

Errors & Troubleshooting

Game Screen Errors

- **BATTERY_FAIL**
 - The memory batteries on the Game Board have failed and the board has lost its memory. Replace both batteries on the Main Board. Battery number is CR2032, a fairly common watch battery.

- **CRC_ERROR**
 - This error indicates a software change and is usually only seen in conjunction with MEM_CORRUPT.

- **MEM_CORRUPT**
 - This indicates that the Game Board's memory has been wiped. This shows up on all new installs the first time the game comes up. It can also happen during a BATTERY_FAIL. When this error appears and you key it off, a reboot will occur.

- **PRINT_COMM**
 - This error indicates a communication error with the printer. Make sure the printer is powered on. Check the printer cables and confirm that they are properly connected. If they are, try a known good cable to see if that fixes the problem. If problems persist, you may have to swap out the Backplane that the Main Board connects to.

- **PRINT_MECH**
 - This error occurs when the printer informs the Game that it's having a problem. This is due to a mechanical problem with the printer. The printer just may need to be rebooted or there could be deeper issues. Also, make sure the printer is push all the way against the back of the tray. Consult the printer manufacturer's guide to their errors or swap out the printer entirely.

- **PRINT_PAPER**
 - This error occurs when the printer informs the Game that it's out of paper. Replace the stack of ticket paper.

Green Screen Errors

- **BILL JAM**
 - The Bill Acceptor is reporting that a jam has occurred. Remove the Bill Acceptor and clear the jam. If no jame, is found there, remove stacker/cash can and look for a jam. Once finished, place billacceptor and cash can back in cabinet, let them go through the cycle procedure, and then clear the error by keying the admin key switch.

- **STACKER FULL**
 - The Bill Acceptor is reporting that the cash can/stacker is full of money and needs to be emptied. Empty the stacker, insert it back into the cabinet, and clear the error by keying the admin key switch.

- **STACKER REMOVED**
 - This error occurs when the Bill Acceptor detects that the stacker/cash can has been removed. Insert it back into the cabinet and clear the error by keying the admin key switch.

Misc. Errors

- **Door Open Errors**
 - Various errors may pop up when main, belly, or cash can doors are opened. If these pop on by accident, check the door in question and make sure it's closed and properly in contact with the door switch.

- **Game is Stuck on "Waiting For Configuration" Blue Screen**
 - The game can get stuck on this screen when it first loads up and detects that a door is open. Close all opened doors and the blue screen should transition into the game screen once door errors have ceased.