



Date: 7-23-08

## FIELD BULLETIN

- Issue:** Several errors have been reported in TouchTunes software when their jukeboxes are connected to Merit games.
- Games affected:** Merit games linked to TouchTunes digital jukeboxes using certain versions of TouchTunes Gen 2 and Gen 3 software.
- Symptom 1:** **Gen 3 Software**  
 Song purchases from a Merit game to a TouchTunes jukebox running Gen 3 Software (release 3.3.1-84) can cause an error in the number of Merit credits used, regardless of the number of credits configured on the Merit game. This error will charge only one credit no matter how the system is configured.  
*To resolve this issue:* Upgrade your TouchTunes Jukebox Software to version 3.4.5-33.
- Symptom 2:** **Gen 2 Software**  
 On TouchTunes Gen 2 Software (release 2.8.2-x), about 2.5 hours after a jukebox reboot, the Merit game will no longer be able to communicate with the jukebox (though the jukebox buttons will still be visible on your Merit game). Rebooting the jukebox will solve the problem temporarily, but it should not be considered a fix.  
*To resolve this issue:* Upgrade your TouchTunes Jukebox Software to version 2.8.2-30. This release and all subsequent builds will have a fix for this issue incorporated into it.
- Symptom 3:** **Gen 2 Software**  
 On TouchTunes jukeboxes running Gen 2 Software (release 2.8.2-12), if the jukebox is paused and a song is then selected from a Merit system running at low resolution, an error will appear on the Merit system and additional credits will be added to the Merit game.  
*To resolve this issue:* Upgrade to TouchTunes Jukebox Software version 2.8.2-17. This release and all subsequent builds will have a fix for this issue incorporated into it.

If you have any questions, please contact Merit Customer Service and Technical Support by phone at 215-826-1400 or 1-800-523-2760 or by e-mail: [TechCenter@meritgames.com](mailto:TechCenter@meritgames.com).