



*it's a whole new game!*

## Trough issues FAQ

### **Caution:**

If you are not comfortable working on pinball hardware and/or high voltage electronics, please get professional support for this. In general: use your common sense. Don't experiment. Don't be a nihilist. Only skilled and trained people are allowed to open this system. The manufacturer accepts no responsibility for injuries caused by unauthorized operation. Keep long hair, fingers, jewelry, etc. away from turning parts of the system.

## Before the following make sure the game is **TURNT OFF!**

In case there is the need to set the playfield vertical or take it out on the brackets for better access of the Ball Trough please follow the below instructions

### Step 1 – remove glass and balls

- Carefully remove the lockdown bar and playfield glass.
- Remove all five balls from the Ball Trough!
- Lift the playfield a bit and pull the playfield a bit towards you as soon as the playfield support brackets are high enough to do so and rest the playfield onto the front of the cabinet on the playfield support brackets:



In this position already the ball trough can be observed and checked if connectors are properly in place. Otherwise proceed to step 2 in required

### Step 2 – place playfield vertical

- Raise the playfield to vertical position. Let it carefully touch the top part of the backbox, this to avoid damage. You can put something in between like a cloth to reduce the chance of damage even further. Also we recommend to put something over the bowling alley to avoid screws falling into it.



### Check one – amount of balls

The TBL is delivered with 6 balls. Of those only 5 go in the ball trough ! No 6 is installed in the Bowling alley. If you have only 4 balls in the ball trough most likely one is stuck on the playfield. Check your playfield carefully.



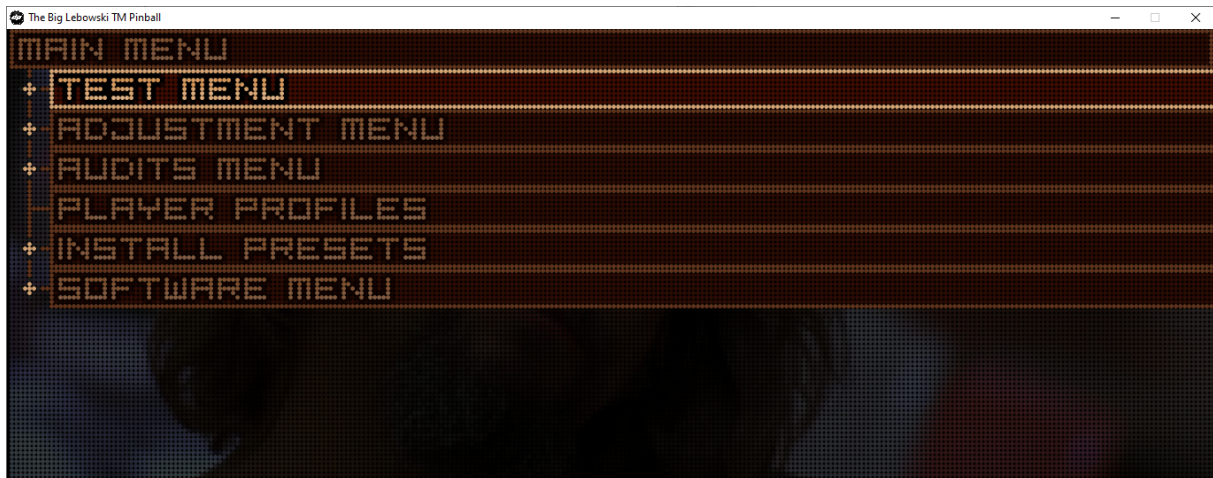
### Check two – switch test

Go into the test menu **WITHOUT** starting a game. This works as follows

Push the Enter button to open the Main menu. In the Main menu, you have submenus which will lead you to subsections with a variety of possibilities:

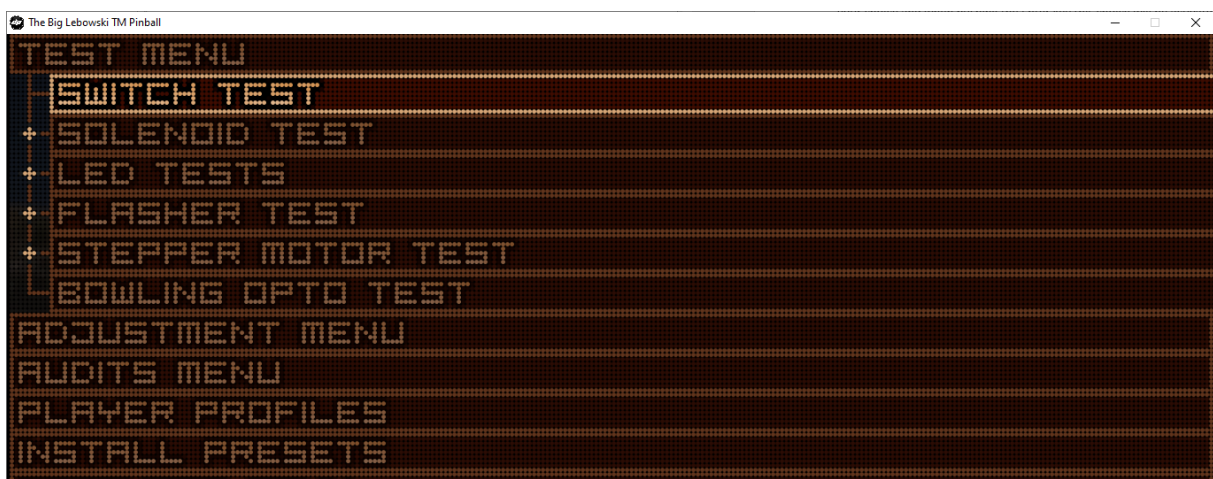
- Test menu. You can carry out any test you desire to check if something is working properly.
- Adjustment menu. You can adjust settings or customize gameplay to your needs.
- Audits menu. Here you see what the earnings are, how many times a flipper was activated, etc.
- Player profiles. With the TBL, you can give players a profile. If they select this profile when playing a game, they can see their statistics later, such as high score, average score, ball times, etc.
- Install presets. Here you can set a pre-defined set of adjustments.
- Software menu. Here you can find software related [options](#), such as version check & select, and update.

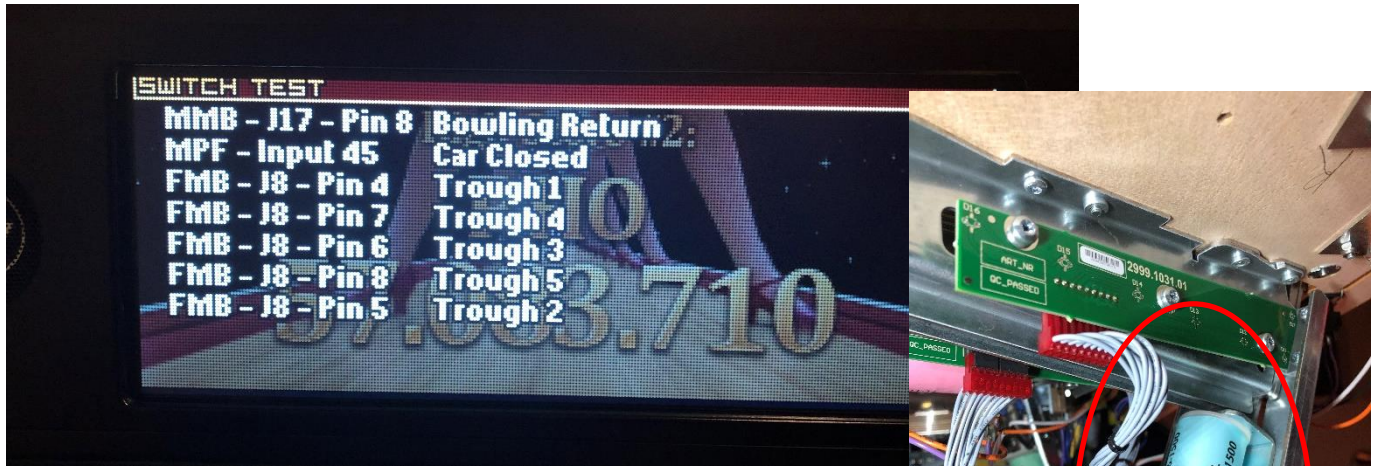
You can use the + - keys to select the item of your choice and when pressing the Enter key, this choice will be activated. The Escape key will return you to your previous choice or close the test menu. Go to Test Menu



In this menu, you can carry out any test you desire to check if something is working properly.

Select Switch test. If you activate this test, it will display all switches which are active at that moment.



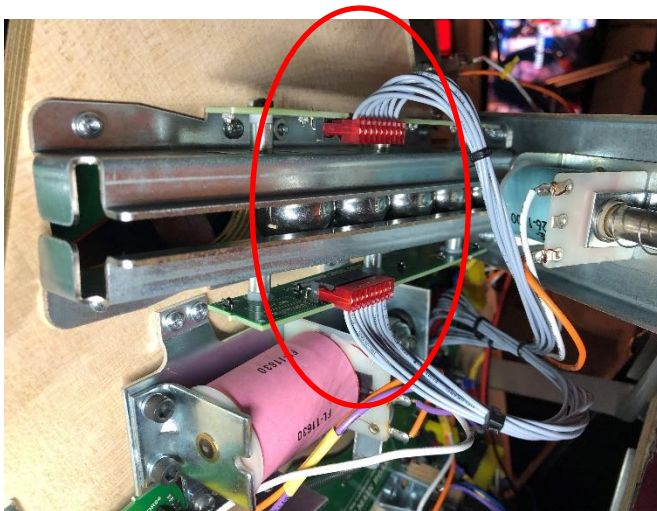


The above picture shows the active switches at this moment. What we are targeting here is if we see switches Trough 1-2-3-4-5 active. This means the TBL thinks 5 balls are in the ball trough. It can be that also a bowling launcher switch is visible, this depends on exact position of bowling launcher.

Now remove all balls manually. You can most easily do this by manually moving the plunger of the coil upwards.

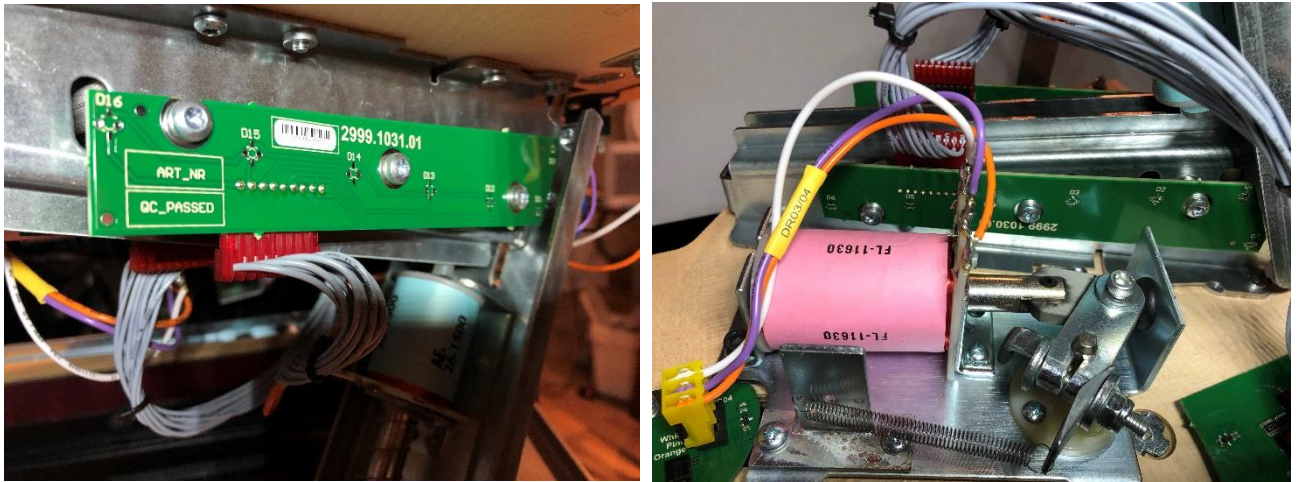
Repeat the switch test. ALL trough switches should now have disappeared.

In case one of the above tests doesn't show the expected outcome remove and reseat the connectors of the two PCB's. Do this with TBL turned OFF !!



In case reseating the connectors doesn't help most likely one of the senders or receivers which form an opto-pair isn't working.

TBL has 6 opto-pairs for Trough 1-6 and at the end one extra to detect a ball jam. You can check which one isn't working via blocking the light path with for instance a sheet of paper. Check which one doesn't react and see if for instance its not just a soldering problem



The above 2 pictures show the two PCB's which form together the detection of the balls in the Trough.

If you think something is faulty in (one of ) these two PCB's report it to DP support @ [support@dutchpinball.com](mailto:support@dutchpinball.com) for a replacement set of PCB's. Include a detailed description of the issue and the serialnumber of your game.