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Service Bulletin

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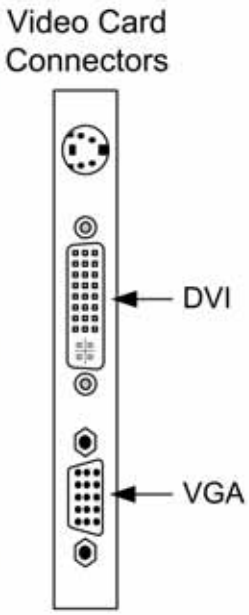
Priority Level: Low — Useful Information		
Attention:	All Service Personnel	**Bulletin:** SB-031 **Date:** 2/5/2007
Products:	UltraPin™	
Issue:	Table image appears on backglass monitor.	

Symptom: Under certain conditions, the monitor settings may become confused. This most often causes the table image to appear on the backglass monitor, with no image on the table monitor.

Solution: Perform the following steps to force the table monitor to be the master in the video drivers.

1. Power OFF the cabinet and remove the back door.
2. Disconnect the backglass monitor cable from the computer (the VGA connector).
3. Power ON the cabinet and verify that the table image shows up on the table monitor.
4. Power OFF the cabinet and reconnect the backglass monitor.
5. Power ON the cabinet and verify that the video displays normally on both monitors.
6. If the problem continues, try the following:
   - Make sure all cables are firmly connected to the monitors and the computer.
   - Replace the DVI cable for the table monitor and then repeat the steps above.
   - Restore the software and re-install all games. Refer to your system documentation for complete instructions.



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