



The UltraCade Frequently Asked Questions (FAQ) is a collected list of the most common questions asked by our customers. Please make sure your Tech Support team has a copy of these questions to better serve your customers if they should have a technical question. Below the most common problems are grouped by type of issues.

UltraCade Power ON / Reset FAQ

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The current UltraCade Operating System version is 3.86 as of August 9th 2004

UltraCade Power ON / Reset FAQ

My UltraCade only boots into the Operator Menu

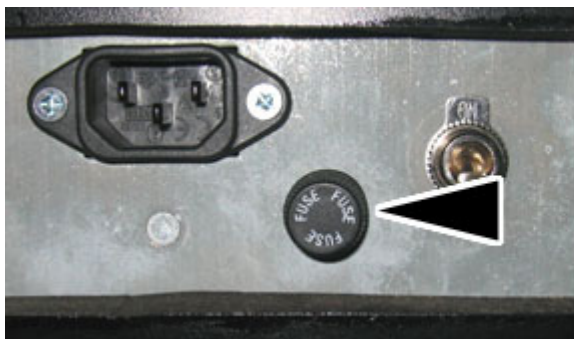
Answer 1: The UltraCade system will boot into the Operator Menu if there are no games installed on the system. First, verify that the 86-Game Base Pack is installed on the UltraCade system.

Answer 2: If the problem still occurs, check the **TILT** sensor wire on the JAMMA harness, make sure it is not being shorted in any way. You can verify the connection in the JAMMA Test under the operator menus.

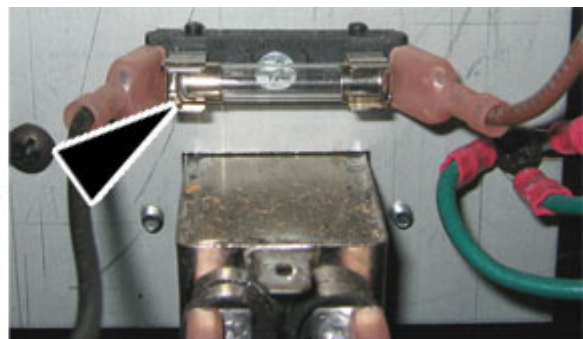
My UltraCade boots up to the UltraCade logo screen and then resets, or reboots?

Answer: Please re-install the UltraCade system software using the “**Format and Install**” option and then re-install the game packs to resolve this problem. From time to time a section of the hard drive will become corrupt or unreadable by the computer. This causes the UltraCade system to be unstable or to reboot. The problem mostly occurs in locations with bad or unstable power caused by lightning strikes or other weather related phenomenon that could cause damage to computer parts. UltraCade Technologies always recommends using a UL certified power surge protector to help protect your arcade equipment from this type of electrical damage.

I turn the cabinet power switch ON, but nothing happens



OR

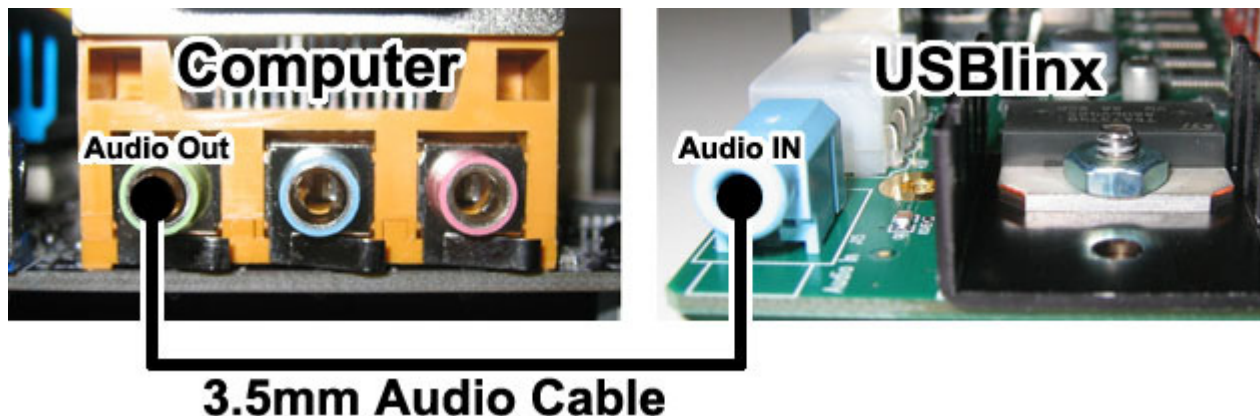


Answer: The cabinet slow blow fuse just inside the rear cabinet door may have blown. It is recommended that you replace this fuse with another slow blow 5 Amp fuse from your local hardware store.

My cabinet locks up when I am searching through the game titles in the UltraCade “attract” mode

Answer: This problem occurs when you have installed an older version of the 86-Game Base Pack with a newer version of the UltraCade System Installation CD. To resolve this problem you need to re-install the UltraCade software using the **Format and Install** option. Begin by using the original UltraCade System Installation CD that came with your cabinet to install the UltraCade OS. Next, install the 86-Game Base Pack CD that came with your cabinet. Now use the newer UltraCade System Installation CD to perform an **UPGRADE ONLY** to upgrade your UltraCade system to the latest software revision.

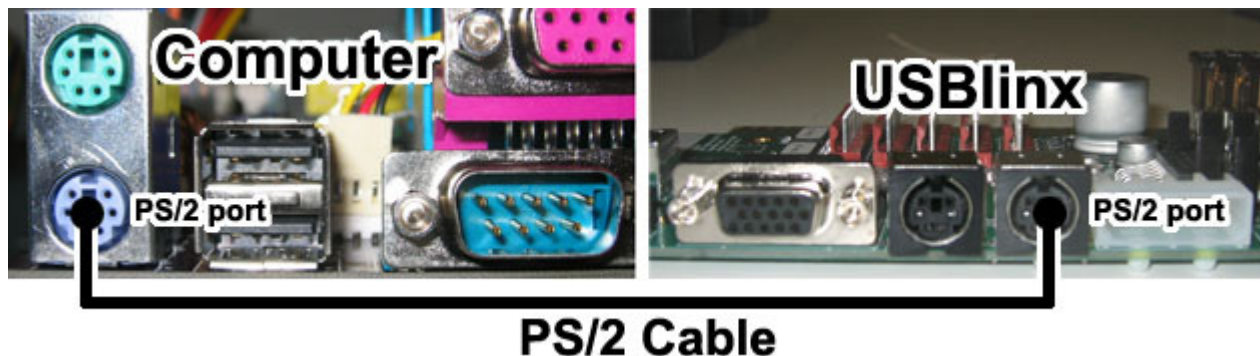
My UltraCade boots up and there is no sound?



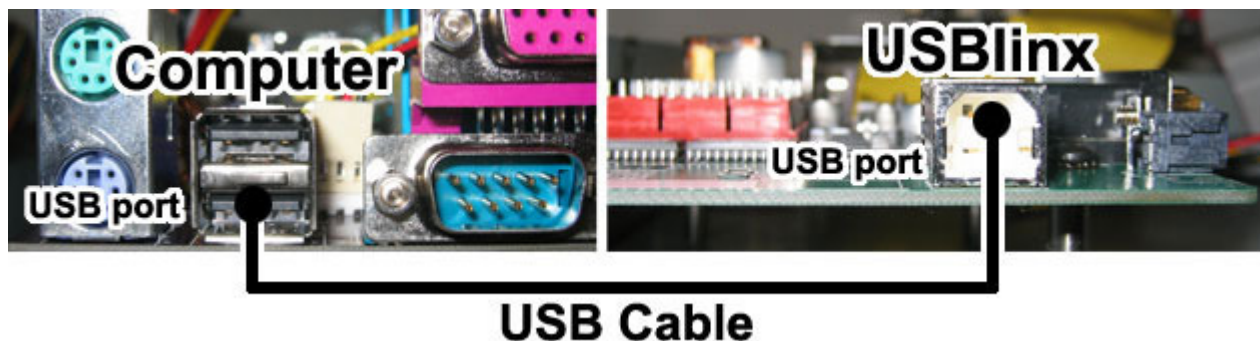
Answer 1: Verify you have the 3.5mm Stereo Audio cable plugged from the audio out port on the computer to the audio in port on the USBlinx. You should also check the sound volume levels in the Operator Menu.

Answer 2: If you have tried both solutions above, try plugging in some simple computer speakers into the audio out port on the computer to verify there is sound coming from the computer.

My UltraCade boots up and there are no joystick, trackball, or button controls?



Answer 1: Verify that a PS/2 cable is connected between the keyboard PS/2 port on the computer to the PS/2 port on the USBlinx.



Answer 2: The trackball must have a USB cable connected from the USB port on the computer to the USB port on the USBlinx.

UltraCade Game Play / GamePack FAQ

Can I copy my games from the hard disk drive of my old UltraCade system to a new UltraCade system?

Answer: NO – The reasons for this is because UltraCade Technologies does not have the rights to replace lost or stolen GamePack CD's. The CD's are the only legal way you can install older games onto an UltraCade system.

What is an unlock code, GPID or MCID?

Answer: These are serial numbers for parts of your UltraCade system that together create an unlock code. The unlock codes are required so you can install and play the add-on GamePacks for your UltraCade system. The MCID is a unique software serial number for your UltraCade computer. You can view the MCID number by entering the Operator Menu on the UltraCade system. The MCID is located in the bottom left hand corner of the screen. The GPID is a unique serial number located on the GamePack CD. Using the MCID and the GPID you can get an unlock code for installation of the GamePack CD from the UltraCade website (www.ultracade.com). The GPID can only be used on one UltraCade system and cannot be used on multiple systems.

Do I need the GamePack CD in the CD-ROM drive of the computer to play the new add-on games?

Answer: No. You do not need the CD in the CD-ROM drive to play games once they have been installed on the UltraCade system. We highly recommend that you place these CD's in a safe place in case they are needed in the future.

I enter the unlock code to install a GamePack CD and the machine responds - No Matching GamePack



Answer: Each GamePack unlock code is specific to the UltraCade MCID and GamePack GPID serial number. The correct GamePack CD must be used with the matching MCID from the UltraCade system to install the GamePacks.

How do I exit a game using the EXIT button during game play?



Answer: While playing a game you can hit the EXIT game button to exit from the current game you are playing. After you press the EXIT button a menu appears on screen with two choices “YES and NO”. To exit the game, use the Player 1 joystick to select YES then press the Player 1 button 1 to confirm and exit the game. You should now be at the game select menu in the UltraCade “attract” mode. Please be aware that any credits used during the game play will be lost when you exit the game.

UltraCade Video / Monitor FAQ

I am getting no video signal / picture on my monitor

Answer 1: Verify the video monitor is getting power

Answer 2: Check that the video cables are setup correctly. CGA (low resolution) and EGA (medium resolution) monitors use a low resolution or medium resolution dongle on the computer. The video signal is sent through the JAMMA Harness to the monitor. VGA (high resolution) monitors are plugged directly into the video port on the computer. A diagram is given in your operation manual.

Answer 3: Test the computer video using a computer VGA monitor directly plugged into the Graphite computer. Remove any video dongle if used. Do not use an arcade monitor for this test as it will not work.

Answer 4: If you are not using the JAMMA harness provided in the UltraCade kit check the video signal wires **red, green, blue, ground, and sync** on the JAMMA harness to make sure they match the diagram provided in the kit installation manual.

I am getting a picture on my monitor, but the picture looks scrambled or unreadable

Answer 1: Verify the correct video dongle is being used for either a CGA (low resolution) or EGA (medium resolution) monitor.

Answer 2: Test the computer video using a computer monitor directly plugged into the computer. Remove any video dongle if used, and reboot the computer. Do not use an arcade CGA or EGA monitor for this test as it does not work.

Answer 3: If you are not using the JAMMA harness provided in the UltraCade kit check the video signal wires **red, green, blue, ground, and sync** on the JAMMA harness to make sure they match the diagram provided in the kit installation manual.

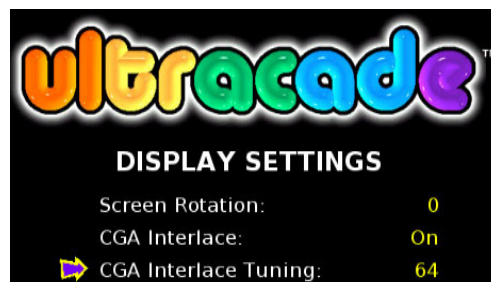
The picture on my monitor goes bad after being powered ON for a period of time?

Answer 1: Try testing with a different monitor and see if the problem persists.

Answer 2: When the video monitor goes bad reset the power to the monitor only to see if the picture on the monitor returns. If the video is still bad, call UltraCade Tech Support to help solve the problem.

Answer 3: If you are not using the JAMMA harness provided in the UltraCade kit check the video signal wires **red, green, blue, ground, and sync** on the JAMMA harness to make sure they match the diagram provided in the kit installation manual.

I have a CGA monitor and the picture is fuzzy and/or jumpy?



Answer: In the Operator Setup menu, under Display Settings there is an option called CGA Interlace Tuning. Adjust the number up or down by moving the Player 1 joystick left or right until the picture stabilizes.

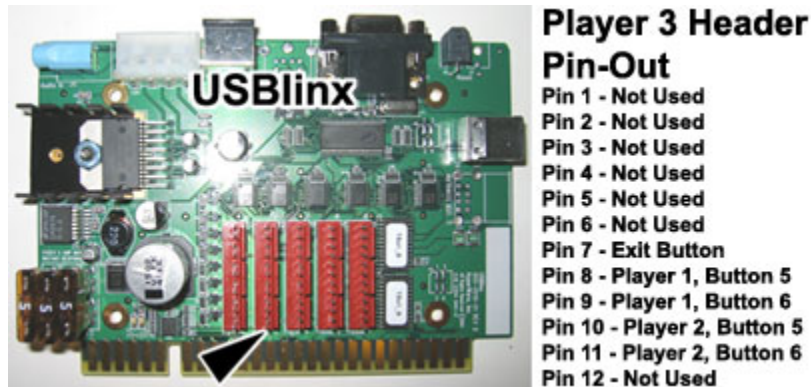
UltraCade Hardware FAQ

What is the JAMMA connector pin-out?

Answer: Here is a table of the standard JAMMA pin-outs used by UltraCade

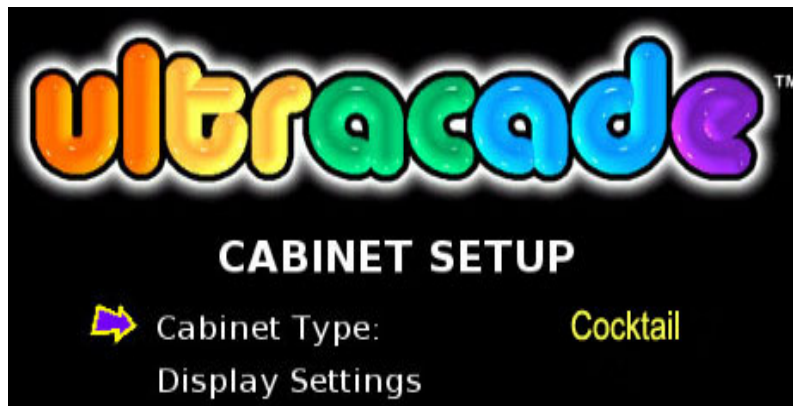
JAMMA connector chart			
.....Solder-Side.....	Component-side.....	
Ground	A	1	Ground
Ground	B	2	Ground
+5V into JAMMA	C	3	+5V out to JAMMA Harness
+5V into JAMMA	D	4	+5V out to JAMMA Harness
-5V into JAMMA	E	5	-5V out to JAMMA Harness
+12V into JAMMA	F	6	+12V out to JAMMA Harness
Key	H	7	Key
Meter 2	J	8	Meter 1
Lockout 2	K	9	Lockout 1
Left Speaker -	L	10	Left Speaker +
Right Speaker -	M	11	Right Speaker +
Video Green	N	12	Video Red
Video Sync	P	13	Video Blue
Service Switch	R	14	Video Ground
Tilt Switch	S	15	Test Switch
Coin 2	T	16	Coin 1
2 Player start	U	17	1 Player start
Player 2 Up	V	18	Player 1 Up
Player 2 Down	W	19	Player 1 Down
Player 2 Left	X	20	Player 1 Left
Player 2 Right	Y	21	Player 1 Right
Player 2 Button 1	Z	22	Player 1 Button 1
Player 2 Button 2	Aa	23	Player 1 Button 2
Player 2 Button 3	Ab	24	Player 1 Button 3
Player 2 Button 4	Ac	25	Player 1 Button 4
Not used	Ad	26	Not used
Ground	Ae	27	Ground
Ground	Af	28	Ground

Where does the EXIT button and buttons 5 and 6 connect on the USBlinx?



Answer: Here is a picture of the USBlinx and the pin-outs for the Exit Button, and buttons 5 and 6 for both Player 1 and 2 used by UltraCade. The 12-pin connector for the EXIT button, and buttons 5 and 6 connects to the Player 3 header on the USBlinx shown by the arrow in the picture above.

My second player trackball is not working for my Cocktail cabinet



Answer: In the Operator Menu, under Cabinet Configuration please verify the Cabinet Type is set to **Cocktail**.

Does my UltraCade system support a dollar bill validator?

Answer: Yes. UltraCade systems support most dollar bill validators. We highly recommend that you call UltraCade Technologies so that a list of recommended manufacturers, for your UltraCade system, can be provided.

Do I need an extra power supply for the JAMMA harness in my cabinet?

Answer: No. The UltraCade kit comes with the power supply to correctly power the 12V DC and 5V DC wires in the JAMMA harness. Adding an additional DC power supply to the JAMMA harness may cause irreversible damage to the computer and other devices connected to the JAMMA harness.

Why did the fuses blow on my USBlinx board?

Answer: If you are not using the new JAMMA harness provided in the UltraCade kit, then check the wiring on the existing JAMMA harness to the diagram provided in the kit installation manual. One of the power wires could be wired wrong or power is wired directly to ground in the JAMMA harness. The fuses on the USBlinx are there for over-current protection to protect the USBlinx and computer from electrical damage.

I can move my joystick around and navigate the menus or attract mode interface, but none of my start buttons seem to work



Answer: On older JAMMALinx boards attached to the Graphite computers, there is a toggle switch with 2 options: "game" and "mouse". Be sure the switch is pointed towards "game" shown by the circle in the picture above.

Contact UltraCade Technologies any time:

–Technical Support Contacts

James Frankle – Technical Support (408) 436-8885 ext 437

Email: james.frankle@ultracade.com

–Sales Contacts

Liz Breen – Inside Sales (408) 436-8885 ext 441

Email: liz.breen@ultracade.com

–Main Corporate HQ Offices

1281 Wayne Avenue

San Jose, CA 95131

Phone # (408) 436-8885

Fax # (408)715-6183

Email: info@ultracade.com