

# INFORMATION UPDATE

## AMI Hard Drives

**Subject:** Hardware and Software Compatibility

**Products Affected:** Rowe Nitestar, StarBrite, StarBrite Lite and Solara; All versions of Rowe Jump kits and Merit's MoD BoX

**Symptom:** "Startup is taking too long" is displayed on the jukebox screen

**Solution:** Update Hard Drive Software to Version 2.4 or higher.

As announced in Rowe service bulletin ID-259, Rowe and Merit have improved their Rowelink/Communication Control board assembly in order to allow Rowe's Jump kits installed in CD100, CD100A and CD-100B model jukeboxes to use original equipment OBA-2 Bill Acceptors.

All Digital jukeboxes and Jump kits produced beginning March 1, 2006 have utilized this new Rowelink/Communication assembly. Prior to releasing the new Rowelink/Communication board, the software installed on the hard drives for AMI powered products was updated to be compatible with this new Rowelink/Communication board.

**Jukeboxes and Jump Kits built after March 1 use the new circuit board assemblies, and in order for them to operate, the hard drive software version must be at V2.4 or higher.** Hard drives shipped from the factory after February 20, 2006 beginning with serial number 105700 have been updated with the new software.

Hard drives produced before February 20th, which have not been connected to our data center in a Rowe or Merit Jukebox, need to have the software updated before they will work with products that contain the new Rowelink/Communication board.

There are 2 ways to update the software.

- 1) Return the drive to AMI for exchange with an updated version.
- 2) Install the hard drive in a Rowe or Merit jukebox that has an older version Rowelink/Communication board, and that is also connected through the internet to our data center.

If choosing option 1, AMI will advance replace hard drives and issue full credit as long as returns are received within 30 days.

If using option 2 please call the AMI Technical Support department at 1-877-762-6765 for detailed instructions on updating the software in the quickest manner.

All jukeboxes that are installed and connected by dialup or broadband have been updated via our automatic software update process. Those drives have already been updated to work with the new board and do not need to be exchanged.

**All Spare hard drives in Operator or Distributor inventory should be updated to ensure compatibility when the need arises to use them in a jukebox.**

