



**PIZZA EXPRESS**

## **Operation Manual (v1.0)**

Software version: 1.0.9

**MAGIC PLAY SP Z O.O.**

CHOCIMSKA 6, 62800 KALISZ, POLAND

Phone/Fax: +48 62 753 21 88. e-mail: [service@magicplay.pl](mailto:service@magicplay.pl)

website: [www.magicplay.eu](http://www.magicplay.eu)

Serial number: \_\_\_\_\_

Distributor: \_\_\_\_\_

Date: \_\_\_\_\_



## TABLE OF CONTENTS

1. PACKAGE CONTENTS.....	2
2. SPECIFICATIONS .....	4
3. SETUP & INSTALLATION .....	5
3.1 MARQUEE ASSEMBLY .....	5
3.2 TRANSPORTING THE GAME .....	5
3.3 DEVICE AND IMPORTANT ELEMENTS.....	6
3.4 HEIGHT ADJUSTMENT.....	7
3.5 PLAY ZONE.....	7
3.6 CONNECTING POWER .....	7
4. ACTIVATION, UPDATE AND GAMEPLAY.....	8
4.1. SOFTWARE UPDATE.....	9
4.2 SYSTEM RECOVERY .....	10
4.3 GAMEPLAY.....	11
5. GAME OPTIONS.....	14
5.1 MENU ACCES AND NAVIGATION.....	14
5.2 SERVICE MENU .....	14
5.3 RECOMMENDED SETTINGS.....	16
6. ELECTRICAL DIAGRAM.....	17
7. MAINTENANCE, INSPECTION.....	18
7.1 SAFETY CHECK .....	18
8. TROUBLESHOOTING .....	18
9. TERMS OF WARRANTY .....	20



Thank You for purchasing PIZZA EXPRESS. We hope you enjoy the product. The manual contains valuable information about how to operate and maintain your game machine properly and safely. It is intended for the owner and/ or personnel in charge of product operation. Carefully read and understand the instructions.

If you need any help during instalation and setup please utilize this manual and troubleshooting guide. If the product fails to function properly, non-technical personnel should under no circumstance sttempt to service the machine. Contact your distributor or manufacturer for help.

## READ BEFORE USE

### INSPECT IMMEDIATELY AFTER TRANSPORTING THE PRODUCT

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

- Check the cabinet for damage or shifting that may have occurred during shipping. Are there any dented portions or defects (cuts, etc.) on the external surfaces of the cabinet?
- Are all the legs and adjusters/levelers/feet intact?
- Do the power supply voltage and frequency requirements meet with those of the location (110V/220V)?
- Are all wires linked correctly and securely connected to each other? 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. **DO NOT INSERT CONNECTORS FORCIBLY.**
- Check that the all the cables, including power cables, are undamaged. Do power cables or other wires have any splices, cuts, or dents?
- Have you been provided with all of the associated accessories?
- 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(es)?

### 1. PACKAGE CONTENTS

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

- 1 x Body Assembly
- Following accessories

No.	Name	Qty.	Note
1	Marquee set	1	
2	Marquee mounting screws	4	
3	Lift handle	1	
4	Keys	3 sets	
5	User's manual	1	
6	Bill acceptor cover	1	
7	Coin acceptor cover	1	

If any items are found missing, please contact your sales representative for help immediately.

**NOTE: Part models are subject to change without notice.**



## IMPORTANT SAFETY INSTRUCTIONS

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

Use this product only as described in this manual. Other uses not recommended may cause fire, electric shock or personal injury. Unplug the game from the outlet when not in use, when moving from one location to another, and before cleaning/servicing.

Explanations which require special attention are indicated by signs of warning. Depending on the potential hazardous degree, the terms: **NOTE**, **NOTICE**, and **WARNING** are used.

**NOTE:** A NOTE indicates useful hints or information about product usage.

**NOTICE:** A NOTICE indicates potential damage to product and how to avoid the problem.

**WARNING:** A WARNING indicates a potential for product damage or serious personal injury.

It is important to understand the meaning of the following HAZARD SIGNS before continuing:



### High Voltage and Shock Hazard:

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



### High Temperature Hazard:

This part may cause scalding.  
Do not touch. Surface may be hot.



### Do Not Touch Hazard:

This may be hot or can cause electric shock.  
Do not touch.

Use the following safety guidelines to help ensure your own personal safety and to help protect your equipment and surrounding environment from potential damage.

**THIS PRODUCT IS AN INDOOR MACHINE ONLY!  
DO NOT INSTALL OUTDOOR!**



Avoid installing in the following places to prevent fire, electric shock, injury and/ or machine malfunctioning:

- Places subject to rain/ moisture, or places subject to high humidity.
- Places subject to direct sunlight, or places subject to extremely hot or cold temperatures to ensure that it is used within the specified operating range.
- Places where inflammable gas may be present or in the vicinity of highly inflammable/ volatile chemicals or items that can easily catch fire
- On unstable or sloped surfaces. The machine may topple or cause unforeseen accidents.
- Vicinity of fire exist, fire extinguishers.

## WARNING!

Non-technical personnel who do not have technical knowledge and experience should refrain from performing such work that this manual require or perform tasks which are not explained in this manual. Failing to comply can cause severe accidents such as electric shock or other serious injuries.

**WARNING: To reduce the risk of fire, electric shock or personal injury, unplug or disconnect the machine from the power supply before servicing.**

## 2. SPECIFICATIONS

Rated power supply:	110 - 240V (automatic voltage selection)
Dimensions:	66 x 104 x 266cm / 26 x 41 x 105"
Weight:	170KG / 395 lbs

**NOTICE: After turning off the game, please wait at least 1 minute before restarting again.**

Inspect Immediately after Transporting the Product After receiving the shipment, inspect the product thoroughly to ensure that it has been shipped with care. Before turning the power on, please check the following:

- Check the cabinet for damage or shifting that may have occurred during shipping. Are there any dented portions or defects (cuts, etc.) on the external surfaces of the cabinet?
- Are all the legs and adjusters/levelers/feet intact?
- Do the power supply voltage and frequency requirements meet with those of the location (110V/220V)? Are all wires linked correctly and securely connected to each other? 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. DO NOT INSERT CONNECTORS FORCIBLY.

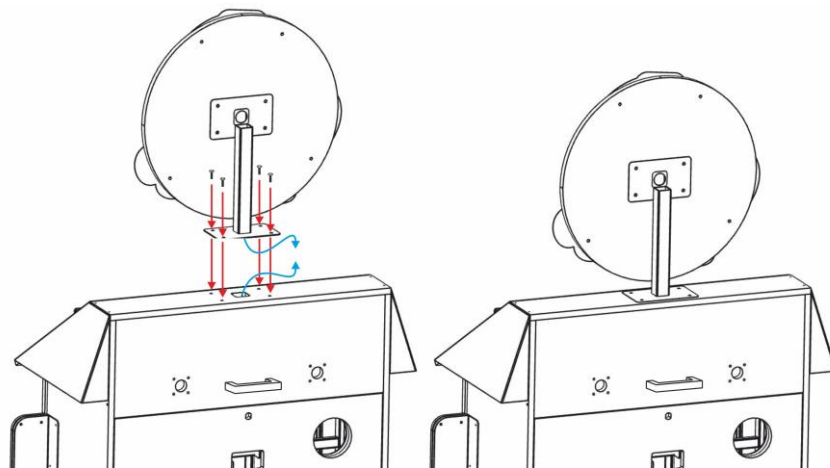


- Check that the all the cables, including power cables, are undamaged. Do power cables or other wires have any splices, cuts, or dents?
- Have you been provided with all of the associated accessories?
- Can all doors/lids be opened with the accessory keys? Can doors/lids be firmly closed? Does the coin box key open the coin box(es)?

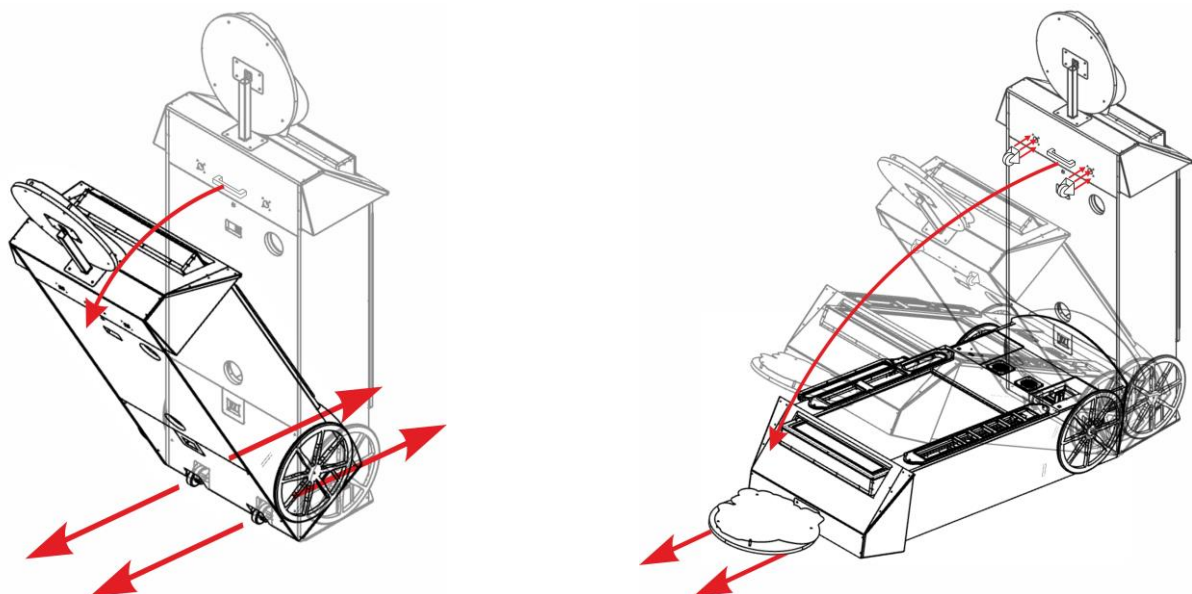
### 3. SETUP & INSTALLATION

- Refer to IMPORTANT SAFETY INSTRUCTIONS for places to avoid
- Place the unit on dry, leveled surface
- Ventilation openings in the back of the unit must not be obstructed by objects or by wall.

#### 3.1 MARQUEE ASSEMBLY



#### 3.2 TRANSPORTING THE GAME



Grip the handle and tilt the device backwards approximately 45 degrees to move it over short distances

NOTICE

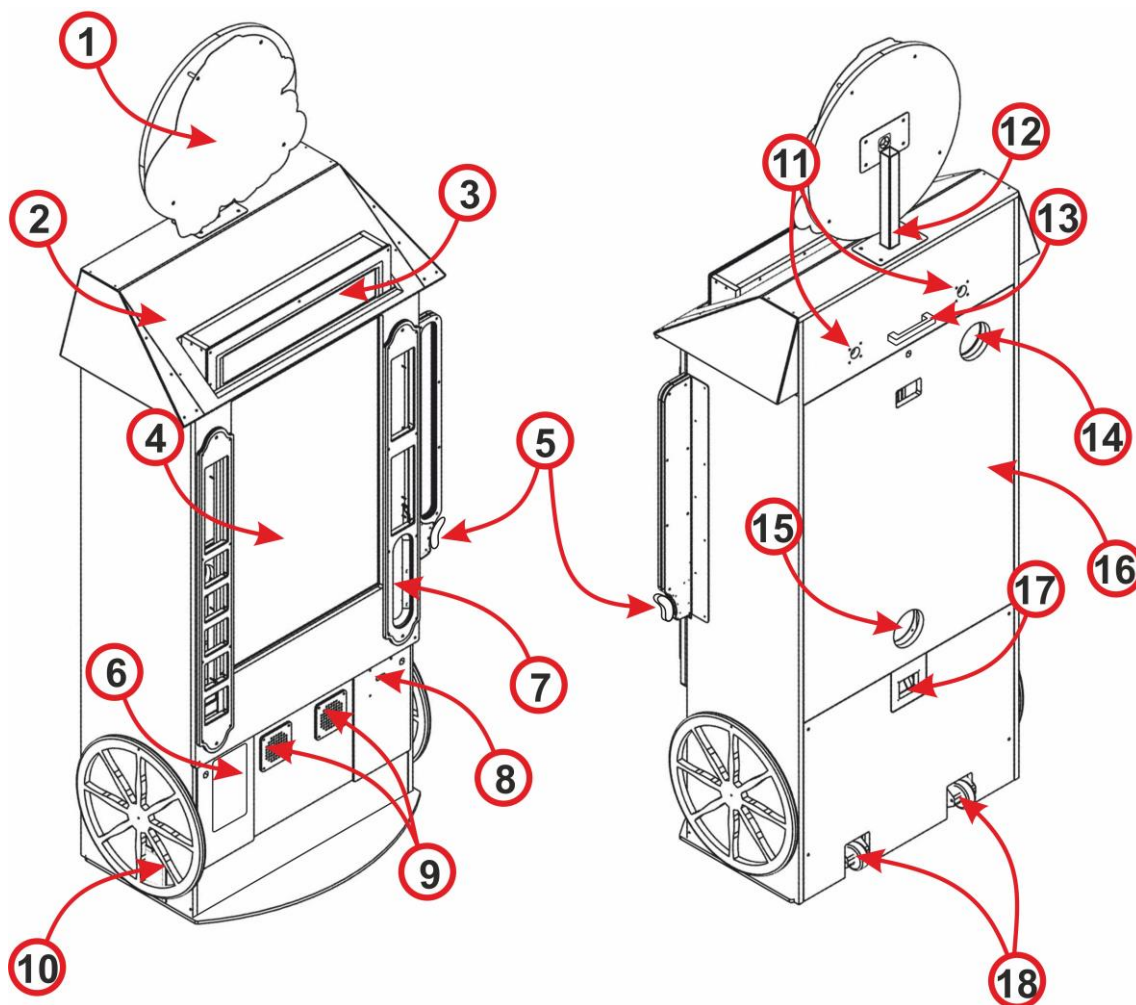
Mount the wheels at the assembly points. Turn the machine 90 degrees backwards to easily transport it over long distances. NOTE: the surface must be smooth





- Be careful not to damage the machine during transport.
- The machine should be handled with care when bringing it down from a high level.
- Always unplug the game before moving.
- For longer distance transport, package the game properly to prevent damages

### 3.3 DEVICE AND IMPORTANT ELEMENTS

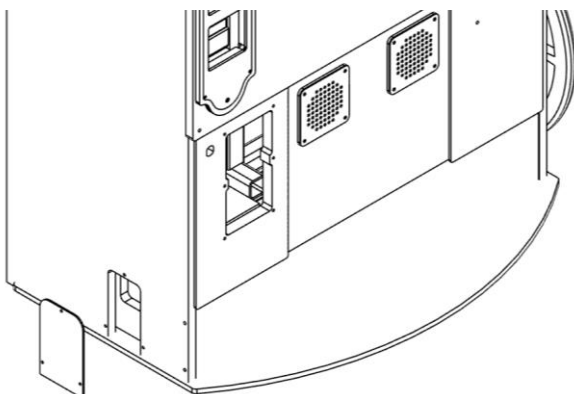


1. marquee
2. upper service door
3. info display
4. game display
5. shooting button
6. coin/bill acceptor, cashbox and service buttons
7. tokens
8. tickets output, ticket container door
9. speakers
10. cabinet height regulation

11. transport wheels mounting
12. marquee mounting
13. transport handle
14. out fan
15. in fan
16. back service door – access to CPU board, I/O board and power supply
17. power socket
18. transport wheels



### 3.4 HEIGHT ADJUSTMENT



Unscrew the cover at the bottom left of the device. Place the lever (included in the set) in the hole and hook it to the lifting mechanism. Turn the lever left or right to raise or lower the housing.

### 3.5 PLAY ZONE

This machine requires space for playing and for maintenance as shown below.

Leave space around the game upon installation:

Service area: 50cm

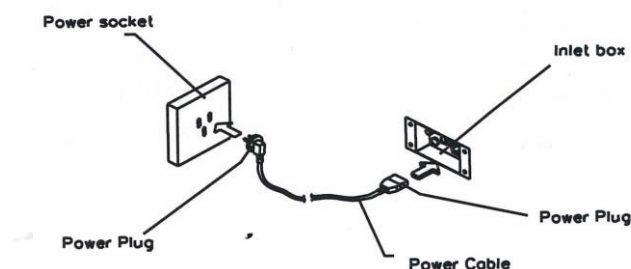
Play area: 100cm

### 3.6 CONNECTING POWER

## IMPORTANT!

**POWER SUPPLY ADJUSTS AUTOMATICALLY TO 115V OR 230V**

- Machines electrical system (power supplies and display) will adjust automatically to 230V or 115V voltage.
- Do not plug the equipment power cables into an electrical outlet if the power cable is damaged.
- Avoid putting many loads on one electrical outlet as it could generate heat the fire resulting from overload.



Connect the grounding conductor to the earth terminal (GND):



Ensure that nothing rests on the power cord and that it is not located where it can be stepped on or tripped over.





To disconnect the game, grip the plug and pull it from the wall outlet. Never pull by the cord.

To prevent electric shock, do not touch the power plug when hand is wet.

## 4. ACTIVATION, UPDATE AND GAMEPLAY

### IMPORTANT!

**DEVICE SOFTWARE IS COPYRIGHT PROTECTED. COPYING AND DISTRIBUTION IS STRICTLY PROHIBITED. IT IS ALSO FORBIDDEN TO INTERFERE IN THE INTEGRITY OF SOFTWARE THROUGH MODIFICATION OR IMPLEMENTATION OF ANY CHANGES WITHOUT APPROVAL OF THE MANUFACTURER. ANY ATTEMPTS OF SOFTWARE CHANGES, OTHER THAN THOSE SPECIFIED BY THE MANUFACTURER MAY RESULT IN WARRANTY LOSS.**

Game software is USB license dongle protected. Each unit is equipped with one dongle.





#### 4.1. SOFTWARE UPDATE

To carry out software update USB memory stick is required.

1. Download auto-update file provided by manufacturer/distributor and save it to main directory of memory stick.
2. Turn OFF your machine
3. Open the lower rear service door and locate computer case
4. Connect the memory stick to free USB port ports.
5. Turn ON your machine
6. Update file will be automatically detected and installed to your device

```
#####
#                               #
#   PizzaExpress launcher      #
#   Magic Play (c) 2018 | v1.01 #
#                               #
#####KK##

-> Set screen rotation... OK
-> Check system volume... OK
-> Check for USB flash drive with update file...
-> Update found!
Path: /media/magic-play/TEST/PizzaExpress_auto_update.zip.v108
```

7. After update process detach your USB memory stick

```
#####
#                               #
#   PizzaExpress launcher      #
#   Magic Play (c) 2018 | v1.01 #
#                               #
#####KK##

-> Set screen rotation... OK
-> Check system volume... OK
-> Check for USB flash drive with update file...
-> Update found!
Path: /media/magic-play/TEST/PizzaExpress_auto_update.zip.v108
!!! UPDATING PizzaExpress SOFTWARE. DO NOT TURN OFF THE MACHINE !!!
-> Check update file... OK
-> Delete old backup... OK
-> Make fresh backup... OK
-> Install update... OK
-> Update finished. Disconnect USB flash drive.
```

8. Done!

If update file is not detected: redownload and reupload file to the memory stick, check other USB flash drive. Preferred USB memory stick file system is FAT32.



## 4.2 SYSTEM RECOVERY

We are adding special USB auto-restore flash drive to every Pizza Express machine.

### ATTENTION!

This flash drive WILL AUTOMATICALLY ERASE WHOLE COMPUTER HARD DISK, ALL MACHINE DATA WILL BE LOST! **DO NOT CONNECT AND BOOT IT IN REGULAR PC!**

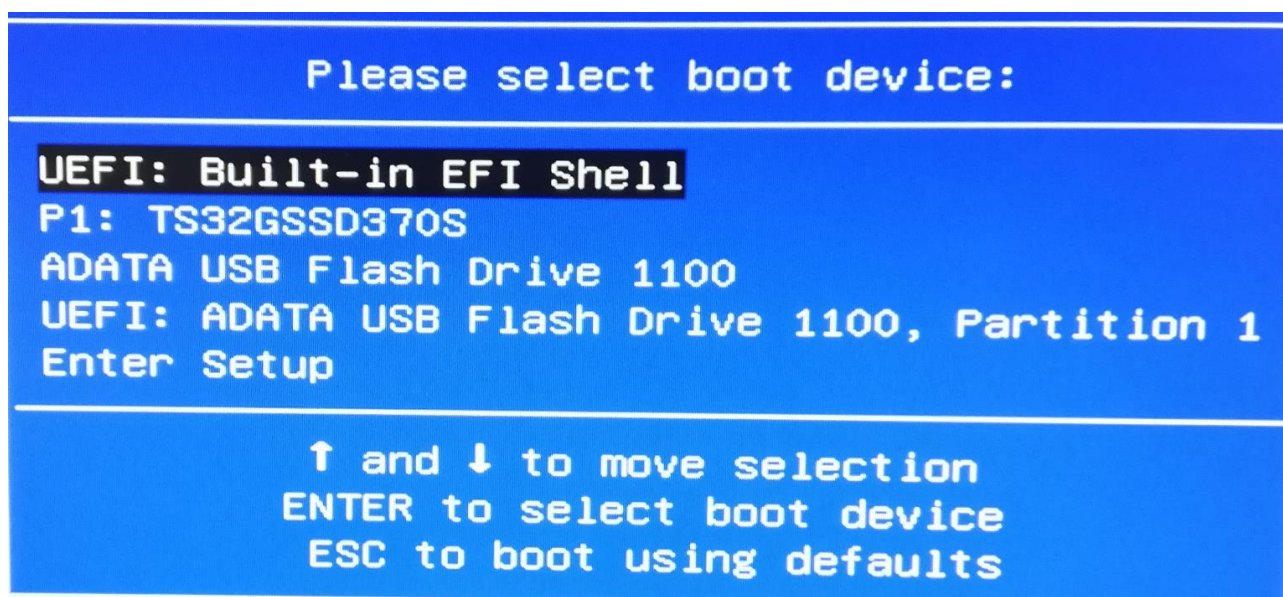
If you replace hard disk or if you encounter system boot failures, there is an easy way to recover your machine to factory state using this USB auto-restore backup.

You need only usb keyboard and the auto-restore usb flash drive. If you lost it, please contact your distributor for instructions.

### Procedure:

1. Turn OFF your machine
2. Connect keyboard and USB auto-restore flash drive to free USB ports of machine computer
3. Turn ON your machine
4. Immediately push multiple times F12 keyboard button till you will see „Please select boot device” pop-up window.

ATTENTION: Some screens may not display this dialog box, you will see „No signal” pop-up.



5. Using keyboard arrows, select **USB Flash Drive** and accept it by pushing ENTER  
Don't worry if you don't see this pop-up. Your USB drive is always at the 3rd position. Push two times DOWN ARROW on keyboard and hit ENTER. Then you will see the recovering screen.
6. Now all the process will automatically restore data to your machine and automatically reboot the computer. This process will take about 15 minutes to finish.
7. When the game starts normally, disconnect USB auto-restore memory stick and hold it for the next time.

## 4.3 GAMEPLAY

Single player game



Playfield description





To start the game insert coin into coin acceptor or banknote into bill validator.



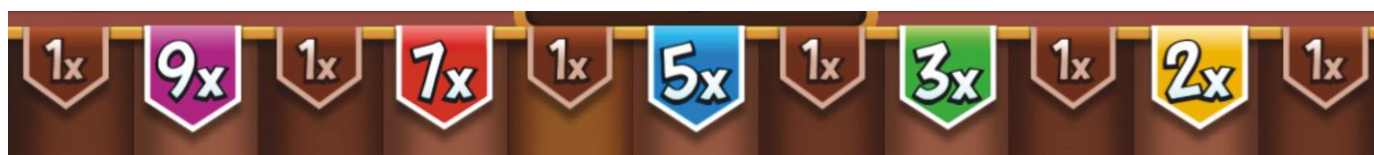
Wait until tokens are in the tray and illuminate green. Player can check the number of available tokens on the indicator on the top of the playfield



Use button on left to shoot tokens into the playfield.



Stack 10 tokens in one line to erase the line. Each line is worth 10 points/tickets multiply by multiplier above the line.

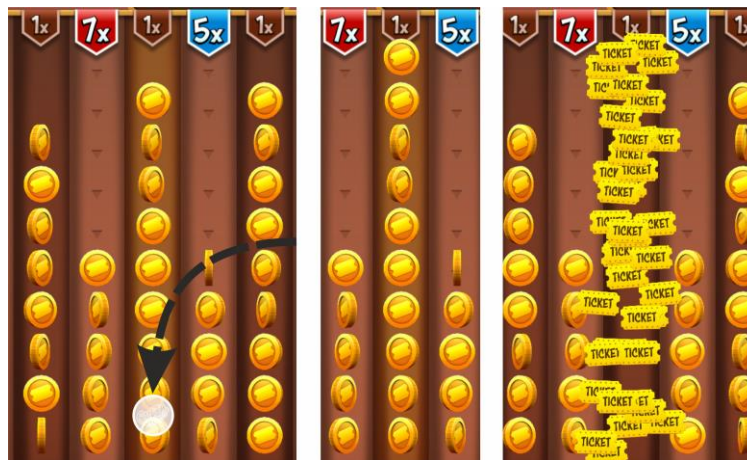


Multiply value line





Shot the coin to stack line of 10 coins in one row to clear the line and get 10 tickets multiply by multiplier value.



Shot the coin to stack line of 10 coins with DIAMOND COIN in it to clear the line and get BIG WIN. 10 tickets multiply by multiplier value and additional tickets vale for DIAMOND COIN



Game ends when there are no more tokens to shoot. Player will get a summary of the game with information about the number of tickets won.



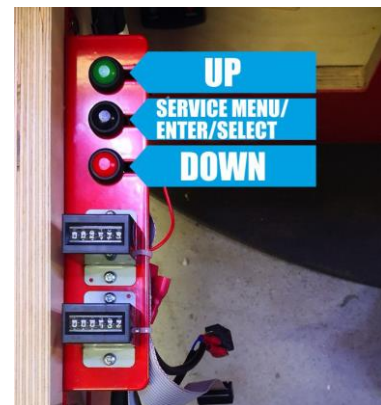


## 5. GAME OPTIONS

### 5.1 MENU ACCES AND NAVIGATION

To access menu press SERVICE/ENTER button, located in service door, at the lower left front of the machine, next to the coin and ticket counters.

Use UP/PREVIOUS (green) and DOWN/NEXT (red) buttons to navigate in the menu. Use SERVICE/ENTER (black) to ENTER or CHANGE the option value or selection.



## IMPORTANT!

**REMEMBER THAT CHANGES IN THE SERVICE MENU CAN RELATE TO ELEMENTS SUCH AS THE COST OF THE GAME AND THE NUMBER OF WON TICKETS, AND WHICH MAY AFFECT THE EARNINGS OF THE DEVICE. MAKE SURE THAT THE CHANGES AND ENTERED VALUES ARE VALID.**

### 5.2 SERVICE MENU

MAIN MENU			
Game Version: 1.X.X	Indicates software version		
DEVICE SETTINGS	MUSIC VOLUME	0-100	Set music volume
	SFX VOLUME	0-100	Set sound effects volume
	DEMO VOLUME	0-100	Set demo volume
GAME SETTINGS	GAME TOKENS	1-10	Set tokens per game
	BIG WINS FACTOR	1-100	It determines how often the DIAMOND COIN should be placed in one of the three most difficult places to hit. For example: if the value is set to 3, in every third case DIAMOND will be placed on the most difficult line and in other cases the location will be completely random.
CREDIT SETTINGS	FREE PLAY	ON / OFF	Free play, no credits needed
	COIN TYPE	ELECTRICAL / PULSE	Acceptor type: electrical or pulse
	GAME PRICE	1-20	How many credits needed to play 1 game
	COIN PULSE VALUE	1-10	Value of PULSE coin acceptor
	COIN CH1 VALUE	1-10	Value of CH1 coin acceptor
	COIN CH2 VALUE	1-10	Value of CH2 coin acceptor
	COIN CH3 VALUE	1-10	Value of CH3 coin acceptor
	BILL PULSE VALUE	1-10	Value of PULSE bill acceptor



TICKET SETTINGS	TICKETS	ON / OFF	
	TICKET VALUE	1, 2	Change won tickets value
	BONUS VALUE	50 - 1000	Set ticket bonus
	MERCY TICKETS	0 - 50	Free tickets at beggining of the game for everyone
	BONUS VALUE	50 – 1000	Set BIG WIN/DIAMOND COIN ticket value
	CLEAR DUE TICKETS	(value)	Clear undispensed tickets.
COUNTERS	RESETABLE	COINS	Total coins
		GAMES	Total games
		TICKETS GIVEN	Total tickets given
		TICKETS WON	Total tickets won
	NON-RESETABLE	COINS	Total coins
		GAMES	Total games
		TICKETS GIVEN	Total tickets given
		TICKETS WON	Total tickets won
STATS	HITS S1-11		How many hits per slot
	HITS% S1-11		Percentage hits per slot
	TICKETS S1-11		How many tickets won per slot
	AVERAGE TICKETS WIN		Average tickets win per game
	BIG WINS		Tickets bonus won TIMES
TESTS	INPUT	SERVICE BUTTON	Check service button
		UP BUTTON	Check service UP button
		DOWN BUTTON	Check service DOWN button
		COIN CH1	Coins on CH1
		COIN CH2	Coins on CH2
		COIN CH3	Coins on CH3
		BILL (Pulse)	Coins on BILL acceptor
	OUTPUT	GIVE 10 TICKETS	Dispens 10 tickets
		SCREEN TEST	Show screen test
		RELEASE TOKEN	Dispense one token
MANUAL MOTOR UP	Hold SERVICE/ENTER button to manually control token dispenser motor UP		
MANUAL MOTOR DOWN	Hold SERVICE/ENTER button to manually control token dispenser motor DOWN		



### 5.3 RECOMMENDED SETTINGS

PAYOUT ~10 TICKETS/GAME	
GAME SETTINGS	
GAME TOKENS	3
BIG WINS FACTOR	1
TICKET SETTINGS	
TICKETS	ON
TICKET VALUE	1
BONUS VALUE	300

PAYOUT ~40 TICKETS/GAME	
GAME SETTINGS	
GAME TOKENS	7
BIG WINS FACTOR	10
TICKET SETTINGS	
TICKETS	ON
TICKET VALUE	1
BONUS VALUE	750

PAYOUT ~20 TICKETS/GAME	
GAME SETTINGS	
GAME TOKENS	5
BIG WINS FACTOR	5
TICKET SETTINGS	
TICKETS	ON
TICKET VALUE	1
BONUS VALUE	400

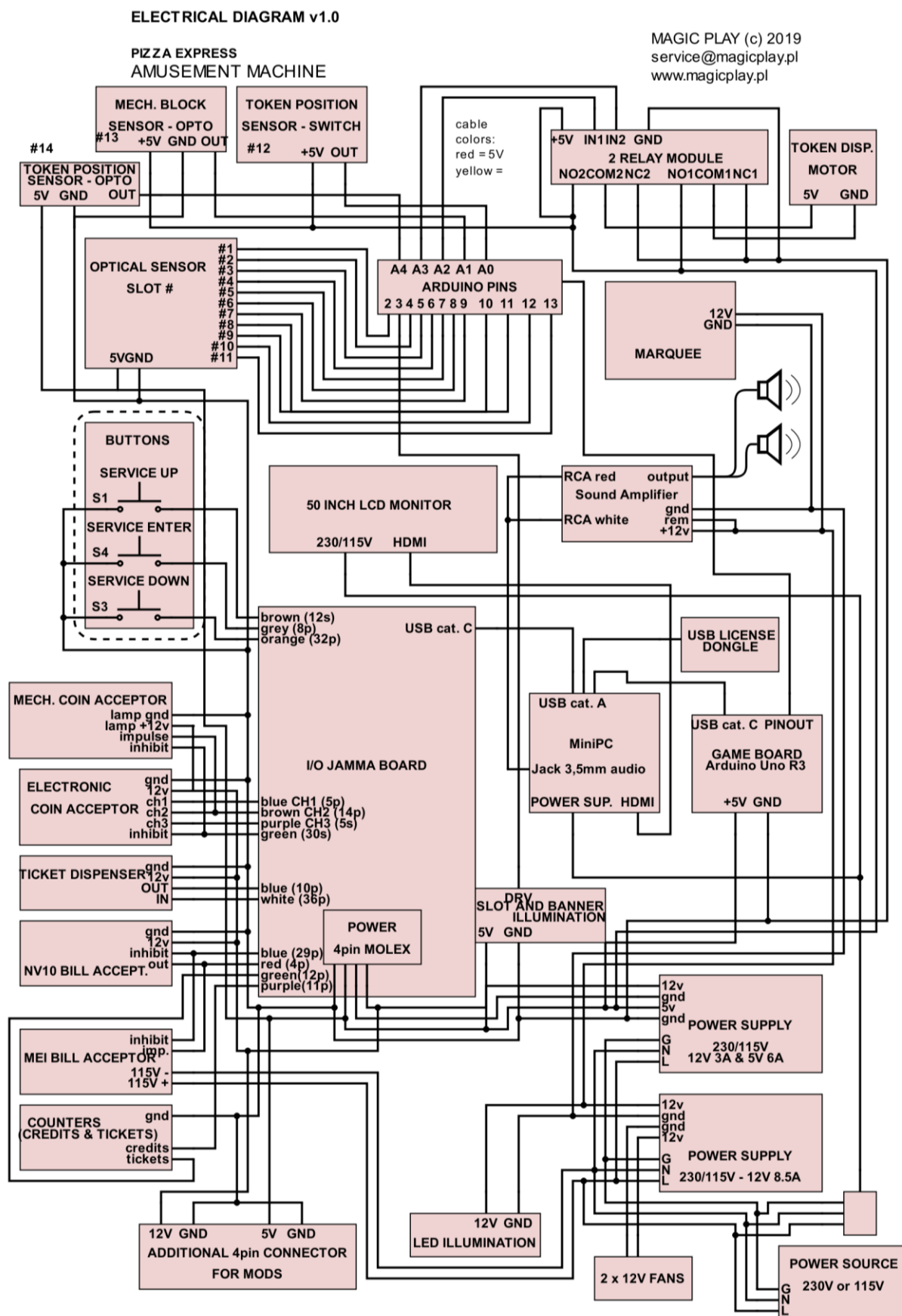
PAYOUT ~60 TICKETS/GAME	
GAME SETTINGS	
GAME TOKENS	8
BIG WINS FACTOR	10
TICKET SETTINGS	
TICKETS	ON
TICKET VALUE	1
BONUS VALUE	750

PAYOUT ~30 TICKETS/GAME	
GAME SETTINGS	
GAME TOKENS	6
BIG WINS FACTOR	10
TICKET SETTINGS	
TICKETS	ON
TICKET VALUE	1
BONUS VALUE	500

PAYOUT ~80 TICKETS/GAME	
GAME SETTINGS	
GAME TOKENS	10
BIG WINS FACTOR	20
TICKET SETTINGS	
TICKETS	ON
TICKET VALUE	1
BONUS VALUE	1000



## 6. ELECTRICAL DIAGRAM







## 7. MAINTENANCE, INSPECTION

### 7.1 SAFETY CHECK

Check the points listed before operating the machine. These checks are necessary for safe machine operation:

1. Try to run the game before operation each day.
2. Conduct monthly routine checks of game components to ensure good working condition
3. Check the machine regularly for dust and clean when necessary.

Note : Parts and components require preventative maintenance to be kept running smoothly

## 8. TROUBLESHOOTING

### **System failure, errors on the screen, operating system won't boot or SSD (hard disk) drive failure**

1. First try to restart your machine
2. Follow 4.2 chapter: „Recovering your machine”
3. If SSD drive is broken: replace it. Minimum 30GB SSD or equivalent HDD is required and follow chapter 4.2 „Recovering your machine”

### **I/O BOARD error or GAME BOARD error**

1. Check USB connections between boards and MiniPC
2. Check Boards power and power supply units
3. Board is broken - replace

### **Token dispenser gives too much tokens, locks the mechanism**

1. Check detector switch near mechanism or replace it
2. Check wiring connections between detector switch to electronic board
3. Check slot optical sensor #1-11 – if one of these are hanged up at two solid green lights up it means that there are optical sensor failure. Check solutions below.

### **Token dispenser fails to give token in game**

1. Check possible collisions in mechanism
2. Check slot optical sensor #1-11 – if one of these don't detect token, dispenser will think that there is still 1 token in game

### **Slot optical sensor not detecting tokens or see collision non-stop**

1. Try to regulate range +- when optical sensor is powered on. Regular state when one solid green LED lid up + second LED blinks when detect token.

Regulation procedure:

- power on machine
- add potentiometer with screwdriver until second LED stay solid GREEN
- minus potentiometer with screwdriver until second LED will turn off + 2mm
- done



## 2. Replace faulty optical sensor

Regular powered up state:



Second LED blinks when token detected: ok, solid green: bad – make regulation or replace.



### „No signal” alert on screen

1. Check machine computer state. Turn it on by button if not started automatically.
2. Check monitor „source” and make sure that is pointing to HDMI interface
3. Try to restart your machine

### Black screen without any communicates

1. Check screen power plug
2. Check if the screen is turned on. Push power button and watch if something changes
3. Check HDMI cable connection
4. Try to restart machine

### Problems with coin acceptors/bill acceptors

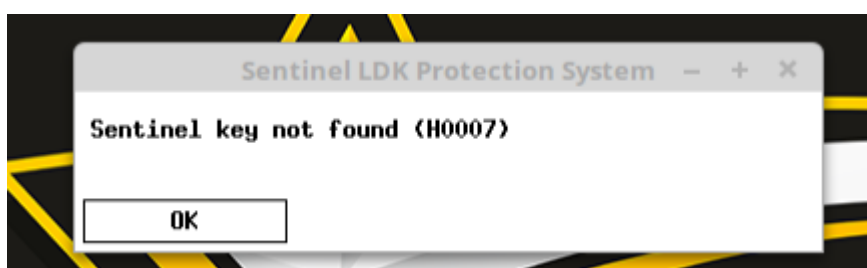
1. Possible problems with acceptors firmware
2. Check wirings for acceptors
3. No USB connection between I/O board and computer
4. Try to restart your machine

### Buttons/coins mech not working

1. Check wirings and power connections
2. No USB connection between I/O board and computer
3. Try to restart your machine

### Sentinel key not found

1. Licence key is not connected to internal USB port or it's corrupted.  
(the key is inside the computer case, solid red led light means that licence key is working)
2. Try to restart your machine.





## 9. TERMS OF WARRANTY

Magic Play Sp. z o.o. warrants that the PIZZA EXPRESS game will be free from electronical and mechanical defects for a period of 12 months from the date of delivery.

Warranty covers:

- Display
- CPU board
- I/O board
- Power supplies
- LED driver
- LED lighting

Warranty terms do not cover parts not included above.

### Definition of defect:

It will be considered as defective if any connection between subcomponents on a particular board fails or any of them stops working itself. It does not include damages which occurred due to misuse, unauthorized connection or modifications.

**Should the product prove defective during the warranty period, Magic Play, at its option, shall:**

1. Repair the defective part by means of telephone support or depot service at no charge for parts or labor.
2. Replace the defective part with a comparable product which may be new or refurbished.

Provided that

1. Magic Play is informed of the defect immediately after it occurred. The faulty part should be dispatched to Magic Play or its authorized distributor as soon as possible.
2. Magic Play diagnoses the defects were not caused by improper use, neglect, unauthorized modifications, repair, setup or testing.
3. Only parts recommended and approved by Magic Play are covered by Magic Play Terms of Warranty.

**UNDER NO CIRCUMSTANCES SHALL MAGIC PLAY SP. Z O.O. BE HELD RESPONSIBLE FOR  
LOSSES IN PROFIT, USAGE OR ACCIDENTAL SERIOUS DAMAGE TO THE MACHINE!**

**Magic Play sp. z o.o.**

**Adress:** Chocimska 6

62800 Kalisz, POLAND

**Phone:** +48 62 753 21 88

**Website:** [www.magicplay.eu](http://www.magicplay.eu)