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# FIELD BULLETIN

- Issue:** There are certain conditions that can lead to touchscreen calibration issues in Ion systems. Please see **Symptoms**.
- Games affected:** Certain Ion systems running software versions 2007 (V22) through 2008.5 (V25), as well as systems running operator-installed 2009 software. *Please note that **games manufactured with 2009 software will have this patch already incorporated**, so this issue will not affect these systems.* This patch will **NOT** work with **2009 Beta** software.
- Additionally, this patch will only work on systems with touchscreen controller versions 3.0 through 4.1. To check your version number, press the Setup button to enter Operator Setup, then press **Diagnostics**, then press **System Info**. The version number will be displayed under the heading "TouchScreen".
- Symptoms:** Your Ion system is having the following calibration issues, which can be resolved by power cycling:
- the touchscreen is responding while there is no one touching the screen
  - the touchscreen appears to be locked up, but the LED on the touchscreen controller will be illuminated as if the screen is being touched
  - the game's calibration is drastically off
- Solution:** If your system is experiencing the above calibration issues, Merit is providing a FREE OF CHARGE Touchscreen Controller Firmware Update on USB pen (part number: SB0555-01), which addresses these potential issues and can be ordered from your distributor.

**PLEASE NOTE: IF POWER IS INTERRUPTED DURING INSTALLATION IT CAN DAMAGE THE TOUCHSCREEN CONTROLLER. PLEASE MAKE EVERY EFFORT TO ENSURE THAT THIS DOES NOT HAPPEN DURING INSTALLATION.**

## To Update Via USB Pen:

1. Turn off the game.
2. Gently slide the provided USB pen into the USB port on your system (for details on locating the USB port on your Megatouch, please refer to your Owner's Manual).
3. Turn on the game. The update will automatically download. This will take approximately 5 minutes.
4. When the update is complete, the message "Update Complete Touchscreen firmware is now revision 4.40" will appear on the screen. Turn off your system, remove the USB pen, then turn your system back on.
5. After the system reboots, you should perform a touchscreen calibration. Press the Setup button to enter Operator Setup, then touch **Diagnostics**, followed by **Touchscreen Calibration**. Follow the on-screen instructions to calibrate.

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).