



Date: 12-05-08

## FIELD BULLETIN

- Issue:** On 2009.02 (V29.10) software, the games Luxor and Luxor: Survival have been experiencing loading problems.
- Games Affected:** Both Ion and Force 2009.02 (V29.10) software. **Note:** If your system is running V29.11 you will not experience this issue.
- Symptoms:** When the 1-player button is pressed to start either Luxor or Luxor: Survival, the game attempts to load but fails to do so. The system does not crash, it remains on the game selection screen, and player credits are used.
- Solution:** Merit is issuing a free patch that will automatically install on all *MegaNet-connected* Megatouch systems. If you have a non-connected machine, the patch can be installed via USB pen. This patch (and instructions for USB installation) are located on Merit's Web site <http://www.meritgames.com/luxor.asp>. The patch should be downloaded from the Web site to your computer, then uploaded to a USB pen for transfer to the Megatouch. This patch will update the software on the system to V29.12.
- If you do not have a computer to download the USB patch, and if your games are not MegaNet-connected, this issue can also be remedied by disc(s). Contact Merit Customer Service or your distributor for this update (part number SB0612-01). The disc(s) will update your system to V29.11. For disc installation instructions, please see the reverse of this field bulletin.
- Please note:*** There is no difference in V29.11 and V29.12 software other than the installation method, so if your Megatouch is already running V29.11, there is no need to address this issue.

## To Update Via Disc

### Connecting a DVD Drive

1. Turn off the game.
2. Connect the 2 x 20-pin IDE connector to the IDE interface connector on the DVD drive. Make sure the red stripe on the ribbon cable matches up with pin 1 on the IDE interface connector.
3. Connect the four 4-pin power connector on the ribbon cable to the DC power input on the DVD drive.
4. Connect the centronics connector on the ribbon cable to the centronics connector on the game. (If you need further instructions in doing this, please refer to your Owner's Manual.) **NOTE: When positioning your DVD drive, it is important that you find a suitable place where the DVD drive will not be in danger of coming in contact with any components or wires inside of the game.**

### Program Installation

**Performing this upgrade will delete previous information and files on your hard drive. If you want to retain any pertinent information (ex: Books Screen information), you will need to document that information before performing the upgrade.**

*The update process could take from 10 to 15 minutes, depending on the speed of your DVD drive.*

5. If you are connected to TournaMAXX or TournaCHAMP, you must perform an **Update From Server** before beginning this installation so that no information is deleted.
6. *For Force Games:* Insert the Force Disc into the drive. If you don't get the disc into the drive before the game starts to boot-up, turn off the game and turn it back on.  
*For Ion Games:* Insert Ion Disc 1 into the drive. If you don't get the disc into the drive before the game starts to boot-up, turn off the game and turn it back on.
7. The message "**By continuing with this installation program, you indicate that you accept the terms of Merit's software license agreement**" will appear on the screen. If you accept the terms, select **Yes, I agree**.
8. *For Force Games:* Skip to step 9.  
*For Ion Games:* When the first disc is finished installing, the message: "**Please replace the current disc with disc #2 then close the door to continue**" will appear on the screen. Remove the first disc, insert the disc labeled **Disc 2** and close the door.
9. When the installation is complete, the screen will display the message "**Installation Complete! Please remove the disc and Reboot.**"
10. Remove the disc and turn off power to the game.
11. Carefully disconnect the ribbon cable from the centronics connector on the game. Be sure to grasp the connector and not the cable itself.
12. Turn on the game. When the game boots up, you will be prompted to calibrate the game. Follow the instructions on the screen.
13. If you are connected to TournaMAXX or TournaCHAMP, you must perform an **Update From Server**. You will have to re-enter the dial-in settings first. Refer to the MegaNet manual for instructions.

If you have any questions, please contact Merit Customer Service and Technical Support by phone at 215-826-1400 or 1-800-523-2760, or by e-mail: [TechCenter@meritgames.com](mailto:TechCenter@meritgames.com).