



Megatouch FireFly Troubleshooting Guide

PROBLEM	CORRECTIVE ACTION
<ul style="list-style-type: none"> no power no flash on the monitor screen no cooling fans operating 	<ul style="list-style-type: none"> Check that the power cord is connected to a "live" outlet. Check that the power cord is connected to the power jack.
<ul style="list-style-type: none"> game locks up or resets 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"> Clean the vents and the fans of any dust and dirt that may interfere with airflow. Perform a checksum test on the hard drive. See DIP Switch Functionality and perform a DIP 8 procedure.
<ul style="list-style-type: none"> game will not download disc 	<ul style="list-style-type: none"> Make sure the disc is installed correctly, with the logo facing up. Check for scratches or a defective disc. Try a different DVD drive or another disc. If you're downloading a disc set, make sure each disc is of the same revision.
<ul style="list-style-type: none"> "ERROR READING DRIVE C" 	<ul style="list-style-type: none"> See DIP Switch Functionality and perform a DIP 8 function on the FireFly. This will start the hard drive checksum test, which should take about 20 minutes to complete. 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"> "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"> "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 different set of update discs. If it will not accept the download, try another DVD drive. If it still does not work, the hard drive will need to be replaced.
<ul style="list-style-type: none"> "MACHINE OUT OF SERVICE" SCREEN APPEARS 	<ul style="list-style-type: none"> If the screen has a BLUE background: A connection hasn't been established, or the FireFly hasn't called in to the server in the required timeframe. Touch the 4 corners of the screen (not-including the sidebar area), and enter your Operator or 6 Star PIN to enter Operator Setup. See "Connection Wizard" and make a connection to the server. If the screen has a WHITE background: The SSID lock has been activated and the system can't locate the SSID. Touch the 4 corners of the screen (not-including the sidebar), and enter your Operator PIN. You'll be taken into Operator Setup, where you can either disable the lock or reconfigure it to recognize a different SSID.