



15501 BETMAKERS TOT KIOSK

USER SERVICE MANUAL

Version History

Dec. 2021 V 0.1 Release Version

ISSUE NUMBER	DATE	ECN	COMMENTS	APPROVED
01	22-02-2023	6113	DRAFT FORMAT DOCUMENT ISSUED TO FOR CUSTOMER REVIEW ONLY.	N/A.
02	28-02-2023	6113	FINAL FORMAT DOCUMENT FOR FCC SUBMISSION.	L.D

Who Should Use This Manual

This guide is intended for those responsible for the installation and use of the Kiosk.

It contains information on:

- Installation and set-up instructions
- Operational requirements
- Kiosk Hardware Component Overview

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Notices

Note: For any safety-related incident that occurs related to this machine, the field personnel involved must immediately follow regular Safety Incident Reporting and contact the following department:

Neo Products Pty Ltd.

62-66 Pacific Drive

Keysborough, VIC 3173

Phone (03) 9701 1511

The System Services Representative (SSR) should check the following:

1. Ensure that the Kiosk is plugged into a properly grounded outlet.
2. Ensure that the ground wires are properly secured at each end and not pinched.

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SAVE THESE INSTRUCTIONS

Chapter 1 - Safety Information – READ THIS FIRST

Read the following information before operating the equipment.

Definitions of Hazard Levels:

The word **DANGER** indicates the presence of a hazard that has the potential of causing death or serious personal injury.

The word **CAUTION** indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

Chapter 1 - Safety Information

Danger Notices

DANGER: To prevent a possible shock from touching two surfaces with different protective ground (earth), use one hand, when possible, to connect or disconnect signal cables.

DANGER: Overloading a branch circuit is potentially a fire hazard and a shock hazard under certain conditions. To avoid these hazards, ensure that your system electrical requirements do not exceed branch circuit protection requirements. Refer to the information that is provided with your device or the power rating label for electrical specifications.

DANGER: An electrical outlet that is not correctly wired could place hazardous voltage on the metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

DANGER: When working on or around the system, observe the following precautions:

Electrical voltage and current from power, telephone, and communication cables are hazardous.

To avoid a shock hazard:

- If Neo Products supplied a power cord, connect power to this unit only with the Neo Products provided power cord. Do not use the Neo Products provided power cord for any other product.
- Do not open or service any power supply assembly.
- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The product might be equipped with multiple power cords. To remove all hazardous voltages, disconnect all power cords.
- Connect all power cords to a properly wired and grounded electrical outlet. Ensure that the outlet supplies proper voltage and phase rotation according to the system rating plate.
- Connect any equipment that will be attached to this product to properly wired outlets.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn ON any equipment when there is evidence of fire, water, or structural damage.
- Sharp edges, corners and joints may be present in and around the system. Use care when handling equipment to avoid cuts, scrapes and pinching.
- Route all cords away from sharp edges, corners and points, moving parts and heated surfaces, to prevent damage to the cable insulation. Never route cables through openings that do not have smooth well-rounded surfaces or with bushings.
- Protect all cords against physical damage. Never allow objects to be placed on or against the cords, or on surfaces that contact the cords. Ensure cords are positioned not to be stepped on, tripped over, or subjected to damage or stress.
- Inspect the power cord thoroughly and periodically. Do not use the Kiosk if the cord is damaged.
- Grasp the plug to remove it from the outlet. Do not unplug by pulling on the cord.
- Never handle equipment by its cord.
- Fully insert the plug into the outlet.

DANGER: The AC main power cord from the Kiosk is the disconnect means from AC mains.

DANGER: The AC mains power cord of the Kiosk is used as the disconnect means of the AC disconnect box. Disconnect this cord before servicing the AC disconnect box.

DANGER: Hazardous voltage present. Voltages present a shock hazard, which can cause severe injury or death.

DANGER: Heavy equipment – personal injury or equipment damage might result if mishandled. Before lifting the unit consult the manual to determine the weight of the equipment and then perform a risk assessment to determine the most appropriate method for lifting / transporting the equipment.

DANGER: Professional movers are to be used for all relocation activities. Serious injury or death may occur if systems are handled and moved incorrectly.

DANGER: Serious injury or death can occur if loaded lift tool falls over or if a heavy load falls off the lift tool. Always completely lower the lift tool load plate and properly secure the load on the lift tool before moving or using the lift tool to lift or move an object.

Caution Notices

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

CAUTION: Energy hazard present. Shorting might result in system outage and possible physical injury. Remove any jewellery before servicing.

CAUTION: For safety when running the printer test, make sure hair is pulled back and personal articles such as ties, necklaces, or bracelets do not get caught in the moving print head.

CAUTION: Hazardous moving parts nearby.

CAUTION: Turn off or remove the fan's connection to power before attempting to service the fan. Ensure the fan has stopped moving before servicing.

CAUTION: The socket-outlet must be installed near the equipment and must be easily accessible.

CAUTION: This product is equipped with a 3-wire (two conductors and ground) power cable and plug. Use this power cable with a properly grounded electrical outlet to avoid electrical shock.

Electronic Emission & Safety Notices

Neo Products cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product.

Properly shielded and grounded cables and connectors must be used in order to meet emission limits. Neo Products is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment.

Unauthorized changes or modifications could void the user's authority to operate the equipment.

Federal Communications Commission Statement (FCC)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE 1: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. In cases where the manual is provided only in a form other than paper, such as on a computer disk or over the Internet, the information required by this section may be included in the manual in that alternative form, provided the user can reasonably be expected to have the capability to access information in that form.

NOTE 2: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Cable Ferrite Requirement

All cable ferrites are required to suppress radiated EMI emissions and must not be removed.

Electrostatic Discharge (ESD)

Attention: ESD damage can occur when there is a difference in charge between the part, the product, and the service person. No damage will occur if the service person and the part being installed are at the same charge level.

ESD Damage Prevention

Anytime a service action involves physical contact with logic cards, printed circuit boards (PCBs), modules, back-panel pins, or other ESD sensitive (ESDS) parts, the service person must be connected to an ESD common ground point on the product through the ESD wrist strap and cord. The ESD ground clip can be attached to any frame ground, ground braid, green wire ground, or the round ground prong on the AC power plug. Coax or connector outside shells can also be used.

Handling Removed Cards

Logic cards removed from a product should be placed in ESD protective containers. No other object should be allowed inside the ESD container with the logic card. Attach tags or reports that must accompany the card to the outside of the container.

Chapter 2 - Product Description

2.1 Physical Specifications and Operating Environment

The Kiosk is designed to be installed in an indoor, temperature controlled environment.

2.1.1 Mechanical

	Kiosk
Dimensions	14.7" (L) x 18" (W) x 18.5" (H) Kiosk with Printer
Weight (without Printer)	12Kgs / 26.5 lbs
Weight (with Printer)	14Kgs / 31 lbs

2.1.2 Environmental

Temperature:	Storage:	0°C to 40°C / 32°F to 104°F
	Operating:	0°C to 30°C / 32°F to 86°F
Relative Humidity:	Storage:	8% to 80% non-condensing
	Operating:	20% to 80% non-condensing

2.1.3 Electrical

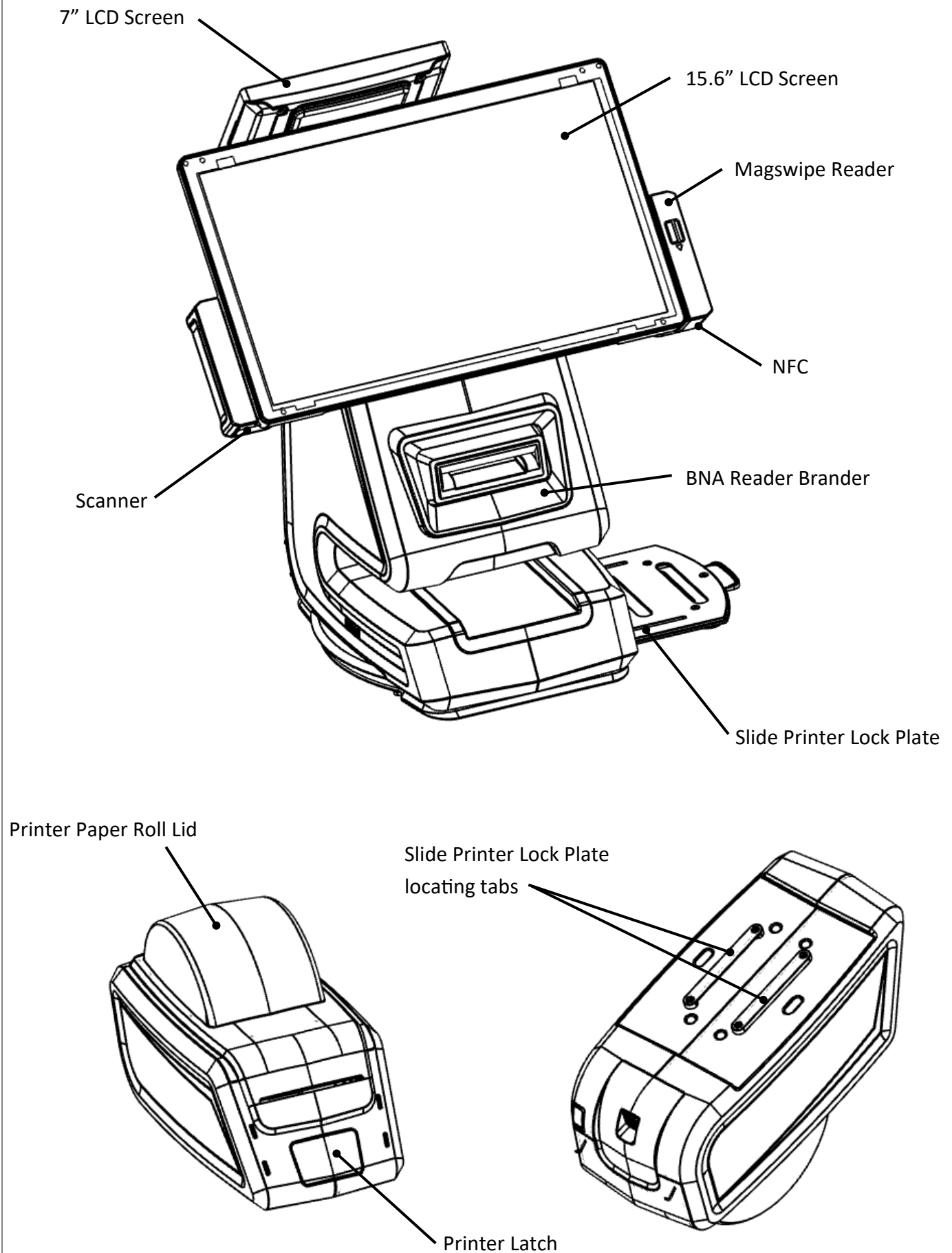
- Mains Input: Mains Input to 100-240V AC, 300W, 50-60Hz.
- A dedicated circuit for each Kiosk is not required.
- A grounded power outlet with IEC cable for connection to the Kiosk Pedestal is required.

2.1.4 Communications

Item	Frequency
WiFi	5.8GHz
NFC	13.56MHz

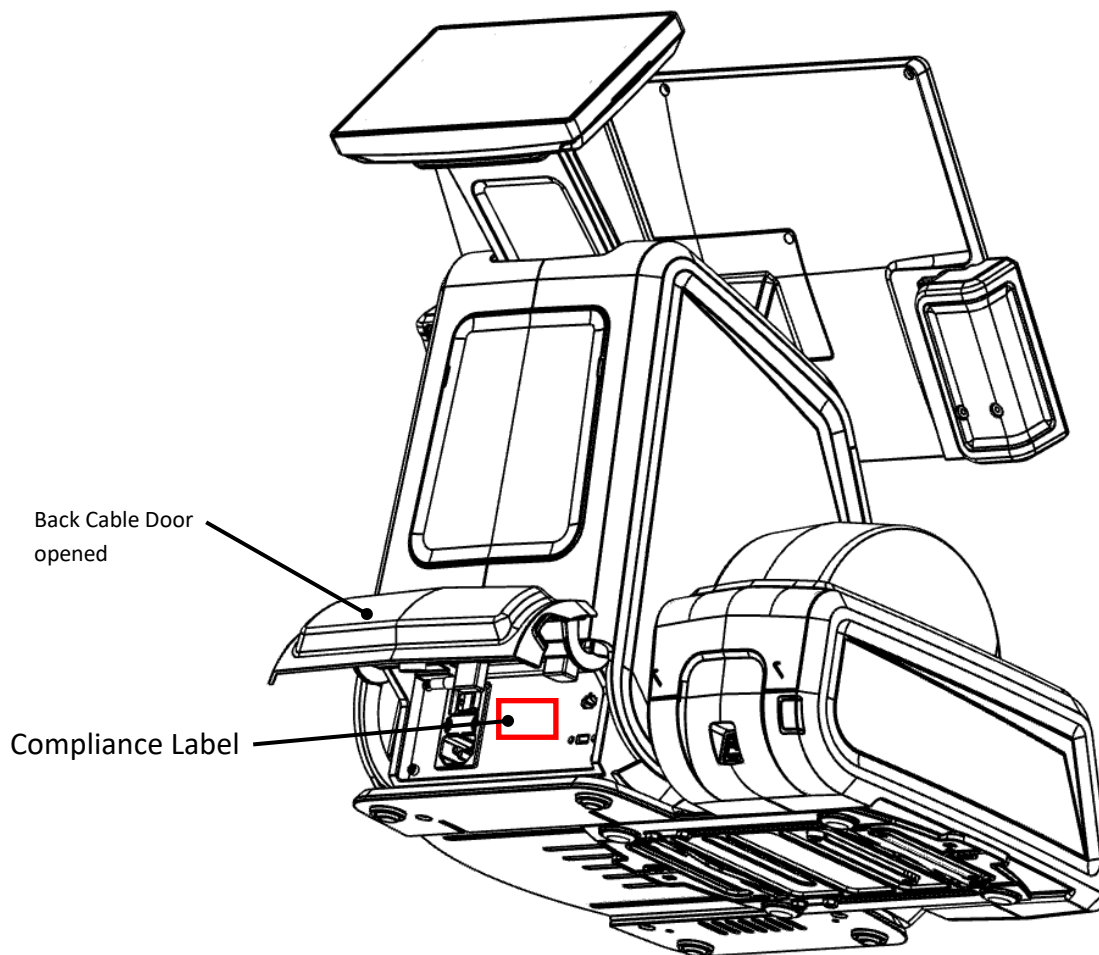
Chapter 3 - Kiosk Exploded view

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.



Chapter 4.1 - Location of marking

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

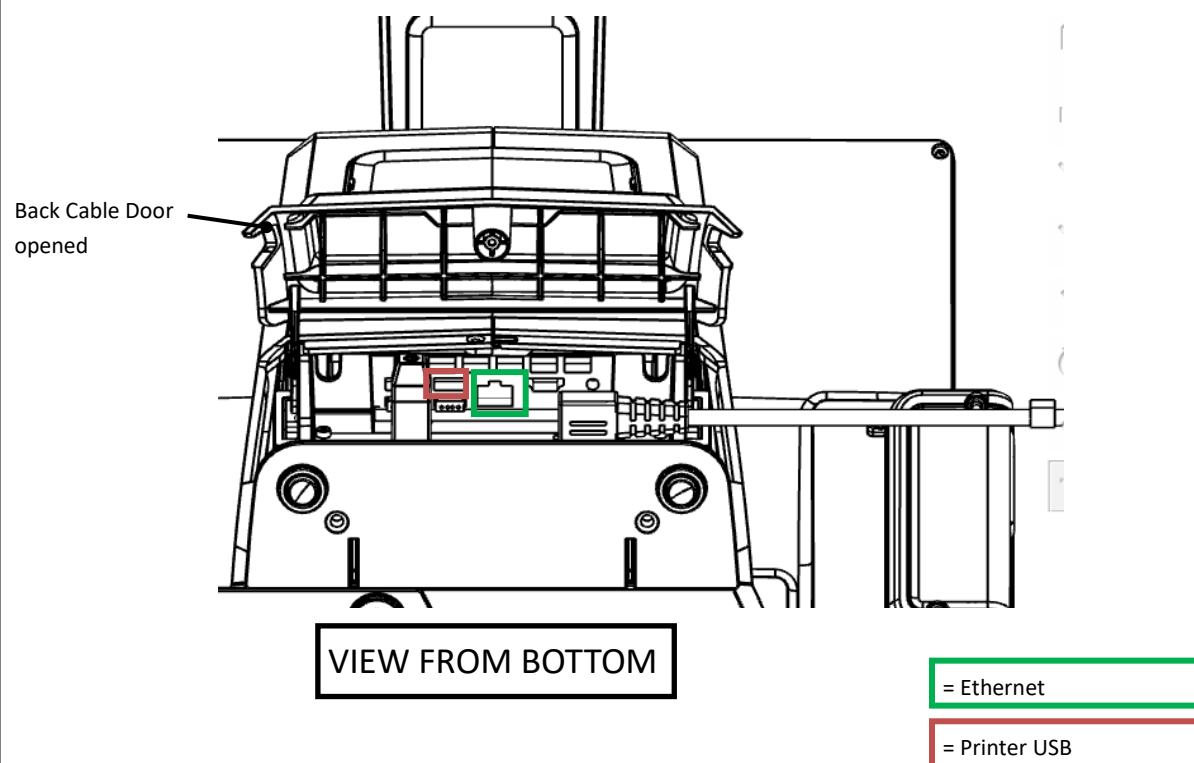
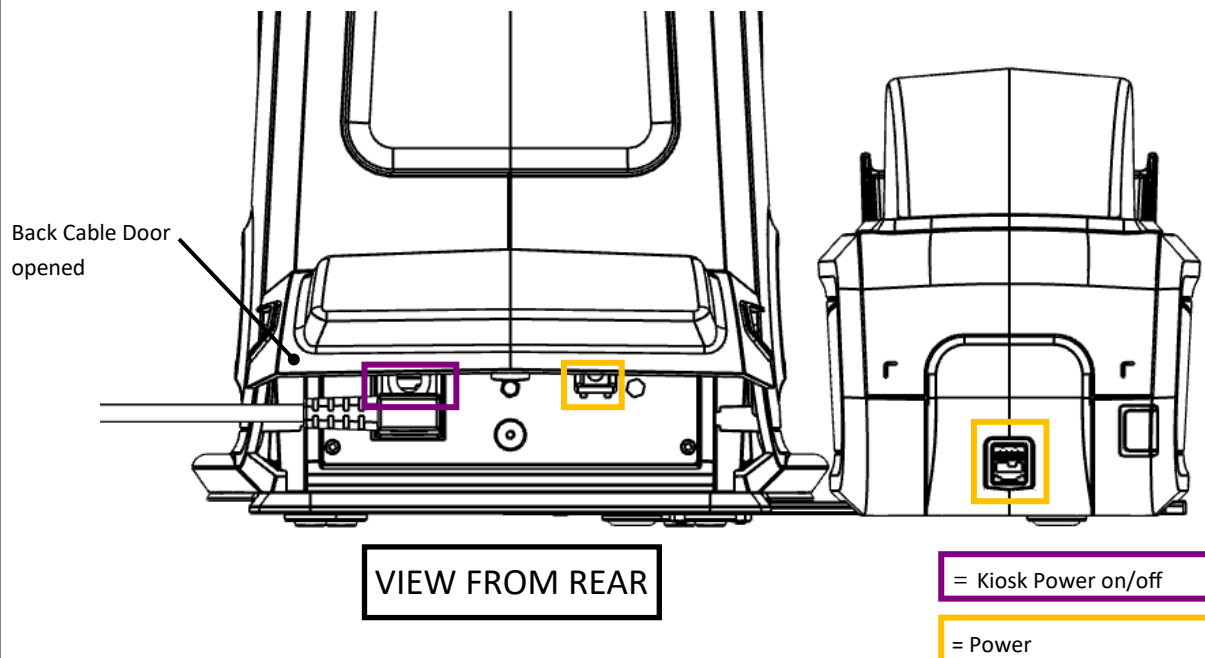


VIEW FROM REAR

Power connection / Cable Access

The Kiosk is connected to power using and earthed IEC cable provided.

Power and Network connection for all variants can be accessed by the following locations:

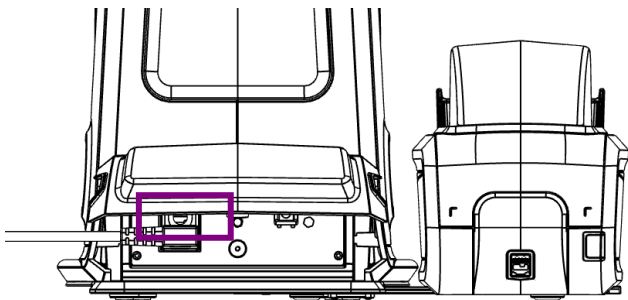


Chapter 6 - Printer Module

Replacing the Printer Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 Switch Power from I → O at the rear of the Kiosk.

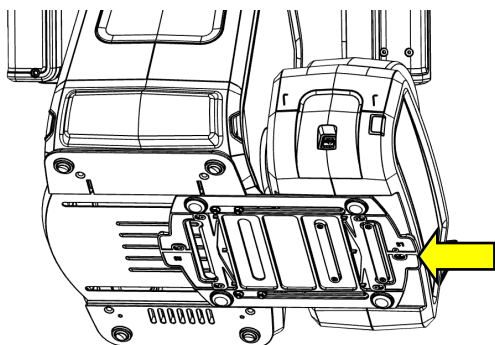
Remove Power Lead & USB Plug from the Kiosk.

2



STEP 2 The Printer is located on either the LH side or RH side of the Kiosk (LH side shown).

3



STEP 3 Push the Black Printer retainer Tab inwards to dis-engage the Printer from the Printer Lock Plate.

4



STEP 4 Lift the Printer in an upwards direction to remove from the Printer Lock Plate.

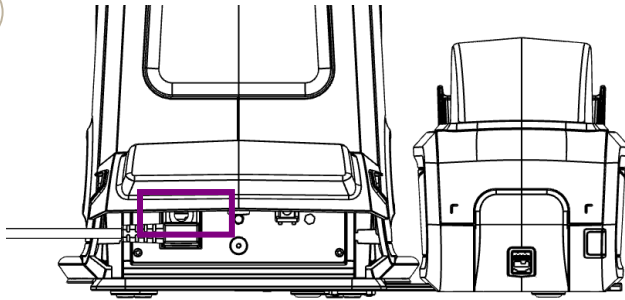
To re-install the replacement Printer, follow Steps 1 to 4 in reverse.

Chapter 7 - Relocate Printer

Relocating the Printer

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

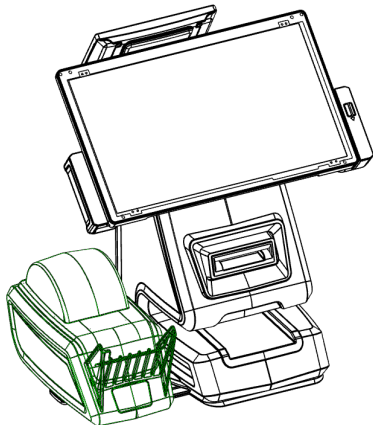
1



STEP 1 Switch Power from I → O at the rear of the Kiosk.

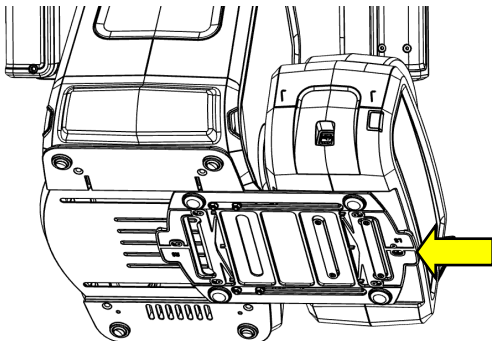
Remove Power Lead & USB Plug from the Kiosk.

2



STEP 2 The Printer is located on either the LH side or RH side of the Kiosk (LH side shown).

3



STEP 3 Push the Black Printer retainer Tab inwards to dis-engage the Printer from the Printer Lock Plate.

4



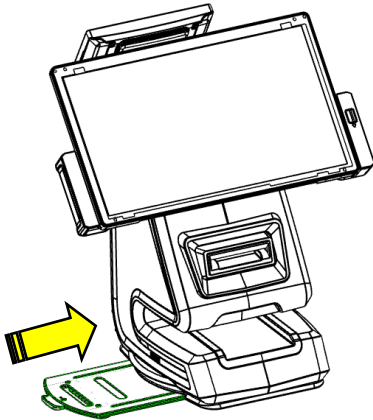
STEP 4 Lift the Printer in an upwards direction to remove from the Printer Lock Plate.

Chapter 7 - Relocate Printer

Relocating the Printer (continued)

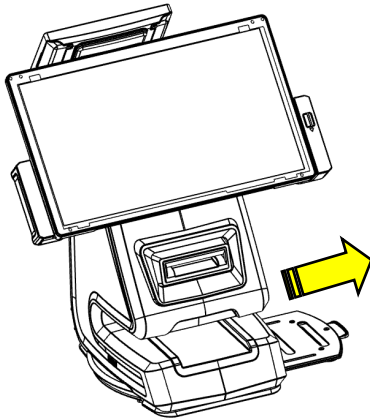
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

5



STEP 5 To relocate the Printer to the opposite side, push the Slide Printer Lock Plate across the Kiosk.

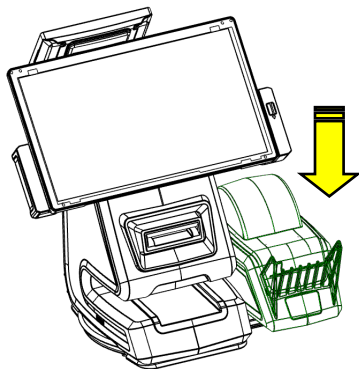
6



STEP 6 Ensure that the Slide Printer Lock Plate is pushed until it reaches stop position.

To re-install the Printer, follow Steps 1 to 6 in reverse.

7



STEP 7 Re-install to Printer onto the Slide Printer Lock Plate.

Ensure that the locating tabs are aligned with the slots in the Slide Printer Lock Plate.

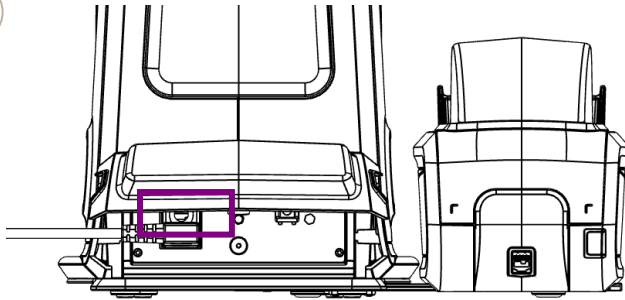
Check that the Black Printer retainer Tab engages with a “click” sound.

Chapter 8 - Replace Printer Roll

Replacing the Printer Paper Roll

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

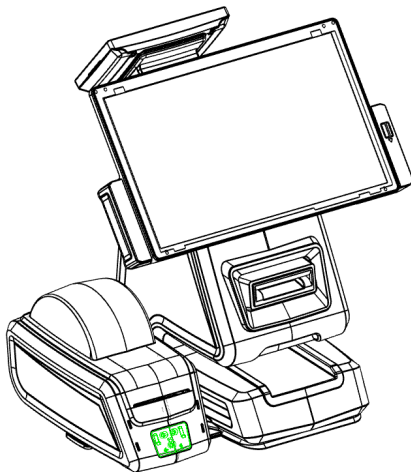
1



STEP 1 Switch Power from I → O at the rear of the Kiosk.

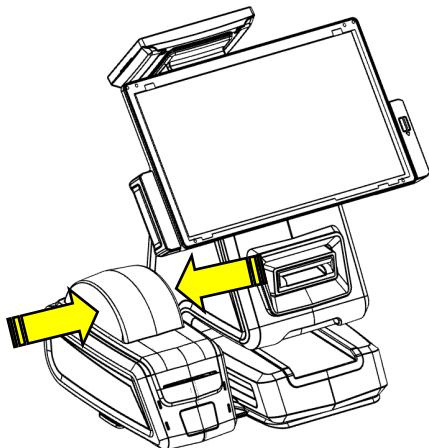
Remove Power Lead & USB Plug from the Kiosk.

2



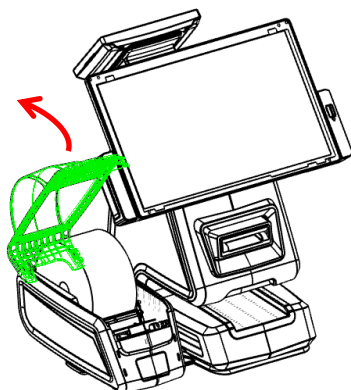
STEP 2 Press the Printer Latch in an inwards direction to disengage from the retainer.

3



STEP 3 In the same operation, gently hold the outside of the Printer Paper Roll Lid in positions shown.

4

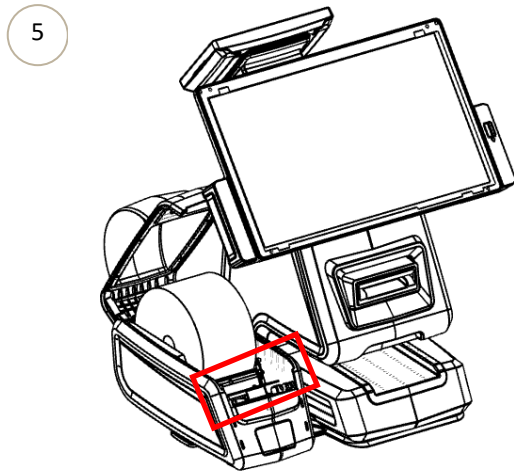


STEP 4 Lift the Printer Paper Roll Lid in an upwards direction to access the printer roll as shown.

Chapter 8 - Replace Printer Roll

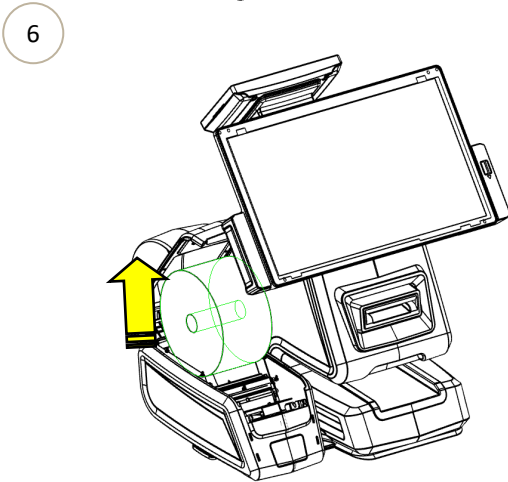
Replacing the Printer Paper Roll (continued)

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.



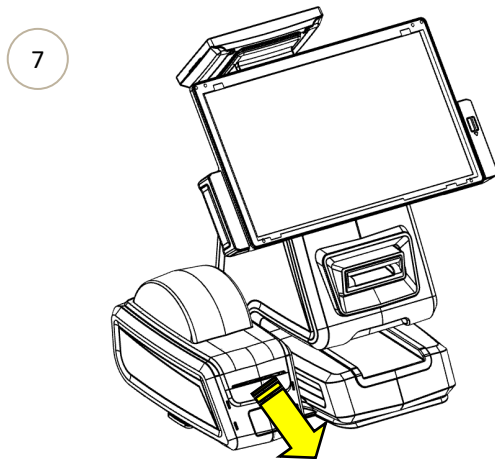
STEP 5 Residual printer paper may remain in the printer in area shown.

Lift the printer cage in an upwards direction to release paper from rollers.



STEP 6 Lift the printer roll upwards to remove from the Printer.

To re-install the replacement Printer Paper, follow Steps 1 to 6 in reverse.



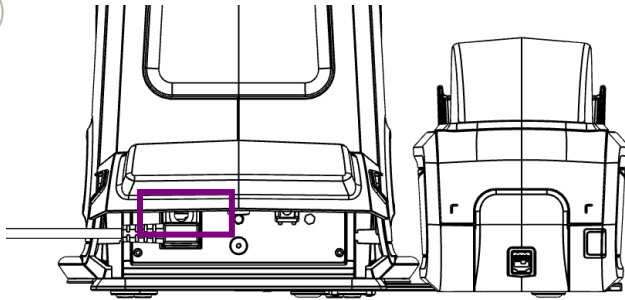
STEP 7 Run print test page from the settings to validate that the printer paper exits the slot.

Chapter 9 - 15.6" LCD Screen

Replacing the 15.6" LCD Screen

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 Switch Power from I → O at the rear of the Kiosk.

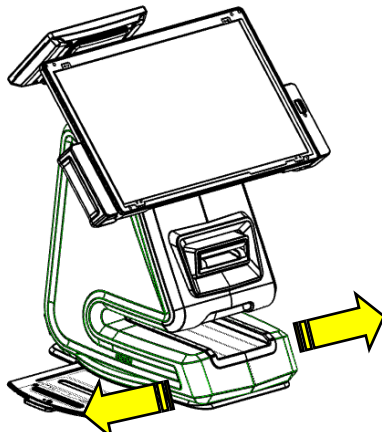
Remove Power Lead & USB Plug from the Kiosk.

2



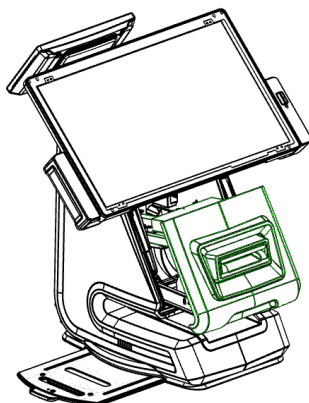
STEP 2 To remove the 15.6" LCD Screen, follow the Chapter 3 for the removal of the Printer.

3



STEP 3 To access the 15.6" Screen, the LH & RH Side Plastic Covers are to be removed.

4

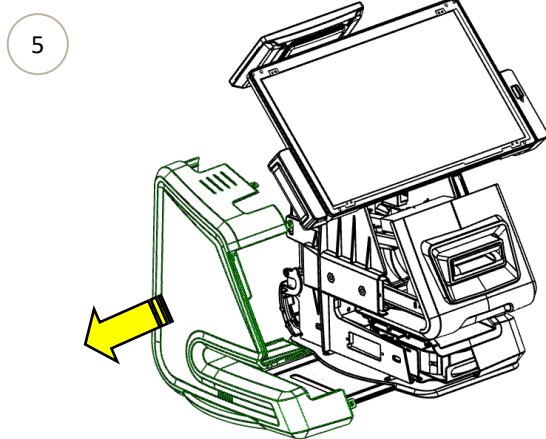


STEP 4 Withdraw the Reader Brander in an outwards direction until the slide reaches the stop position.

Chapter 9 - 15.6" LCD Screen

Replacing the 15.6" LCD Screen (continued)

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

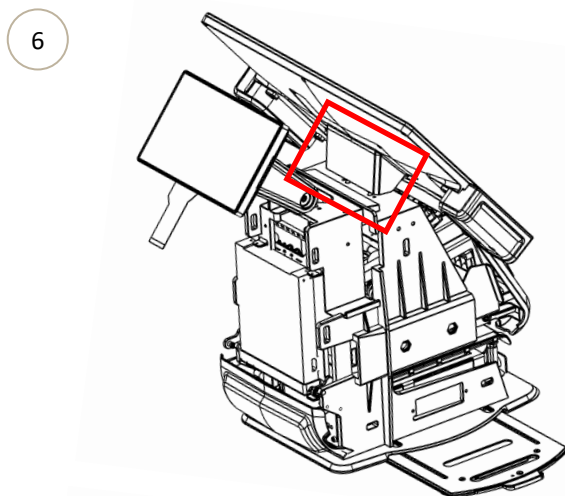


STEP 5 Unclip & remove the LH side Plastic Cover from the Kiosk.

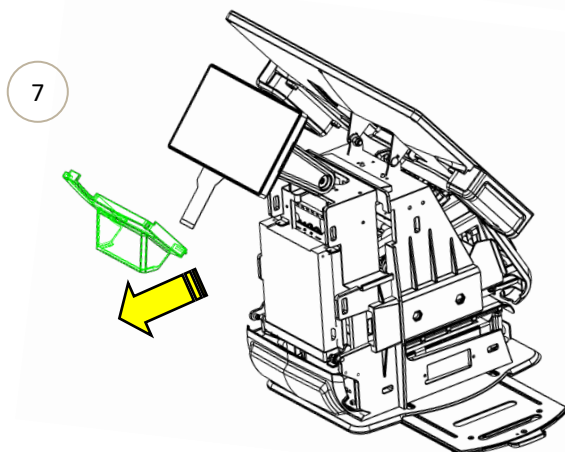
The "Blue" Back Logo Panel will be partially retained within the clips.

Repeat for the RH side Plastic Cover and remove "Blue" Back Logo Panel .

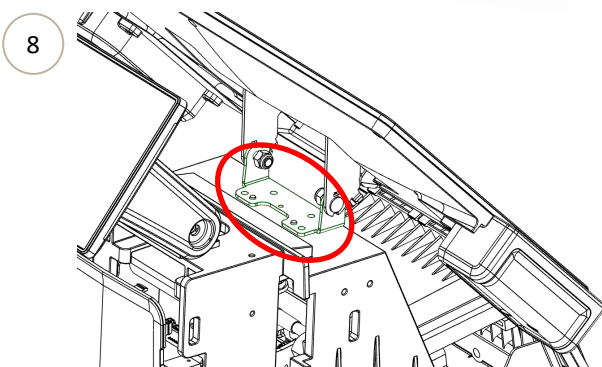
CAUTION: Care required during the removal to ensure that the clips are not damaged.



STEP 6 Disconnect all Loom Plugs from the rear of the LCD Screen in area shown.



STEP 7 Unclip the Screen Hinge Cover from the rear of the LCD Screen.



STEP 8 Remove & retain 4x Screws from the LCD Screen Hinge using #2 Phillips Head Screwdriver. Remove LCD screen from Kiosk.

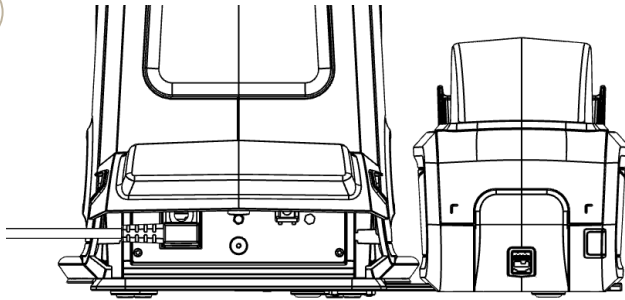
To re-install the replacement 15.6" LCD Screen, follow Steps 1 to 8 in reverse.

Chapter 10 - 7" LCD Screen

Replacing the 7" LCD Screen

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 Switch Power from I → O at the rear of the Kiosk.

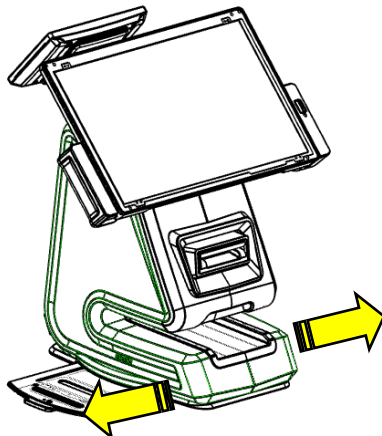
Remove Power Lead & USB Plug from the Kiosk.

2



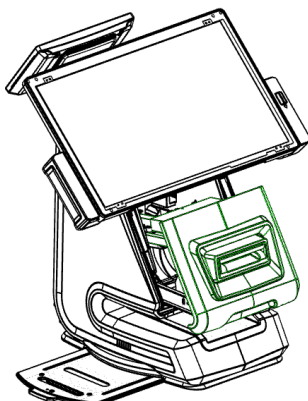
STEP 2 To remove the 7" LCD Screen, follow the Chapter 3 for the removal of the Printer.

3



STEP 3 To access the 15.6" Screen, the LH & RH Side Plastic Covers are to be removed.

4

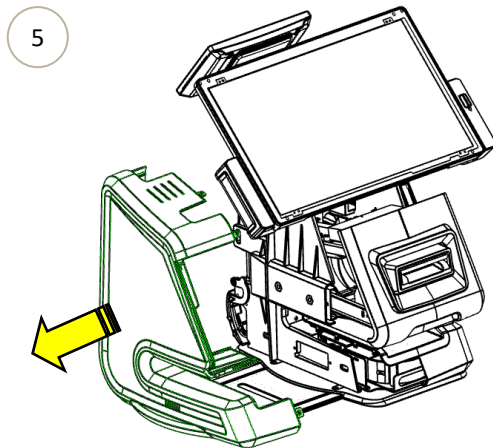


STEP 4 Withdraw the Reader Brander in an outwards direction until the slide reaches the stop position.

Chapter 10 - 7" LCD Screen

Replacing the 7" LCD Screen (continued)

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

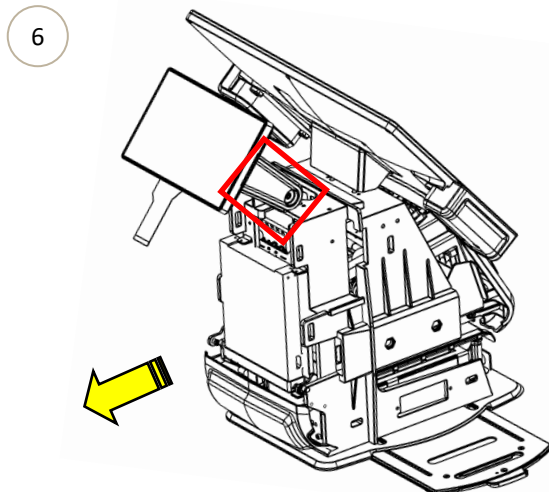


STEP 5 Unclip & remove the LH side Plastic Cover from the Kiosk.

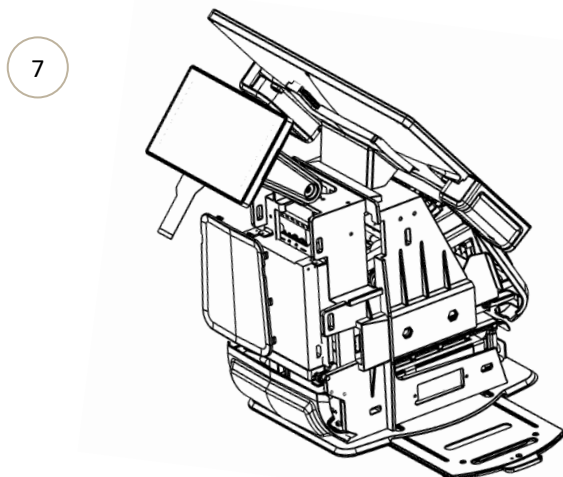
The "Blue" Back Logo Panel will be partially retained within the clips.

Repeat for the RH side Plastic Cover and remove "Blue" Back Logo Panel .

CAUTION: Care required during the removal to ensure that the clips are not damaged.



STEP 6 Disconnect all Loom Plugs from the rear of the LCD Screen in area shown.



STEP 7 Remove & retain 2x Screws from the LCD Screen Hinge using #2 Phillips Head Screwdriver. Remove LCD screen from Kiosk.

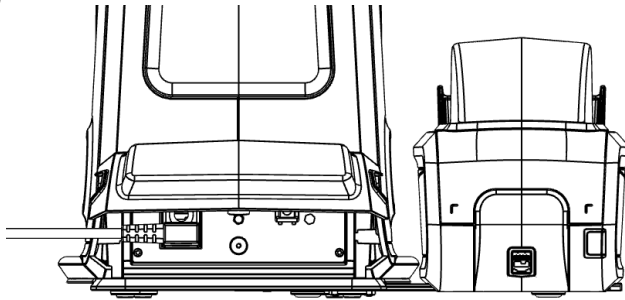
To re-install the replacement 7" LCD Screen, follow Steps 1 to 7 in reverse.

Chapter 11 - Betslip Reader

Replacing the Betslip Reader

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

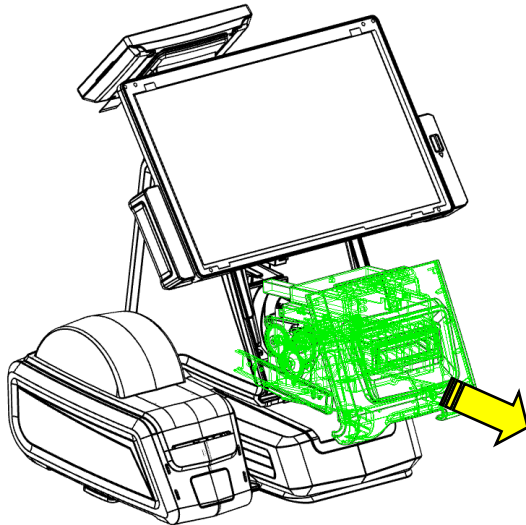
1



STEP 1 Switch Power from I → O at the rear of the Kiosk.

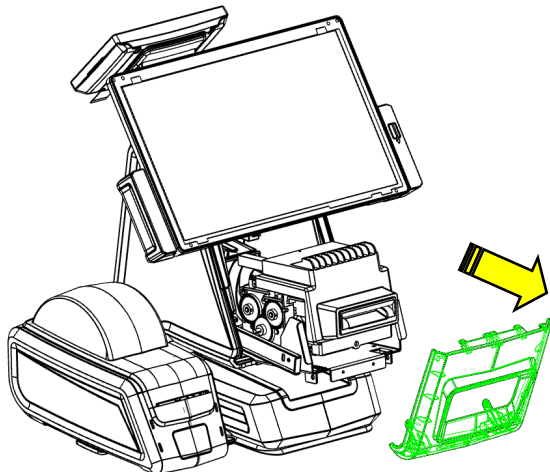
Remove Power Lead & USB Plug from the Kiosk.

2



STEP 2 Withdraw the Reader Brander in an outwards direction until the slide reaches the stop position.

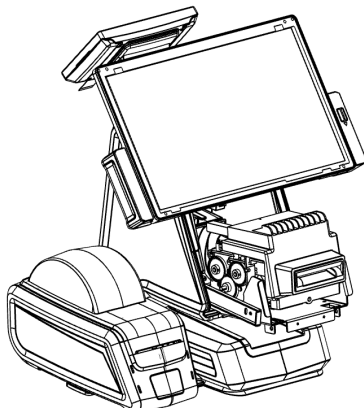
3



STEP 3 Remove the Reader Brander Fascia from the Reader Brander Mount Bracket.

CAUTION: Care required during the removal to ensure that the spigot pins are not damaged.

4



STEP 4 To completely remove the peripheral tray, the safety tabs on the drawer slide needs to be released.

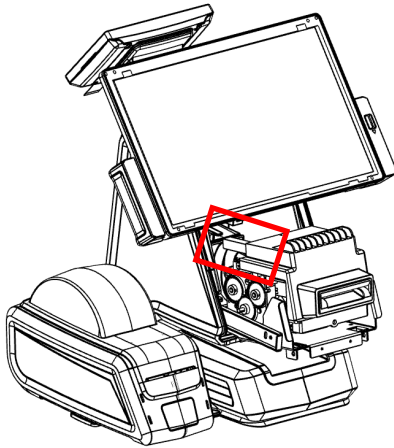
With two (2) hands, lift up the LH Side safety tab & push down the RH Side safety tab.

Chapter 11 - Betslip Reader

Replacing the Betslip Reader (continued)

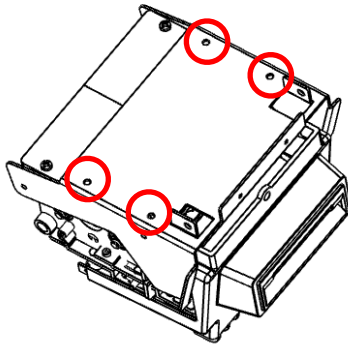
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

5



STEP 5 Disconnect the Loom Plugs from the rear of the Reader Brander in area shown.

6

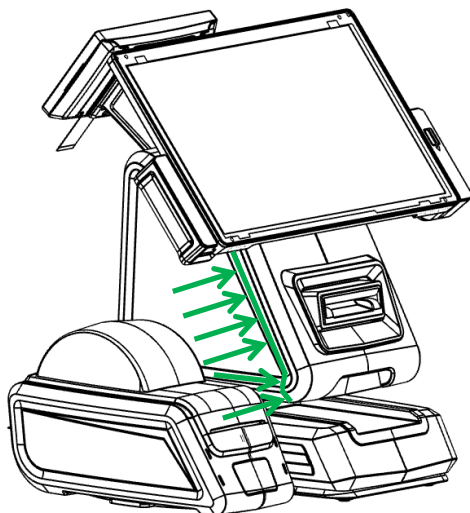


STEP 6 Turn over the Reader Brander Mount Bracket as shown.

Remove & retain 4x Screws from the Reader Brander using #2 Phillips Head screwdriver.

To re-install the replacement Reader Brander, follow Steps 1 to 6 in reverse.

7



STEP 7 After assembly, validate alignment of the Reader Brander Fascia on the LH & RH side of the Plastic Cover.

Visual gap appearance to be even.