



Vortek Multi-Game

Game Software Installation Instructions 040-1004-01 Rev.01

- Read this manual before use.
- Keep this manual with the machine at all times.

www.globalvr.com
support@globalvr.com
1-408-501-0000



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Safety

- The following safety instructions apply to all game operators and service personnel. Specific warnings and cautions will be found throughout this manual where they apply. We recommend that you read this page before preparing your arcade cabinet for game play.
- Use the following safety guidelines to help protect the system from potential damage and to ensure your personal safety.
- To help avoid damage to the computer, the power supply on the computer automatically detects the voltage to match the AC power available at the location:
 - 115 volts / 60Hz in most of North and South America and some Far Eastern countries such as Japan, South Korea and Taiwan
 - 230 volts / 50Hz in most of Europe, the Middle East and the Far East
- To help prevent electric shock, plug the system power cables into a properly grounded power sources. These cables are equipped with 3-prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a 3 wire cable with properly grounded plugs
- To help protect your system from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner or Uninterruptible Power Supply (UPS).
- Be sure nothing rests on the system's cables and that the cables are not located where they can be stepped on or tripped over.
- Do not spill food or liquid on you system.
- Do not push any objects into the openings of the system. Doing so can cause fire or electric shock by shorting out interior components.
- Keep your computer far away from radiator and heat sources.
- Do not block cooling vents.

Warnings

	GLOBAL VR assumes no liability for any damages incurred while setting up the Vortek cabinet. As such, only qualified service personnel should perform this installation!
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GLOBAL VR Multi-Game Software Kit -- Component List

Description	Qty	Part#
Multi-Game Software Kit Common Components		
1 Artwork, Console	1	AW-VGEN-01
2 Artwork, Marquee	1	AW-VGEN-02
3 Software, OS CD	1	050-0014-01
4 Multi-Game Manual	1	040-1001-01
5 USB HUB, 4 ports	1	V3-USB-4P-HUB

Each Game is Sold Separately

Beach Head 2000 Dongle, B H 2000	1	050-0013-01
Beach Head 2002 Dongle, B H 2002	1	D-beachhead2002-v
Dessert War B H 2003 Dongle, Dessert War	1	050-0014-01
Dessert War Dongle, Dessert War	1	D-desertwar-v
INCOMING Dongle, INCOMING	1	050-0011-01
INCOMING Dongle, INCOMING	1	D-incoming-v
Beach Head 2003 Dongle, OP Blockade	1	050-0009-01
Beach Head 2003 Dongle, OP Blockade	1	D-opblockade-v
Ethernet Cable 10ft	1	115-9635-01



Tools Required to complete the hardware installation:

T-25 Security Torx Screwdriver	Power Drill is Optional
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If any parts are missing from your kit please contact GLOBAL VR



Game Software Install Instructions

The cabinet will need to be fully powered ON and the game software must be started and running the attract mode video. If this is the first game to be installed then make sure the you see the mouse pointer for the XP Operating System.

A. If this is your first time installing the new Multi-Game software you will need to reload the Operating System using the new OS Recovery CD included with this kit first, before installing any new games. If you should install the new Multi-Game software on your old Operating System you will run into many different problems. If you have already reloaded the Operating System and installed a Multi-Shell Game you do not need to reload the Operating Software again and can proceed to Step 1

1. Plug the USB HUB and Game Dongle into the USB port as shown in the picture below. Once the USB HUB is plugged in the XP Operating system will start to install drivers and may ask to be rebooted, just ignore this message. If you already have a USB HUB installed simply plug the USB Game Dongle into an open port on the USB HUB.
2. Open the CD-ROM drive and insert the GAME software CD. Close the CD-ROM and the game install will begin automatically. Within 30 – 60 seconds you will see the game software install begin to start copying files from the CD-ROM
3. Once the game software has finished installing, your computer system will automatically reboot. Once the computer is rebooted you can remove the Game software CD.
4. If you have installed a Multi-Player game like Operation Blockade you will need to connect the Ethernet cable to the computer to be able to link two cabinets together. This is shown in detail under Ethernet HUB for Multi-Player Games.
5. If you have more games to install please repeat steps 1 through 3. The game software will automatically recognize when multiple games are installed and adjust the Multi-Player shell to place the new games into the game menu when installed.



Marquee Artwork Install



Install the new Marquee artwork by removing the 4 T-25 security Torx screws across the top retaining bar that hold the Plexiglas and Marquee as shown by the arrows in the picture above.

Console Artwork Install



Install the new Console artwork by removing the 6 T-25 security Torx screws around the console that hold the Plexiglas and Console artwork as shown by the arrows in the picture above.

USB Game Dongles



USB Game Dongle Activated



USB Game Dongle Not Activated

The New Multi-Game shell supports the ability to install and play multiple games on one cabinet; allowing the operator to customize and install games that suite their location. Each Game installed on the Vortek cabinet comes with a USB Game Dongle. If more than one game is installed a USB HUB is used to create enough USB ports for up to 4 USB Game Dongles. When the USB Dongle is installed and working properly a Red LED light will illuminate inside the Dongle. In order for a USB Game Dongle to be recognized correctly it must be inserted into the USB port before the cabinet is powered ON. If for some reason the USB Dongle is not recognized power the cabinet OFF then ON to see if this resolves the problem.



In the event that 2 USB HUB's are needed to create enough USB ports for all the game dongles you can daisy chain the USB HUBs together as shown above. Do not plug the USB cable coming from the HAPP GCI Controller card in the USB HUB's as this will cause the card to not work.



System Restore CD's



In the event the software running on the computer becomes corrupt, or you run into software problems GLOBAL VR provides a way of restoring the software running on your Vortek computer. The System Restore CD's will load the Operating System on 1 CD first; then the game software is on separate CD's that will be installed second. Please be aware when you use the System Restore CD's you will erase all history for the coin and game audits held in the game software.

Operating System Restore CD

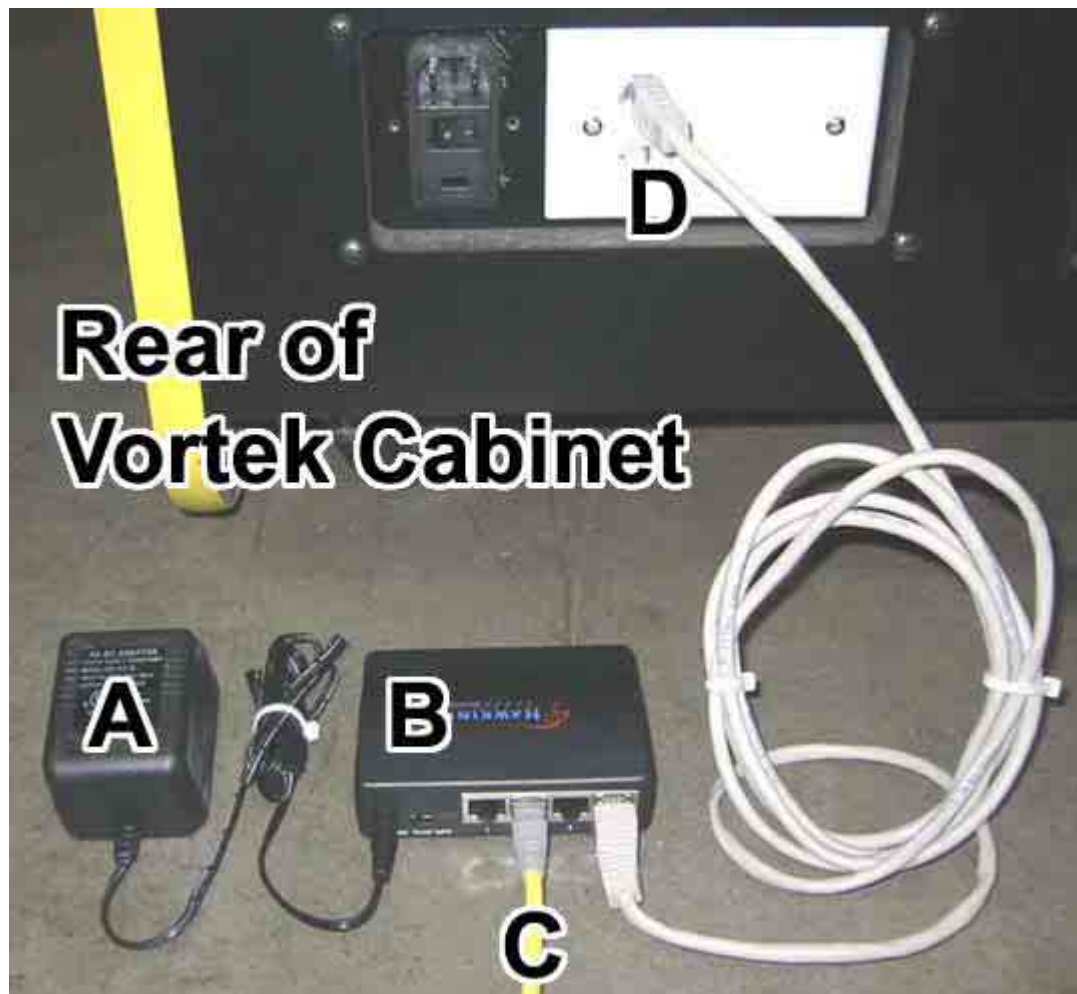
1. Power ON the computer and open the CD drive to INSERT the CD labeled Disk 1. The CD should automatically start up (wait about 60 seconds) and on the screen you should see the Hard-Drive Image process starting.
2. When the Hard-Drive Image process has finished remove the CD and reboot the computer

Version Game Software CD's

1. While the cabinet is powered ON and the computer has finished booting up; open the CD drive and INSERT one of the Game CDs. The CD should automatically start up (wait about 60 seconds) and on the screen the Install shield Wizard windows is displayed. During the installation which will take approximately 10 minutes, you will see several windows pop up copying various components and files to the hard drive.
2. The system will automatically begin copying files from the Game CD. When the CD is complete, the system will automatically reboot. Once the game has restarted, you may now remove the CD. Keep these CD's in a safe place in case they are needed for future use.
3. When the game loads up for the first time, it is important to synchronize the new game software with the cabinet's hardware. This is done by coining up the machine (insert 3 credits), then verify that the three credits are shown (i.e., \$1.00) on the monitor. Finally, power the system Off and On to complete the synchronization process.
4. To Install more Game Titles repeat steps 1 through 3. Insert the CD during the attract mode and the install will begin automatically as described above. Do not perform a Game Install or upgrade while in the middle of a playing game.



Ethernet HUB for Multi-Player Games



A	AC Power Supply for Ethernet HUB
B	Ethernet HUB - 4 Ports
C	Ethernet Cable from secondary Vortek Cabinet
D	Ethernet Cable from Vortek Cabinet

A 10ft Ethernet CAT5 cable is provided with Multi-Player games like Operation Blockade. A Ethernet HUB would have been included with your Vortek Multi-Game Hardware Upgrade kit, or your New Vortek 3 cabinet. The Ethernet HUB is placed on the outside of the cabinet and requires a separate AC Plug to power the Ethernet HUB. A maximum of 4 Vortek cabinets can be linked at one time using 1 Ethernet HUB; you can not link more cabinets together because the game software only supports 4 Players. Linking multiple Ethernet HUBs together will cause the cabinet to fail while trying to start a Multi-Player game.



Trouble Shooting

Problem	Possible Solution
Game Software CD does not Auto Start	Try ejecting the CD and Re-Inserting it to re-activate the auto-install process. Verify the CD-ROM tray has fully closed and is not jammed.
Turn Game On and Nothing Happens.	Check that the power cord is plugged into the computer. Make sure the cabinet On/Off switch is on. Confirm the power cord is plugged into a wall outlet.
No Picture or Distorted Picture.	Check for bad video cable or faulty video board or monitor. Check for loose or disconnected video signal cable. Make the monitor has power.
No Response from Headset or Buttons.	Check that the signal and ground wires are connected to the Headset and buttons. Confirm the HAPP UGCI card is plugged into the USB port on the computer. Confirm the HAPP UGCI card has power by looking for the Green LED.
No Credit given when Coins are Inserted	Check coins per play setting. Check the signal wires to the coin mech. Check the Power wires going to the coin mech.
To many Credits for Number of Coins Inserted	Check coin per play setting in the game software.
Game Dongle not found	Check to make sure the GLOBAL VR USB Game Dongle is connected to the USB port on the back of the computer. If the USB Game Dongle is present and working correctly it should light up with a Red LED. If the dongle is not present plug it back in and reboot your computer.





Warranty Info

LIMITED WARRANTY

GLOBAL VR warrants that its computer circuit boards, hard drives, power supplies, monitors, displays, controls, sensors, and mechanical structures are free from defects in materials and workmanship under normal use and service for a period of ninety (90) days from the date of shipment.

All software and accompanying documentation furnished with, or as part of the Product, is supplied "AS IS" with no warranty of any kind except where expressly provided otherwise in any documentation or license agreement furnished with the Product.

During the warranty period, GLOBAL VR will, at no charge, repair the Product, provided:

- 1) Purchaser believes that the Product is defective in material or workmanship and promptly notifies GLOBAL VR in writing with an explanation of the claim;
- 2) All claims for warranty service are made within the warranty period;
- 3) Products are returned adequately packed and freight prepaid to GLOBAL VR's designated service center;
- 4) GLOBAL VR's inspection or test of the Product verifies to GLOBAL VR's satisfaction that the alleged defect(s) existed and were not caused by accident, misuse, neglect, unauthorized or attempted repair or testing, unauthorized modification, incorrect installation, vandalism, failure to follow the maintenance schedule or procedures; or operation in out-of-specification environmental conditions.

GLOBAL VR will return the repaired Product freight prepaid to the Purchaser. All freight costs associated with replacement of warranty parts after expiration of the original warranty period are the responsibility of the Purchaser. GLOBAL VR is not obligated to provide the Purchaser with a substitute unit or on-site service during the warranty period or at any time. If after investigation GLOBAL VR determines that the reported problem was not covered by the warranty, Purchaser shall pay GLOBAL VR for the cost of investigating the problem at its then prevailing per incident billing rate. No repair or replacement of any Product or part therein shall extend the warranty period as to the entire Product. The warranty on the repaired part only shall be in effect for a period of ninety (90) days following the repair or replacement of that part or the remaining period of the Product parts warranty, whichever is greater.

Purchaser's exclusive remedy and GLOBAL VR's sole obligation is to supply or pay for all labor necessary to repair any Product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for defective parts. If repair or replacement fails to remedy the defect, then, and only in such event, shall GLOBAL VR refund to Purchaser the purchase price for said Product. Purchaser's failure to make a claim as provided above or continued use of the Product shall constitute an unqualified acceptance of said Product and a waiver by Purchaser of all claims thereto.

IN NO EVENT SHALL GLOBAL VR BE LIABLE FOR LOSS OF PROFITS, LOSS OF USE, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM OPERATION OF THE GAME IN ANY CONDITION. GLOBAL VR SHALL NOT BE RESPONSIBLE FOR THE SUITABILITY, PERFORMANCE, OR SAFETY OF ANY NON-GLOBAL VR PART OR ANY MODIFICATION PERFORMED BY ANY PRODUCT DISTRIBUTOR UNLESS SUCH WORK IS EXPRESSLY AUTHORIZED IN ADVANCE BY GLOBAL VR.

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Technical Support

Free telephone, email and online support are provided for the Vortek systems during the warranty period. In addition to helping with trouble shooting and diagnosing defective parts technical support is prepared to help you with questions about the operation of your Vortek game.

When you contact technical support at GLOBAL VR, please provide the following background information to aid our technical support process:

Your mailing address and telephone number

Your Vortek cabinet Serial Number

A summary of the question or a detailed description of the problem with your Vortek cabinet

Technical Support is available from 9:00-5:00PST, Monday through Friday.

Call +1-408-501-0000 to reach a technical support staff member.

Email support is available if you email support@globalvr.com

Warranty Service

If at some point you require warranty service, contact your distributor. If technical support staff determines that parts on your Vortek cabinet are defective, a Return Merchandize Authorization (RMA) number will be issued.





Legal Statements

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