

# **MEGATOUCH COMBO JUKEBOX**



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***NOTE: You should have already made arrangements to receive a hard drive for the unit prior to delivery. The jukebox will not function without the hard drive.***

### **Terms and Conditions**

Beginning March 1st, 2005, the Merit Megatouch Combo Jukebox™ and all linked games must be kept up to date, loaded, and operating the latest full software upgrade in order for both music and games to be available. If the software is no longer kept current after this date, the unit can be run either as a game-only or music-only device.

To switch the unit to work as a game-only or music-only device once it is no longer running the current software, press the SETUP button in the game and touch the TouchTunes® button on the Main Menu. You will then be prompted to choose either the "Game Only" or "Music Only" option. If you choose the "Game Only" option, a message stating that this may be in violation of the terms of the operator's agreement with TouchTunes® will display. Touch YES to continue with setting the unit to game-only or NO to return to the previous screen. If you choose the "Music Only" option, the TouchTunes® Menu will again be fully operational.

Terms and conditions are subject to change.

### **Important Notes for Linked FORCE Classic Games**

FORCE Classic games will not display the TouchTunes® Operator Setup properly; therefore, the Setup should be run on the Jukebox and not the Classic game. Also, FORCE Classic games running FORCE 2004 software will not have the same TouchTunes® features as the Jukebox.

## Site Preparation

In determining the location for your Megatouch Combo Jukebox™, keep in mind that it must be connected to a suitable, grounded electrical outlet. Since the unit is a computerized device, it should have a separate circuit, if at all possible. If a separate circuit is not available, care should be taken to provide a clean and constant voltage. As a basic guideline, never connect the unit to a circuit that also supplies power to freezers, coolers or other high power-consuming and electrical noise-generating equipment. Familiarity with standard wiring practices, as recognized by a government agency in your area, is necessary.

Make sure the unit is not exposed to any moisture or excessive heat and that there is enough space to ensure proper ventilation. The unit should also be located on a sturdy, level surface. When the two leg levellers are extended and even, the unit should remain stable.

**NOTE: All units using the music licensed by TouchTunes® must be placed in public, commercial, business establishments.**

## Sound Zones

A sound zone is considered to be any set of speakers that are controlled as a single unit. A single set of speakers with the same volume control would be configured as ZONE 1, with an additional speaker set configured as ZONE 2. The (2) speakers included with the Megatouch Combo Jukebox™ will be configured as ZONE 1.

## Planning the Installation

Consider the following as you decide on jukebox and/or speaker placement:

- volume required in the area
- the stereo image. The sound stage of sound zones can vary depending on speaker placement.

**NOTE: Sometimes the physical layout of a location makes it almost impossible to create a good stereo image. For example, if a location has many small interconnected rooms or if a location is very long and narrow. Under these circumstances, it may be more advantageous to operate all speakers in mono. This would enable you to cover small rooms with one speaker instead of two and make placement much easier to determine.**

## Checking the Phone Line

The unit requires an analog telephone line to communicate daily with the TouchTunes® server. Once connected, the unit will call out once daily based on a specified time frame determined by the operator and typically during closed hours. The telephone line connection is necessary to ensure software program updates and music downloads. For security reasons, the unit will be deactivated if it fails to connect to the server within 30 days after a phone connection is lost.

A dedicated phone line is not necessary, as you should be able to share an existing location phone line. However, depending on the quality of the existing line in the location, the type of phone services it supports, and the other equipment making use of the line, you may or may not be able to make use of this existing telephone line.

**NOTE: It is crucial that the jukebox have access to a noise-free telephone line. If you connect the jukebox to a standard line, it will result in communications problems including repeated call failures and slow downloads. This will impact your ability to add songs to the jukebox and receive new software updates, as well as cause additional maintenance for you. It is best to get this correct during installation to avoid recurring problems.**

## Sharing a Phone Line

In most cases, the jukebox can successfully share the existing phone line with other

devices, such as phones, fax machines, or alarm systems. However, some devices, such as computerized telephones, lottery terminals, and ATMs, can cause problems on a shared line. You can usually resolve these conflicts by contacting the operator of the other equipment and coordinating call and answer times.

#### **Sharing the Line with an Alarm System**

Most current Alarm Systems communicate over telephone wiring. These locations should have the telephone line from the service entry going to the input side of the alarm and the telephones connected to the phone side of the alarm.

#### **Sharing the Line with a Digital Phone System**

If a location has a digital phone system, the jukebox telephone line must be connected to the analog line in front of the phone system.

#### **Description**

The Megatouch Combo Jukebox™ measures 72" H X 27" W X 30" D and has three key-locked compartments: the PC shelf section (front door), the coin box door, and the rear door. It is equipped with a coin mech and bill stacker, and an optional credit card swipe is also available.

In addition to the supplied speakers, the unit can be connected to an existing sound system or a Remote Sound System purchased from Merit Industries. The Remote Sound System includes an additional amplifier, subwoofer, and (2) satellite speakers.

#### **Power Switches**

The unit is equipped with two main power switches. The switch on the outside of the unit affects the game only. The interior switch is mounted above the cooling fan on the left side (if you are facing the rear of the

unit) and is accessible through the rear door. This switch affects both the game and the jukebox. **The interior switch should remain on at all times unless the unit is being moved or serviced**, since turning off the jukebox component will prevent communication with the TouchTunes® server.

**NOTE: The power switch on the Single Board Computer (see Figure 1) should always remain on.**

#### **Rear Compartment**

The rear compartment of the unit allows access to the rear of the monitor and the touch-screen controller, as well as the interior power switch.

#### **CPU Section**

The CPU section houses the motherboard, I/O board, power supply, hard drive, centronics connector, and main harness. These components are accessible through the front door. See Figure 1.

#### **Single Board Computer (SBC)**

The single board computer (SBC) is the main jukebox component and is located on the first shelf inside the unit (see Figure 1). The SBC is equipped with a sound card, a 56 Kbps modem, slots for a 10GB hard drive and 64MB flash memory (as needed), a fan, and a 120/240 VAC Power Supply Unit. See Figure 2 for SBC audio specifications.

#### **Tune Central™**

Jukeboxes connected to Tune Central™ give players access to the entire TouchTunes® library of over 100,000 songs. Tune Central™ is a stand-alone unit (see Figure 3) measuring 5 3/8" H X 3 1/2" W X 8 1/8" D and weighing approximately 12lbs. The unit must be connected to an electrical outlet and one of the Mega-Link ports on the jukebox.

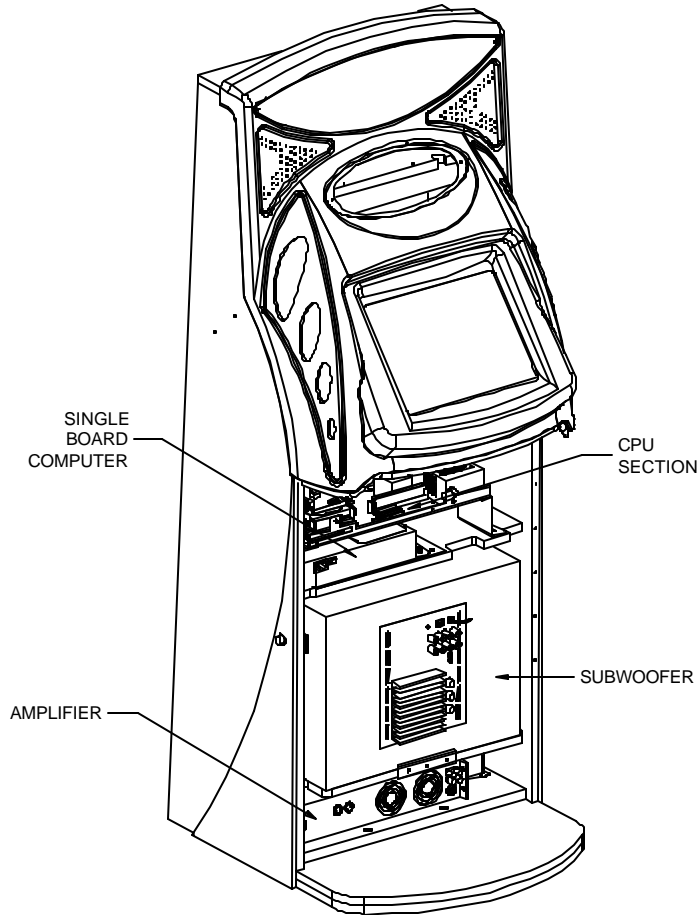


FIGURE 1 - MEGATOUGH COMBO JUKEBOX - FRONT VIEW

<b>Microphone channel gain</b>	20 dB at full volume (balanced)
<b>AUX channel gain</b>	0 dB at full volume
<b>AUX input overload voltage</b>	1 Vrms minimum
<b>Max. output level (all RCA outputs)</b>	1.0 Vrms, 600 Ohms (unbalanced)
<b>Max. output level (RJ-45 outputs)</b>	7.0 Vrms, 150 Ohms (balanced)
<b>Total Harmonic Distortion (THD)</b>	= 0.1% from 10 Hz–20 kHz
<b>Frequency response</b>	= ± 0.5 dB from 10 Hz–20 kHz (tone flat)
<b>Noise output</b>	= 64 uVrms (90 dB S/N) at max volume
<b>Volume increment</b>	= 2 dB
<b>Volume range</b>	= 80 dB

FIGURE 2 - SINGLE BOARD COMPUTER AUDIO PERFORMANCE

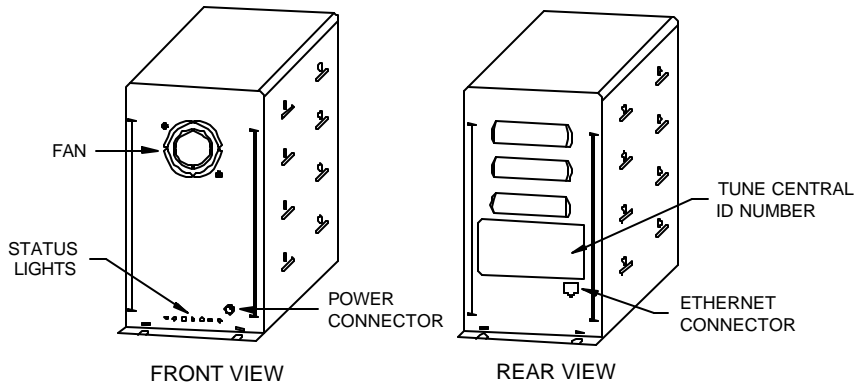


FIGURE 3 - TUNE CENTRAL™ UNIT

### Subwoofer/Amplifier

The subwoofer and amplifier are located in the base of the unit and are accessible through the front door. See Figure 1.

### Speakers

Two satellite speakers are included with the unit, as well as 100 feet of speaker wire. See the 'Installation' section for speaker placement and mounting information.

### Coin Mech/Bill Acceptor

Both the coin mech and bill acceptor are located inside the front door (see Figure 4), and the access area is key-locked for security purposes. The coin bag can is accessed by sliding out coin bag bracket (see Figure 4).

### Remote Control

**NOTE: Any changes or modifications to the remote not expressly approved by Merit Industries could void the user's authority to operate the equipment.**

The remote control enables location personnel to control certain jukebox functions without having access to the Jukebox Operator menu. The remote control is powered by (2) 1.5V AA batteries (included).

The remote control is RF-based, which eliminates the need to point it directly at the juke-

box when using it. The effective range will vary depending on the type of the obstructions between the remote and the jukebox. For example, concrete and metal provide more of a barrier than wood or plaster. The remote control can also be affected by interference from other RF-based devices. If two TouchTunes® jukeboxes are installed in close proximity to one another, the remotes may conflict if both have the same remote control ID. You will customize the remote ID and enable the remote while setting up the game.

Figure 5 shows the functionality of the remote control keys.

**NOTE: Unless you are connecting more than one set of speakers to the unit, you will only be working with ZONE 1 settings.**

### Internet Technologies

TouchTunes® jukebox components allow customer interaction via user interface with animated graphics on the monitor touchscreen. Jukebox Operators are able to "order" on a 24-hour basis any individual music title (including the newest releases) from a remote central library. The selection will be "delivered" via TouchTunes' proprietary telecommunications downloading net-



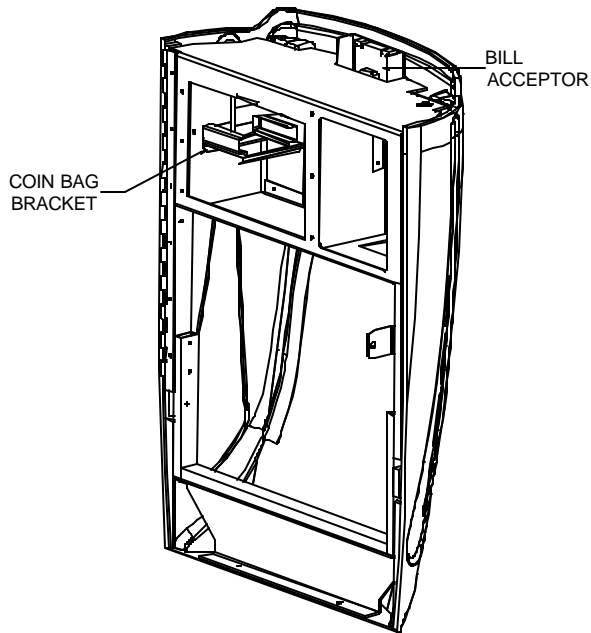


FIGURE 4 - JUKEBOX DOOR - COIN BOX/BILL ACCEPTOR LOCATION

### Remote Control Key Functionality

<b>P1 Give promotional credit</b> <b>P2</b>	Does not apply in this software. Reserved for future use.
<b>P3 Skip song</b>	Quickly press and release this button to stop playing the current song and immediately skip forward to the next song in the queue. Support for this feature is enabled/disabled on the <b>System Settings</b> screen. To empty the song queue, press and hold P3 for 5 seconds.
<b>Zone 1 Volume</b>	Raises and lowers the volume of zone 1 speakers within the limits set on the <b>Mixer Settings</b> screen.
<b>Zone 2 Volume</b> (if applicable)	Raises and lowers the volume of zone 2 speakers within the limits set on the <b>Mixer Settings</b> screen. This feature is always available.
<b>MIC Volume</b>	Raises and lowers the volume of the microphone within the limits set on the <b>Mixer Settings</b> screen.
<b>JUKE 'PAUSE'</b>	Pauses the currently playing song. The jukebox screen will display the message "Jukebox is Paused" and switch to the auxiliary sound source (if connected) or a microphone (if enabled). To unpause, press this button again and the jukebox will resume playing song.

FIGURE 5 - REMOTE CONTROL KEYS

work, including MP3, MMP, and graphics formats stored within the memory of the jukebox on location. At 11:1 compression ratio, approximately 2,000 songs can be stored on the 10 GB, ATA/IDE Hard Drive. The operating system information can be stored on the hard drive or a 64MB Flash Memory Card, as needed.

#### **Jukebox Communications**

The jukebox calls out once a day with an "I'm alive" call, typically during a location's off hours in order to avoid phone conflicts. If you've placed orders for new songs, two to three song files will download per hour (based on average phone line speed), with a 33.6 Kbps or 56 Kbps modem used to communicate with the server.

56 Kbps (V.90) modems are capable of transmitting 33.6 Kbps to the server and receiving approximately 42 Kbps from the server if digital lines are available on the ISP (Internet Service Provider) side. This means that this throughput cannot be achieved on "Typhoon". The modem basically acts much like a D2A and A2D converter pair, converting digital signals so they can be transmitted analogously on copper wires (with limited bandwidth) and back to digital.

#### **TouchTunes® Server and Database**

TouchTunes® maintains two servers to handle jukebox communications and data. Two terabytes of disk space allow for an extensive library of music selections and for TouchTunes® to receive uploaded log files from the jukebox network. One server is used as a backup to the other.

There are two pathways that jukeboxes use to connect to the server. Approximately 80% of the jukeboxes connect to the TouchTunes® server through the use of an Internet provider. These boxes dial a local POP (point of presence) radius server, which verifies the user name and password pro-

grammed into the jukebox. From there, communication is accomplished using the Internet backbone.

The other method of connection to the server is through a direct-dial toll free number. This also requires the jukebox to verify its user name and password to gain access to the TouchTunes server.

#### **Internet Service Providers**

TouchTunes® uses UUNET™ and AT&T™ to handle Internet access for jukeboxes. In some cases, jukeboxes have difficulty communicating due to a problem with the ISP (Internet Service Provider) network and not TouchTunes®. TouchTunes® monitors ISP traffic and congestion, makes changes to the jukebox as required, and will even notify the ISP when problems are noted with their services.

#### **Local Point of Presence (POP)**

The jukebox will call a local phone number to connect to the Internet. TouchTunes® makes every effort to ensure the jukebox is making a local call.

Jukeboxes that do not have a local POP to access the Internet are using a toll free direct dial-up to access the TouchTunes® network. It is not uncommon for jukeboxes using the direct dial to experience periods where they get a busy signal. This is due to the volume of jukeboxes using the direct access.

TouchTunes® has experienced better communication results using the Internet for communication and makes every effort to have jukeboxes communicate in this manner.

#### **How It All Works**

New jukeboxes are programmed to call out using the toll free number, but the phone number information initially programmed into the installation screen on the jukebox is far from accurate. The first step requires TouchTunes® to send a small command to

the jukebox in order to capture the phone number information through caller ID. After the accurate information is obtained, TouchTunes® will search for a local ISP for the jukebox and program it using that information. If the jukebox determines there is a problem with the ISP, it will roll back to the toll free number to communicate with the server. In this event this happens, the jukebox will upload its files and logs, but will not download music. Typically, ISP issues are solved within a day's time.

**Installation**

Once you've selected a suitable location, you are ready to install the Megatouch Combo Jukebox™.

**Installing the Hard Drive**

**NOTE: You should have already made arrangements to receive a hard drive for the unit prior to delivery. The jukebox will not function without the hard drive.**

To install the hard drive:

1. Make sure the **interior** power switch is turned OFF and that the unit is unplugged from its power source.

2. Unlock and open the front door to access the SBC (see Figure 1).
3. Insert the 10GB hard drive into the 'Removable Hard Disk' slot (see Figure 6) until it is fully seated, then hand-tighten the hard drive bracket spring-loaded screw into the tapped hole. Keep in mind that the hard drive is sensitive to impact and must be handled with care.

**NOTE: Push the hard drive into the slot gently, as the mating pins/connector may be slightly out of alignment.**

**Connecting a Phone Line**

4. Connect one end of the supplied phone line to the phone connector located on the back of the unit (see Figure 7).
5. Connect the other end of the phone line to a phone jack. If necessary, use the supplied phone coupler and/or phone splitter.

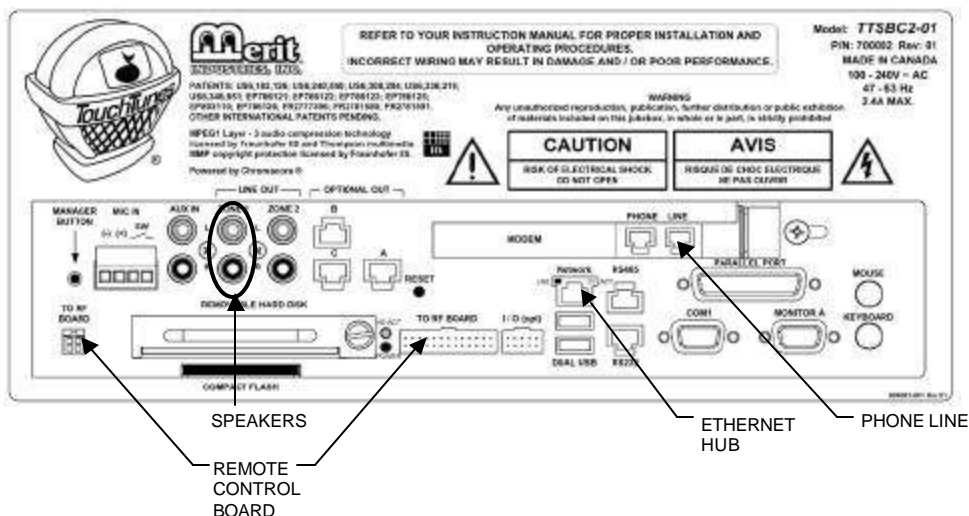


FIGURE 6 - SINGLE BOARD COMPUTER CONNECTIONS

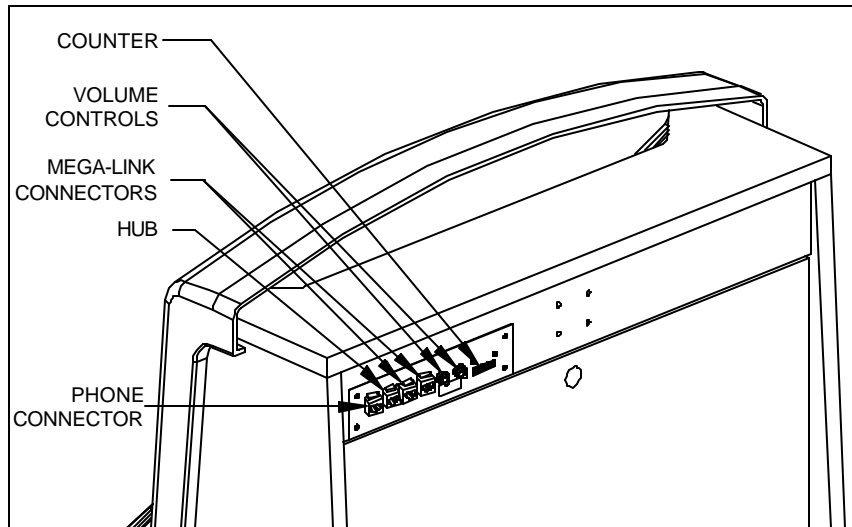


FIGURE 7 - REAR VIEW OF JUKEBOX - CONNECTOR/VOLUME CONTROL LOCATIONS

### Installing Speakers

Follow the instructions below to install the (2) supplied speakers once you've decided on an appropriate location.

**NOTE: The supplied speakers will be configured as ZONE 1 in the TouchTunes® software.**

### Connecting Speakers

6. Cut the supplied speaker wire into (2) lengths as needed.
7. Connect one end of a length of speaker wire to the input terminals on one of the speakers and take note which sides of the wire are connected to the (+) and (-) connectors. See Figure 8.
8. Connect the other end of the speaker wire to the subwoofer so the (+) and (-) speaker connectors run to the (+) and (-) subwoofer connectors. See Figure 8.

**NOTE: To avoid short-outs, make sure all strands of the exposed wire are properly connected to the speakers and subwoofer.**

9. Repeat steps 8-9 to connect the other speaker.
10. Secure the speaker wire using the wire clamp on the subwoofer so it cannot easily be dislodged from either the speakers or the subwoofer. See Figure 8.

### Mounting the Speakers with the InvisiBall™ Mounting System

The InvisiBall™ is a unique method of mounting a speaker. It is designed to be unobtrusive, theft deterrent, and simple to install.

**NOTE: Your installation of this Commercial Sound Solution must be conform with local building codes. Please consult with a licensed contractor or professional engineer on any installation in which the speakers are mounted on a ceiling or wall. JBL Professional is not responsible for damage resulting from the improper installation of any bracket or speaker.**

11. Install the InvisiBall™ mount on the wall with the (4) screws. Be certain that the wall will support the speaker. See Figure 9.

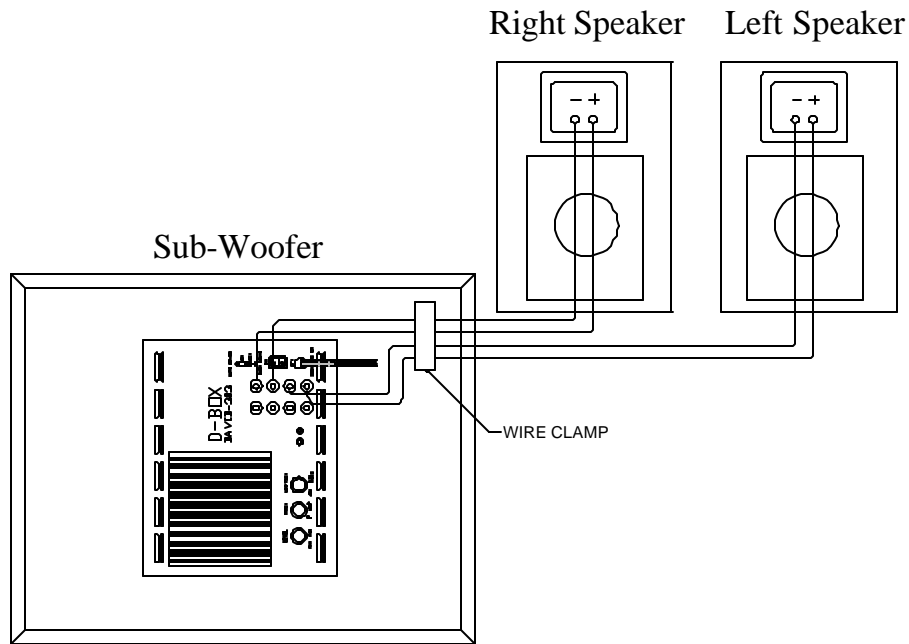


FIGURE 8 - CONNECTING SUPPLIED SPEAKERS

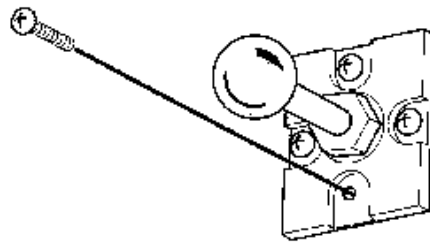


FIGURE 9 - MOUNTING INVISIBALL™ TO WALL

12. Place a wide-tipped, slotted screwdriver in the slot of the plastic InvisiBall™ knock-out plug and push downward, thereby breaking the plug out of the back of the speaker. See Figure 10. Scrape away any residual plastic to ensure the ball will fit in the hole.
13. Grab the logo badge on the speaker grill with your fingernails and pull it straight out as shown in Figure 11.
14. Insert the supplied hex key into the hole exposed by the removed logo badge, then lightly push and slowly rotate the hex key until you feel it fall into place. Loosen the InvisiBall™ clamp as shown in Figure 12.
15. Mount the speaker on the InvisiBall™. See Figure 13.
16. Tighten the clamp just enough to hold the speaker while you position it in the desired orientation (see Figure 14).

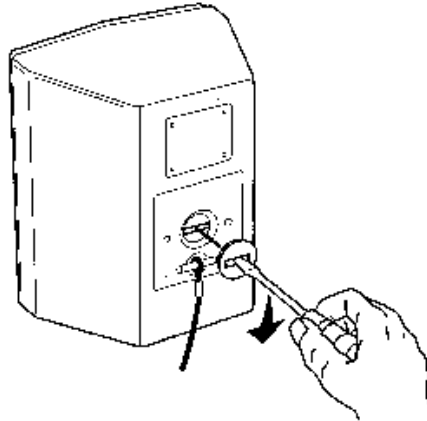


FIGURE 10 -REMOVING KNOCK-OUT PLUG

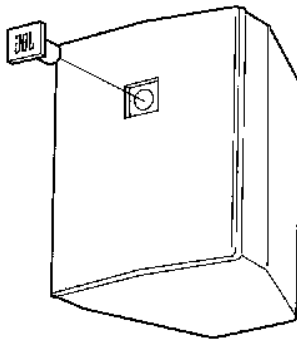


FIGURE 11 -PULLING OUT LOGO BADGE

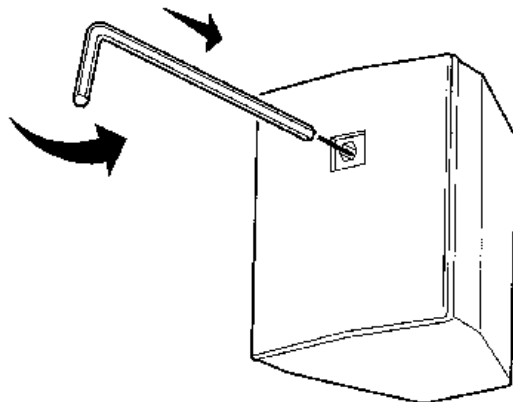


FIGURE 12 - LOOSENING INVISIBALL™ CLAMP

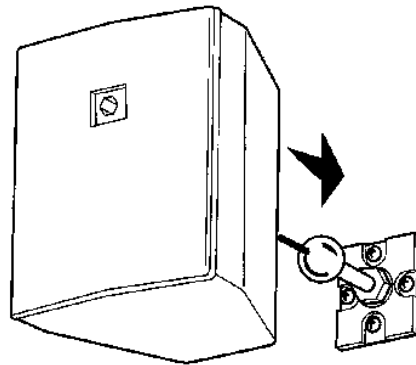


FIGURE 13 - MOUNTING SPEAKER ON INVISIBALL™

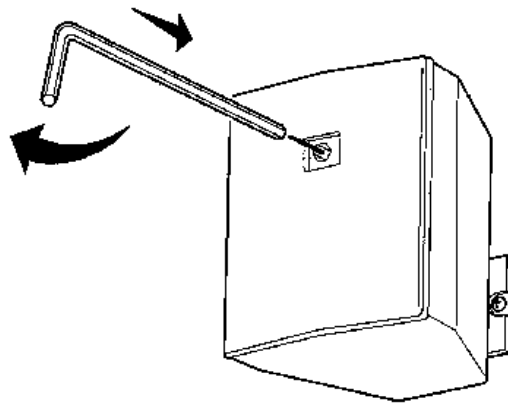


FIGURE 14 - TIGHTENING INVISIBALL™ CLAMP

When the speaker is in the preferred position, tighten the clamp firmly and replace the logo badge. Be sure not to overtighten.

#### Connecting an Existing Sound System

17. To connect an existing amplifier and speakers to the unit, connect the corresponding ends of the RCA connectors (white to left, red to right) to the left and right ZONE 2 outputs on the Single Board Computer inside the unit.
18. Connect the other corresponding ends of the RCA connectors to the left and right inputs on your existing stereo amplifier.

#### Linking to Other Games

The (2) Mega-Link® ports on the unit will accommodate (2) more games through the use of additional standard Ethernet cables (available at your local computer store) or individual Mega-Link® kits. Linking more than (2) games would require the use of an Ethernet hub connected to the 'HUB' port on the game (see Figure 6). **Keep in mind that each game must be running the same software version.** If you are not linking additional games, skip to the next section.

**NOTE: The 'HUB' port on the unit can only be used to connect an additional Ethernet hub.**

**NOTE: You will need to adjust the monitor settings on any games after they are linked to display the TouchTunes® Operator Setup. Enter the TouchTunes® Setup Screen on the game and then adjust the monitor settings so the graphics are displayed properly. This will not affect the monitor settings of the game screens.**

To link to additional games:

19. **Make sure all games (except FORCE Classic games) that are to be linked have the Hi Resolution feature enabled in order to properly display the current TouchTunes® interface.** Press the SETUP button inside the game and enter the System Menu, then touch the Options icon. Page through the options and make sure the Hi Resolution feature is checked. If it is not enabled, certain TouchTunes® features will not be available.

**NOTE: It is recommended that you perform a touchscreen calibration after enabling Hi Resolution.**

**NOTE: The TouchTunes® interface will not display properly in FORCE Classic games if the Hi Resolution feature is enabled. Certain TouchTunes® features will therefore not be available in any linked FORCE Classic games because they are only accessible in Hi Resolution mode.**

20. Turn off all games that will be connected to the Megatouch Combo Jukebox™.
21. Connect one end of the Ethernet cable to one of the Mega-Link® connectors on the unit (see Figure 7).
22. Connect the other end of the Ethernet cable to the Ethernet coupler on the back of the game (the Ethernet coupler is the one on the left if you are facing the back of the game).

23. Repeat for an additional game if desired.

**NOTE: Do not use the Ethernet hub inside the unit for linking other games.**

#### Connecting a Microphone

24. If desired, connect a microphone to the MIC IN connector on the SBC and pass the cable through the slots at the bottom of the access panel.

#### Connecting an External Audio Source

25. If desired, connect the left and right RCA connectors running from an external audio source, such as a CD or tape player, to the LINE IN connectors on the SBC.

26. Replace the access panel.

#### Connecting to Tune Central™

If you will not be running Tune Central™, skip ahead to the next section.

27. Choose an appropriate location for the Tune Central™ unit. It should be placed on a flat surface away from heat sources such as vents or amplifiers.
28. Connect the supplied power source to the power connector on the front of the Tune Central™ unit (see Figure 3) and the supplied power cable to the power source. Then plug the power cable into a suitable grounded outlet. Use the same guidelines as those found in the beginning of the Site Preparation section on Page 2 to choose an electrical outlet.
29. Connect one end of a customer-supplied standard Ethernet cable to the Ethernet connector on the Tune Central™ unit (see Figure 3) and the other end to one of the Mega-Link connectors on the jukebox (see Figure 7).



### TouchTunes® Operator Setup

The following instructions are only to guide you through the setup procedure. For complete software instructions, see the TouchTunes® Software Manual.

**NOTE: If you are linking more than one game, you will only need to set up the TouchTunes® software on one game. The set up will then be reflected on all games.**

### First Time Installation/Phone Settings

30. Plug in and turn on both the internal and external power switches on the unit. Keep in mind that while the game will boot up in approximately one minute, the jukebox will take several minutes to load.

**NOTE: It is normal for the subwoofer to produce 2-5 thumping noises when the unit is first turned on.**

31. When the Calibration Screen appears, follow the instructions on the screen. You will then be taken to the Game Menu.

**NOTE: Because the TouchTunes® software has not been set up yet, the screen will display a "Jukebox Error - Check Diagnostics" message at the bottom of the screen when turned on for the first time.**

32. Press the SETUP button in the unit (see Figure 15) to bring up the Main Menu.

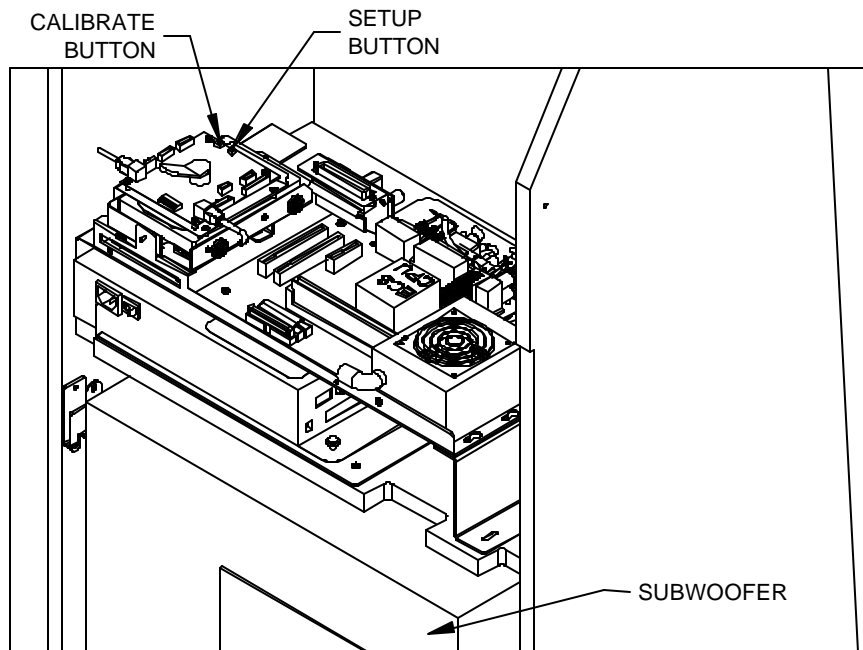


FIGURE 15 - FRONT VIEW OF JUKEBOX - SETUP BUTTON LOCATION

33. Touch the 'TouchTunes' button on the Main Menu, then the 'TouchTunes Setup' button. The INSTALL screen will appear. See Figure 16.



FIGURE 16 - INSTALL SCREEN

34. Take note of the information on the screen and press **NEXT**. The PHONE SETTINGS Screen will appear. See Figure 17.



FIGURE 17 - PHONE SETTINGS SCREEN

35. Set the time during which the jukebox can use the phone line to call out to the TouchTunes® server. Time is specified using a 24-hour clock (i.e. 00:00 equals midnight).

**NOTE: The more time you make available, the more songs the jukebox will be able to download at one time (a single songs takes about 20 to 25 minutes to download). The busiest time for the server is between 4 AM and 8 AM Eastern time. If you can set your unit to call outside this time, you may get better throughput. It is suggested you set**

**CALL FROM to one half hour after the location is locked up for the night (i.e., the time the last person leaves and locks the front door) and set CALL TO to one half hour before the first person enters the location. Once a song file begins downloading, it will continue through to completion, which may exceed the end time specified. The half-hour buffer should prevent phone conflicts.**

36. Enable the **WAIT FOR DIALTONE** option to turn on dial tone detection. If this feature is left off, the jukebox will automatically start dialing after a two-second delay. For voice mail compliance, it is recommended you leave this feature off in order to solve dialing problems on the phone line. When voice mail is installed, the jukebox modem may not be able to recognize the dial tone following the voice mail signal because in many cases, the dial tone is intermittent due to message beeps.

If it is necessary at your location to dial the number 9 to gain access to an outside line, turn on **DIAL 9 FOR EXTERNAL LINE**. If a different outgoing prefix needs to be dialed, use the **EDIT** button in the **CUSTOM DIAL PREFIX** box to bring up a numeric keypad for entering the prefix.

If the location has call waiting, you should enter the prefix to disable it. In most cases this is \*70. You may need to add a pause to the end of this sequence, as sometimes there is a delay before the dial tone returns. Use the # key to enter a pause. For example, the sequence \*70## disables call waiting and then pauses twice before continuing to dial.

Select the type of phone line that is installed at the location by setting **PHONE DIALING** to **ON** or **OFF**.

37. Use the **EDIT** buttons to enter the name, type, phone number, and time zone of your location. Once all the information has been entered, the **INSTALL** button will appear.

**NOTE: If you enter an incorrect phone number, it could result in unnecessary charges on the location's phone bill.**

38. Touch the **INSTALL** button. The ENTER PASSWORD screen will appear.
39. Enter the registration password for the jukebox and touch OK. The unit will now dial out and attempt to connect to the TouchTunes® server.

**NOTE: The password should have been sent to you by fax prior to delivery of the jukebox. If you did not receive your password, call TouchTunes® at 1-888-711-5853.**

40. The TELEPHONE DIAGNOSTIC screen (see Figure 18) appears, enabling you to monitor the progress of the call. A successful call should take about ten minutes to complete. If the call fails, you will see an error message indicating the nature of the problem that occurred.

After a successful call is completed, you will be returned to the Main Menu.

**NOTE: Some of the messages may appear on the screen for an extended period of time during the initial call to the server. Do NOT reboot the machine.**



FIGURE 18 - TELECOM DIAGNOSTIC SCREEN

41. Exit out of the Main Menu. If the TouchTunes icon does not appear on the Main Game Menu, reboot BOTH the game and Single Board Computer by turning off the interior and exterior power switches and turning them on again. Once both the game and jukebox are loaded again, press the SETUP button inside the game to access the Main Menu.

### Sound Test

42. From the Main Menu, press the 'TouchTunes' button, then 'TouchTunes Setup.' The jukebox will now display the Jukebox Operator menu. See Figure 19.



FIGURE 19 - JUKEBOX OPERATOR MENU

43. On the Jukebox Operator menu, touch **SOUND MIXER**. The SOUND MIXER screen appears. See Figure 20.



FIGURE 20 - SOUND MIXER SCREEN

44. In the **SOUND TEST** box, touch **TEST**. Listen to the test at all speaker positions to ensure everything is functioning properly. If you encounter a sound problem, refer to the Troubleshooting Guide.
45. To set the remote ID, press the **JUKE PAUSE** and lower **MIC VOLUME** buttons on the remote at the same time until the light on the **LAMP** button is solid.
46. Press any combination of the P1, P2, or P3 buttons three times to customize the ID (for example: P2 – P1 – P3 or P3 – P1 – P1). The default setting is P1 – P1 – P1).
47. Return to the Jukebox Operator menu and touch the **SYSTEM SETTINGS** button. The System Settings screen appears. See Figure 21.
48. Touch **LEARN**, located next to **Learn remote control ID**.
49. Watch the monitor. When prompted, press any key on the remote control. The monitor will return to the System Settings Screen.
50. To allow the remote control to skip a song that is playing (P3 button), set **Enable skip mode on remote** to ON.
51. Touch BACK to return to the Jukebox Operator menu.
52. Enter the SOUND MIXER screen and touch the TEST button to run the sound test. As the unit is playing, raise and lower the volume with the remote to ensure it is working.

**NOTE: If you change the remote ID, you must have the jukebox relearn the ID through the System Settings screen.**



FIGURE 21 - SYSTEM SETTINGS SCREEN

### Enabling Tune Central™ (if applicable)

If you will not be running Tune Central™, skip ahead to the next section.

53. Return to the Jukebox Operator menu and touch the MUSIC SETTINGS button. The Music Settings screen appears. See Figure 22.

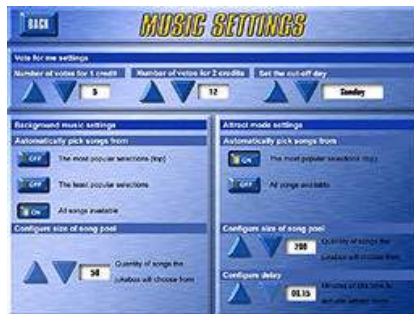


FIGURE 22 - MUSIC SETTINGS SCREEN

54. Touch the ON button in the **Tune Central settings** box. The jukebox will contact the TouchTunes® server to activate Tune Central™. You can monitor the call using the Telecom Diagnostic Screen (see Figure 18).
55. Touch the TEST button in the **Tune Central settings** box to test the response time of the device and network. A “Failed” message in the **Throughput** field indicates a communication problem between the Tune Central™ unit and the server. Proper operation will display a number of 1.5 or greater

More information on Tune Central™ can be found in the TouchTunes® Software Manual.

### Saving Settings

56. Reboot the **game only** with the exterior power switch in order to synchronize the new settings. Be sure to leave the internal power switch on at all times unless the unit is being moved or serviced.

**NOTE: It is recommended you reboot the machine each time you make changes with the Jukebox Operator Menu. The game is programmed to reboot once each day by default.**

54. See the TouchTunes® Software Manual for complete software instructions.

### General Care and Maintenance

**NOTE: THIS GAME MUST ONLY BE SERVICED BY QUALIFIED SERVICE PERSONNEL.**

**CAUTION: THERE ARE HIGH VOLTAGE PARTS IN THIS GAME. BE CAREFUL WHEN SERVICING THE INSIDE OF THE GAME. GAME SHOULD ALWAYS BE UNPLUGGED BEFORE SERVICING.**

### Screen Calibration

**NOTE: You must enable high resolution calibration in order to activate all of TouchTunes® features. All FORCE machines, except for the Classic, can support this high resolution mode. To enable high resolution:**

1. Press the SETUP button inside the cabinet.
2. Touch the “System Menu” icon on the first screen that appears.
3. Touch the “Options” icon on the System Menu Screen.
4. Scroll through the options until you see “Enable Hi Resolution” and touch the box next to this option so that a check appears in the box.
5. A warning that it should not be enabled on Classic games will appear. If you have a Classic game, touch “No” to exit. If you have any other type of cabinet, touch “Yes” to continue.
6. The game will now have high resolution enabled. Touch the “X” icon in the upper corner of the screen to exit out of setup. Then continue with the following screen calibration steps.

#### How To Calibrate your Touchscreen:

- Find the "CALIBRATE" button located on the control board and press it to enter the screen calibration mode.
- Touch the center of the first cross that appears on the screen. Once you release your finger, a second cross will appear.

**NOTE: You must hold your finger on the cross for approximately 2 seconds for the calibration to be recognized.**

- Touch the center of the second cross that appears on the screen.
- Once the second cross is touched and released, another cross will appear on the screen. To test the calibration of the screen, touch the cross with your finger and slowly drag your finger around the screen. The cross should follow your movement.
- Touch the "EXIT" icon.

If you have high resolution enabled, the game will prompt you to go through the same steps again for high resolution mode.

#### Degaussing Your Monitor

If your monitor is displaying "purity problems," (a display with purity problems will have parts of an all-white screen affected by blotches of color) the monitor needs to be degaussed using a "degaussing coil." A degaussing coil is a circular electromagnet, used to cancel out any stray magnetic fields that may build up on a metal object.

All of our monitors have built-in degaussing coils that are automatically activated on power-up. If your game is experiencing minor purity problems, try powering down the game for 20 minutes and then reapplying power to activate the degaussing coil. If the problem is not corrected, you will have to purchase a manual-degaussing coil. Fol-

low the instructions below for degaussing a monitor.

1. Plug in your degaussing coil.
2. Hold the coil about three feet from the monitor and press the trigger to activate the magnetic field. For circular-shaped coils, orient the coil so you see the monitor through the hole in the middle; for wand-shaped coils, point the wand towards the screen.
3. Move the coil in a circular motion around the face of the monitor and slowly approach the game.
4. Continuing to move the coil in a circular motion, slowly back away from the monitor.
- 5a. CIRCULAR-SHAPED COILS: When you are about three feet away, quickly turn the coil perpendicular to the monitor and release the trigger.
- 5b. WAND-SHAPED COILS: When you are about three feet away, point the wand away from the monitor and release the trigger.

#### Monitor Adjustment Procedure

For adjusting the settings on our monitors, we suggest following the procedures described below. The vertical/horizontal controls and brightness/contrast controls are located on the monitor control board attached to the metal frame behind the monitor. Pressing the button labeled "OSD" on the monitor control board will show the on-screen display on the monitor. The buttons with the arrows will toggle through the menu, the buttons with the plus and minus signs will increase or decrease the current setting, and "DEG" will degauss the monitor. Adjust the monitor controls until the screens look as suggested in the following steps.

#### Tatung Monitors

1. Set the game to the Checkerz game screen.

2. Adjust the vertical and horizontal size and vertical and horizontal position to make sure that the game screen fills the monitor screen and that the game screen is centered.
3. Adjust the brightness and contrast controls until the top sets of checkers are a rich red and the bottom set are a dark gray. The feet on the "Checkerz" character should be white. (Adjusting the brightness and contrast can also correct for a lack of sharpness.)

#### **General Circuit Board Handling Information**

Before handling any boards, observe the following procedures:

- Prevent Electro-Static Discharge by:
  1. Storing the boards in the anti-static bags in which they are shipped.
  2. Removing any static charge from your body before handling the boards.
  3. Using a ground strap when handling the boards.
- When plugging in connectors to the board, make sure the connector is inserted straight onto the header and that the connector covers all header pins.
- Do not connect any peripheral device to the board, if the power is still connected to the peripheral or if power is already applied to the board.

**CAUTION: Be extremely careful when replacing the lithium battery on the motherboard. There is a danger of explosion if the battery on the motherboard is incorrectly replaced. Only replace the battery with the same type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.**

#### **Cleaning the Cabinet**

- The cabinet should be cleaned with a damp cloth and mild detergent.

#### **Cleaning the Touchscreen Monitor**

- The touchscreen glass should be cleaned with a damp cloth and isopropyl alcohol or a *non-ammonia* cleanser. *Do not use any abrasive or vinegar-based cleansers, as they will damage the touchscreen glass.*

**NOTE: DO NOT USE ANY ABRASIVE SOLVENTS, ACID OR VINEGAR-BASED CLEANSERS ON THE MONITOR OR SIDE DECALS. OVER TIME, SUCH CLEANSERS COULD HARM THE TOUCHSCREEN AND ERASE THE DECALS. BE CAREFUL NOT TO USE COMMERCIAL CLEANERS CONTAINING ANY OF THESE SUBSTANCES.**

#### **Cleaning the Fans and Vents**

- The fans and vents should be cleaned of any dust and grime on a regular basis to ensure proper ventilation of the game.
- To ensure proper operation of the game, it is important that all fans are operating correctly and that the airflow is unobstructed. Make sure nothing is placed inside the cabinet or next to the fan vents that would inhibit the flow of air. Also, if any fans are not operating, it is important that they be replaced.

#### **Changing the Marquee**

- To change the marquee, unlock and remove the rear door, then remove the (2) screws and nuts behind the front bezel. The marquee is housed between the two plastic pieces.

## Linking Games

Some games include an Ethernet cable and a crossover connector used to link games together. By linking your games, players can play compete against one another in real-time interactive play. Follow the instructions below to link your games. The software will allow up to 8 games to be linked.

**NOTE: One Ethernet cable is required for each game you are linking. Additional Cat-5 UTP RJ45 Ethernet cables can be purchased at your local computer store.**

**NOTE: Make sure all games (except FORCE Classic games) that are to be linked have the Hi Resolution feature enabled in order to properly display the current Touch-Tunes® interface.**

1. Turn off and unplug the games.
2. Connect one end of the supplied Ethernet cable to the Ethernet connector on the outside of the game. The Ethernet connector is the one on the left if you are facing the back of the game. (If you are linking a Vibe, the Ethernet connector is the coupler on the right of the front of the processor.)
3. Connect the second Ethernet cable to the Ethernet connector on the outside of the second game.

**NOTE:** If you are linking games to a Combo Jukebox or a MegaTunes unit, the free ends of the Ethernet cables from the games will connect directly to the Ethernet ports on the jukebox or MegaTunes unit. If you are linking more than 2 games and a jukebox, or more than 3 games and a MegaTunes, you will need to connect an Ethernet cable to the hub connector on the jukebox or MegaTunes unit and plug the free ends of all of the cables into a hub.

**MegaTunes:** The Ethernet ports are located on the Ethernet hub mounted to the single board computer (SBC). The 4 ports on the right are all for Ethernet, the port on the left is for connecting a hub only. Loosen the 2

thumbnuts securing the front access panel. Connect the Ethernet cable to one of the Ethernet ports and replace the front access panel routing the cable through the slots at the bottom of the access panel.

**Combo Jukebox:** There are two available Ethernet couplers, labeled "Mega-Link", on the upper left if you are facing the back of the jukebox.

4. *Linking two games:* Plug the free ends of both the Ethernet cables into the crossover coupler.

*Linking more than two games:* Plug the free ends of the Ethernet cables into a 10 BASE-T Ethernet hub (available from your distributor as a separate part number (EC0030-01), or at your local computer store).

5. Plug in the games and turn on the power. If installation was successful, you will see a Mega-Link® button displayed on the screen of the games after the menu appears.

**NOTE:** *The Mega-Link® icon will appear on the game only when 2 or more games are linked.*

**NOTE:** *If a MegaTunes unit has been linked to a game, the music will be downloaded to the game. This download time will vary depending on the amount of music being downloaded.*

**NOTE:** *Megatouch games that are connected using the Mega-Link™ system must have the same level of software for proper operation. The software is designed to detect other levels of software in linked games. If a different level is detected, you will receive a screen that says, "MEGALINK MISMATCH CALL ATTENDANT." This screen will be displayed approximately 5 minutes after you turn the games on. To clear the screen and continue playing the games, you must turn the power off, unlink the games, and turn the power back on again. If you want to link these games you must upgrade all games to the same software level.*



**Game Name and Score Needed for Initial Replay**

Solitaire, Power Solitaire, Lone Star, and Super Lone Star will always offer a replay once the listed score is attained. The other games have to reach the score listed as well as attain the high score for the game in order to offer a replay.

11 Ball	125,000	MGA Champ. Golf	No Replay
11-Up	125,000	Monster Madness	400,000
3 Blind Mice	150,000	Moon Drop	160,000
3 Some	150,000	Mystery Phrase	325,000
Air Shot	No Replay	Outer Spades	75,000
Astro Joe	120,000	Pharaoh's Fortune	45,000
Backjammin	125,000	Pharaoh's Fortune Pro	45,000
Battle 31	125,000	Quiz Show	
Big Time Roller	60,000	Pharaoh's 9	No Replay
Boxglide	475,000	Photo Hunt	400,000
Boxxi	850,000	Pile High	No Replay
Card Bandits	200,000	Pix Mix	350,000
Castle Bandits	200,000	Power Solitaire	55,000
Checkerz	28,000	Power Trivia	No Replay
Chip Away	125,000	Puck Shot	3,000
Chug 21	250,000	QB Zone	65,000
Conquest	30,000	Q-Shot	50,000
Crazy Hearts	65,000	Quik Cell	100,000
Domino5	200,000	Quik Chess	125,000
ESP Run	20	Quik Match	400,000
ESP War	125,000	Quintzee	60,000
Euchre Nights	5,000	Quiz Show	45,000
Fast Lane	100,000	Rack 'em	No Replay
Flash 7	125,000	Royal Flash	300,000
Four Play	1,500,000	Run 21	250,000
Funky Monkey	110,000	Snapshot	400,000
Gender Bender	125,000	Speed Draw	125,000
Gin Rummy	55,000	Strip Club	No Replay
GO-O-O-AL	No Replay	Super Lone Star	55,000
Great Solitaire	45,000	Super Snubbel	No Replay
H2H Gender Bender	No Replay	Tai Play	240,000
H2H Photohunt	No Replay	Take 2	110,000
H2H Safari	No Replay	Tennis Ace	No Replay
H2H Trivia	No Replay	Tri-Castles	125,000
Hoop Jones	125	Trip Flip	150,000
Hooter	No Replay	Tri-Towers	125,000
Let It Ride Trivia	125,000	Trivia Treasure	No Replay
Lone Star	45,000	Trivia Whiz	No Replay
Lookout	400,000	Wild 8's	400,000
Magic Charms	500,000	Wild Apes	400,000
Match'Em Up	200,000	Word Dojo	375,000
Mega Bowling	125	Word Safari	125,000
Megatouch Battle	No Replay	Wordserve	200,000
Command		Wordster	100,000
Memoree	300,000	Zip 21	200,000

## Main Menu

The Main Menu can be accessed by pressing the SETUP button inside the game. Use the Main Menu to set up all game software options.

**NOTE:** For help with the Options in any menu section, touch the green “?” icons to bring up a help screen.



Figure 1 - Main Menu

A summary of the Main Menu functions appears in the following table. For more detail, see the corresponding sections of the manual.

Main Menu	Available Options	Information
<b>CREDITS/ PRICING</b>	<ul style="list-style-type: none"> <li>• Quick Price Setup</li> <li>• Coin-In</li> <li>• Set Value of Credit</li> <li>• Coinless Coin Op</li> <li>• Options</li> <li>• Clear Credits</li> <li>• Free Credits</li> </ul>	The Credits Screens allow the operator to set credit rules for all games, set up the Coin-In Menu, enable the Coinless Coin Op feature, select freeplay mode, and add or clear credits.
<b>GAMES</b>	<ul style="list-style-type: none"> <li>• Game Setup</li> <li>• Options</li> </ul>	In the Games Screens, you can edit the game list (choose which games are available and in what category they appear on the Category Menu) and select options for individual games.
<b>HI SCORES</b>	<ul style="list-style-type: none"> <li>• View/Clear Hi Scores</li> <li>• Options</li> </ul>	Touch "CLEAR ALL GAMES" to clear all high scores or select a particular game to edit high scores for that game.
<b>BOOKS</b>	<ul style="list-style-type: none"> <li>• Books Display</li> <li>• Cash Settlement Setup</li> <li>• Cash Settlement Collection</li> </ul>	The Books Screens display current and lifetime credits information as well as calculate and collect the location and operator fees.
<b>SYSTEM</b>	<ul style="list-style-type: none"> <li>• Set Time</li> <li>• Security Setup</li> <li>• Set Game Serial Number</li> <li>• Volume Control</li> <li>• Set 6 Star PIN</li> <li>• Data Transfer</li> <li>• Options</li> </ul>	Set the game clock, security PIN, serial number, game volume, 6 star PIN and features, and system options such as language control, 6 Star Enable, and theft deterrent. Also use this menu to transfer books data with a USB Pen or PCMCIA flash card.

Main Menu	Available Options	Information
<b>DIAGNOSTICS</b>	<ul style="list-style-type: none"> <li>• Video Test</li> <li>• I/O Test</li> <li>• Touchscreen Calibration</li> <li>• Touchscreen Test</li> <li>• View System Log</li> <li>• Checksum Test</li> <li>• System Info</li> </ul>	<ul style="list-style-type: none"> <li>• Enters the Video Test to display the test screens. Touch the screen to cycle through test.</li> <li>• Tests the function of the I/O board, DIP switches, coin meter, lockout (if applicable), and light (EVO only).</li> <li>• Allows the operator to calibrate the touchscreen. Follow the instructions on the screen.</li> <li>• Checks touchscreen calibration. Touch the crosshairs on the screen to make sure it is accurately following your movement.</li> <li>• Displays operations performed by the game.</li> <li>• Checks the hard drive for missing or corrupted files.</li> <li>• Gives details about various hardware components in the game.</li> </ul>
<b>TOURNAMAXX</b>	<ul style="list-style-type: none"> <li>• Internet Setup</li> <li>• General Info</li> <li>• Connection Log</li> <li>• Set Update Time</li> <li>• Update From Server</li> <li>• Clear Database</li> </ul>	<p>Enters the TouraMAXX Set-Up Screen if the game is registered for TournaMAXX play. For more information, see the TournaMAXX installation manual.</p>
<b>CREDIT CARD</b>	<ul style="list-style-type: none"> <li>• Credit Card Setup</li> <li>• Dial-In Setup</li> <li>• Credit Card Test</li> </ul>	<p>Enters the Credit Card Set-Up Screen if a credit card swipe is installed in your game. For more information, see the Credit Card Kit Installation Instructions.</p>
<b>PRESENTATION</b>	<ul style="list-style-type: none"> <li>• Operator's Presentation</li> <li>• Sales Person's Presentation</li> <li>• Operator Ad Screens</li> </ul>	<p>Displays a slide show designed to be presented to location owners by the operator and another slide show to be presented to operators and distributors by the sales person. Also allows the operator to create ad screens and add custom screens created on a personal computer.</p>
<b>PROMOTION</b>	<ul style="list-style-type: none"> <li>• My Merit</li> <li>• Merit Money</li> <li>• Promo Credits</li> <li>• Options</li> </ul>	<ul style="list-style-type: none"> <li>• Enables a feature permitting players to create custom accounts. Also displays individual player data and allows the operator to back up or restore My Merit data.</li> <li>• Sets time periods in which location owners can use the 6 Stars feature to offer free credits to encourage game play.</li> <li>• Sets time periods in which the game offers a free credit while in Idle Mode.</li> <li>• Enables My Merit, Merit Money, and Promo Credits features.</li> </ul>
<b>MEGANET</b>	<ul style="list-style-type: none"> <li>• Entertainment Channel</li> <li>• Premium Erotic</li> <li>• Prize Zone</li> <li>• MegaWeb</li> <li>• Hot Topics</li> <li>• Options</li> </ul>	<p>Enters the MegaNet Set-Up Screen if the game is registered for TournaMAXX play. Features must be enabled for the corresponding button to appear. For more information, see the TournaMAXX installation manual.</p>

## Credits/Pricing Menu

### Quick Price Setup

Quick Price Setup allows the operator to make general pricing changes without entering the Games Menu.



Figure 2 - Quick Price Setup Screen

**3 Credits for a Dollar:** Sets each game to the following price settings:

COIN INPUT	COIN VALUE	COINS	=	CREDITS	&	METER PULSES
1A	25¢	2		1		2
2B	25¢	3		2		3
3C	25¢	4		3		4

**NOTE: If the game is set to 3 Credits for a Dollar, prices will be displayed in credits unless otherwise specified.**

**4 Credits for a Dollar:** Sets each game to the following price settings:

COIN INPUT	COIN VALUE	COINS	=	CREDITS	&	METER PULSES
1A	25¢	1		1		1
2B	25¢	1		1		1
3C	25¢	1		1		1
4D	25¢	1		1		1

**TouchTunes Bonus Credit Option:** Sets jukebox credits to the following settings on the Megatouch Combo Jukebox or MegaTunes unit:

COIN INPUT	COIN VALUE	COINS	=	CREDITS	&	METER PULSES
1A	25¢	1		1		1
2B	25¢	2		2		2
3C	25¢	4		4		4
4D	25¢	8		10		8
5E	25¢	20		26		20

To see the TouchTunes credit settings, enter the Coin-In Menu after touching the TouchTunes Bonus Credit icon.

**Most Games 1 Credit:** Sets the cost of all games to 1 credit except games with a default setting of 2 credits, which will remain at 2 credits.

**Most Games 2 Credits:** Sets the cost of all games to 2 credits except games with a default setting of 2 credits, which are then set to 3 credits.

The operator can also use this screen to determine whether prices are displayed on-screen as credits or monetary amounts. Default values are restored with the Factory Settings icon. Touch the “?” icon for more information.

**Coin-In**

**To Enter The “Coin-In” Screen, Touch “Coin-In” on the Credits Menu**

Game cost can be controlled two ways: by changing the number of credits required to play a game or by changing the cost of a credit. The Coin-In Menu allows you to adjust the cost of a credit, as well as providing a way to give players “bonus” credits for depositing a higher amount of money.

When programming the Coin-In Menu, Channel 1 is set for the lowest value coin, Channel 2 for the next highest value, etc. If all six coin inputs are not used, the unused inputs must be set to “N/A”. Adjust the coin/credit/meter pulse settings by touching the up and down arrows on the field you want to change.

COIN INPUT	COIN VALUE	COINS	=	CREDITS	&	METER PULSES
1A	10p	3		1		3
2B	20p	3		2		6
3C	50p	1		2	player premium 25p/credit	5
4D	1£	1		5	player premium 20p/credit	10

In the above example (UK currency), each game costs one (1) credit and the cost for a single credit is 30p. This method is preferred if you want game cost to always be reflected as “1 credit.”

COIN INPUT	COIN VALUE	COINS	=	CREDITS	&	METER PULSES
1A	10p	1		1		1
2B	20p	1		2		2
3C	50p	1		6	1 bonus credit	5
4D	1£	1		15	5 bonus credits	10

In the above example (UK currency), the cost of a credit is set to 10p and each game costs 3 credits (for a total of 30p). This method allows game cost to be increased by the smallest unit of currency used (e.g. increasing the cost of Solitaire to four (4) credits would increase the game cost by 10p).

In both examples, note that meter pulses are independent of credits and only track the unit of currency (10p in the examples). Players are given an incentive to deposit more money by giving them “bonus” credits for depositing 50p or £1. Coins may be deposited in any combination of values and the game will automatically register the highest number of credits for the total amount of coins deposited. Once a game is played, any remaining fractional credits are erased.

Generally, most countries have a factory default setting. This setting can be adjusted (as described above), but will return if the game memory is cleared. Some programs, depending on the key used, have a currency default display located to the left of the coin inputs. It shows the currency value for each of the coin inputs. This display is used as a guide and is not used in any calculations. Touch the currency default display to hide/show the display.

### Coinless Coin Op Menu (FORCE Games Only)

When enabled via the Options button on the Credits/Pricing Menu, the Coinless Coin Op feature allows the operator to charge on a per-game or per-time basis without players inserting money into the game. The total amount owed after gameplay is tallied by the machine and collected by the location owner. Location owners reset the game with a PIN after collection.



Figure 3 - Player Menu in Coinless Coin Op (Time and Per Game modes both enabled)

Certain features will not apply when the game is in Coinless Coin Op mode:

- MegaNet™ content is disabled.
- Merit Money and Promo Credits are not available.
- Free credits cannot be offered.
- Pricing can only be displayed in currency values, not credits.
- TouchTunes music is not available.

#### Settings

Touching the Settings icon allows the operator to choose whether players can play Per Game, Per Time, or both when the game is in Coinless Coin Op mode. Per Time pricing can be changed on this screen with the up and down arrows. The



Figure 4 - Coinless Coin Op Menu - Settings Screen

currency amount will apply to each 15-minute time block selected by the customer.

#### Setting the PIN

Touch the Set PIN button on the Coinless Coin Op Menu to program the PIN. The number can be from 1 to 5 digits.

**NOTE: The Coinless Coin Op PIN can also be set from the Player Menu after touching the Options button, entering the 6 Star PIN, and touching the CCO Set PIN button.**

#### Disabling the Money Inputs

It is recommended that the money inputs be disabled when the game is in Coinless Coin Op mode. Unplug the power and signal harness connected to the bill/note acceptor and the harness connected to the coin mech (if applicable) to disable the inputs.

#### Per-Game Mode

When players choose this mode, a running total of the amount owed is maintained and displayed in the CREDITS box on the screen. The total is incremented after each game or function. The location owner then collects the total amount owed at the end of gameplay. If there is no activity for 10 minutes, the machine will disable and the amount owed by the player will display on screen. No further gameplay can occur until the machine is reset by a location employee using the PIN.

**Time Mode**

The price per 15-minute time block will be displayed before players choose this mode. During gameplay, the time remaining and amount owed by the player will be displayed on screen. When the time block runs out, players can purchase additional time. Otherwise, the machine will disable and the amount owed by the player will display on screen. No further gameplay can occur until the machine is reset using the PIN.



Figure 5 - Coinless Coin Op - Time Expired Screen

If the player leaves the game before the purchased time block has ended, the game can be reset using the PIN.

**Resetting or Freezing the Game**

The game can be reset at any time using the pre-programmed PIN. Once gameplay totals have been tallied by the machine, the attendant can also choose to freeze the game to prevent more activity until the transaction is complete. The Reset or Freeze buttons are accessible through the Options icon on the Player Game Menu after touching the Coinless Coin Op button. An alarm will begin to sound after 3 failed attempts to enter the valid number when entering the PIN to reset the game. The alarm will terminate when the machine is rebooted, the operator SETUP button is pressed, or the correct PIN is entered.



Figure 6 -Player Menu in Coinless Coin Op with Frozen Screen

**Games Menu**

**Game Setup**

To Enter This Screen, Touch “Game Setup” on the Games Menu and Select a Category



Figure 7 - Games Menu: Game Setup Screen

The game list and prices, as well as game options, are programmed using these screens. The first screen shows the various game categories and allows access to general settings for all games.

**Enable All Games Into Menu:** Turns on all games (certain games which were previously displayed in the Game Setup have been turned off in this software) and defaults the price settings.

**Factory Default Games Into Menu:** Returns the Game Setup to its default settings.

Games that were not originally enabled will be turned off and all price settings will be reset.

When you touch a category name, the next Game Setup screen shows the game positions available for that category and the price for each game, with the list at the bottom showing all games available for the selected category. In categories with Merit-thon games, players who choose Merit-thon play one round of three different games in that category for one combined score.

The Game Setup Screen also allows you to make these general changes:

**Default Games:** Resets the selected category menu to its default game and price settings.

**Enable All Games:** Turns on all games within the selected category and defaults the price settings.

**Clear One:** Clears a selected item from the player's game menu.

**Clear All:** Clears all games from the player's game menu.

To customize a particular game list, first select a category in the first Game Setup Screen. On the second screen, touch Clear All to clear the game list. Choose the menu position you want a particular game to occupy by touching that position, then touch the desired game name from the game list on the bottom of the screen. Repeat until all desired games appear in the menu (a game cannot appear in a game list more than once). Games already displayed in the menu will be red in the game list.

To adjust the price, touch the credit value next to each game. Each touch will rotate the price from 25¢ (1CR), to 50¢ (2CR), to 75¢ (3CR), to \$1 (4CR), to \$1.25 (5CR), to \$1.50 (6CR), to \$1.75 (7CR), to \$2 (8CR), and back to 25¢ (1CR).

## Hi Scores Menu

### View/Clear Hi Scores

Use this menu to manage hi scores. The first screen allows you to select a particular game to edit or clear all scores for all games.

### To Enter This Screen, Touch “View/Clear Hi Scores” on the Hi Scores Menu and Choose a Game Name



Figure 8 - Hi Scores Menu: View/Clear Hi Scores Screen

Touch “Clear All” to remove all high scores or “Clear One” to remove a particular score after selecting it from the list.



## Books Menu

The Books Screens display the current and lifetime credit totals for each game, as well as the percentage of credits played per game (the percentage for each game is the total number of credits played on that game divided by the total number of credits entered into the machine).

### Books Display

To Enter This Screen, Touch “Books Display” on the Books Menu



Figure 9 - Books Menu: Books Display Screen

The books information can be sorted in three ways with the button that toggles through the sorting categories. “Unsorted” displays the books information in the standard order. “Sorted by Current” displays the current credits for each game from most to least played. “Sorted by Lifetime” displays the lifetime credits for each game beginning with the most played game.

Touch TOURNAMAXX STATISTICS or TOURNAMENT STATISTICS to get the books information for that play only. Touch CLEAR CURRENT to erase all current books data. The date the data was last cleared will appear at the top of the Books Screen.

To Enter This Screen, Touch “Books Display” on the Books Menu and Choose a Game Name



Figure 10 - Books Menu: Books Display Screen with Game Selected

Touching a game name will display the current and lifetime credit totals\*, broken into 1-4 player totals and linked game totals. It also shows the shortest, average, and longest playing times for that game.

**\*Touching Trivia or Power Trivia displays totals by category.**

Books Display also shows coin input data, as well as Promotional Credits, Merit Money, and Coinless Coin Op totals. Touch Total Coins to display individual coin input statistics and MegaNet Credits to display the totals for each MegaNet category.

**NOTE: Books data can be exported to a file USB pen or PCMCIA card via the System Menu/Data Transfer/Export Books feature. The .dat file can then be viewed with a word processing program after connecting the storage device to a personal computer. The file will display basic game information such as the software version, the game serial number, and date/time information relating to books data. The file will also show the current and lifetime credit totals, as well as credit totals for each game featured on the machine.**

### Cash Settlement Setup

The Cash Settlement Screens are used to calculate the percentage of earnings the operator and location will receive, as well as fees collected by the operator. This will help to offset MegaNet™ operation costs.

The fee amounts can be changed on screen by touching the amount itself and using the keypad to enter a dollar figure. The other two columns display the cumulative totals for each fee and the totals for the current collection period. Fees are calculated on a prorated, per-day basis. Touch the NEXT icon to display more groups of fees. For the totals displayed on the Cash Settlement Collection Screen, choose YES or NO to display the operator's cut and enter the percentage of revenue the location will receive. Touch FINISH to save your changes.

**To Enter This Screen, Touch "Cash Settlement Setup" on the Books Menu and touch "NEXT" after reading the information on the first screen**



Figure 11 - Books Menu:  
Cash Settlement Setup Screen

**NOTE: Make sure the time and date are set on the game in order to ensure correct fee calculation.**

### Cash Settlement Collection

The Cash Settlement Collection Screens will display the balance (total revenue minus total fees) to be split between the operator and the location.

**To Enter This Screen, Touch "Cash Settlement Collection" on the Books Menu**



Figure 12 - Books Menu:  
Cash Settlement Collection

Touch "Revenue Details/Cash Out" or "Fee Details" for breakdowns and "Complete Collection" to finish. Cash Settlement totals will reset once collection is complete.

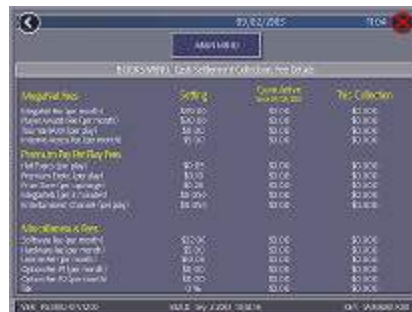


Figure 13 - Books Menu:  
Cash Settlement Collection:  
Fee Details

## System Menu



Figure 14 - System Menu

<b>Set Time</b>	The Set Time Menu allows you to set both the time and date on the game. Time is shown in 24-hour, "military" time (e.g. 5:00pm = 17:00). Use the up and down arrows to set the time and date.
<b>Security Setup</b>	The operator can set the PIN number and select which of the features (Coin-In Menu, Free Credits, Game Menu, Hi Scores, Books, All Options, and Set 6 Star PIN) will be protected by the PIN. To change the PIN, you must first enter the existing PIN (the default PIN is "0000"), then enter a new 4-digit number and touch "SET" on the keypad. The game will prompt you to re-enter your PIN to confirm. After confirming your PIN, touch the icon for each of the features you wish to protect with the PIN.
<b>Set Game Serial Number</b>	Use this screen to enter the game's serial number using the keypad.
<b>Volume Control</b>	Touch the volume control icon to adjust the volume up or down. This screen allows you to sample the sound volume without exiting the screen. The on-screen volume control can also be accessed using 6 Stars.
<b>Set 6 Star PIN (only appears if PIN is enabled)</b>	Brings up the Set 6 Star PIN screen via the Options button in the main game menu screen. Set the 6 Star PIN (between one and six digits) using this screen. You can enable this feature and choose which options will be accessible by 6 Stars using the System Menu: Options Screen. Touch an option box under System Menu: Options for on-screen help.
<b>Data Transfer</b>	Transfer information (Books data, ad screens) using a USB Pen (FORCE games only) or PCMCIA card (in MAXX games with PCMCIA card slots). Insert PCMCIA cards before powering up the game.
<b>Options</b>	For help with the Options in any menu section, touch the option box to bring up a help screen.

## Diagnostics Menu



Figure 15 - Diagnostics Menu

<b>Video Test</b>	Touch the screen to cycle through a series of video test screens.
<b>I/O Test</b>	Tests the SETUP and CALIBRATE buttons, all coin channels, the coin meter, and the coin lockout feature (if applicable). A green light next to the appropriate button will register each time that item is tested, and the number next to the item should increment by one with each test. The I/O Test Screen also displays which DIP switches are on or off.
<b>Touchscreen Calibration</b>	Follow the on-screen instructions to calibrate the touchscreen.
<b>Touchscreen Test</b>	Allows you to check the touchscreen calibration accuracy. The crosshairs should follow your finger exactly when you move it across the screen.
<b>View System Log</b>	Displays a log of all operations performed by the game since the log was last cleared. This information is helpful for customer service in troubleshooting your game.
<b>Checksum Test</b>	Checks the hard drive for missing or corrupted files. With STOP ON ERROR? set to YES, a message indicating which file is corrupted will be shown whenever the game encounters an error. With STOP ON ERROR? set to NO, a list of corrupted files will be displayed when the test is complete. If errors are detected, the software on the drive may need to be reloaded. If this does not solve the problem, the drive may require replacement. The test could take up to 30 minutes.
<b>System Info</b>	Gives details about the following: <ul style="list-style-type: none"> <li>• processor type and speed</li> <li>• motherboard manufacturer</li> <li>• amount of memory</li> <li>• Ethernet card manufacturer</li> <li>• sound chip type</li> <li>• video chip type</li> <li>• touchscreen manufacturer</li> <li>• hard drive manufacturer and capacity</li> <li>• modem part identification number</li> <li>• fan speed (FORCE games only)</li> </ul>

## Presentation Menu

The Presentation Menu features a slide show for location owners and another slide show for operators and distributors. This menu also allows operators to create ad screens and add custom screens created on a personal computer.



Figure 16 - Presentation Menu

## Operator's Presentation

This presentation is designed to be shown to location owners by the operator. It demonstrates how to maximize earning potential with the game and increase profit with additional products.



Figure 17 - Operator's Presentation Sample Screen

## Sales Person's Presentation

This presentation is designed to be shown to operators and distributors by the sales person. In addition to illustrating the revenue potential of the games, it gives details on available products and game content.



Figure 18 - Sales Person's Presentation Sample Screen



Figure 19 - Sales Person's Presentation Sample Screen



Figure 20 - Sales Person's Presentation Sample Screen

### Operator Ad Screens

A total of 24 advertising screens can be created with the software and added to the game. The ads will appear along with the other attract screens when the game is in idle mode. Custom images for ad screens can also be added to the game using an appropriate storage device for your game (USB pen, CD, or PCMCIA card). Touch the green “?” icons on each screen for information on how to create ad screens and add custom screens to the machine.

In addition, a program for adding up to 120 additional ad screens can be downloaded from our Web site ([www.meritind.com](http://www.meritind.com)) in the Support/Software Downloads section.

FORCE games only: A USB Pen Kit (kit number KAV-100-008-01) is available through Merit Industries. To order, contact Customer Service at 1-800-445-9353.

### Promotion Menu

The Promotion Menu is designed to encourage player interest. Use the Options button to enable each feature.



Figure 21 - Promotion Menu

### My Merit (FORCE Games Only)

The My Merit feature allows individual players to create custom accounts, accessible via PIN numbers. Accounts can be created by touching the My Merit button on the Main



Figure 22 - My Merit Options

Game Menu or by accepting the option to create an account after achieving a Hi Score. Players will then have the choice to log in to their accounts through the OPTIONS button on the Player Menu and have personal data stored on the machine. Players can view their hi scores and the number of games they've played in the My Merit mode for the last year.

**NOTE: My Merit data will be cleared when a software update is performed. Be sure to back up the data before updating the game.**

### View Player Data

Touching View Player Data will bring up a list of all players with My Merit accounts. Touching a player name will bring up the player's PIN, the total number of games played, and the date the account was created. The Show Hi Scores button will display a list of the games on which the player has the hi score and the score itself. The operator can also reward the player with free credits on the View Player Data screen if desired.

### Show Game Play Frequency

This feature shows the number of games played by each My Merit player. The operator can choose whether to display all totals or just those that fall within a certain date range.



### Show Player Hi Scores

Selecting a game name under this feature will bring up the Hi Scores of each My Merit player for that game, as well as the date the score was achieved. The operator can choose whether to display all Hi Scores or just those that fall within a certain date range.

### Backup/Restore

My Merit data can be backed up or restored with a USB pen. After connecting a pen to the machine, touch this button to proceed with backing up or restoring all My Merit data. USB pen kits (kit number KAV-100-008-01) are available through Merit Industries. To order, contact Customer Service at 1-800-445-9353.

**NOTE: Restoring My Merit data from a storage device will erase any My Merit data currently on the game.**

### Merit Money

The Merit Money screens allow location owners to encourage game play by offering free games (not free credits) at certain time intervals via the 6 Star feature. Select days of the week, time frames, and the number of free games (1-10) to be awarded, as well as a PIN number for location owners to use in order to access Merit Money using the 6 Stars feature. Location owners can enable Merit Money by entering that specific PIN in the 6 Stars screen. One free game is given away each time the location enters the code until the predetermined limit is reached. Free games expire after 10 minutes, when money is deposited into the machine, or when the Merit Money time period comes to an end.

### Promo Credits

The Promo Credits feature generates interest by offering operator-controlled free credits while the game is in idle mode. Select days of the week, time frames, idle time (number of minutes the game would be in idle mode before free credits are offered) and the number of credits (1-10) to be awarded. A message announcing that free credits are available will appear on the screen during idle mode when Promo Credits go into effect. Promo Credits expire after 10 minutes or when the Promo Credits time period comes to an end.



Figure 23 - Promo Credits Screen

## DIP SWITCH SETTINGS IN FORCE GAMES

The following tables provide information on the functionality of the hard DIP switches in FORCE games. Make sure to read the information in the "Notes" column to determine what is affected when performing these functions. After performing any DIP switch function, make sure to follow the instructions on the screen. In most cases, you will be instructed to reset the DIP switch in order to reboot the game. If you fail to reset the DIP switch before rebooting, it could result in corruption of the hard drive.

FORCE 2003/2004 & MAXX Ruby/Sapphire			
Bank	Position	Function	Usage/Notes
DS 2	8	Motherboard configuration & checksum test	<ul style="list-style-type: none"> <li>Configures the CMOS settings on the motherboard to Merit specifications</li> <li>Checks the files on the hard drive.</li> </ul> <p>A checksum test should be performed when the game is locking up or rebooting while being played or while in the attract mode. If the test fails, the program should be reloaded onto the hard drive. After reloading, perform another checksum test. If it fails again, the hard drive should be replaced.</p>
DS 2	6	Hardware configuration	<ul style="list-style-type: none"> <li>Identifies system hardware and configures the motherboard.</li> </ul> <p>A hardware configuration occasionally needs to be performed after a kit is installed and the touchscreen is not responding to touch or the calibration is off.</p>
DS 2	5 & 7	Memory clear for TournaMAXX™ and TouchTunes®	<ul style="list-style-type: none"> <li>Clears the login name, password, access phone number, and all call-in settings for TournaMAXX™ users.</li> <li>Clears all the loaded albums for TouchTunes® users.</li> <li>Clears current books, coin-in, high scores and resets the software options.</li> </ul> <p>A memory clear should be performed when a game is not able to connect to TournaMAXX™ and there is some question about the information in the Dial-Up Network Screen being correct. After performing a memory clear, TournaMAXX™ setup information must be re-entered, and an "Update From Server" should be performed.  <b>NOTE:</b> TournaMAXX™ games must perform an "Update From Server" BEFORE performing a memory clear.</p>
DS 2	4 & 7	Complete memory clear	<ul style="list-style-type: none"> <li>Clears ALL memory on hard drive including the TournaMAXX™ player database, TournaMAXX™ settings, advertising screens, bookkeeping, high scores, coin-in, options, etc. It resets the game to the factory defaults.</li> <li>It also marks bad sectors on hard drive.</li> </ul> <p>A complete memory clear should only be performed when the game is locking up or resetting and it has passed the checksum test. After performing a complete memory clear, the player database should be reloaded, TournaMAXX setup information must be re-entered, and an initial connection and "Update From Server" should be performed.  <b>NOTE:</b> TournaMAXX™ games must perform an "Update From Server" BEFORE performing a complete memory clear.</p>



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**Megatouch Combo Jukebox™ Troubleshooting Guide *continued***

PROBLEM	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>game locks up or resets while being played or in the attract mode</li> <li>no movement on the screen</li> <li>power has to be cycled off and on to get the game to function again</li> </ul>	<ul style="list-style-type: none"> <li>Check the output voltages from the power supply:</li> </ul> <p><b>Enhance SFX 1211J</b></p> <p>Red wire +5 volt            Yellow wire +12 volt            Blue wire -12 volt            White wire +5 volt power good            Violet wire +5 volt VSB            Black wire ground            Brown wire +3.3 volt</p> <ul style="list-style-type: none"> <li>Clean the vents and the fans of any dust and dirt that may interfere with airflow.</li> <li>Clean the CPU cooling fan under the I/O board.</li> <li>Replace the CPU cooling fan if it is not operating properly.</li> <li>Reseat the DIMM on the motherboard.</li> <li>Clear memory with the following procedure:               <ul style="list-style-type: none"> <li>Turn off the game.</li> <li>Press and hold the "Setup" and "Calibrate" buttons.</li> <li>Turn the game on and keep holding the buttons until the screen displays "TWO BUTTON CLEAR DETECTED RELEASE BUTTONS". This should take about 30 seconds.</li> <li>Release the buttons. This will clear high scores, clear the books and reset options, and reset the game menu and coin menu to their factory settings.</li> </ul> </li> <li>Perform a checksum test on the hard drive:               <ul style="list-style-type: none"> <li>Turn off the game.</li> <li>Turn on DS1 position 8 on the I/O board.</li> <li>Turn on the game. The test will take about 20 minutes.</li> <li>A failed test will lock up and display "CHECKSUM ERROR" on the screen.</li> <li>A passed test will display "CHECKSUM OK" then continue to the attract screens mode.</li> </ul> </li> <li>If the problem persists, call Merit Customer Service 1-800-445-9353.</li> </ul>
<ul style="list-style-type: none"> <li>game locks up with "invalid key for version PG3002 – V XXXX"</li> </ul>	<ul style="list-style-type: none"> <li>Check the program number on the security key. It should be compatible with the program on the hard drive.</li> <li>Check the contacts on the security key socket. Lift up on the contact on the bottom of the socket and make sure there is a good connection to the base of the security key.</li> <li>Check the USB cable that connects the I/O board to the motherboard.</li> <li>Check jumpers JP5 and JP6 on the I/O board. The USB cable can be connected to two connectors on the I/O board (J5A and J5B). The position of the shunts on jumpers JP5 and JP6 will enable either J5A or J5B. The shunts should be positioned towards the connector where the USB cable is connected. For more information, see Tech Note 55.</li> <li>Try another security key with the same program number or test the security key in another game with the same program version.</li> <li>If the problem persists, call Merit Customer Service 1-800-445-9353.</li> </ul>
<ul style="list-style-type: none"> <li>"INVALID KEY" message while downloading software to the hard drive</li> </ul>	<ul style="list-style-type: none"> <li>If the security key was replaced before the download:            The motherboard did not boot from the CD-ROM drive.            Check that the CD-ROM drive is set as master.            Check the ribbon cable connections between the CD-ROM drive and the motherboard.            Try another CD ROM drive.</li> <li>If the security key was replaced after the download:            See the "Invalid Key" section above.</li> <li>If the problem persists, call Merit Customer Service 1-800-445-9353.</li> </ul>

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**Megatouch Combo Jukebox™ Troubleshooting Guide *continued***

PROBLEM	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>• <b>"DISK BOOT FAILURE"</b></li> </ul>	<p>This message indicates the motherboard is not receiving data from the hard drive and has locked up.</p> <ul style="list-style-type: none"> <li>• Check the IDE ribbon cable connections to the motherboard and hard drive.</li> <li>• Check the power to the hard drive. It should have +5 volts, +12 volts, and ground.</li> <li>• Move the hard drive IDE cable to the secondary IDE port on the motherboard to test the board. If the game does not lock up, there is a motherboard failure and the board should be sent for repair. The game will work with the IDE cable in the secondary IDE port, but the Head 2 Head games will be missing and the screen will say "Emerald" instead of "FORCE".</li> <li>• <b>If the problem persists, call Merit Customer Service 1-800-445-9353.</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>"QUANTUM FIREBALL, SMART FAILURE DETECTED, BACK UP HARD DRIVE"</b></li> </ul>	<ul style="list-style-type: none"> <li>• The self-diagnostics on the hard drive has detected an error. The hard drive will have to be replaced.</li> <li>• <b>If the problem persists, call Merit Customer Service 1-800-445-9353.</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>"ERROR READING DRIVE C"</b></li> </ul>	<p>This message can be caused by the hard drive or in some program versions, a coin jam while the game is turned on.</p> <ul style="list-style-type: none"> <li>• Turn the game off.</li> <li>• Locate DS 1, position 8 and turn it on.</li> <li>• Turn on power to the cabinet. This will start the hard drive checksum test, which should take about 20 minutes to complete. <ul style="list-style-type: none"> <li>• When the hard drive passes the test it will display a "CHECKSUM GOOD" message and continue to boot up into the game attract screens. This indicates a coin jam.</li> <li>• 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.</li> </ul> </li> <li>• <b>If the problem persists, call Merit Customer Service 1-800-445-9353.</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>"CRITICAL ERROR ABORT RETRY FAIL" – or "BAD COMMAND OR FILE NAME" error</b></li> </ul>	<ul style="list-style-type: none"> <li>• Try reloading the program onto the hard drive with a set of update CD's compatible with the security key. If it will not accept the download, replace the hard drive.</li> <li>• <b>If the problem persists, call Merit Customer Service 1-800-445-9353.</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>the screen does not display FORCE it has MAXX, and the H2H category is missing</b></li> </ul>	<ul style="list-style-type: none"> <li>• When the game is turned on, it will check the type of touchscreen controller, motherboard and hard drive. If one of these does not match with FORCE hardware, the game will power up and display "MAXX" on the screen and it will not have the H2H category.</li> <li>• The IDE cable from the hard drive must be connected to the primary IDE port on the motherboard. When it is connected to the secondary IDE port, the screen will display "MAXX" and not have the H2H category.</li> <li>• <b>If the problem persists, call Merit Customer Service 1-800-445-9353.</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>game will not download CD</b></li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the CD is installed correctly, with the logo facing up.</li> <li>• Check for scratches or a defective disc.</li> <li>• Try a different set of CDs.</li> <li>• If you're downloading a CD set, make sure each disc is of the same revision.</li> <li>• <b>If the problem persists, call Merit Customer Service 1-800-445-9353.</b></li> </ul>

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Megatouch Combo Jukebox™ Troubleshooting Guide *continued*

**NOTE:** You can view a log of operations performed by the jukebox by accessing the Diagnostic screen from the Jukebox Operator menu. If the jukebox has experienced a problem, follow the instructions on the TELEPHONE DIAGNOSTIC. See the list below for other troubleshooting issues.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>• TouchTunes® button does not appear in the Main Menu and Touch-Tunes® icon does not appear in the Game Menu.</li> </ul>	<ul style="list-style-type: none"> <li>• The Single Board Computer (SBC) is not properly connected to the game.</li> <li>• The SBC experienced an error (a "Check Diagnostics" message will appear at the bottom of the screen).</li> <li>• A song did not finish downloading.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the cable between the game and the Ethernet hub is properly connected.</li> <li>• MegaTunes™ only:</li> <li>• In MAXX™ games without Unicorn boards, make sure you properly followed the steps outlined in the MegaLink® kit when linking the game to the MegaTunes™ unit.</li> <li>• Enter the Diagnostic screen from the Jukebox Operator Menu and follow the on-screen instructions.</li> <li>• Reboot the machine.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• unit cannot connect to the server</li> </ul>	<ul style="list-style-type: none"> <li>• The unit failed to communicate with the TouchTunes server.</li> <li>• A period of inactivity has caused the unit to lose communication with the server.</li> <li>• There is a problem with the phone line.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow these steps until the problem is solved:                             <ol style="list-style-type: none"> <li>1. Activate the Jukebox Operator menu.</li> <li>2. Touch Diagnostic to see the results of the last call to the server. If you see an error message, follow the instructions on the screen. The problem could simply be a matter of the unit needing to reconnect with the server via the CALL NOW button.</li> <li>3. Check that the phone line is functioning properly.</li> </ol> </li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• "ERROR: Modem rejected initialization string."</li> </ul>	<ul style="list-style-type: none"> <li>• The modem could not be initialized because it rejected the initialization string.</li> </ul>	<ul style="list-style-type: none"> <li>• Call TouchTunes Technical Support: 1-888-711-JUKE.</li> </ul>
<ul style="list-style-type: none"> <li>• "ERROR: Modem is not responding."</li> </ul>	<ul style="list-style-type: none"> <li>• The modem could not be initialized because it is not responding. This may be caused by one of the following:                             <ul style="list-style-type: none"> <li>▪ The modem card is not properly seated.</li> <li>▪ The modem card is defective.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Follow these steps to re-seat the modem card in the SBC:                             <ol style="list-style-type: none"> <li>1. Remove the screw that holds the card in place.</li> <li>2. Place the connector on the bottom of the card in line with its socket on the motherboard.</li> <li>3. Place a thumb on the front and back of the card and press down firmly on the card until it is securely seated in its socket.</li> <li>4. Replace the screw.</li> </ol> </li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• "ERROR: Authentication failed."</li> </ul>	<ul style="list-style-type: none"> <li>• Authentication failed.</li> </ul>	<ul style="list-style-type: none"> <li>• The jukebox will automatically retry to authenticate.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>

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**Megatouch Combo Jukebox™ Troubleshooting Guide *continued***

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: No dial tone. The call could not be completed because the modem failed to detect a dial tone.”</b></li> </ul>	<ul style="list-style-type: none"> <li>• The phone line is not working.</li> <li>• Another device already using the phone line.</li> <li>• Phone line has voice mail or other service that interferes with the dial tone.</li> <li>• The calling prefix that disables call waiting or other service does not contain a long enough pause to permit return of the dial tone.</li> <li>• There is a bad phone connection between the modem card and telephone wall outlet.</li> <li>• <b>The modem is defective.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Verify that the jukebox is connected to the phone line.</li> <li>• Connect a phone to the telephone wall outlet and make sure the phone line is working properly.</li> <li>• If the line has voice mail or other services that interfere with the dial tone, make sure the proper dialing prefix is being used to temporarily disable the service.</li> <li>• Check the phone connections between the modem card and wall outlet.</li> <li>• Make sure toll-free numbers are not blocked at the location.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: The modem detected a busy signal.”</b></li> </ul>	<p>The call could not be completed because the modem detected a busy signal. This may be caused by one of the following:</p> <ul style="list-style-type: none"> <li>• The ISP or the TouchTunes server is busy.</li> <li>• The phone line in use by shared location phone.</li> <li>• The wrong dialing prefix was used.</li> </ul>	<p>Follow these steps until the problem is solved:</p> <ol style="list-style-type: none"> <li>1. Wait a few minutes and then try the connection again. If the problem persists, continue with step 2.</li> <li>2. Connect a phone to the telephone wall outlet and make sure the phone line is working properly and not being used by a shared phone.</li> <li>3. Check that the dialing prefix entered for the location is correct.</li> </ol> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: A modem did not answer at the dialed number.”</b></li> </ul>	<p>The call could not be completed because a modem did not answer the call. This may be caused by one of the following:</p> <ul style="list-style-type: none"> <li>• The modem dialed the wrong number (bad dialing prefix).</li> <li>• The ISP server or TouchTunes server is not working.</li> </ul>	<p>Follow these steps until the problem is solved:</p> <ol style="list-style-type: none"> <li>1. Wait a few minutes and then try the connection again. If the problem persists, continue with step 2.</li> <li>2. Check that the dialing prefix entered for the location is correct.</li> </ol> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: The connection was lost (NO CARRIER).”</b></li> </ul>	<p>This may occur due to a number of temporary conditions that will resolve themselves when you retry the connection. Possible causes are:</p> <ul style="list-style-type: none"> <li>• The wrong dialing prefix was used.</li> <li>• The phone line is noisy.</li> </ul>	<p>Follow these steps until the problem is solved:</p> <ul style="list-style-type: none"> <li>• Wait a few minutes and try the connection again. If the problem persists, continue with step 2.</li> <li>• Check that the dialing prefix entered for the location is correct.</li> <li>• Connect a phone to the telephone wall outlet and make sure the phone line is working properly. If you hear a lot of noise on the line, you need to determine whether the noise is internal or external. Disconnect the phone line at the demarcation point and if the noise persists, it is an internal problem. Also make sure the phone line does not pass any fluorescent or neon light fixtures. If the noise is external, it is the phone company's responsibility.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>

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**Megatouch Combo Jukebox™ Troubleshooting Guide *continued***

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>• <b>“ERROR: Call failed: PPP connection failure.”</b></li> </ul>	<ul style="list-style-type: none"> <li>• The jukebox failed to establish a PPP connection with the TouchTunes server or your ISP. The most frequent cause of this is that the ISP is down.</li> </ul>	<ul style="list-style-type: none"> <li>• Keep trying the connection again until it is successful.</li> <li>• If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>no sound</b></li> </ul>	<ul style="list-style-type: none"> <li>• zone 1 and 2 (if applicable) volume levels are both at zero</li> <li>• amplifier fault protection circuit was tripped</li> <li>• speaker wiring is loose or damaged</li> <li>• amplifier cables are loose or not connected</li> <li>• amplifier or speakers are defective or blown</li> <li>• sound card is loose or defective</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the volume has not been turned down to 0 using the remote or volume controls on the unit.</li> <li>• Try pausing/unpausing the unit with the remote several times.</li> <li>• Verify the Sound Mixer screen settings.</li> <li>• Check the connections to the amplifier.</li> <li>• Make sure that the amplifier and speakers are not defective or blown.</li> <li>• Reset amplifier fault protection circuit.</li> <li>• Re-seat the sound card.</li> <li>• If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>volume automatically goes to maximum or minimum</b></li> </ul>	<ul style="list-style-type: none"> <li>• backup volume control buttons on the unit are pushed in or jammed in place</li> <li>• there is interference from another RF-based remote</li> </ul>	<ul style="list-style-type: none"> <li>• Check the condition of the backup volume control buttons.</li> <li>• Check to see if another remote may be causing the problem.</li> <li>• If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>one or more songs in the purchase list failed to download</b></li> </ul>	<ul style="list-style-type: none"> <li>• The purchase list has more songs in it than the download limit allows per night. Generally, seven songs will download each time the unit calls the server. This can be overridden by TouchTunes personnel if required.</li> <li>• Communications with the TouchTunes server was slow due to noisy phone lines, interrupted communications, or Internet congestion.</li> <li>• The unit failed to communicate with the TouchTunes server.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow these steps until the problem is solved:               <ol style="list-style-type: none"> <li>1. Activate the Jukebox Operator menu.</li> <li>2. Touch Diagnostic to see the results of the last call to the server. If you see an error message, follow the instructions on the screen.</li> <li>3. If no errors exist and you did not get your full download of seven songs:                   <ul style="list-style-type: none"> <li>• a noisy phone line (internal or external) caused a communication problem, and therefore only a few songs could be downloaded in the allowed time. If noisy phone lines are a chronic problem, you may want to increase the size of the calling window available to the unit every night.</li> <li>• a person or device tried to use the phone while the unit was calling out. If this happens repeatedly, it can reduce the number of songs the unit is able to download.</li> <li>• the Internet is congested. The unit connects to the server via an Internet connection. Sometimes, traffic on the Internet is backed up, resulting in very slow throughput. This can significantly reduce the number of songs the unit can download in one night.</li> </ul> </li> </ol> </li> <li>• If the problem persists, call TouchTunes Technical Support: 1-800-711-JUKE.</li> </ul>

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**Megatouch Combo Jukebox™ Troubleshooting Guide *continued***

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<ul style="list-style-type: none"> <li>a song cannot be added to the purchase list</li> </ul>	<ul style="list-style-type: none"> <li>The unit already has the maximum number of songs installed on it (approximately 2,000). Songs in the purchase list are counted in this total, since space must be reserved on the hard drive to receive them.</li> </ul>	<ul style="list-style-type: none"> <li>Delete songs from the unit in order to create space for songs on the purchase list.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support 1-800-711-JUKE.</p>
<ul style="list-style-type: none"> <li>remote control does not work</li> </ul>	<ul style="list-style-type: none"> <li>Support for the remote is not enabled.</li> <li>The batteries in the remote control are dead.</li> <li>The switches in the battery compartment were changed.</li> </ul>	<p>Follow these steps until the problem is solved:</p> <ul style="list-style-type: none"> <li>Put new batteries into the remote control.</li> <li>Check the System Settings screen and make sure the REMOTE CONTROL MODE is ON.</li> <li>Re-learn the remote ID.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>no sound when using microphone</li> </ul>	<ul style="list-style-type: none"> <li>The PAUSE button was pressed on the remote control.</li> <li>The microphone volume limit is set to 0.</li> <li>The microphone is improperly connected to the Single Board Computer.</li> <li>The microphone is defective.</li> <li>The microphone cable is damaged or defective.</li> </ul>	<ul style="list-style-type: none"> <li>Follow these steps until the problem is solved:               <ol style="list-style-type: none"> <li>Go to the Sound Mixer screen and make sure that the maximum volume for the microphone is not limited to 0.</li> <li>Make sure that the microphone is connected to the MIC IN input on the Single Board Computer.</li> <li>Verify that the microphone is in working order and that the cable between the microphone and Single Board Computer has not been severed or damaged.</li> </ol> </li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>
<ul style="list-style-type: none"> <li>humming noise from any speaker after connecting to an external audio device</li> </ul>	<ul style="list-style-type: none"> <li>There is a ground loop.</li> </ul>	<ul style="list-style-type: none"> <li>Ground loops can occur when there is more than one path to the electrical ground. A quick way to solve the problem is to install a ground loop isolator on the audio cable that connects the unit to the external audio device.</li> </ul> <p>If the problem persists, call TouchTunes Technical Support: 1-888-711-JUKE.</p>

**Megatouch Combo Jukebox Parts List**

REPLACEMENT COMPONENTS MEGATOUCH COMBO JUKEBOX (G21-110-001-XX)	
PART NUMBER	DESCRIPTION
SA10057-01	FORCE MOTHERBOARD
EC9790-01	MARS B/A, \$1/2/5, 500 DN STKR, AE2000
HW8249	MECHANICAL COIN MECH
EC7531-03	POWER SUPPLY, 110W ±12, +5, +3.3, AC-ON
EC9850-05	FLAT SCREEN 19" TOUCHSCREEN OVERLAY
EC9383-01	19" FLAT SCREEN VGA MONITOR
EC9840-08	MICROTOUCH SMT4 TOUCHSCREEN CONTROLLER
SA10055-01	USB I/O BOARD, W/O PRINTER
EC0086-01	SINGLE BOARD COMPUTER
EC9258-01	12" SUBWOOFER
EC0066-01	250W AMPLIFIER
EC9259-01	200W SPEAKER
EC0087-01	REMOTE CONTROL
SA10064-02	REMOTE CONTROL BOARD
SA0177-05	FLUORESCENT LAMP FIXTURE
LB1030-01	9" 6W FLUORESCENT BULB
SA3068-XX	FORCE 2004 SECURITY KEY
PA3017-02	FORCE 2004.5 PROGRAM ASSEMBLY

**NOTE:** The parts in your game may vary. When calling for replacement parts, make sure to have your serial number available to ensure the accuracy of your order.

**NOTE:** In order for your Megatouch Combo Jukebox to function properly, the hardware must only be replaced with FORCE hardware. Replacing the motherboard, I/O board, hard drive or touchscreen controller with hardware that is not specific for FORCE will eliminate some of the FORCE software features.

For additional assistance, after contacting your distributor, contact:

**TouchTunes® Technical Support**

1-888-711-JUKE (5853)

**Merit Product Support and Services**

USA and Canada call toll-free:

**1-800-445-9353**

Outside the USA and Canada call:

**(215) 639-4700**

**FAX: (215) 639-5346**

Merit Industries, Inc. P.O. Box 5004, Bensalem, PA 19020-8529.

You can also visit our Web site

[www.meritind.com](http://www.meritind.com)

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- (b) Failed PCBs are accumulated for a time period or quantity accumulation, as designated by Merit and sent in one shipment to save shipping expenses.
- (c) Merit honors warranty as per dates of failure notification.

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11. EXCEPTÉ COMME PREVU DANS LA SECTION INTITULEE "LIMITE DE GARANTIE", LE CONCEDANT N'ASSURE AUCUNE AUTRE GARANTIE DE QUELQUE NATURE ET A QUELQUE TITRE QUE CE SOIT, EXPLICITE OU IMPLICITE, EN RAPPORT AVEC LE LOGICIEL ET LES COMPOSANTS QUI L'ACCOMPAGNENT OU, LE CAS ECHEANT, TOUT SUPPORT OU MATERIEL FOURNI CONFORMEMENT AU PRESENT CONTRAT. EN PARTICULIER, LE CONCEDANT NE PEUT DONNER AUCUNE GARANTIE, DE QUELQUE NATURE QUE CE SOIT, POUR LA COMMERCIALISATION DE TOUTS LES PRODUITS EN RAPPORT AVEC LE LOGICIEL OU AVEC L'UTILISATION DE CELUI-CI. DANS LA MESURE OU CELA EST PERMIS PAR LA LOI, LE CODE UNIFORME COMMERCIAL OU AUTRE LOI UNIFORME NE S'APPLIQUE PAS AU PRESENT CONTRAT.

Limite de Responsabilité

12. LE CONCEDANT NE SERA EN AUCUN CAS RESPONSABLE DE TOUTE RECLAMATION, DEMANDE OU ACTION RESULTANT DE OU EN RAPPORT AVEC LE LOGICIEL OU LA PERFORMANCE OU MANQUE DE PERFORMANCE DU CONCEDANT EN VERTU DU PRESENT CONTRAT POUR TOUTS DOMMAGES D'UNE NATURE QUI NEST PAS PRESUMEE PAR LA LOI ET QUI DOIVENT ETRE EXPRESSEMENT PROUVES, DOMMAGE INDIRECTS, DOMMAGES-INTERETS POUR PREJUDICE MORAL, QUE LE CONCEDANT AIT ETE AVISE OU NON DE LA POSSIBILITE D'UNE TELLE RECLAMATION, DEMANDE OU ACTION. DE PLUS, SANS LIMITER CE QUI PRECEDE, LES DEDOMMAGEMENTS A VOTRE DISPOSITION SERONT LIMITES AU MONTANT QUE VOUS AUREZ PAYE AU CONCEDANT POUR LE LOGICIEL.
13. LE CONCEDANT NE SERA EN AUCUN CAS RESPONSABLE DES DOMMAGES, Y COMPRIS TOUTE PERTE DE PROFIT, PERTES D'ECONOMIE OU TOUTS AUTRES DOMMAGES INDIRECTS OU DOMMAGES-INTERETS ACCESSOIRES DECOULANT DE L'UTILISATION OU DE L'IMPOSSIBILITE D'UTILISATION DU LOGICIEL.

Dispositions Générales

14. La validité et la construction du présent Contrat et les droits et obligations ci-inclus seront déterminés et régis par les lois du Commonwealth de Pennsylvanie aux États-Unis. Toutes litiges ou réclamations résultant ou relatives au présent Contrat feront l'objet d'une procédure de conciliation dans un établissement compétent en Pennsylvanie, aux États-Unis.
15. Merit Industries -réserve le droit de transférer le présent contrat à un tiers ainsi que ses droits et obligations ci-après.
16. Pour toutes questions concernant le présent Contrat -ou si vous désirez contacter le Concédant pour une raison quelconque, veuillez écrire à: Merit Industries, Inc., 2525 State Road, Bensalem, PA 19020, États-Unis.

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