GOLDEN TEE LIVE 2013 UPDATE FREQUENTLY ASKED QUESTIONS

How many times can I use the update memory stick?
- A single memory stick can update all of your Golden Tee LIVE games, as long as you have purchased licenses for each of them. A memory stick will update 1 I/O Board per Cabinet Identification Device (CID) and download software to the system box hard drive.

When I attempted an update I got a message that said "this game is not eligible for an update." What is the reason?
- All purchased licenses have been used, Or
- You have been shipped a free update that can only be used on the CID number(s) listed on the packing list, Or
- Your game is not registered. When installing the update the game must be registered and online.

Is the free update memory stick different than the purchased update memory sticks?
- They are exactly the same. As long as there are purchased licenses available, they will work on any GT LIVE game that is registered.

I have a free update. Can I transfer it to a different GT LIVE from what is listed on the packing list?
- No, the free updates cannot be transferred to a different cabinet.

Are my purchased licenses for specific GT LIVE ID numbers?
- Your purchased update licenses can only be used on games registered to your ITNet Operator account. Licenses are not tied to specific ID numbers, and will work on any of your registered GT games.

Can I use the update memory stick on GT LIVE games registered to another operator account?
- Yes but the update will only work if that operator account has available purchased Update licenses.

I purchased 5 updates. Why do I only get 1 update memory stick?
- You get 1 update memory stick per 5 licenses purchased. The memory sticks are all the same and can be used on any of your registered machines.

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I have a spare GT LIVE 2013 system box and I need it updated to 2013. How do I do this?
- Connect the spare system box to any already updated GT LIVE 2013. Perform the update as usual. Because the I/O board is already updated, the process will only load the software onto the system box, and will NOT use another purchase license.

I have a spare GT LIVE 2013 I/O board and I need it updated to 2013. How do I do this?
- You will need to contact Incredible Technologies to arrange to do this. Unlike the system box, only one I/O board can be updated per Cabinet Identification Device.

I would like extra update memory sticks. How do I get them?
- The cost is $32.00 per piece and the part number is 760000327. Call Incredible Technologies Parts line at 847-870-7027 x118.

I am displaying the video on an S-Video Monitor, and the screen goes black after the installer software starts up. Why does this happen?
- The update can not be performed using an S-video monitor. You will temporarily need to connect the video to a VGA monitor or utilize the scaling hardware on the IO board (kit version only) and use a LOW or MEDIUM resolution RGB monitor.

The boot up sequence is scrambled and not legible. What is the reason?
- You most likely are using a MEDIUM resolution monitor utilizing the scaling hardware on the Video Card. This is normal on all boot ups. The video will be legible once the installer software is installed.

Why is there a software patch needed right after updating to 2013?
- There was a bug found after all the initial update sticks were made. The software patch needed to be downloaded to the game to correct the problem. The patch updates the software from 8.01.02 to 8.01.03.

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After pressing Start to begin the update the graphic on the screen goes black and then there is text scrolling by.
- This is normal, please be patient and wait for the prompt in green indicating the update is complete and when it is safe to turn off your game and to remove the update stick.

Why is the Graphic indicator that was on previous updates not displayed this year?
- This is because the operating system is being updated in the 2013 update. This prevented graphics from being displayed.

Why is the Operating system being updated?
- The operating system is being updated in order to support old hardware combinations and new hardware combinations. It is a necessity in order to continue to support old hardware.

Are there any new enhancements with the new operating system?
- There are many graphic improvements this year. These enhancements are best when utilizing the new 430 video card. The 430 video cards can be purchased from Incredible Technologies. The part number is 900200430R. Call Incredible Technologies Parts line at 847-870-7027 x118.

After I updated to Golden Tee LIVE 2013, why do I see errors regarding a BIOS bug and USB device descriptor during boot up?
- This is nothing to be concerned with as this does not affect the game play or any functions in any way. These errors are caused by software written to accommodate future hardware that could be introduced. In the future, software may be written to hide these messages to be viewable by development only.