

Coastal Amusements Inc.

Nexus Game Troubleshooting Guide

Problem	Corrective Action	Comment
No power. Game not starting. No picture on monitor.	<ul style="list-style-type: none"> - Check that the power cord is connected to a live outlet. - Check that the power switch is turned "ON" - Check that the power supply's voltage select switch is set to the proper voltage. 	<ul style="list-style-type: none"> - (Live Outlet) Is an outlet powered with electricity. - The power switch is located on the back of the power supply.
No video.	<ul style="list-style-type: none"> - Check that game power is on. - Check that the monitor is connected to the motherboard. - Check that the power is connected to the monitor and the motherboard. - Make sure that RAM is properly seated. 	<ul style="list-style-type: none"> - The monitor connection is located inside the rear compartment of the game. - (RAM DIMM) is located on the motherboard.
Poor picture.	<ul style="list-style-type: none"> - Adjust brightness, contrast, horizontal, and vertical controls. 	<ul style="list-style-type: none"> - Monitor controls are located on the bottom of the monitor.
Touch screen does not work.	<ul style="list-style-type: none"> - Check that the touchscreen controller is connected to the COM1 and keyboard ports on the motherboard. - Make sure the screen has not been scratched. - Make sure no metal is touching the screen. 	<ul style="list-style-type: none"> - The touchscreen is connected to COM 1 input on the motherboard. - If screen is scratched, it must be replaced. - If COM 1 is bad, the motherboard must be replaced.
Game displays an error with memory.	<ul style="list-style-type: none"> - Check that the RAM DIMM is installed/ seated correctly. 	<ul style="list-style-type: none"> - The DIMM must be correctly seated for proper operation.
Game not recording credits from coins. Bill acceptor not working.	<ul style="list-style-type: none"> - Check that the wiring harness on the coin box/bill acceptor is intact and not damaged. - Check that the bill acceptor is powered. - Check that the coin mech wiring cable is installed. 	<ul style="list-style-type: none"> - Inspect the wiring harness on the coin /bill acceptor for damage. Make sure that it is fully connected. - Both connections must be complete for proper operation.
No sound. Game volume too low or too high.	<ul style="list-style-type: none"> - Adjust volume control. - Make sure speakers are plugged in. 	<ul style="list-style-type: none"> - Enter system setup screen to adjust game volume.
"Boot disk failure" Insert system disk.	<ul style="list-style-type: none"> - Make sure hard drive ribbon cable is connected with red stripe on ribbon cable facing power connector. - Check that hard drive power cable is connected. 	<ul style="list-style-type: none"> - If hard drive cables are not completely connected, hard drive will not operate. - Contact Coastal for replacement hard drive.
Meter not advancing.	<ul style="list-style-type: none"> - Check connection at coin board. - Replace coin meter. 	<ul style="list-style-type: none"> - Check wiring at position J2 and J3 at coin board.