

Bomb Squad Troubleshooting and Repair Guide



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- See the *Table of Contents* below to navigate through this document easier.
- Have questions/comments/concerns? Is something done differently at your store? [Submit feedback here](#).
- Not seeing a solution? Submit a [tech ticket here](#).
- Note: This doc is best viewed on a computer.
- **TO SEARCH THIS DOCUMENT, PRESS CTRL+F ON YOUR KEYBOARD.**

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Repairs & Troubleshooting

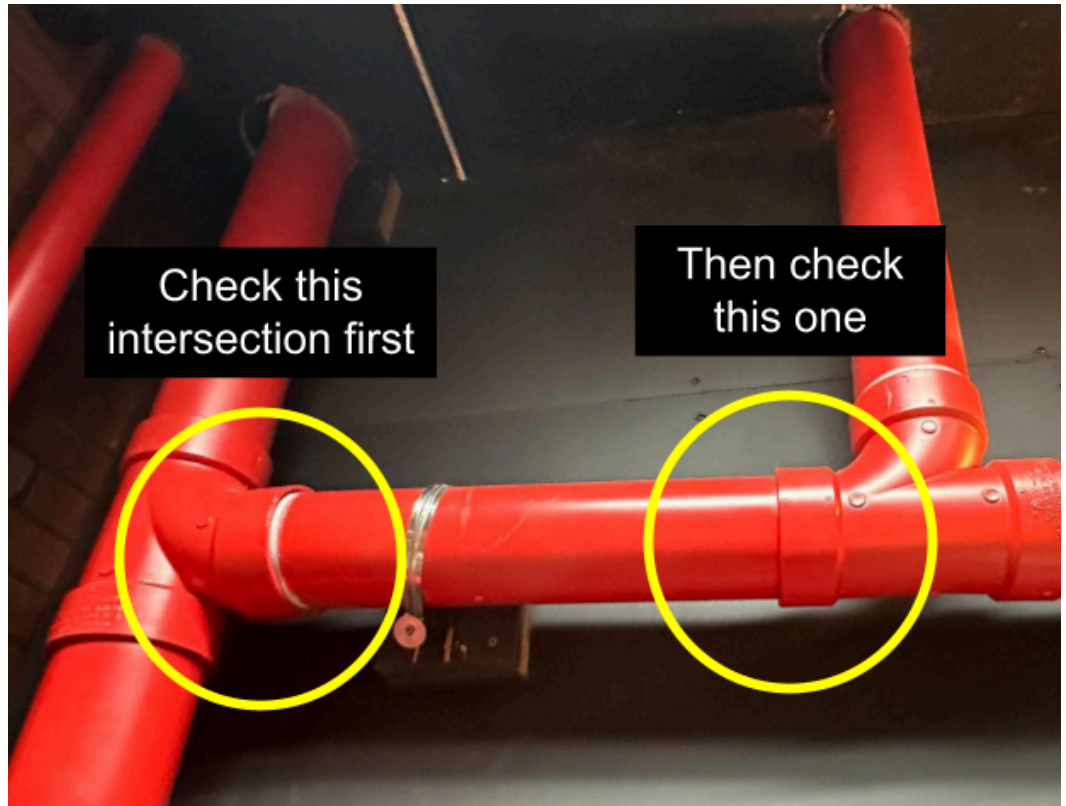
Use this section to troubleshoot all of your traditional tech and room items.

Pipe Maze

If this is happening...	Try this:
Pipe maze ball is stuck	<ul style="list-style-type: none">• Depending on where the ball is stuck, you may have to pull some of the pipe off of the wall to retrieve it• Not all of the pipe pieces can be removed from the maze, so be sure to unscrew the brackets around the pipes where the ball is stuck to get the best grip on it (<i>the brackets hold the pipe maze to the wall</i>)• If the ball is stuck with the magnet stick, sometimes it can be remedied with a second magnet stick on the opposite side• Remember that sometimes you need a bit of leverage to get it out!
The key is no longer attached to the ball	<ul style="list-style-type: none">• Take an extra piece of black cord (used for powerline maintenance tool) and cut it long enough to be able to tie a few knots.• You'll want to feed it through the hole in the metal ball and tie a knot on one side. On the other side, you can tie the key to the cord. Make sure you seal off the end of the cord so the key doesn't fall off/groups cannot remove the key
A piece of the maze is broken/needs to be replaced	<ul style="list-style-type: none">• Depending on the piece you need, you should be able to purchase it from Amazon or Lowe's• You will want to remove the damaged section from the wall and piece it back together with the new piece you purchased• Make sure to re-drill any holes needed for the maze

Large Pipes

If this is happening...	Try this:
The orange ball is stuck in the ball elevator	<ul style="list-style-type: none">• It typically gets stuck right at the top where the elevator drops it off. This is because the two pipes don't stay connected 100% of the time, and the ball will often get stuck on the small bump there• You will need to pull the pipes apart right where the elevator drops the ball off. You should be able to reach inside or stick a tool inside to pull the ball towards the exit• If it's not at the first stop, it'll likely be at the second T shape, in which you should be able to use a tool to push it down the side of the pipe



- Occasionally, it can get stuck on the TOP of the elevator mechanism. In that case, you will just need to lower the elevator low enough to reach the first intersection so you can grab it.

The elevator is stuck

- Ensure that there's nothing stopping the elevator from moving (is the ball in the way, are there knots in the rope that pulls the elevator, etc)
- Where is it stuck?
 - **Stuck at the top:** Try tugging the rope a few different times to see if you can loosen it. Alternatively, there should be a bolt that holds the elevator on the track in the back of the pipe. You should, in theory, be able to pull the elevator down manually
 - **Stuck at the bottom:** Is something in the way of the elevator?

The string that pulls the elevator needs to be replaced

- Is the string still attached? If so, and it needs to just be replaced due to wear and tear, follow these instructions:
 - Tie the new string to one end of the old one
 - Try to tie the side in the AC box. Keep in mind when attaching the old string to the new string that you'll want to minimize anything that could get caught along the way
 - Feel free to use a combination of tying and taping the ropes together to ensure a

secure attachment but will not get caught on anything

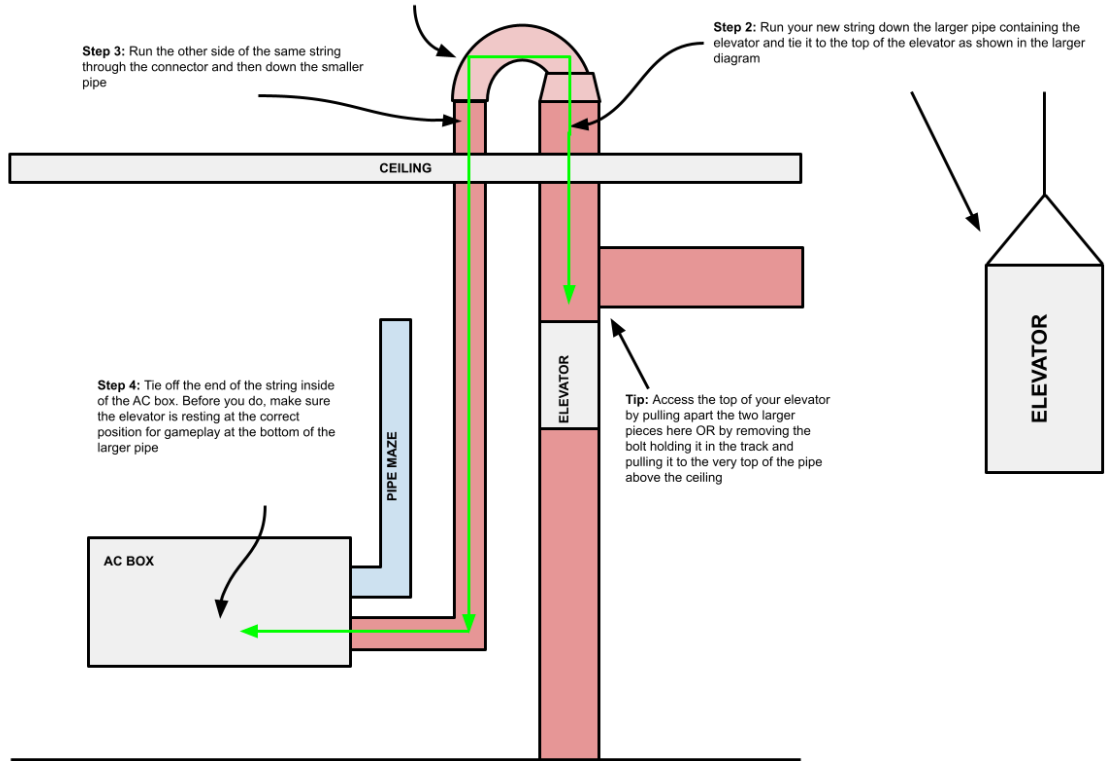
- Finally, pull the new string out the other end so that the new string is in place
- If the string is no longer attached, follow these instructions:

NOTE: The new string path is shown in this diagram as a green arrow.

Step 1: Open the curved connector that holds the two pipes together above the ceiling. One side should be all you need

Step 3: Run the other side of the same string through the connector and then down the smaller pipe

Step 2: Run your new string down the larger pipe containing the elevator and tie it to the top of the elevator as shown in the larger diagram



Step 4: Tie off the end of the string inside of the AC box. Before you do, make sure the elevator is resting at the correct position for gameplay at the bottom of the larger pipe

Tip: Access the top of your elevator by pulling apart the two larger pieces here OR by removing the bolt holding it in the track and pulling it to the very top of the pipe above the ceiling

The ball elevator is not lined up properly

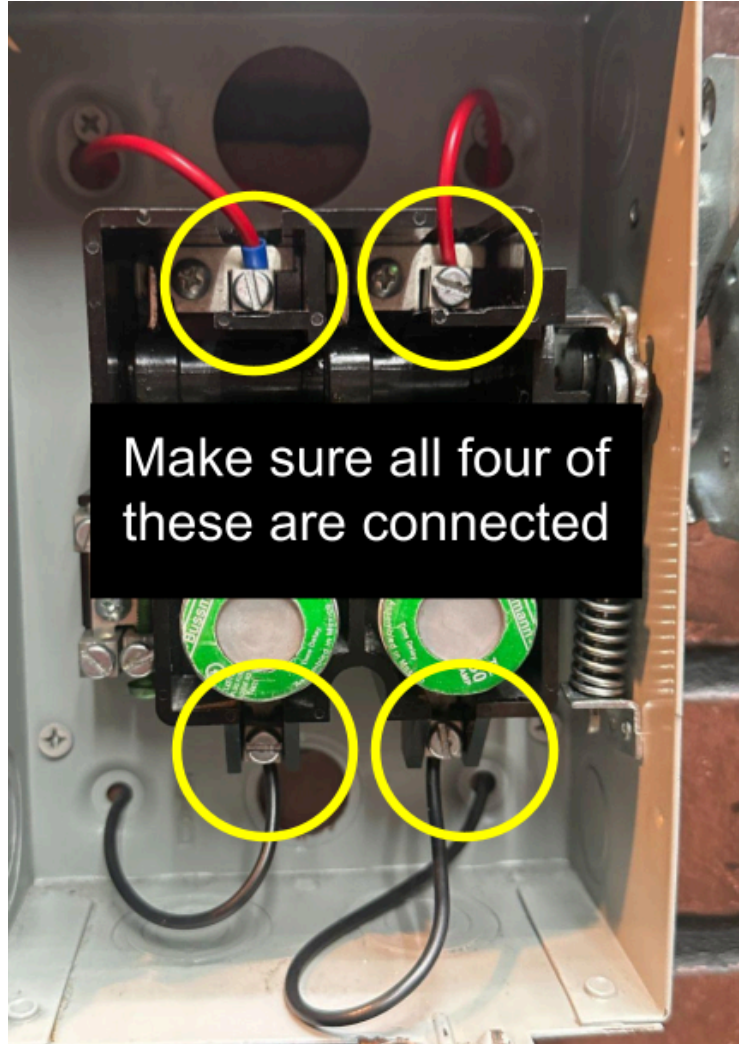
- **Is the bolt still in place in the elevator?** If not, you will need to replace it
- When you replace the bolt in the elevator, make sure you thread the bolt through the hole in the elevator, then through the track on the back side of the pipe
- We recommend using a bolt long enough to go through the elevator and the pipe and then finishing with a [stop nut](#) at the end. This will prevent guests from unscrewing the nut during the game. *Make sure you purchase the appropriate size stop nut and bolt. They can be purchased on Amazon or from any hardware store (Lowe's, Home Depot)*

Fuse Box

If this is happening...	Try this:
Fuse box isn't working properly	<ul style="list-style-type: none"> ● Check that the red/black wires above and below the fuse holders and see if they're still attached

(doesn't trigger with fuses inserted or via dashboard)

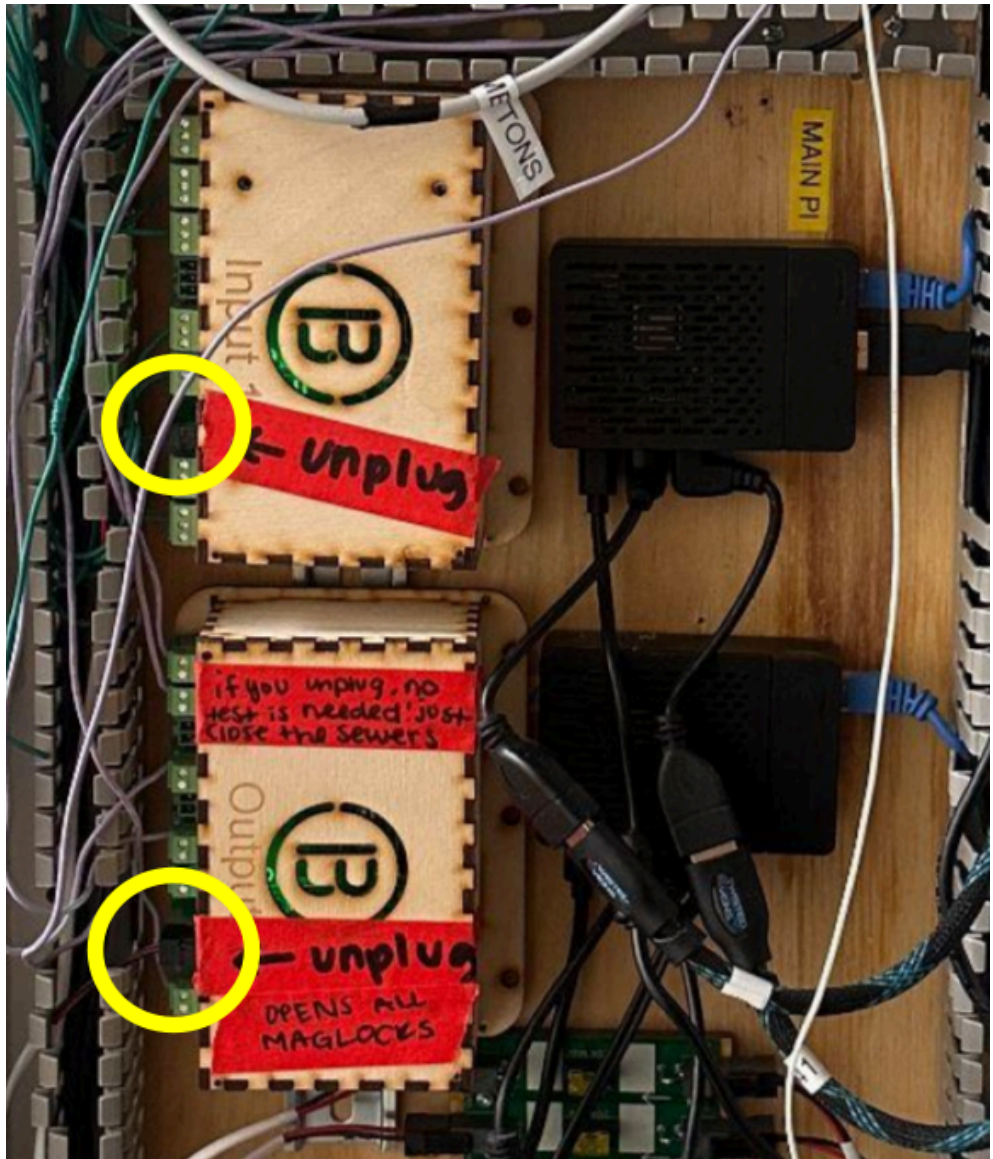
- **If they're not attached:** Use a flat head screwdriver to unscrew the screw below the fuse holder (see the other wires to find the right one). If the wire was ripped out, use the stripper tool to strip the wire. Take the wire that fell out and put it back behind the screw. Tighten the screw back down and re-test the fuse box.



- **If they are attached and still not working,** read below

Fuses are not triggering in the dashboard

- **If you've checked the above issue (red and black wires) and that's not it,** then you should check your Debug menu on the dashboard
- **If the INPUT or OUTPUT (aka I/O) are offline, you will need to reset them via the hallway panel.** Opening the hall panel, you should see two boxes labeled INPUT and OUTPUT. There is a small cable that is able to be unplugged. That is what you will unplug to reset the I/O.
- **NOTE:** Resetting the INPUT will not affect anything during gameplay, HOWEVER, the OUTPUT will open up any maglocks in the room when reset.



- If this doesn't work, contact Tech Support via Discord and they can help

Fuses WON'T STOP triggering

- Contact Tech Support via Discord and they can help

Replacing the Fuse Box entirely

- [Watch this tutorial video here](#)
- If you have issues accessing the video, please let us know

Magnet Locks

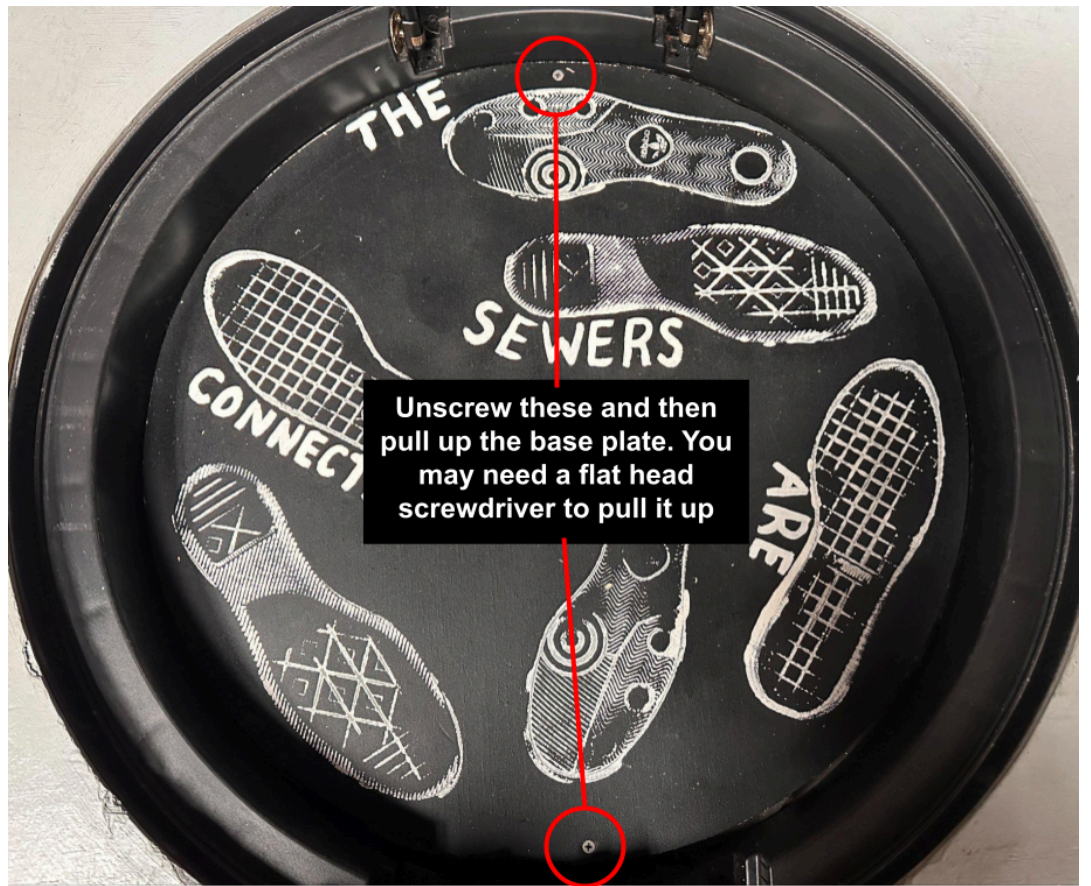
If this is happening...	Try this:
<p>Magnet locks for sewers are not closing or securing properly</p>	<ul style="list-style-type: none"> ● Test that the magnet still has power by: <ul style="list-style-type: none"> ○ Asking yourself if the thing you're trying to lock with the magnet is on and ready to be engaged in the first place (Is there a switch to flip? Is there a dashboard to wake up?) ○ Trying to attach a magnet plate to it. If it doesn't stick, then it likely doesn't have power. Try power cycling the room and see if that works. ○ Testing the voltage to the magnet (tech team can help locate the right points for this) ● Sometimes cleaning off the magnet/magnet plate with a damp cloth will work ● Might be worth it to check if the INPUT/OUTPUT are offline. If they are, then you will need to reset them. <i>NOTE: If you have further I/O issues, please see the corresponding section.</i> ● If that doesn't work, and you need to replace the entire maglock, power down the room and start the replacement process for that magnet. <i>Each room's maglocks will look different, so make sure you know what you're doing before you start taking things apart.</i>
<p>Magnet locks are not staying secure/guests are able to pull them open too easily</p>	<ul style="list-style-type: none"> ● Is the magnet plate (the piece on the lid of the sewer) screwed in too tight (or too loose)? These must have a little bit of wiggle room to allow the magnet lock a secure seal ● Is the magnet plate/magnet lock itself dirty? ● Is the magnet plate rotated the wrong way? ● Is the magnet lock getting the right amount of power/voltage? If it's an older magnet lock, it might just need to be replaced if it's starting to give ● If you need further magnet lock assistance, feel free to check out the general guide and/or contact Tech Support

Bomb

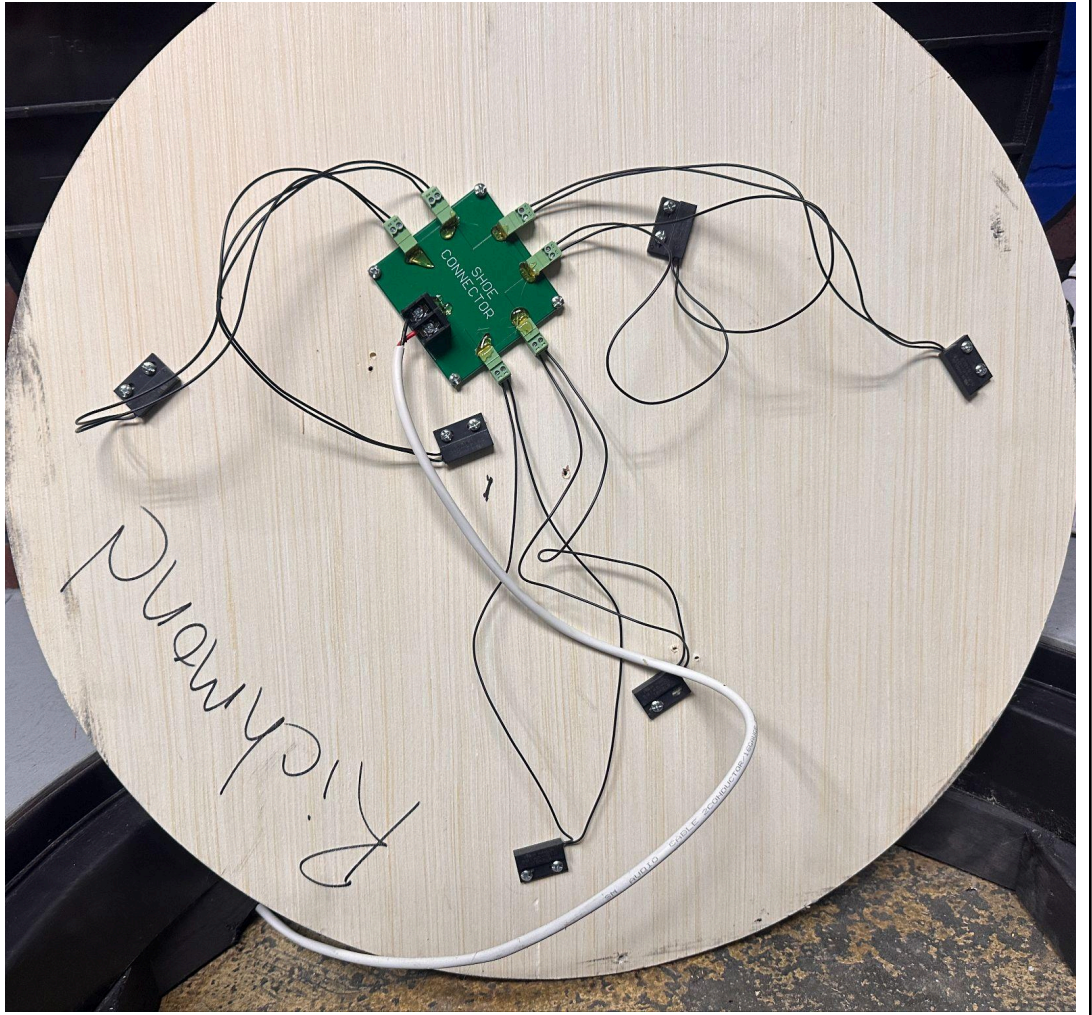
If this is happening...	Try this:
<p>Lights on the bomb are not on/responding when buttons are pressed</p>	<ul style="list-style-type: none"> ● Question: Does the correct code still trigger a win? Try and test this before you proceed. ● Question: If you look in the DEBUG menu, do the buttons show as responding in the INPUT menu? ● If yes to both, and they're still not responding, contact Tech support.
<p>Bomb is not responsive at all</p>	<ul style="list-style-type: none"> ● Is the room on and in the appropriate mode? ● Is the bomb receiving power? You'll want to reach out to Tech for help with this step.

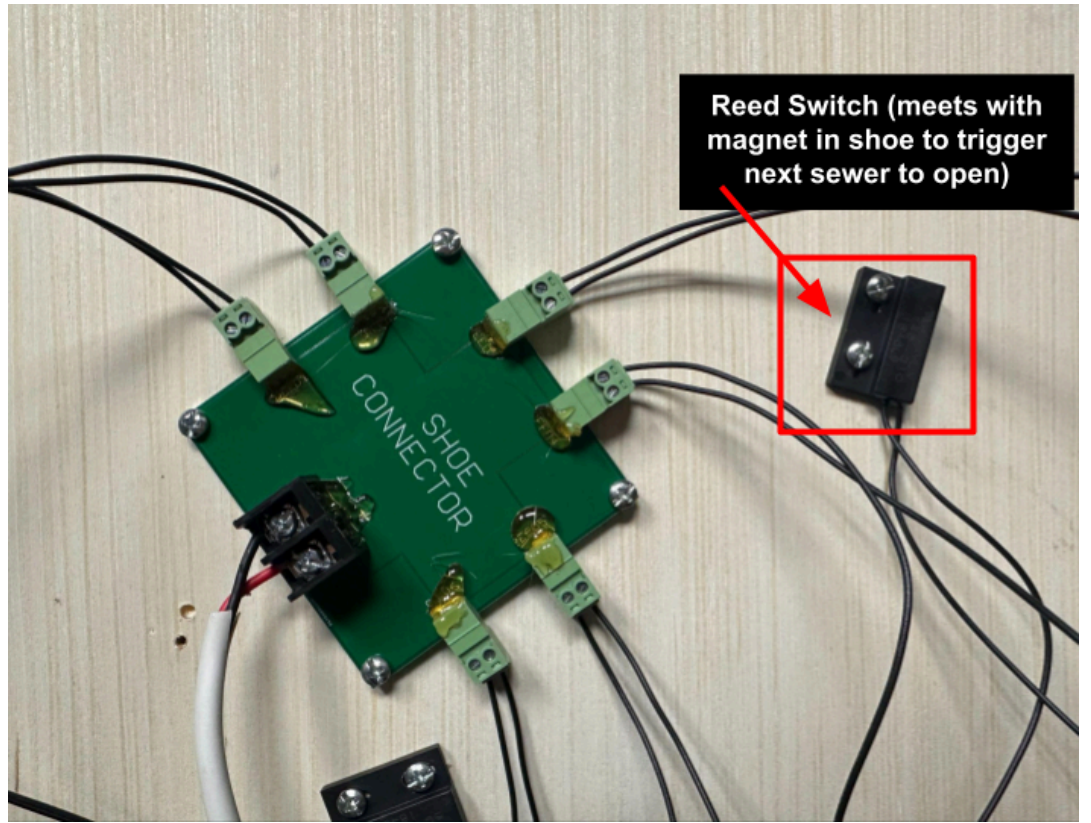
Shoes

If this is happening...	Try this:
One or more shoes are not triggering	<ul style="list-style-type: none">● Are the magnets inside of the shoes still there?<ul style="list-style-type: none">○ You can access these by pulling up the soles of the shoes. The magnets are pretty simple to replace from there. Just make sure to place the magnet exactly where it needs to match up the reed switch beneath the sewer base plate● If the magnets <u>are</u> inside the shoes:<ul style="list-style-type: none">○ Are they placed in the correct position inside the shoe?○ Is there too much glue/adhesive between the magnet and the sole of the shoe?● If the magnets are <u>not</u> inside the shoes:<ul style="list-style-type: none">○ Where did they go? You need those○ Replace the magnet inside that particular shoe and make sure to glue it in the correct place for it to trigger when placing on the shoeprint in the sewer
Shoes don't trigger because of the reed switch	<ul style="list-style-type: none">● The reed switch is found underneath the plywood sewer base. These are what the shoes sit on to trigger the next step in the game. If you're having issues with this game step, the reed switches could potentially be a problem if you have discovered that the magnets in the shoes are <i>not</i> the issue.● To replace a reed switch, follow these instructions:● Unscrew your shoe sewer base plate. There should be a couple of screws holding it from the top.



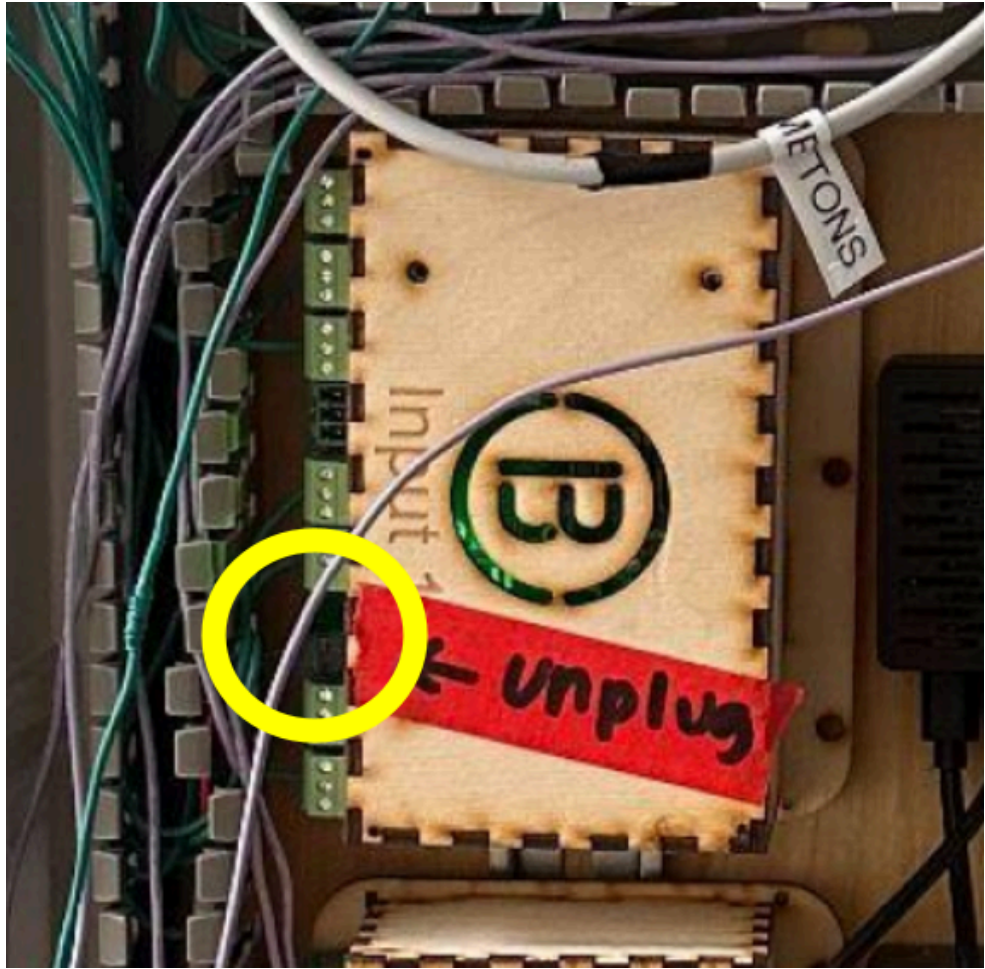
- Gently flip over the base plate to see the reed switches and Shoe Connector below. Be careful not to accidentally rip out any wires when flipping over the base plate.





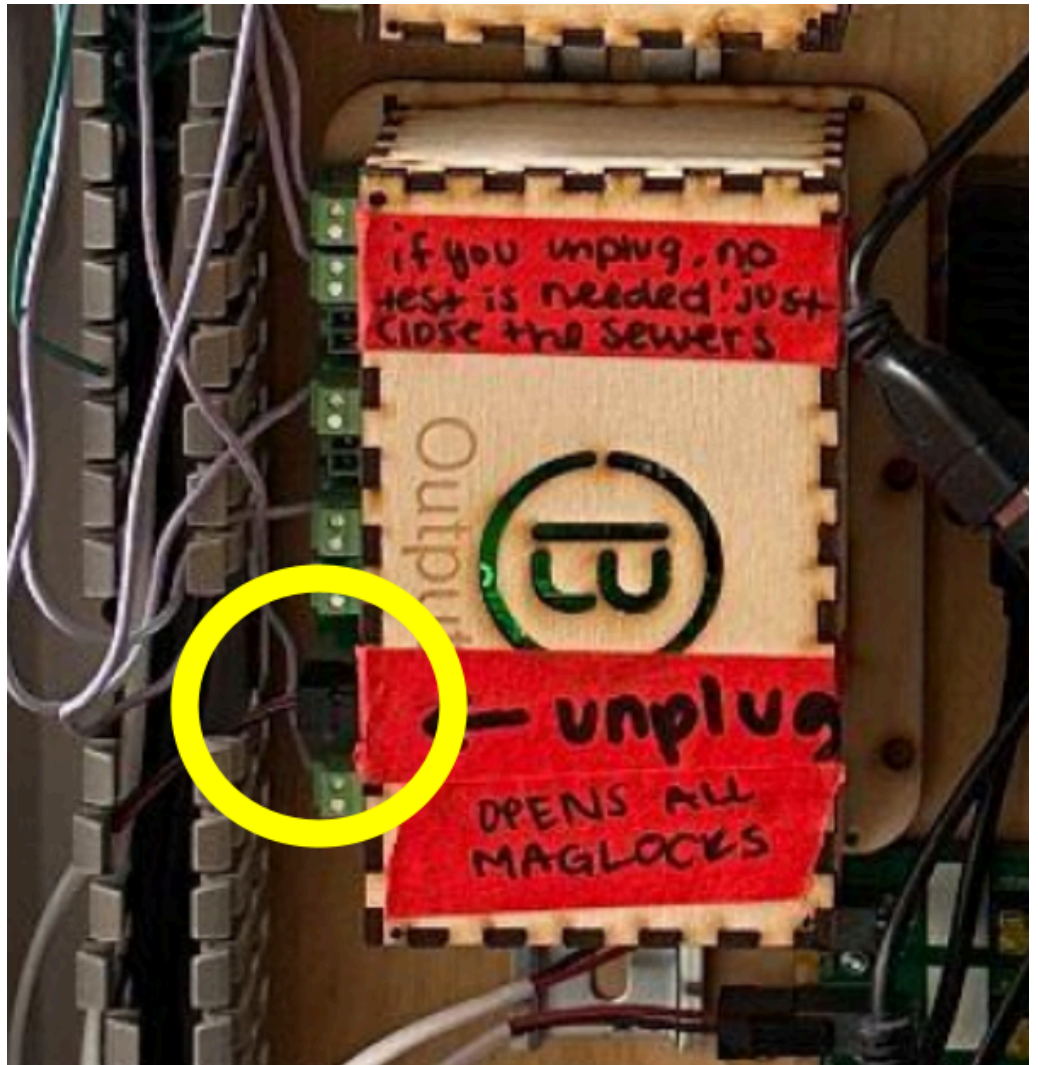
Dashboard Problems

If this is happening...	Try this:
<p>Input is offline</p>	<ul style="list-style-type: none"> ● Go into the hallway panel and unplug the black INPUT cable for about 30 seconds. Plug it back in and then refresh your dashboard on the iPad. It should automatically come back up. ● Resetting this should not impact a group if it happens during a game. They shouldn't even notice unless they tried to trigger something that didn't trigger due to the INPUT being offline.



Output is offline

- **Go into the hallway panel and unplug the black OUTPUT cable for about 30 seconds.** Plug it back in and then refresh your dashboard on the iPad. It should automatically come back up.
- **Resetting the OUTPUT will, in fact, reset your maglocks in the room.** Therefore, if you have a group in the game when this happens, you may need to pull them out of the room so you can re-close the sewers (depending on how far they are in the room).



Room is not progressing naturally within the dashboard/dashboard is unresponsive

- Is the room paused?
- Is the INPUT or OUTPUT offline?
- Have you refreshed the dashboard page or restarted your tablet?
- Is the wifi down at your store?
 - Is your BGAME wifi down?
 - Do you have internet in general or is there an outage?
 - If you're having network issues, [check out this guide](#) for troubleshooting help.

Dashboard is not loading (502 Bad Gateway or "Cannot find

- Contact Tech Support via Discord and they can further diagnose the issue and instruct you on what to reset or do

server”)	
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Windows & TVs

If this is happening...	Try this:
Window TVs are showing NO SIGNAL	<ul style="list-style-type: none"> • Contact Tech Support via Discord and they can help
Window TVs have a desktop view or a TeamViewer up	<ul style="list-style-type: none"> • Contact Tech Support via Discord and they can help
Old Man Sizemore doesn't play when triggered	<ul style="list-style-type: none"> • Check if the INPUT is offline. If it's offline, you will have to power cycle the INPUT. • If INPUT is online,
Game timer has paused without warning/is frozen in the dashboard	<ul style="list-style-type: none"> • Contact Tech Support via Discord and they can help

Hallway Panel Breakdown

Here's a further breakdown of what everything in the hallway panel looks like and does for the game. If your hallway panel is not labeled in any way, we highly recommend doing so in order to make the troubleshooting process easier.

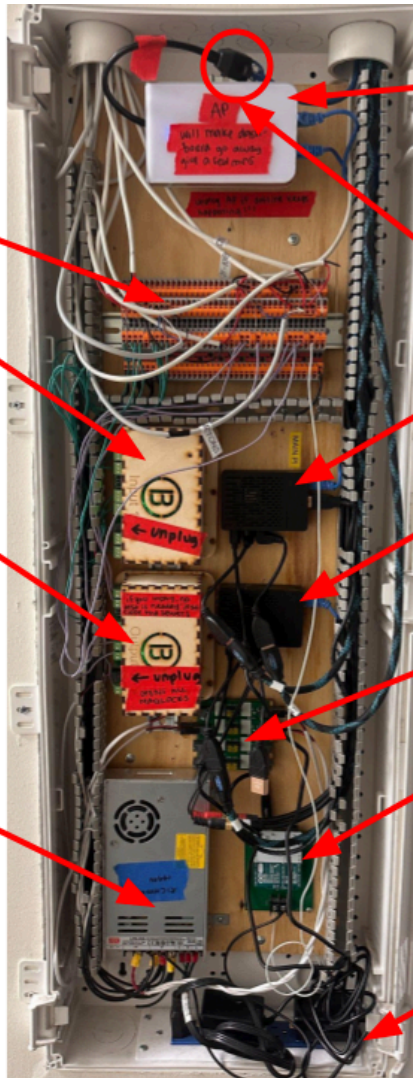
Knife Switches: Where most wires lead to

Input Module: Controls the fuses, shoes, and all four bomb buttons (the colored center)

Output Module: Controls the maglocks, fuse sparker (what makes noise), bomb lights (outer green/orange), bomb button lights (white rings around the buttons), door LEDs

Power supply

Note: I/O Stack is also a more general term you will hear referencing the Input/Output Modules



AP (Access Point): This is only unplugged if you're having consistent I/O issues

If you do have to reset the AP, you will unplug the ethernet cable ONLY. Expect the game dashboard to be down for a few minutes while the server comes back up.

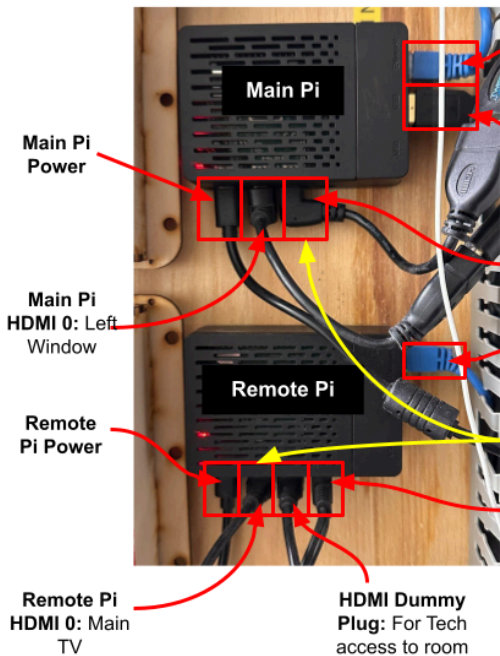
Main Pi

Remote Pi

PCB

Arduino

The three plugs here at the bottom power the main power supply and both Pi units



Main Pi Power

Main Pi HDMI 0: Left Window

Remote Pi Power

Remote Pi HDMI 0: Main TV

HDMI Dummy Plug: For Tech access to room

Main Pi Ethernet: Follows back to AP

USB-B to USB-A Cable: Runs to Arduino (Bomb)

Main Pi HDMI 1: Right Window

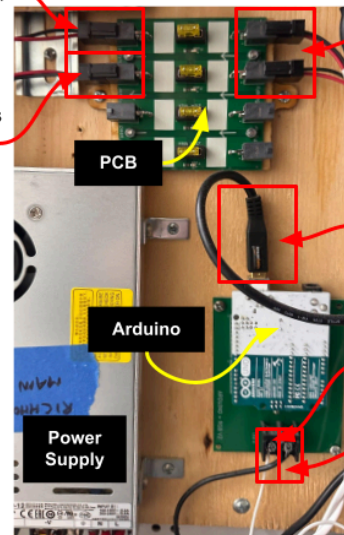
Remote Pi Ethernet: Follows back to AP

Note: These groups of plugs are adapters

Aux Port: Room Audio (goes to GM room AMP)

Input: Follows back to main input board

Output: Follows back to main output board



Fuse Power: Follows back to power supply

USB-A to USB-B: Runs back to Main Pi

White Wire: Runs to knife switches at the top of hall panel

Black Wire: Runs to power supply

Note: These wire colors may vary per location

Dashboard Webpage

Here's a further breakdown of the dashboard that runs the game.

General Dashboard Walkthrough

Regular Dashboard:

The dashboard runs on a locally hosted webpage that **you can only access by being connected to your B-Game Wifi** and going to <http://alley.breakout/login>. Either click the aforementioned URL or type it in exactly as listed to the address bar. Google will often just try to search the term "alley.breakout" if you just type that into your address bar.

Most of these steps are self explanatory, and will progress automatically within the game, but here is a brief breakdown:

- To get the game to a specific step, you must wake up the room and start it. To do this, you'll want to tap **WAKEUP** underneath the circular arrows next to the red "▶" (**PLAY**) button. After waking up the room, you'll hit the **PLAY** button and enter your code. You can choose from **TESTING** and **CUSTOMER** in the next menu.
 - From there, if you choose **CUSTOMER**, when you hit **OK**, the game will automatically start. Note: This is a recent change with the new Balena system. The prior dashboard had you select the number of guests before starting the game, but that is no longer the case.
 - If you choose **TESTING**, it will automatically start when you hit **OK**.
- The **SEQUENCE** dropdown menu contains all of the game steps. As the game progresses, you will notice that the dashboard will also change in the sequence area. For example, in **READY** mode, you will see the red button at the bottom say "Next Stage: Fuses". That will be your manual override in the case that the fuses don't automatically trigger by the actual room step. That red button at the bottom will serve as your manual override in most cases.
- The only manual trigger in this room is **BALLDROP**. That is the only time you should have to press the button unless something else in the room happens.

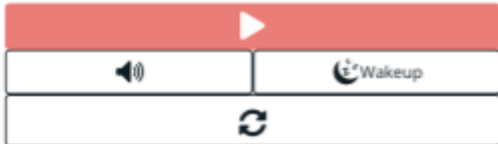
To change the time remaining in the room:

1. In the **COUNT DOWN** section at the top right, tap on **EDIT** in the corner
2. In the popup menu, set the desired amount of time you wish to add/subtract on the clock
3. Hit **APPLY** and it should automatically refresh on the dashboard and in game. *NOTE: All in-game timers (including our non-dashboard rooms) speed up and slow down intermittently. This means that if you put 25 minutes on the dashboard, it's going to show in the room as 23 minutes and some seconds. The timers all speed up and slow down to make time seem like it's passing quickly or more slowly in some sections of the room. This is normal! Do not worry about the discrepancy.*

BREAKOUT

BombSquad

Manage Game



Game controls remain the same as before Balena upgrade

Room is in sleep mode

Press to get room ready for a new game.

Current game state is clearly visible in this area

[^ hide debug](#)

Input Connected

Reboot

Mac: 70:B8:F6:40:37:0

- 0 ✘ FUSE1
- 1 ✘ FUSE2
- 2 ✘ SHOE_INPUT
- 3 ✘ BALL_DETECTOR
- 4 ✘ COLOR_BUTTON1
- 5 ✘ COLOR_BUTTON2
- 6 ✘ COLOR_BUTTON3
- 7 ✘ COLOR_BUTTON4

To see your INPUT/OUTPUT, tap on this "Debug View" dropdown

Output Connected

Reboot

Previous: None Next: Fuses

hide debug

Input Connected

Reboot

Mac: 70:B8:F6:40:37:0

- 0 FUSE1
- 1 FUSE2
- 2 SHOE_INPUT
- 3 BALL_DETECTOR
- 4 COLOR_BUTTON1
- 5 COLOR_BUTTON2
- 6 COLOR_BUTTON3
- 7 COLOR_BUTTON4

Output Connected

Reboot

Mac: 94:E6:86:D9:E3:CC

- 0 FUSE_SPARKER
- 1 SHOE_MAG
- 3 BIO_LIGHTS
- 5 BIO_MAG
- 6 COLOR_LIGHTS
- 7 DOOR_LIGHT

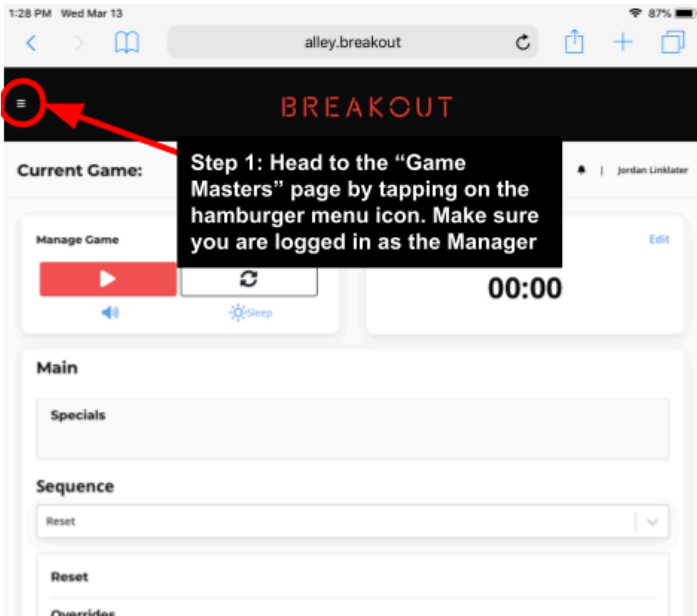
In this area, you can see whether or not things are working properly. For example, when testing the bomb buttons, you can see each of the “Color Button” words light up in response to pressing the button.

You can also see what is and is not currently engaged in whatever game state you’re in

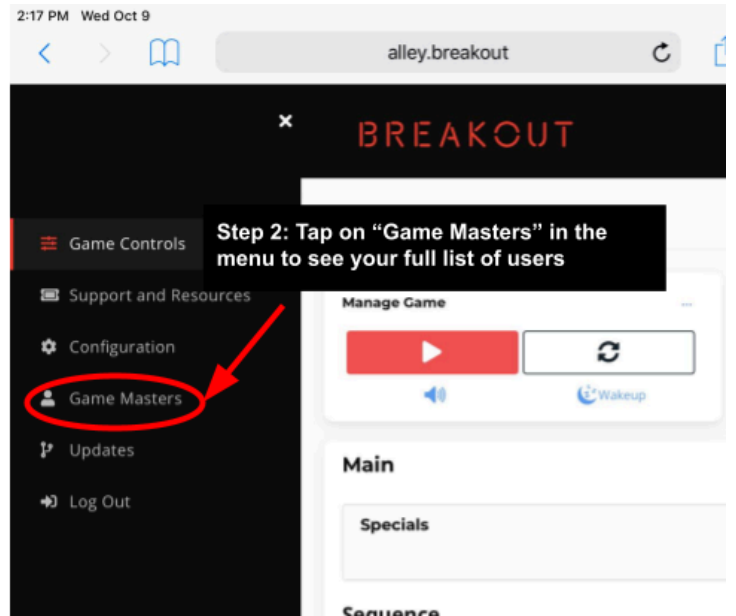
Note: If you see “Window TV Offline”, that is normal!

How to Add or Remove Game Masters in the Dashboard

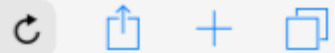
Before adding any new users to the Dashboard, you will need to check your current Game Master list to ensure that there are less than 30 users.



Step 1: Head to the "Game Masters" page by tapping on the hamburger menu icon. Make sure you are logged in as the Manager



Step 2: Tap on "Game Masters" in the menu to see your full list of users



BREAKOUT

Current Game:

Monica Croxton

Game Masters

Manage permissions and modify accounts

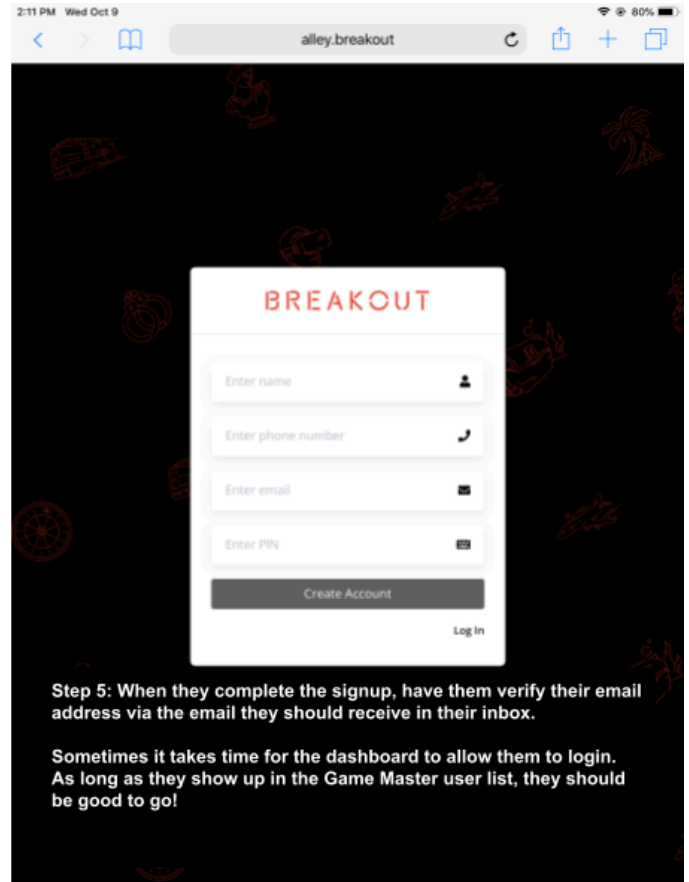
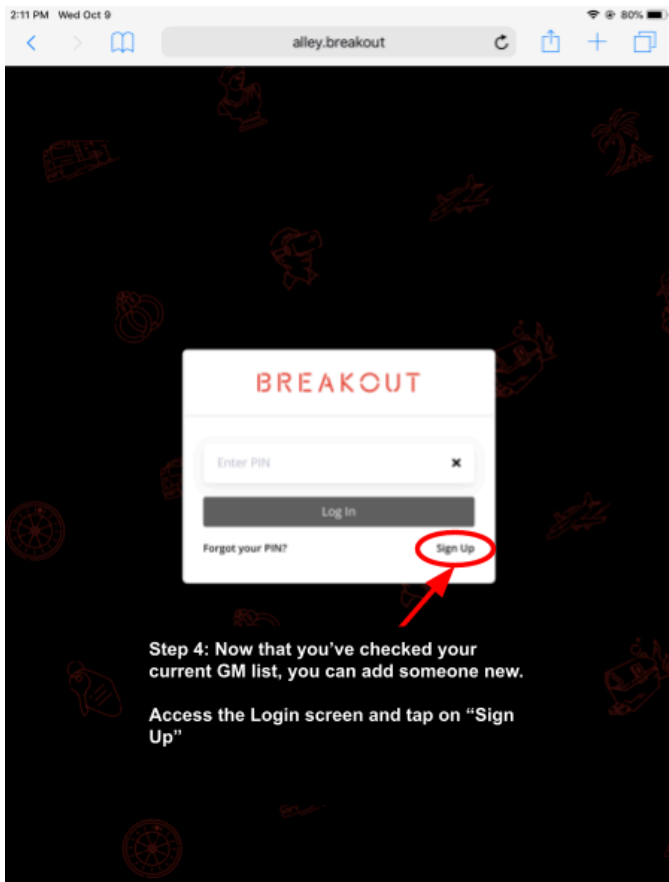
Name PIN Contact Information Access Status

Step 3: Scroll to the bottom of this page to see your current number of users. As long as you have less than 30, you should be fine to make a new account.

We recommend removing any inactive or old employees from the list. You can do this by tapping on the trashcan icon in this Game Masters list.

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If you have any further issues with the dashboard and logging in, check out the [dashboard troubleshooting section](#). If all else fails, contact Tech via Discord.

Hallway Panel Wire List

While you may not inherently need this information, it's great to have on hand just in case. This wire list will give a brief overview of what wires in the hallway panel go to what room object. It can also be found in the shared Breakout Google Drive.


NOTE: Some of the wire labels and placements may be different depending on how your panel and wiring is set up. The tech team is the best resource for helping you figure out which wires go where. Please do not move wires before consulting with the Tech team.

Wire Label	Connections	Wire Type	Function	End location
0		2 Wire	Fuse Box 1	Fuse Box
1		2 Wire	Fuse Box 2	Fuse Box
2	SHOE CONNECTOR	2 Wire	Shoe Connector	Sewer 1 - Shoes
3	3 + Black	4 Wire	IR Sensor	Pipe - IR Sensor
34	34 + Brown			

	34 - Blue			
5	5 + White	Pre-Made Cable 2	Buttons	Sewer 3 - Bomb
6	6 + Black			
7	7 + Blue			
8	8 + Brown			
32	32 + White	Pre-Made Cable 1	Bomb Power	Sewer 3 - Bomb
	32 - Black		Bomb Power	
25	25 + Blue		Bomb Lights	
35	35 + Brown		Bomb LEDs	
31		2 Wire	Bomb Magnet	Sewer 3 - Bomb
22		2 Wire	Sparker IOT Relay	Transformer
23		2 Wire	Gauge Magnet	Sewer 2
33		2 Wire	Door Light Strip	Around the door
38		Ethernet	Panel Ethernet	
39	Aux Port - Pi 2	RCA	Room audio	Gamemaster Amp
40	Pi 1 (Main) HDMI 0	HDMI	Left Window	Left Window
41	Pi 1 (Main) HDMI 1		Right Window	Right Window
42	Pi 2 (Remote) HDMI 0		Main TV	Main TV

Prop Assembly Tutorials

Here is the official prop building guide

If this is happening...	Try this:
<p>Repainting the top of the toolbox</p>	<p>1) Paint the following image on the top of the tool box using white paint. Make sure images are large enough to discern, and space out the images enough so that the hasp is in between the images (designating the code on the lock).</p> 

2) Once the white paint is dry, apply a clear top coat of mod podge (or other acrylic paint sealer) to the top of the icons to make them last longer

Replacing Cat Food Bowl

1) Using a white paint pen (or white paint with a thin brush), write the word GIZMO on the side of the bowl between two of the cat images.



2) Once the white paint is dry, apply a clear top coat of mod podge (or other acrylic paint sealer) to the top of the letters to make them last longer

Repainting the trash can lid

1) Paint the following image below on the trash can lid. Once all paint has dried, use a matte clear enamel to lightly coat the surface of the trash can lid and allow it to fully dry.

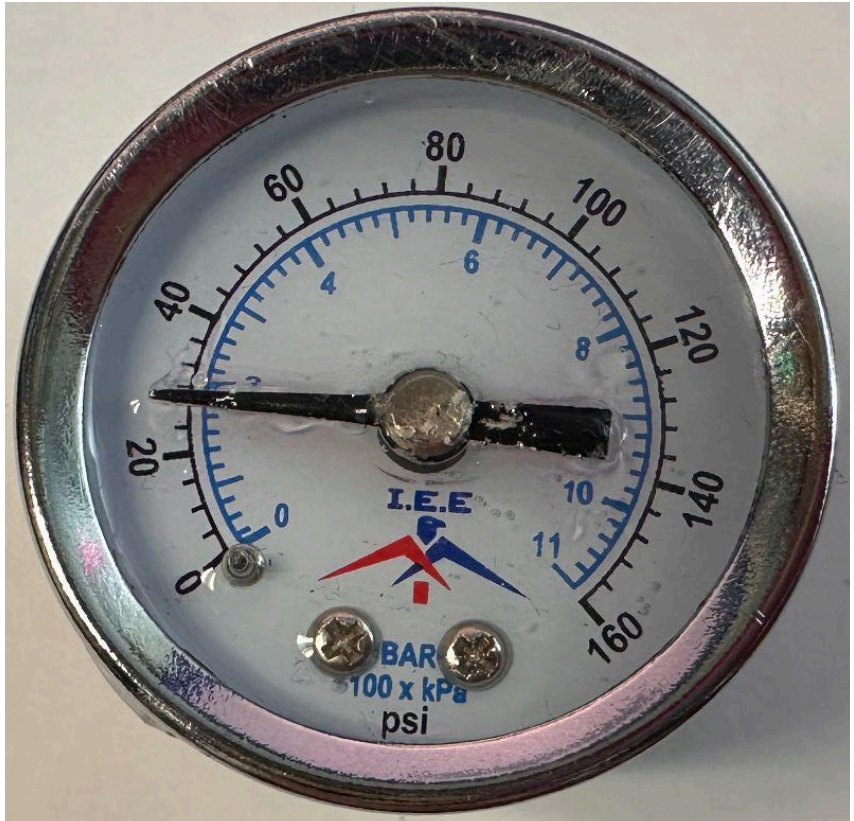


**Replacing Gauges
in the Sewer
Pressure Clue**

- 1) Using a very small flathead screwdriver, gently pry the gauge cover away from the gauge body in 3-4 places.
- 2) Using the same screwdriver, flip the gauge over, and gently pry the cover plate away from the glass. Be very careful and pry away lightly, as the glass is very easily broken.



- 3) Once the gauge cover and glass have been removed, discard glass, adjust the gauge needle to the desired pressure reading. You may be able to move the needle directly, but you may also need to put a flathead screwdriver in the gearbox. It depends on what kind of gauge you have.
- 4) Once the desired gauge pressure reading has been set (55, 30, 90, 45), you will need to secure it in place using either a clear super glue or UV resin (recommend resin over the clear glue). Make sure to follow the instructions for curing resin before placing it back in the room.
- 5) After you cure the gauge needle in place, replace the gauge cover and you should be



good to go!

Replacing Flower Pots

Gather the following supplies:

- [Green foam](#)
- [Black planter pots](#)
- String (could be the same as the powerline)
- [Eye hooks \(3\)](#)

Steps:

- 1) Cut three pieces of string at 10 or so inches in length
- 2) At the bottom side of your planter pots, drill a hole big enough to thread the string through
- 3) Tie a knot on the inside so that the string cannot escape from the inside of the planter
- 4) Add an eye hook to the windowsill near the number to tie the string to. The idea is to allow the planters to fall without actually hitting the ground. Do not tie the planter to the eye hook yet
- 5) Place the foam down on a smooth surface and then place the planter over the top. Hammer down the planter over the foam, making sure to only hit the planter on the ridges. I recommend hitting the ridges of the bottom of the planter in a circular fashion so that the foam is set into the planter evenly. Hit the planter down onto the foam until the foam is nice and flush with the top of the planter.
- 6) Place the flowers down into the foam. You can further secure the flowers into the foam if

you have a glue gun with a low heat setting. If you do, add some glue to the spots where the flowers are inserted into the foam

- 7) Tie the string to the eye hook and ensure that you seal the end of the string so it doesn't fray



Replacing bean bags

Gather the following supplies:

- Bean bag(s)
- String
- [White fabric paint](#) (regular paint/paint markers are not as effective)
- [Grommet tool kit](#)

Steps:

1. Using the white fabric paint, write "Use for Powerline Maintenance" on the bean bag(s). Allow the paint ample time to dry before grommeting
2. To prepare for grommeting, shake the beans out of one corner of the bean bag. Then, follow these instructions as pictured below to properly add the grommet to the bean bag



1. Get the materials ready. Let's begin!



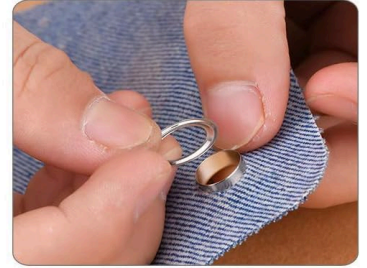
2. Place the cutting block(the package doesn't include), put the hole cutter in the place that install grommet.



3. Tap around the bottom of the cutter evenly, punch the hole.



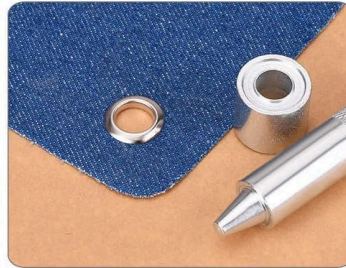
4. Install the grommet



5. After installing the grommet, gently rotate several circles, and ensure the grommet clamp the cloth tightly.



6. Put grommet on the matched mandrel according to the diagram.



7. Beat the mandrel evenly, be careful not to overexert, complete the installation of grommet.



8. Well done!

3. Cut the string long enough to reach the powerline, plus a little extra for tying knots. Feel free to double up the length of the string to make it a little easier for guests to use
4. Loop the string around the grommet and then tie knots down the length of the remainder of the string until you get to the end. This will prevent the double string from tangling up too much. Make sure to seal the end of the string to prevent fraying!

