



Products:	Global Arcade Classic
Issue:	Game sometimes boots to a black screen.

Symptom: When the Global Arcade Classic cabinet boots, sometimes the screen goes black after the boot-up messages. The System Computer is still running. This may only happen occasionally; other times the game starts normally.

Solution: This issue has been observed when the system computer has the Gigabyte GA-945GCMX-S2 motherboard and is running a software version older than 3.92.2.

Check the label on top of the computer to see which motherboard is installed.

If the motherboard is a GA-945GCMX-S2, check the software version. The software version is displayed in the lower left corner of the Main Operator Menu screens.

If the software version is lower than 3.92.2 (for example, 3.91.27 or 3.92.1) you need to re-install the software using **System Installation Disk Version 3.92.2** (GLOBAL VR Part #: **050-0158-01**). This System Installation Disk should be installed with Game Base Pack Version 3.98 (GLOBAL VR Part #: **050-0144-01**).

When you re-install the software you must enter an unlock code. You should be able to use the unlock code you received when you initially activated your game. If you need a new unlock code, contact GLOBAL VR Customer Service. You will need to provide the technician with the following information:

- **MachineID (MCID) number** displayed in the center of the **Install Gamepack** screen in the Operator menu.
- **Game Base Pack DVD serial number** found on the DVD envelope or printed on the DVD.

GLOBAL VR Customer Service

Hours: 7:00AM–5:00PM Pacific Time, Monday–Friday

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E-mail: techsupport@globalvr.com

Website: <http://service.globalvr.com>

Extended Service Hours: Monday–Friday 5pm—Midnight
Saturday & Sunday 7:00am—Midnight Pacific Time