



# M3t Kiosk troubleshooting

This guide should hopefully tell you how to get into a machine and what all the various errors mean.

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## Step 1 — M3t Kiosk troubleshooting



- On, what would be the left hand side of the kiosk if you're facing the touch screen, is a key lock. Once you unlock that the handle just above it should open. If the door handle it's self doesn't open you'll need to unlock it as well then you'll gain access. Once both are unlocked turn the handle away from you to gain access.

## Step 2



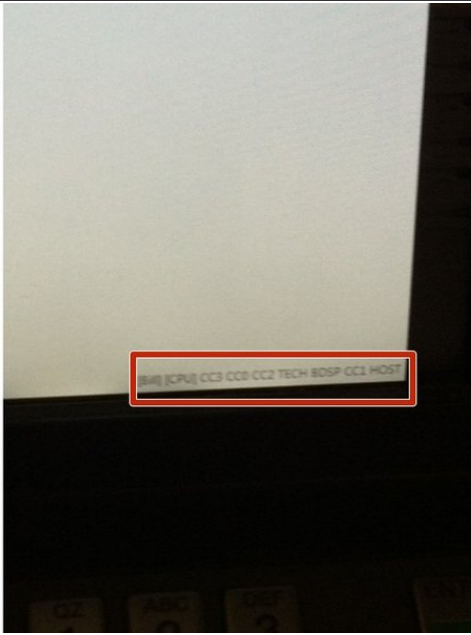
- In order to fix errors in the kiosk interface you will need to either have a key card or a keyboard.
- To use a key card you will run it through the ATM card reader like you would a credit card
  - This will bring up a prompt for your password on the touch screen. Enter your password and you should gain access.
- If you use a keyboard you will need to get into the housing for the computer. Which is located on the lower right side of the kiosk under the BV.
  - Upon opening the computer housing, with either a key or a hand turn lock, you should find a USB port on the front of the computer. That's where you plug your Keyboard in.
  - Once the Keyboard is plugged in, touch the touchscreen and press F10 which will bring up a password prompt. Then enter your password and you should gain access.

## Step 3



- View of the inside.

## Step 4 — Errors



- The errors will show up in the lower right hand of the touch screen.
- Errors and meanings
  - TECH – the kiosk needs to be brought back into service through the kiosk admin screen
  - HOST – This is a connection error between the kiosk and the gaming machines. This can usually be fixed by calling Sci Games.
  - [Bill]- Bill Dispenser safe door isn't closed.
  - [CPU] – Computer housing isn't closed.
  - [Main] – Main Kiosk door isn't closed.
  - [BA1]- Bill Validator door isn't closed.

## Step 5 — Errors (continued)



- Errors and meanings (continued)
  - BDSP – This is a Bill Dispenser error. This can be anything related to the Bill Dispenser not working.
  - CC0, CC1, CC2, CC3 - These are errors associated with cash cans. They are either missing or not reading properly. Could be problems with the magnets.
  - APC UPC – This means the power strip has an error (it probably means the USB in the back fell out again).
  - BACC – When you see this the Bill Validator is down.
- Always remember to try resetting these in the Device Config screen and reset them again after you've fixed them to make sure they stay up.

To reassemble your device, follow these instructions in reverse order.