



merit entertainment

# FIELD BULLETIN

Date: 5-17-07

- Issue:** When linking a Merit Megatouch® game and a TouchTunes® jukebox, several errors have been reported.
- Games affected:** Any Megatouch game linked with any TouchTunes jukebox can exhibit these errors.
- Symptoms:** The album covers on the TouchTunes jukebox can turn solid black. Because the Megatouch game displays exactly what is shown on the TouchTunes jukebox, the game will also display the black album covers. It is important to note that while the album artwork is missing, the album information is still visible and selectable and the jukebox will continue to play music.
- A second issue has been reported where the communications module on the TouchTunes jukebox will crash. If this happens, the game can no longer communicate with the jukebox. If a customer selects music from the game, the game will try to communicate with the jukebox, and because the jukebox module is not running, it will eventually time out. This will result in displaying the error “Jukebox Connection failed – rejected or timed out.”
- Both of the above issues can be temporarily resolved by performing a complete reboot of the TouchTunes jukebox.
- Solution:** TouchTunes released version 2.4.0-45 software, which greatly reduced the occurrence of the problems above; however, the black album covers would still intermittently appear. TouchTunes released another version, 2.4.0-95, which appears to resolve the issues above. Both Merit and TouchTunes have tested and approved TouchTunes software version 2.4.0-95 linked to a Megatouch game running version 23 software. In order for proper functionality, all TouchTunes jukeboxes linked to Megatouch games should be running these versions of software.

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)



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# FIELD BULLETIN

Date: 2-6-06

- Issue:** When linking a Merit Megatouch® game and a TouchTunes® jukebox, several errors have been reported.
- Games affected:** Any Megatouch game linked with any TouchTunes jukebox can exhibit these errors.
- Symptoms:** The album covers on the TouchTunes jukebox can turn solid black. Because the Megatouch game displays exactly what is shown on the TouchTunes jukebox, the game will also display the black album covers. It is important to note that while the album artwork is missing, the album information is still visible and selectable and the jukebox will continue to play music.
- A second issue has been reported where the communications module on the TouchTunes jukebox will crash. If this happens, the game can no longer communicate with the jukebox. If a customer selects music from the game, the game will try to communicate with the jukebox, and because the jukebox module is not running, it will eventually time out. This will result in displaying the error “Jukebox Connection failed – rejected or timed out.”
- Solution:** Merit has notified TouchTunes about both of these issues several times since they were first identified. To date, TouchTunes has not developed a permanent fix for either problem. Because the problems occur entirely within the TouchTunes system, there is nothing Merit can do to fix them. However, Merit has confirmed that both of the above issues can be temporarily resolved by performing a complete reboot of the TouchTunes jukebox. We will advise as soon as Merit receives notice that TouchTunes has fixed the problems.

If you have any questions, please contact Merit Customer Service and Technical Support by phone at 215-639-4700 or 1-800-523-2760 or by E-mail: [TechCenter@meritgames.com](mailto:TechCenter@meritgames.com)