



Date: 1-12-10

## FIELD BULLETIN

- Issue:** Certain Ion 2009.5 and 2010 software versions may experience issues when connected to certain routers.
- Games Affected:** Ion systems running software versions V31.02, V31.03, 31.04, 31.06, 31.07, 31.22, V32.03, and V32.04. This issue is present on both wired and wireless connections.
- Symptoms:** This particular issue causes a condition where, after the network connection is established, upon exiting out of the Connection Wizard a black screen appears on the system. This screen will not go away. If the machine is rebooted, it will go into a continuous reboot cycle.
- Solution:** AMI is issuing a free patch to correct this issue. You can download the patch from our Web site and install it on your game with a USB pen, CD, or DVD. To download the patch, visit [www.amientertainment.com](http://www.amientertainment.com) > [Support](#) > [Megatouch Support Center](#) > [Software Downloads](#).

If you have any questions please contact AMI Technical Support by phone at 800-523-2760 or 215-826-1400, or by e-mail at [TechCenter@amientertainment.com](mailto:TechCenter@amientertainment.com).