



PRODUCT: PGA Tour Golf Championship Edition II
ISSUE: Intermittent Trackball

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Description of the Problem:

The trackball will stop working once the game software starts a golf game. The Trackball will work while you are selecting players and golf courses at the start of the game. Once all options have been chosen the game software then loads the golf course and you start to play. Once the game shows the golf course and player the trackball is no longer functional in the game. The buttons will work in the game play, and you can press the start button to pause the game.

Solution:

Global VR has taken many steps to recreate this problem in QA test scenario's. We feel this problem can occur if the game software was not installed correctly, or an older version of the game software was installed over a newer version.

To resolve the problem you will need to use the Recovery OS CD included with your PGA TOUR GOLF cabinet to reload the Operating System. This will wipe out any previous version of old game software and the Operating System and assures that there are no defects in the Hard Drive. Once you have reloaded the Operating System then you can install PGA TOUR GOLF game software REV 1.2 Green. You do not need to install any other version of the PGA TOUR GOLF game software over 1.2 Green, as of this time 1.2 Green is the latest software release. PGA TOUR GOLF game software rev 1.2 Green is Tournament Enabled if you have the correct hardware installed on your cabinet.

Please be aware that PGA TOUR GOLF game software REV 1.2 Blue is an older version of the software than PGA TOUR GOLF 1.2 Green.