 0,-768.**

Fig 2

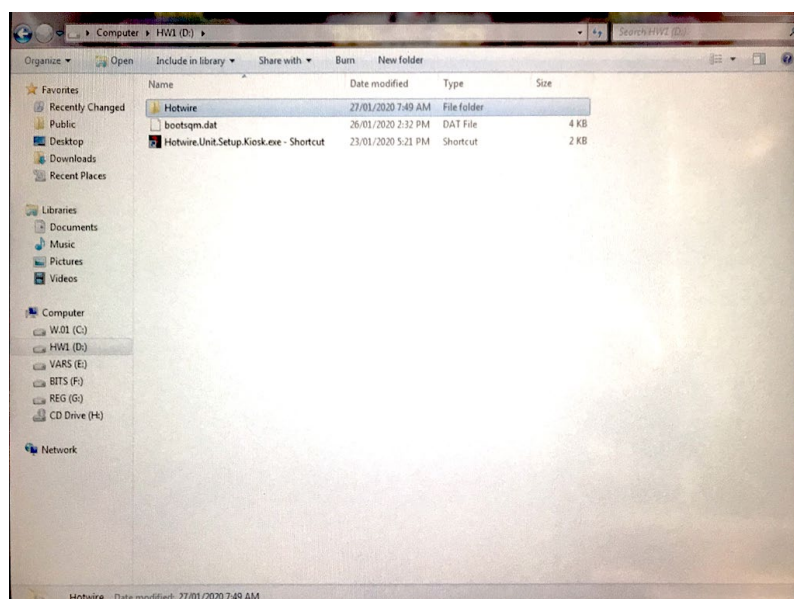


8. Once you have set the "NVIDIA Control Panel" as above you may need to go back to point 6 again and apply the changes again as with some monitors the "NVIDIA Control Panel" can disrupt the windows "Display" properties.
9. Once the monitors are displaying correctly restart the machine.

## Select Cabinet Type

If at any point the machine loses its Cabinet Type, please follow the following steps to correct the problem.

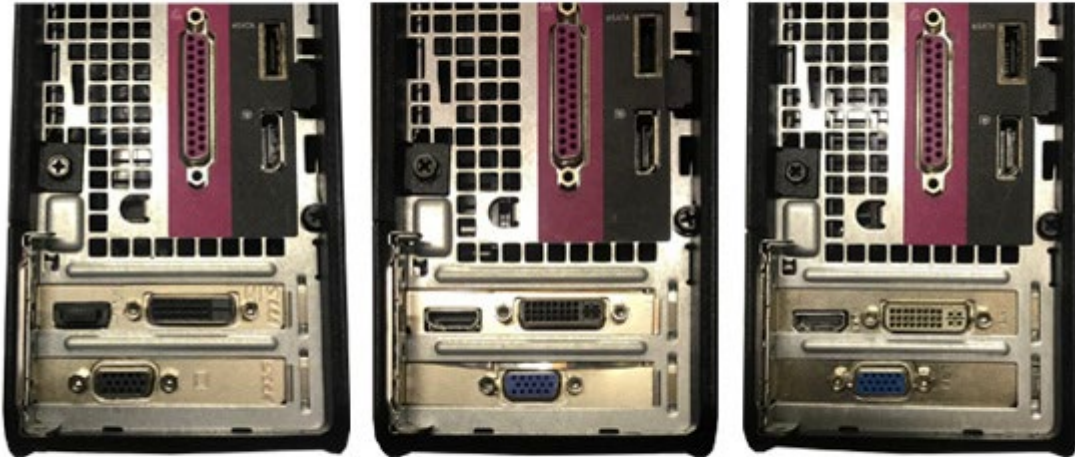
1. Connect a Keyboard to the PC and press CTrl+Alt+Delete to enter Task Manager.
2. Go to "Applications" and press "New Task".
3. From the dropdown list select "Explorer".
4. In Explorer, navigate to HW1 (D)
5. Double click on the "Hotwire.Unit.Setup.Kiosk.exe – Shortcut" and select the cabinet type, Note acceptor or recycler and monitor type.



## Dell 780 Graphics Card Types

If you have a Dell 780 and at any point require technical assistance it is important you identify which graphics card your PC is fitted with.

## Ace of Games Graphics Card Types



**G710**  
DVI Connector - Black  
VGA Connector - Black

**G210 AFOX**  
DVI Connector - Black  
VGA Connector - Blue

**G210 EVGA**  
DVI Connector - White  
VGA Connector - Blue

## **Technical Support**

Should you require assistance with this product please contact:

FatCat SoftWorks Technical Support - 0845 4631939 or 07792 723113