

Merit Entertainment

Troubleshooting Guide for *Megatouch™ MAXX™ games*

PROBLEM(S)	CORRECTIVE ACTION
<ul style="list-style-type: none"> • no power • bill acceptor motor does not run • no flash on the monitor screen • no cooling fans operating • no output from power supply 	<ul style="list-style-type: none"> • Check that the power cord is connected to a “live” outlet. • Check that the power switch is on. • Check that the power cord is connected to the game power supply. • Check that the power supply’s voltage select switch is set to the proper voltage. • Check the harness connections to the on/off switch and circuit breaker. • Check the circuit breaker for an “open”. • Check the A/C harness connection to the power supply. • Check the line cord.
<ul style="list-style-type: none"> • no video • no cooling fan operation • screen is blank • A/C power to the monitor and bill acceptor • no output from power supply 	<p>Unicorn motherboards</p> <ul style="list-style-type: none"> • Turn the game off and locate J3 along the edge of the motherboard next to the audio board. There is a jumper shorting pins 20 and 21 together that will set the motherboard to work with an ATX power supply. Move the jumper to pins 19 and 20 and turn the game on. If the fans in the cabinet start working and the screen displays “CMOS CHECKSUM ERROR”, turn off the game and connect a keyboard with a PS/2 connector to the motherboard, then follow the CMOS configuration procedure for a Unicorn motherboard. After the motherboard is configured, replace the jumper on pins 20 and 21 of J3. If the fans do not start working and there is no display, replace the power supply. <p>Mitsubishi, Itox, and Telco motherboards</p> <ul style="list-style-type: none"> • Replace the power supply.
<ul style="list-style-type: none"> • no video • cooling fans are working • sound is functioning • A/C power to the monitor and bill acceptor • power supply has +5 and +12 volt outputs 	<ul style="list-style-type: none"> • Check the video cable connections from the motherboard to the monitor or LCD display. • Make sure the RAM DIMM is properly seated. • Check the fuse on the monitor • If there is sound, the monitor may be defective.
<ul style="list-style-type: none"> • no video • constant beeping or a sequence of beeps 	<ul style="list-style-type: none"> • The DIMM may not be seated properly or may need to be replaced.
<ul style="list-style-type: none"> • no video • no sound when coins are deposited 	<ul style="list-style-type: none"> • Check all connections to the motherboard. • Reseat the DIMM. • Replace the motherboard or send it for repair.
<ul style="list-style-type: none"> • poor picture quality 	<ul style="list-style-type: none"> • Adjust Brightness, Contrast, Horizontal, and Vertical controls with monitor controls located in the CPU section of the game.
<ul style="list-style-type: none"> • no sound or distorted sound 	<p>Mitsubishi and ITOX motherboards with the mini I/O board</p> <ul style="list-style-type: none"> • Check the audio cable connections at PL101 of the motherboard and J11 on the I/O board. • Check the speaker harness connection at J9 of the I/O board. • Do a two-button memory clear. <p>Unicorn motherboard</p> <ul style="list-style-type: none"> • Reseat the audio board connected to CN7 on the motherboard. Make sure there are no exposed header pins on CN7 with the audio board connected. • Check the connection at J11 of the I/O board. • Check the speaker harness connection at J9 of the I/O board. • Do a two-button memory clear. <p>Telco 586 and Mitsubishi motherboards with I/O Light</p> <ul style="list-style-type: none"> • Check the speaker harness connection at J9 of the I/O board. • Do a two-button memory clear.

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<ul style="list-style-type: none"> • coin jam 	<ul style="list-style-type: none"> • Check the coin mech and coin chute for coins blocking the pathway. • Make sure the coin harness is connected between the normally open and common terminals on the coin switch. • Disconnect the bill acceptor and the coin switch one at a time to narrow down the problem. • Check the coin harness for pinched or damaged wires. • Disconnect the coin harness from J3 of the I/O board. If the coin jam still appears, the motherboard will have to be sent for repair. <p><i>(NOTE: Full MAXX™™, Slim MAXX™ and Select MAXX™ cabinets have an optical coin switch.)</i></p>																																																												
<ul style="list-style-type: none"> • meter not advancing 	<ul style="list-style-type: none"> • Check connection at I/O board. • Check wiring at J3 METER connector on I/O board. 																																																												
<ul style="list-style-type: none"> • game locks up while being played or in the attract mode • no movement on the screen • power has to be cycled off and on to get the game to function again 	<ul style="list-style-type: none"> • Check the output voltages from the power supply: <table border="0" data-bbox="513 709 1417 1182"> <tr> <td colspan="2">Globtek ST230</td> <td colspan="2">Globtek Mini GPS145-MATX</td> </tr> <tr> <td>Red wire</td> <td>+5 volt</td> <td>Red wire</td> <td>+5 volt</td> </tr> <tr> <td>Yellow wire</td> <td>+12 volt</td> <td>Yellow wire</td> <td>+12 volt</td> </tr> <tr> <td>Blue wire</td> <td>-12 volt</td> <td>Blue wire</td> <td>-12 volt</td> </tr> <tr> <td>White wire</td> <td>-5 volt</td> <td>Violet wire</td> <td>+5 volt power good</td> </tr> <tr> <td>Orange wire</td> <td>+5 volt power good</td> <td>Black wire</td> <td>ground</td> </tr> <tr> <td>Black wire</td> <td>ground</td> <td></td> <td></td> </tr> <tr> <td colspan="2">EOS VTL 100-4000</td> <td colspan="2">Enhance SFX 1211J</td> </tr> <tr> <td>Red wire</td> <td>+5 volt</td> <td>Red wire</td> <td>+5 volt</td> </tr> <tr> <td>Yellow wire</td> <td>+12 volt</td> <td>Yellow wire</td> <td>+12 volt</td> </tr> <tr> <td>Blue wire</td> <td>-12 volt</td> <td>Blue wire</td> <td>-12 volt</td> </tr> <tr> <td>White wire</td> <td>-5 volt</td> <td>White wire</td> <td>+5 volt power good</td> </tr> <tr> <td>Violet wire</td> <td>+5 volt power good</td> <td>Violet wire</td> <td>+5 volt VSB</td> </tr> <tr> <td>Black wire</td> <td>ground</td> <td>Black wire</td> <td>ground</td> </tr> <tr> <td></td> <td></td> <td>Brown wire</td> <td>+3.3 volt</td> </tr> </table> <ul style="list-style-type: none"> • Clean the vents and the fans of any dust and dirt that may interfere with airflow. • Clean the CPU cooling fan under the I/O board. • Replace the CPU cooling fan if it is not operating properly. • Clean the contacts between the I/O board, riser board, and motherboard. • Reseat the DIMM on the motherboard. • Clear memory with the following procedure: <ul style="list-style-type: none"> • Power off the game. • Press and hold the “Setup” and “Calibrate” buttons. • Turn the game on and keep holding the buttons until the screen displays “TWO BUTTON CLEAR DETECTED RELEASE BUTTONS”. This should take about 30 seconds. • Release the buttons. This will clear high scores, clear the books and reset options, and reset the game menu and coin menu to their factory settings. • Perform a checksum test on the hard drive: <ul style="list-style-type: none"> • Power off the game. • Turn on DS2, position 8. • Turn on the game. The test will take about 25 minutes. • A failed test will lock up and display “CHECKSUM ERROR” on the screen. • A passed test will display “CHECKSUM OK” then continue to the attract screens mode. 	Globtek ST230		Globtek Mini GPS145-MATX		Red wire	+5 volt	Red wire	+5 volt	Yellow wire	+12 volt	Yellow wire	+12 volt	Blue wire	-12 volt	Blue wire	-12 volt	White wire	-5 volt	Violet wire	+5 volt power good	Orange wire	+5 volt power good	Black wire	ground	Black wire	ground			EOS VTL 100-4000		Enhance SFX 1211J		Red wire	+5 volt	Red wire	+5 volt	Yellow wire	+12 volt	Yellow wire	+12 volt	Blue wire	-12 volt	Blue wire	-12 volt	White wire	-5 volt	White wire	+5 volt power good	Violet wire	+5 volt power good	Violet wire	+5 volt VSB	Black wire	ground	Black wire	ground			Brown wire	+3.3 volt
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<ul style="list-style-type: none"> • game locks up with “invalid key for version PG3002 – V XXXX” 	<ul style="list-style-type: none"> • Check the program number on the security key, it should be compatible with the program on the hard drive. (<i>Note: See the hard drive and security key program number list.</i>) • Check the contacts on the security key socket. Lift up on the contact on the bottom of the socket, and make sure there is a good connection to the base of the security key. • Clean the connections between the I/O, riser, and motherboards. Loose or dirty contacts can cause an “invalid key”. • Try another key with the same program number or test the security key in another game with the same program version.
<ul style="list-style-type: none"> • “invalid key” message while downloading software to the hard drive 	<p>This message indicates the motherboard did not boot from the CD ROM drive.</p> <ul style="list-style-type: none"> • Check that the CD ROM drive is set as master. • Check the ribbon cable connections between the CD ROM drive and the motherboard. • Try another CD ROM drive. • Make sure the security key is replaced <i>after</i> the download is completed • Follow same steps as above.
<ul style="list-style-type: none"> • “OPERATING SYSTEM NOT FOUND” (Mitsubishi motherboard) or “DISK BOOT FAILURE” (Unicorn or Telco 586 motherboard) 	<p>This message indicates the motherboard is not receiving data from the hard drive and has locked up.</p> <ul style="list-style-type: none"> • Check the IDE ribbon cable connections at the power supply and hard drive. • Check the power to the hard drive. It should have +5 volts, +12 Volts, and ground. • Check the CMOS settings on the motherboard. • Move the hard drive IDE cable to the secondary IDE port on the motherboard to test the board. If the game does not lock up, there is a motherboard failure and the board should be sent for repair. The game will work this way, but it cannot be updated with new software.
<ul style="list-style-type: none"> • “QUANTUM FIREBALL, SMART FAILURE DETECTED, BACK UP HARD DRIVE” 	<ul style="list-style-type: none"> • The self-diagnostics on the hard drive has detected an error. The hard drive will have to be replaced.
<ul style="list-style-type: none"> • “ERROR READING DRIVE C” 	<p>This message can be caused by the hard drive or in some program versions, a coin jam while the game is turned on.</p> <ul style="list-style-type: none"> • Turn the game off. • Locate DS 2, position 8 and turn it on. • Turn on power to the cabinet. This will start the hard drive checksum test, which should take about 20 minutes to complete. <ul style="list-style-type: none"> • When the hard drive passes the test it will display a “CHECKSUM GOOD” message—continue to boot up into the game attract screens. This indicates a coin jam. • When the hard drive fails the test, the game will lock up with a “CHECKSUM ERROR” message, which will stay on the screen until the power is turned off. In this case, the hard drive will have to be replaced.
<ul style="list-style-type: none"> • “CRITICAL ERROR ABORT RETRY FAIL” – or “BAD COMMAND OR FILE NAME” error 	<ul style="list-style-type: none"> • Try reloading the program onto the hard drive with a set of update CD’s compatible with the security key. If it will not take the download, replace the hard drive.
<ul style="list-style-type: none"> • “TOUCH CONTROLLER NOT FOUND” error 	<ul style="list-style-type: none"> • Make sure the touchscreen controller is connected to the touchscreen, the motherboard, and the power supply. • Perform a CMOS configuration.
<ul style="list-style-type: none"> • game doesn’t recognize CD-ROM drive 	<ul style="list-style-type: none"> • Make sure the jumper setting on the back of the CD-ROM drive is set to MASTER (MA). • Check if the CD-ROM drive is defective by trying another drive. • Perform a CMOS configuration.

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<ul style="list-style-type: none">• game will not download CD	<ul style="list-style-type: none">• Make sure the CD is installed correctly, with the logo facing up.• Check for scratches or a defective disc.• Try a different set of CDs.• If you're downloading a CD set, make sure each disc is of the same revision.