



<b>Priority Level: Medium — Recommended Action for Affected Systems</b>		
<b>Attention:</b>	All Service Personnel	<b>Bulletin:</b> SB-030 <b>Date:</b> 2/2/2007
<b>Products:</b>	UltraPin™	
<b>Issue:</b>	Knocker may interrupt the image on the backglass monitor.	

**Symptom:** On some systems, the backglass monitor turns off briefly when the knocker is activated.

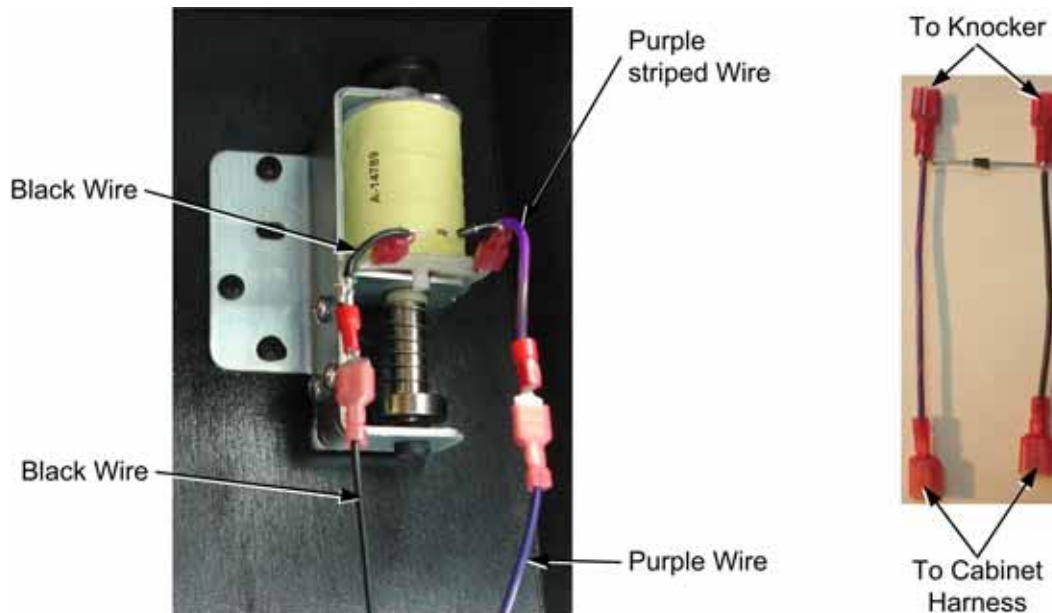
**Solution:** Contact your distributor and ask for the free Knocker Harness Adapter (Part #: 115-0137-01). Follow the steps in this document to install the Knocker Harness Adapter.

**Notes:** The Knocker Harness Adapter uses a 1N4001 steering diode for back EMF protection. Cabinets with serial number GVRPIN000100 and later were built with the diode installed.

1. Remove the three (3) screws from the upper retaining bracket above the backglass, and remove the retaining bracket and glass.

**CAUTION:** Brace the glass so it does not fall out when you remove the retaining bracket.

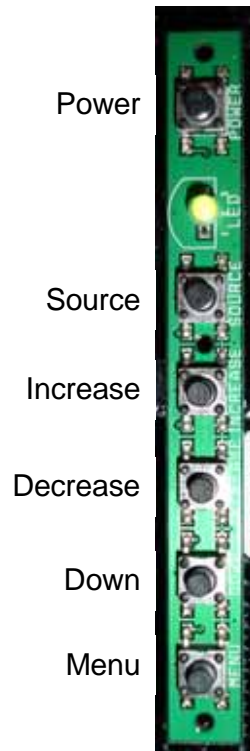
2. Make a note of which terminal each wire connects to on the knocker, and then disconnect the wires from the knocker.
3. Connect the Knocker Harness Adapter to the two wires you disconnected as follows:
  - **Black** wire to **black** wire on Knocker Harness Adapter
  - **Purple** wire to **purple striped** wire on Knocker Harness Adapter.
4. Connect the Knocker Harness Adapter to the knocker. Be sure to connect the black wire to the terminal that connected to the black wire previously. Refer to the picture below.



5. To confirm that the fix is working, open the Operator Menu, go to the **Diagnostics** menu, and select **Control Test**. Since there is no image on the backglass monitor while the Operator menu is in use, press the **Menu** button on the monitor remote control board (the button farthest from the LED) to open a monitor adjustment screen. Confirm that the monitor adjustment screen remains visible while the knocker is activated.

**Note:** If the fix does not work, make sure that the wires are connected to the correct terminals on the knocker. Swap the wires as a test.

6. Replace the backglass and retaining bracket and secure with the screws removed previously.



*Monitor Remote Control Board*