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## 4.4 Vision Slot Service Messages

When an error first occurs, the vacuum fluorescent display (VFD) shows the message Call Attendant with the machine door closed. When the door is opened, this message alternates with one of the following error messages:

- System Error
- RAM Error
- Processor Fault
- EEPROM Error
- Standard machine tilts (refer to Table 4-6)

Refer to the specific procedures in Section 5, Troubleshooting Procedures to resolve error situations.

### *Vision Slot System Errors*

System errors usually occur when:

- Memory is corrupt
- EEPROMs are bad
- Other hardware fails
- Game firmware fails

Open the machine door and turn the reset key to view the error message. To clear the message, turn the reset key again and follow the instructions that appear on the VFD. If errors recur, copy the messages that appear and contact IGT service.

### *Vision Slot RAM Errors*

RAM errors usually occur when an EEPROM is changed or memory becomes corrupt. Open the machine door and turn the reset key to view the error message. To clear the message, turn the reset key again and follow the instructions that appear on the VFD. If errors recur, copy the messages that appear and contact IGT service.

### *Vision Slot EEPROM Errors*

Turn the reset key to clear these messages. Follow the instructions in Table 4-5 to resolve the error.



Table 4-5 Vision Slot EEPROM Errors		
Message	Situation	Resolution
DATA ID MISMATCH ERROR	Data stored on the EEPROM is corrupt. The machine may lose some of the data stored on the EEPROM.	Turn the reset key.
EEPROM CRC FAILURE	All of the data on the EEPROM is lost. The machine will store the values from RAM into the EEPROM. If RAM is clear, the machine will store default values.	Follow the instructions shown on the VFD.
EEPROM DEVICE ERROR	The EEPROM is bad.	Remove and replace the EEPROM.
PROC BOARD ID MISMATCH	The processor board ID stored in the EEPROM does not match the processor board.	Replace the processor board with the correct one or clear the error. The data from the EPROM is then loaded into the new processor board.

### *Vision Slot Processor Faults*

These errors occur when a power fluctuation, brown out or electrostatic discharge causes the game firmware to malfunction, or if the microprocessor itself fails. It is usually necessary to turn machine **power off**, then back **on** to clear these messages. If the message recurs, replace the processor board.

### *Vision Slot NETPLEX Faults*

Communication problems in the NETPLEX system may cause an erroneous bill acceptor error to occur. This is usually caused by a communication problem that blocks all NETPLEX communication. It is necessary to turn machine **power off**, then back **on** to clear this message. If the message recurs, turn machine **power off**, disconnect the bill acceptor, then turn power back **on**. Once the machine responds, access the Event Log to determine the problem component.

### *Vision Slot Standard Machine Tilts*

These messages indicate specific machine problems. Use Table 4-6 to resolve these issues.



**Table 4-6  
Vision Slot Standard Machine Tilts**

<b>Message</b>	<b>Situation</b>	<b>Resolution</b>
BILL VALIDATOR COMM FAILURE	Communication has failed between the bill acceptor and the machine.	Check wiring, connectors and motherboard. Cycle power.
BILL VALIDATOR CRC MISMATCH	Bill acceptor program was changed.	Open and then close the machine door.
BILL VALIDATOR DOWNLOAD CS ERROR	During a program download procedure of the bill acceptor validator component, a checksum error was reported.	Re-attempt the download operation.
BILL VALIDATOR EPROM CS ERROR	The bill acceptor reported a bad checksum for its internal EPROM.	Remove and repair the bill acceptor.
BILL VALIDATOR ERROR	The validator in the bill acceptor reported a nonspecific error.	Remove and repair the bill acceptor.
BILL VALIDATOR HARDWARE ERROR	The bill acceptor reported a non-specific error.	Remove and repair the bill acceptor.
BILL VALIDATOR JAM	A bill is jammed in the validator bill path of the bill acceptor.	Clear the jam.
BILL VALIDATOR NO DOWNLOAD	During a program download to the validator in the bill acceptor, the process failed.	Re-attempt the download operation.
BILL VALIDATOR NONVOLATILE DATA ERROR	The bill acceptor reported invalid data in its internal nonvolatile memory.	Remove and repair the bill acceptor.
BILL VALIDATOR NONVOLATILE DEVICE ERROR	The bill acceptor reported its internal non-volatile memory failed.	Remove and repair the bill acceptor.
BILL VALIDATOR RAM DATA ERROR	The bill acceptor reported invalid data in its internal RAM.	Remove and repair the bill acceptor.
BILL VALIDATOR RAM DEVICE ERROR	The bill acceptor reported its internal RAM failed.	Remove and repair the bill acceptor.
BILL VALIDATOR STACKER ERROR	The bill stacker did not reach home position after a stacking operation.	Remove and repair the bill stacker.
BILL VALIDATOR STACKER FULL	The bill stacker is full.	Remove the bills.
BILL VALIDATOR STACKER JAM	The bill stacker jammed during a stacking operation.	Remove the bills and clear the jam.
BILL VALIDATOR STACKER OPEN	A problem occurred during a stacking operation.	Remove and repair the bill stacker.
BILL VALIDATOR TAMPER DETECT	The bill acceptor detected an incorrect sensor input.	Verify that no security violations have occurred. Remove and repair the bill acceptor.
COIN-IN JAM	A coin is stuck in the acceptor assembly.	Remove the jammed coin.



<b>Table 4-6 (cont.) Vision Slot Standard Machine Tilts</b>		
<b>Message</b>	<b>Situation</b>	<b>Resolution</b>
COIN-IN SEQUENCE	The coin-in optics were blocked out of sequence.	Check for dirt or damage. Open, then close, the machine door to clear.
COIN-OUT JAM	A coin is stuck in the hopper assembly.	Remove the jammed coin.
DISPLAY COMMUNICATIONS FAILURE	Communication has failed between the VFD and the machine.	Check wiring, connectors and motherboard. Cycle power.
DIVERTER ERROR	The diverter position did not change in response to the firmware.	1. Clear the jam. 2. Remove and replace the diverter assembly.
EXTRA COIN PAID	A coin was dispensed from the hopper when none should have been.	Check for possible tampering or hopper malfunction. Open, then close, the machine door to clear the screen display.
HOPPER EMPTY	The hopper has no more coins to complete a payout.	Fill the hopper. If the hopper is not empty, then check for possible tampering or hopper malfunction. Open, then close, the machine door to clear the display and restart the hopper.
HOPPER JAM DETECTED	The hopper motion detect optic has not transitioned during a payout.	Remove and repair the hopper.
HOPPER MALFUNCTION EXTRA COIN PAID	A coin was dispensed from the hopper when none should have been.	Check for possible tampering or hopper malfunction. Open, then close, the machine door to clear the screen display.
KEY CHIP ACCESS FAILURE	An error occurred during the key chip procedure.	Verify that there are no credits on the machine and perform the key chip procedure again.
MACHINE IS OUT OF SERVICE	Machine is under repair.	Open the door and turn the reset key to clear the message.
MAIN BATTERY LOW	The battery supplying power to the CMOS RAM devices is low.	Remove and replace the battery.
REEL 1 TILT	The number 1 stepper reel has malfunctioned.	Repair or replace number 1 reel.
REEL 2 TILT	The number 2 stepper reel has malfunctioned.	Repair or replace number 2 reel.
REEL 3 TILT	The number 3 stepper reel has malfunctioned.	Repair or replace number 3 reel.
REEL 4 TILT	The number 4 stepper reel has malfunctioned.	Repair or replace number 4 reel.



<b>Table 4-6 (cont.)                      Vision Slot Standard Machine Tilts</b>		
<b>Message</b>	<b>Situation</b>	<b>Resolution</b>
REEL 5 TILT	The number 5 stepper reel has malfunctioned.	Repair or replace number 5 reel.
REELS DISCONNECTED	The stepper reels are disconnected from the motherboard.	Check connector J17 on the motherboard. Check that the reels are seated correctly.
VIDEO DISPLAY COMM FAILURE	Communication has failed between the machine and the LCD.	Check wiring and connections and the comm board in the power distribution assembly.
VIDEO DISPLAY ERROR	A nonspecific error has occurred with the LCD.	Repair or replace the LCD.



## Vision Slot Security Messages

These messages (Table 4-7) inform the operator of door openings and closures and are tracked in the machine soft meters.

<b>Table 4-7 Vision Slot Security Messages</b>		
<b>Message*</b>	<b>Situation</b>	<b>Resolution</b>
CLOSURE B	The bill acceptor door was just closed.	Playing the next game clears this message.
CLOSURE C	The coin drop door was just closed.	Playing the next game clears this message.
CLOSURE L**	Logic (processor) board has been installed.	Playing the next game clears this message.
CLOSURE M	The machine door was just closed.	Playing the next game clears this message.
DOOR OPEN B	The bill acceptor cash box door is open.	Close the bill acceptor cash box door.
DOOR OPEN C	The coin drop door is open.	Close the coin drop door.
DOOR OPEN L**	The logic board has been removed.	Replace the logic board.
DOOR OPEN M	The machine door is open.	Close the machine door.
*These messages can occur in combination (e.g., "DOOR OPEN MB" and "CLOSURE MC"). ** Optional		

