



# User Manual

## Popcorn 7cups

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# 1. Safety Precautions

## Read Before Using

To ensure the safe usage of this product, carefully read and understand these instructions before operating your game. Save these instructions for future reference.



- This equipment works under high voltage which can cause electrical shock. Only qualified personnel should service the machine.
- Read the entire manual before using the machine. The following guide is intended for the users, operators, and the personnel in charge of the operation of the machine. Be sure to keep this manual close to the machine.



- High voltage can cause electric shock. Turn off/unplug power before servicing.

- Always when unplugging the machine from electrical outlet, grasp the plug, not the cord.
- Always connect the machine to grounded electrical outlet.



- The wiring system is under voltage that is safe in normal use but may be harmful while improper use.
- Always use digital multimeter, logic tester or oscilloscope for testing integrated circuits.
- Do not connect or disconnect any of the integrated circuits while the machine is ON.
- Do not subject the machine to extreme temperature variations.

## Before turning the power on

After receiving the shipment, inspect the product thoroughly to ensure that it has been shipped with care. Before turning the power on check:

- if the cabinet for damage or shifting that may have occurred during shipping.
- if power supply meets machine electrical requirements, which can be found on the back of the machine and in technical specifications.
- are all wires linked correctly and securely connected to each other?  
**Notice:** If coupled in an incorrect manner, the connection will not be made accurately and it could cause not only irreparable damage to the machine, but also is a potential fire hazard.  
**Warning:** DO NOT INSERT CONNECTORS FORCIBLY.
- check that the all the cables, including power cables, are undamaged.
- have you been provided with all of the accessories listed in package contents?
- can all doors/lids be opened with the accessory keys?
- can doors/lids be firmly closed?
- does the coin box key open the coin box?

## 2. Package Contents

Open the package and make sure all the items are included:

- Body assembly,
- Marquee,
- Set of marquee mounting washers and butterfly nuts (on top of the machine),
- Set of 3 service keys (on front door),
- Service keyboard (inside the machine),
- Display remote control.

If anything from the list above is missing, please contact your sales representative for help immediately.

## 3. Technical Specifications

### **Operating size**

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height: 267cm / 105 inches

width: 103cm / 41 inches

depth: 125cm / 50 inches

weight: 170kg / 375 lbs

### **Shipping size**

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height: 205cm / 81 inches

width: 106cm / 42 inches

depth: 128cm / 51 inches

weight: 170kg / 375 lbs

### **Electrical requirements**

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voltage: 90V - 240V

power consumption: 230W

frequency: 50Hz to 60Hz

### **Extensions**

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Working with most popular currency acceptors and ticket dispensers.

### **Display**

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resolution: FullHD 1080 by 1920 graphics

diameter: 50-inches

### **Sound**

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Stereo 5.5-inch speaker system

High-efficiency audio amplifier

### **Software features**

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Digital ticket and currency counters.

Advanced ticket settings and statistics.

Volume adjustment for standby and in-game.

Freeplay mode.

### **Other features**

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Safety glass.

Full LED illumination.

RGB LED controller.

## 4. Installation

1. After ensuring that the machine is not damaged and no accessories are missing, take the machine to desired location.  
**Warning:** Do not install the machine in areas that would present an obstacle in case of an emergency.  
**Caution:** If surface is not flat, use a forklift and be careful not to hit the package. Do not stack any objects on top of the machine, as this may cause damage.
2. Apply brakes on each wheel to make sure that the machine will not move around.
3. Install marquee on top of the machine using attached set of butterfly screws and washers.
4. Guide marquee wiring through the hole on top of the machine.
5. Use key to open service door at the back of the machine and connect marquee wiring to connector inside the machine.
6. If the machine is cold, leave it open for about 30 minutes for the electronic parts to warm up.
7. Close the machine, turn the power ON, and check if it's working correctly.

## 5. Settings

### Volume adjustment

There's a master volume adjustment knob inside the machine. When you open front service door you will find electronics board on the right side with control knob facing machines front. Use this control knob to adjust master volume level of the machine.

In settings menu you can set different volume levels for standby mode and during gameplay.

### Settings menu navigation

To enter settings menu use the service key to open front door. Locate service keyboard and press button 2 to enter the menu.

Use buttons 2, 4, 6, 8 to navigate: down, left, right, up. Confirm your selection with ENTER.

### Settings menu options structure

- **Popcorn7Cups vX.X.X** - Software versions
- **Free play** - free play mode (yes/no)
- **game volume** - volume adjustment (range 0-100)
- **standby volume** - volume adjustment (range 0-100)
- **games per pulse** - number of games/credits that one pulse from the currency validator is worth
- **TICKETS SETTINGS**
  - ➔ **SAVE & EXIT** - saves new settings and exits the menu after adjusting quantity of tickets assigned to each score.
- **STATISTICS**
  - ➔ **EXIT** - goes back to previous screen
  - ➔ **RESET & EXIT** - clears statistics and goes back to previous screen
  - ➔ **CUPS, STD+8TH, SUM** - number of games that ended with certain score, with detailed information about in how many games there was 8th ball used.
  - ➔ **TOTAL GAMES** - number of games played

- ➔ **TOTAL CREDITS** - number of credits inserted
- ➔ **TOTAL TICKETS** - number of tickets won by players
- ➔ **TICKETS PER CREDIT** - average ticket score per one credit

#### ■ **GAMEPLAY SETTINGS**

- ➔ **multiball** - allows player to release next ball when the previous one is still in motion
- ➔ **bonus ball** - allows player to buy 8th ball
- ➔ **cannon mode** - changes game mode between sliding and rotating cannon
- ➔ **game timeout** - game time after which balls will drop automatically
- ➔ **difficulty** - cannon movement speed adjustment

#### ■ **TICKET DISPENSERS**

- ➔ **tickets to give** - count of tickets owed by the machine
- ➔ **long term tickets** - non-erasable ticket counter
- ➔ **short term tickets** - erasable ticket counter
- ➔ **reset tickets to give** - clears count of tickets owed by the machine
- ➔ **reset short term tickets counter** - clears erasable ticket counter
- ➔ **BACK** - go to the previous screen

#### ■ **COIN ACCEPTORS**

- ➔ **long term money** - non-erasable money counter
- ➔ **short term money** - erasable money counter
- ➔ **reset short term money counter** - clears erasable money counter
- ➔ **BACK** - go to the previous screen

**reset credits** - clears game credits

**restore defaults** - restores the machine to factory settings

**save & exit** - confirm changes and go back to game

## 6. Software Update

### Update procedure

We are constantly improving our products which means that every now and then there's a new software available for the machine that can bring new features, fix bugs and improve user experience.

When software update is available, your sales representative will contact you.

**Warning:** Updates are designed to work only on specific software versions. Trying to update unsupported machine will most likely end with the machine not working. Always make sure that you are using correct update files only with supported machines.

**Notice:** Performing update procedure can overwrite your machines settings with factory defaults. Make sure to write down your settings before performing this procedure.

- Turn the machine on.
- Use the service keyboard inside to enter service menu and check your current software version.
- Make sure that update package provided by your sales representative is designed for your machine.
- Prepare empty USB drive formatted with FAT file system.

- Unpack provided update package to the root directory of the USB drive.
- Turn off the machine.
- Behind front service door, on the right side, there's an electronic board with 4 USB ports at the back. Connect UBS drive to one of the free ports.
- Turn the machine on and wait for the update procedure to be performed. After it's done game will start automatically.  
**Warning:** Do not interrupt update procedure. Don't disconnect power or any accessories connected to the machine.
- Enter service menu to confirm that the machine is now running new software version.
- Turn the machine off and remote the USB drive from the machine.
- Turn the machine back on and check if settings need to be adjusted.

## 7. Maintenance

**Warning:** High voltage can cause electric shock. Turn off/unplug power before servicing.

Use paper towels and window cleaner to clean the machine.

Do not apply window cleaner or any other liquid directly on the machine. Instead apply it on the paper towel.

### Refilling tickets

1. Open service door at the front of the machine.
2. Insert tickets and feed the ticket dispenser.  
**Notice:** There's a button on the side of each ticket dispenser to turn on the mechanism and properly feed the dispenser.
3. Close the service door.
4. Press **SPACEBAR** on the service keyboard to confirm that ticket dispensers were refilled.

### Checking counters

1. Open service door at the front of the machine.
2. Locate service keyboard and press button 2 to enter the menu.  
**Notice:** In some machines there's a switch that detects when service door is open. Opening the door will automatically stop the game and show settings menu on the display.
3. At the end of menu list you will see tickets and credits current counters.
4. Browse the menu to check detailed information in submenus: STATISTICS, TICKET DISPENSERS, COIN ACCEPTORS.

## 8. Troubleshooting

Below you will find solutions for most common faults. If your problem is not listed or if you require further assist, please contact technical support at [service@wik.pl](mailto:service@wik.pl).

### Restore default settings

If you made some changes in the settings menu, you can go back to factory defaults:

1. Open front service door and locate service keyboard.
2. Turn on the machine and wait for the game to start.
3. Press 2 on the service keyboard to enter settings menu.

4. Use 2 and 8 to highlight position “restore defaults”.
5. Press ENTER to confirm.
6. Highlight “save & exit” and press ENTER to confirm.

Machine should now use factory default settings.

## **Sound issues**

Check the following:

1. Is the master volume switch set properly?
2. Are volume levels in settings menu set properly?
3. Are both speakers connected properly?
4. Is the sound output plug (J1) connected properly?
5. Is the 3.5mm jack plug connected properly?
6. Is the LED next to the master volume knob flashing red?

## **Display issues**

Check the following:

1. Is the machine powered on?
2. Is the display powered on?
3. Is the electronics powered on?
4. Is the HDMI cable connected properly?
5. Is the display set to HDMI1 input?

## **Ticket dispenser**

Check the following:

1. Is the ticket dispenser connected properly?
2. Is the ticket dispenser not jammed with tickets?
3. Is the ticket dispenser working when pressing yellow service button on its side?

## **Currency acceptor**

Check the following:

1. Is the currency acceptor connected correctly?
2. Is the currency acceptor not jammed?
3. Is the currency acceptor validate currency?
4. Is the mechanical counter detecting inserted currency?
5. Is the “games per pulse” option set properly?

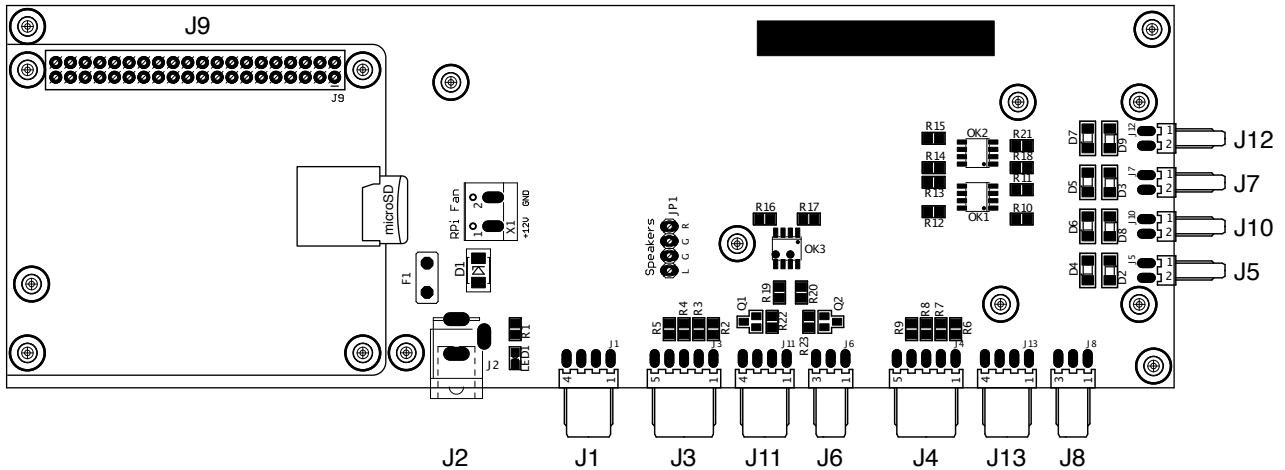
## **Button**

Check the following:

1. Is the button wiring connected properly on both ends?
2. Is the microswitch installed in the button properly?



## Electronic board schematics



### **J1 - Audio output**

- Pin 1 - Left channel
- Pin 2 - Left channel GND
- Pin 3 - Right channel GND
- Pin 4 - Right channel

### **J2 - Power supply 12V**

### **J3 - unused**

### **J4 - Buttons**

- Pin 1 - Button 1
- Pin 2 - Button 2
- Pin 3 - Button 3
- Pin 4 - Button 4
- Pin 5 - GND

### **J5 - Money counter - Player 1**

- Pin 1 - +12V
- Pin 2 - GND pulse

### **J6 - Currency validator - Player 1**

- Pin 1 - +12V
- Pin 2 - Pulse (GND 100ms)
- Pin 3 - GND

### **J7 - Money counter - Player 2**

- Pin 1 - +12V
- Pin 2 - GND pulse

### **J8 - Currency validator - Player 2**

- Pin 1 - +12V
- Pin 2 - Pulse (GND 100ms)
- Pin 3 - GND

### **J10 - Ticket counter - Player 1**

- Pin 1 - +12V
- Pin 2 - GND pulse

### **J11 - Ticket dispenser - Player 1**

- Pin 1 - +12V
- Pin 2 - Ticket Notch
- Pin 3 - Enable
- Pin 4 - GND

### **J12 - Ticket counter - Player 2**

- Pin 1 - +12V
- Pin 2 - GND pulse

### **J13 - Ticket dispenser - Player 2**

- Pin 1 - +12V
- Pin 2 - Ticket Notch
- Pin 3 - Enable
- Pin 4 - GND

## 9. Warranty Terms and Conditions

- a) All of WIK products are designed and manufactured according to best standards and they guarantee high quality, simplicity of use and assembly. In case of any trouble we advise to read the instruction and information published in technical support section on our website: [www.wik.pl](http://www.wik.pl)
- b) Warranty rights are entitled to purchasers of WIK products and are based on an invoice or receipt. WIK products are under warranty for:
- 24 months starting from the date of purchase made by consumers for non-commercial use,
  - 12 months starting from the date of purchase made by company for a commercial use.
- c) In case the product appears to be faulty WIK Sp. z o.o. hereinafter called WIK, will organize repair in order to restore the functionality of the product.
- d) If any defects due to faulty materials and / or workmanship appears during the warranty period WIK will arrange repair free of charge. Repair in the first place is organized through consultation by telephone or e- mail and sending spare parts to replace defective items. In case of replacement of parts / components the beginning of the warranty period for this part shall be the original date of purchase. WIK warranty covers only products used for their intended purpose according to the information published in the manual.
- e) Beneficiary of the warranty is not entitled to claim compensation of the lost benefits for the period in which the unit under warranty fails to operate properly. WIK is not responsible for any damage to property or person caused by improper use of the WIK products.
- f) WIK warranty does not apply in the following cases:
- purchasing documents have been altered in any way or made illegible,
  - model and / or serial number ( if available) has been altered, removed or defaced,
  - repairs or modifications have been made without consulting WIK service department,
  - product is used contrary to its purpose,
  - damage is caused by improper use of the product or environmental conditions do not comply with the recommended operation,
  - damage is caused by improper connection of equipment ,additional equipment or accessories other than those recommended by WIK,
  - the damage was caused by an external force (including lightning, surges in the power supply, fire, natural disaster)or during transport,
  - the product is defective due to the decline in the quality of items that are subject to natural wear and tear or damage to the parts subject to natural scratching,
  - natural wear and tear of consumable parts or accessories such as lighting , gaskets , pucks, mallets, hammers or contacts,
  - defects or damage caused by accident, rollover, product's fall, mechanical damage caused by the users intentionally abusing physical force in the game,
  - defects and damage resulting from improper use of accessories to play,
  - defects or damage due to changes in the original form and/or function of the product specified in the product's manual - defects caused by incorrect connection , use, or storage of the product.
- g) Any defect should be reported in writing, or via e-mail sent to the WIK service department immediately, not later than seven days from the date of detection. Complaints made of non-

compliance procedures and time limits set forth in this warranty will void the warranty and will not be considered.

- h) Removal of identified defects must be made within not more than 14 days from the date of notification to WIK service department. If it happens that due to the incorrect diagnose of failures problem remains unsolved, a 14-day period is counted again from the date of re-application.
- i) Parts removed as a part of warranty service remain the WIK property and beneficiary of the warranty is obliged to return them immediately (in person at the WIK premises or by sending by a courier at their own cost). Failure to return the exchanged part within 30 days of the dispatch of spare parts / repair will form the basis for the invoice in the sum of the equivalent of spare parts.
- j) For warranty repair shall be considered only repair of a defective product made in the warranty period and under the conditions of this warranty. Any other activities such as: maintenance, periodic inspection, adjustment, checking and cleaning of the product will not be treated as a warranty repair.
- k) Product is not under the warranty in case of:
  - failure to report defects immediately upon discovery, but not later than seven days from the date of detection,
  - failure to follow product's manual in the operation, maintenance and adjustment of the product,
  - failure to comply with the mandatory terms of guarantee of the product,
  - any modification of the Product without the prior consent of the WIK.
- l) WIK has the right to refuse warranty service if the purchaser is in arrears with payments, regardless of their title, in particular default of payment for goods delivered by WIK to the Purchaser or service provided by WIK. In the case referred to in this section, WIK may refuse to perform any services under the guarantee and is exempt from liability to the purchaser under warranty.
- m) Only products purchased directly from WIK or its authorized dealers are under warranty. Further disposal of the product does not transfer rights under this warranty to a subsequent purchaser.