

## SLIM-PR and SLIM-MDC Reader Error Codes

| Error Message | Cause(s)                                                                             | Action                                                                                                                                                            |
|---------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E_01          | Unformatted user card                                                                | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                      |
| E_02          | Invalid purse data; Bad balance certificate                                          | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                      |
| E_03          | An error occurred while writing to the card.                                         | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                      |
| E_04          | Invalid card type; the card reader did not recognize the card.                       | Clean card contacts and TRY AGAIN. If error persists, see system administrator for card replacement.                                                              |
| E_05          | An error occurred while reading the card.                                            | Clean card contacts and TRY AGAIN. If error persists, see system administrator for card replacement.                                                              |
| E_12          | Card balance is below minimum purchase price                                         | Add more value to the card.                                                                                                                                       |
| E_15          | The Secret Code on the Card is bad or could not be verified.                         | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                      |
| E_16          | SITECODE on card is not listed among the SITECODES on reader.                        | TRY AGAIN. If error persists, see system administrator. The reader may have to be programmed with the appropriate sitecodes, or the card may have to be replaced. |
| E_20          | A single-purse card has been inserted into a dual-purse Charity Gaming video reader. | TRY AGAIN. If error persists, see system administrator for replacement with a dual-purse card.                                                                    |
| E_21          | The WIN purse status is not correct for operation.                                   | TRY AGAIN. If error persists, see system administrator for replacement with a dual-purse card.                                                                    |
| E_22          | A dual purse card has been inserted into a single-purse reader.                      | TRY AGAIN. If error persists, system administrator must enable Charity Gaming on this reader.                                                                     |
| E_23          | The balance of P2 exceeds the allowable upper limit.                                 | TRY AGAIN. If error persists, system administrator should increase CARD MAX for Purse 2 if appropriate.                                                           |

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| E_24 | Purse 2 is locked.                                                      | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                                                      |
| E_25 | Invalid purse 2 data; bad balance certificate                           | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                                                      |
| E_26 | Charity Gaming Enable card exhausted.                                   | Contact Debitex customer service for a freshly charged Charity Gaming Enable card.                                                                                                                |
| E_32 | Card balance is greater than the set maximum                            | TRY AGAIN. If error persists, see system administrator; increase CARD MAX for Purse 1 if appropriate.                                                                                             |
| E_43 | Incorrect System Key Card                                               | A system key card was inserted into a reader with existing keys. The keys must match before the reader will execute this admin card's function. This error indicates that the keys did not match. |
| E_44 | Invalid Price and Configuration card                                    | See system administrator to determine if the Price and Configuration card needs to be replaced.                                                                                                   |
| E_48 | Invalid Application ID                                                  | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                                                      |
| E_49 | Card has expired                                                        | TRY AGAIN. If error persists, see system administrator. Either the card is expired, written incorrectly, or the clock in the reader is not set properly. Determine which and correct accordingly. |
| E_50 | Card is at or near the maximum number of allowed verification attempts. | Take the card to the system administrator. The card can be read by the system administrator and may be reissued at the discretion of the system administrator.                                    |
| E_51 | Card authentication failed                                              | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                                                      |
| E_53 | Invalid issuer code or CIB                                              | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                                                      |
| E_54 | Invalid card checksum                                                   | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                                                      |
| E_55 | The card status is not "active" (<>1).                                  | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                                                      |

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| E_56             | Invalid admin card (99xx)                                     | TRY AGAIN. If error persists, see system administrator. The card will have to be rewritten, or a new one will have to be issued.                                                      |
| E_57             | Card is Locked                                                | The User card has been previously Hotlisted and is now Locked. See system administrator for card replacement.                                                                         |
| E_64             | Hot card                                                      | The card ID was found in the reader's hotlist, and has been rendered unusable. See system administrator for card replacement.                                                         |
| F_60             | Program data has not been loaded                              | Program reader using admin program card(s) or handheld.                                                                                                                               |
| F_61             | Laundry Communication Interruption (SLIM-PR and SLIM-MDC)     | Either the machine or the reader is failing to communicate. Exchange reader. If problem goes away, replace old reader. If problem persists, try original reader on different machine. |
| F_62             | System keys have not been loaded                              | Set reader system keys using admin system key card.                                                                                                                                   |
| F_63             | Sitecodes have not been loaded                                | Set reader sitecode list with admin sitecode card or handheld.                                                                                                                        |
| F_66             | The ASSET NUMBER in the reader is not numeric.                | Reader must be reprogrammed with a numeric ASSET NUMBER.                                                                                                                              |
| F_71 [thru] F_77 | SDF and/or RTC and/or COMM failure                            | Call Debitex Customer Service.                                                                                                                                                        |
| E_83             | The card was pulled from the reader during a write operation. | TRY AGAIN. Leave card in place until REMOVE CARD prompt appears in reader display.                                                                                                    |
| E_85             | The card was pulled from the reader during a read operation.  | TRY AGAIN. Leave card in place until REMOVE CARD prompt appears in reader display.                                                                                                    |
| E_95             | The card was pulled from the reader during verification.      | TRY AGAIN. Leave card in place until REMOVE CARD prompt appears in reader display.                                                                                                    |
| E200 [thru] E216 | Internal chip card errors.                                    | TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                                          |
| E221             | Card not responsive                                           | Clean card contacts and TRY AGAIN. If error persists, see system administrator for card replacement.                                                                                  |

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| E222 | Card is not identified as MoneyClip card during error recovery | TRY AGAIN. If error persists, see system administrator for card replacement.       |
| E223 | Card pulled prematurely.                                       | TRY AGAIN. Leave card in place until REMOVE CARD prompt appears in reader display. |