



Date: 11-20-09

## FIELD BULLETIN

**Issue:** Certain Ion 2009.5 and 2010 software versions may experience issues connecting wirelessly, and will subsequently display a WIRELESS DEVICE ERROR: CODE 101 when attempting to wirelessly connect in any fashion.

**Games Affected:** Ion systems running software versions V31.07, V32.03, and V32.04 that are utilizing wireless connectivity.

**Symptoms:** This particular issue causes a condition where the game may establish a successful wireless connection the first time it attempts to connect, but if you try to connect again, the system will not recognize its own wireless device, thereby causing the error.

**Solution:** AMI is issuing a free patch to correct this issue.

*For MegaNet-connected games:* There is no need to do anything to your machine itself. We have sent the patch to resolve this issue on your connected machines. (If your game is a MegaNet game, and you're still having issues connecting, please see the NOTE below.)

*If your game is not MegaNet-connected:* You can download the patch from our Web site and install it on your game with a USB pen, CD, or DVD. To download the patch, visit [www.amientertainment.com](http://www.amientertainment.com) > [Support](#) > [Megatouch Support Center](#) > [Software Downloads](#). **You can also register the affected machine with MegaNet Core to remedy the situation. MegaNet Core is a completely free connection to the MegaNet servers that will automatically upload this and any other corrective patch directly onto your machines, with no need for you to do anything on your end as long as the connection is maintained.** (Please see the NOTE below if you want to register your machine with MegaNet Core, but can't connect the machine to do so.)

### **NOTE**

**If you can't get your machine to connect in order to access MegaNet...** Have someone at your location turn the system's power off, wait at least thirty seconds, then power the unit back on. This will allow a one time connection, which will be enough for the unit to download the patch. It is also possible to connect the game through a wired connection, register for MegaNet (if need be), download the patch, then change the settings back to a wireless connection.

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