Service Bulletin

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Priority Level: Medium — Recommended Action	
Attention: All Service Personnel	**Bulletin:** SB-O34 **Date:** 6/19/2007
Products: Global Arcade Classics	
Issue: Drive Jumpers Must be Set Correctly	

Symptom: Global Arcade Classics cabinets with serial numbers GVRGAC000001—GVRGAC000100 were shipped with the hard drive and DVD-ROM drive jumpers set incorrectly. This can cause the software to lock up during Attract Mode, requiring you to reboot the game.

Solution: Follow the instructions in this document to change the jumper settings on the Hard Drive and DVD-ROM drive. For the game to run properly, the Hard Drive jumper must be set to **Master**, and the DVD-ROM drive jumper must be set to **Slave** as shown in Figure 3.

⚠ CAUTION: To prevent electrostatic discharge (ESD) damage, avoid touching components inside the computer unless necessary, and use a grounding wrist strap or similar precaution.

1. Turn off the game and disconnect the AC power cord. Disconnect all harnesses and remove the computer from the cabinet.

   Figure 1, below shows the location of the drives inside the computer. Figure 2, on page 2, illustrates opening the computer case.
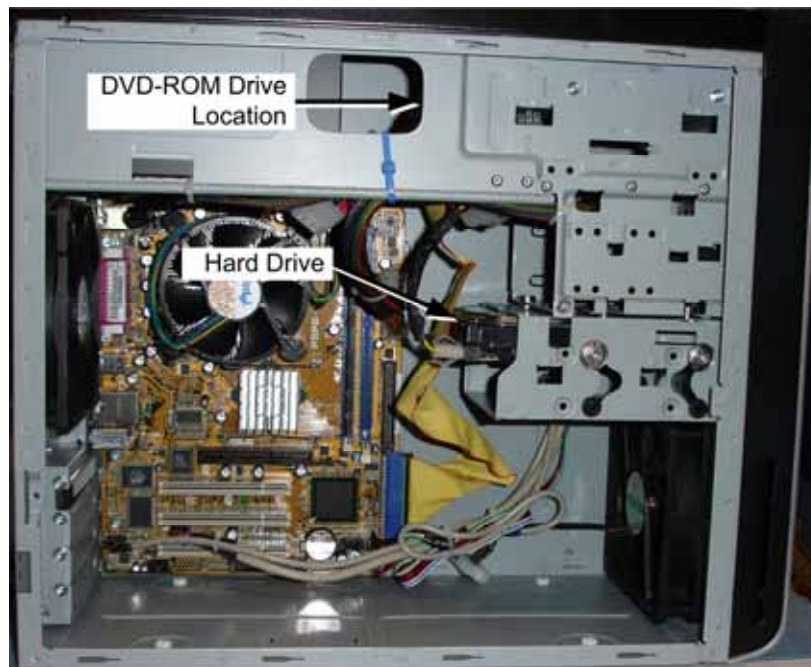
Figure 1. Computer Internal Components

Important Information from GLOBAL VR!   Page 1 of 2

2. Remove the side panel from the computer as follows: Remove the screw labeled **1** in Figure 2, and then press the large button on the side panel as you slide the side panel towards the back.

3. It is easier to reach the jumper on the DVD-ROM drive if you remove the top from the computer case. To do this, remove the screws labeled 2—5 in Figure 2, and then remove the other side panel by sliding it towards the back. Next, slide the top cover towards the back and remove.
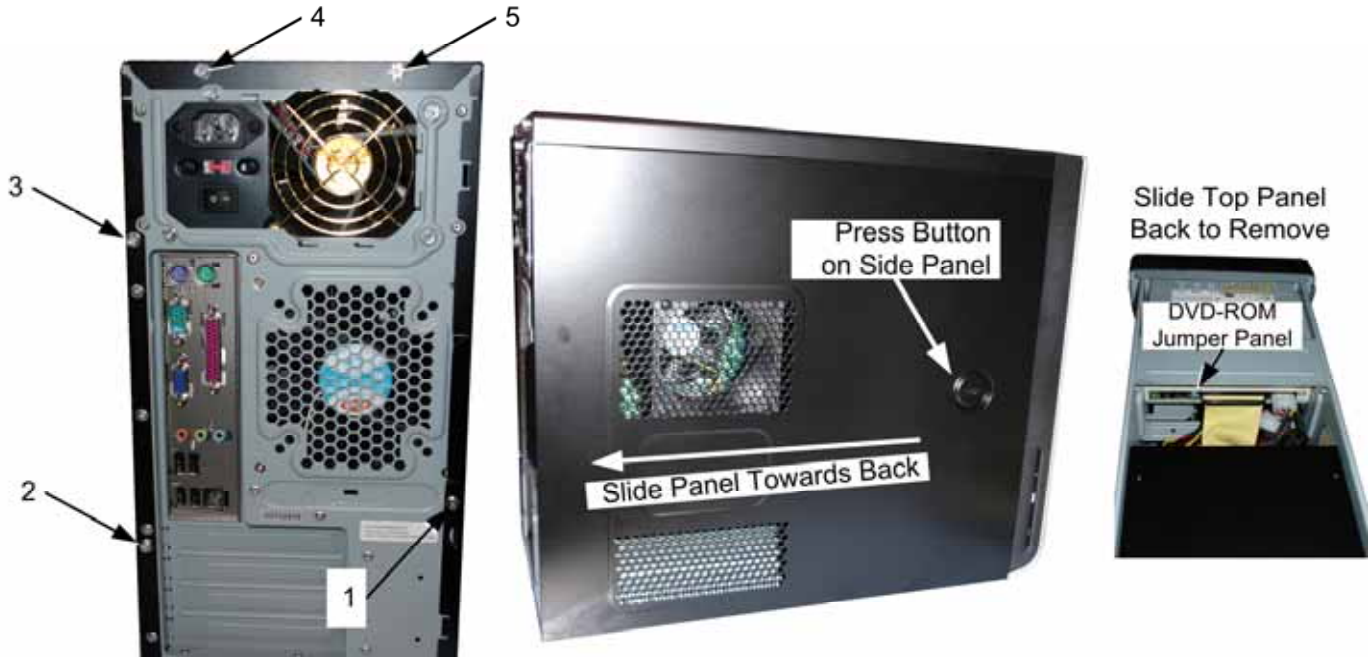

Figure 2. Opening the Computer

4. Locate the Jumper Panel on the DVD-ROM and Hard Drive and set the jumpers as shown in the figure below.

   Note: Both jumpers should be in the middle position.

Figure 3. Jumper Settings

5. Replace the covers on the computer case in the reverse order of removal.

6. Power on the cabinet and play a game to verify proper operation.

7. If you need additional assistance, please contact Technical Support.