

## GT LIVE 2019 Update Instructions Frequently Asked Questions (FAQ)

### **Can I update a game that is older than a GT LIVE 2018 with the 2018 to 2019 update stick?**

- You will need an update stick that is specifically for games older than 2018. There is a separate update for older games. It has an update stick with part number **760250358**. Call Incredible Technologies customer service department to order the correct update.

### **I have a spare GT LIVE 2017 system box and I need it updated to 2019. How do I do this?**

- Connect the spare system box to any already updated GT LIVE 2019 game. 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. Do not use a 2019 system box to update a 2018 game. The installer will not be able to authorize the update to change the game to 2019.

### **I have a spare GT LIVE 2018 or older I/O board and I need it updated to 2019. 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.

### **Why did Incredible Technologies remove the graphic indicator that was on previous updates?**

- This will only happen when using the 2005 through 2017 to 2019 update stick. This is because the operating system is being updated. This prevented graphics from being displayed. The graphics update screen is seen when using the 2018 to 2019 Update stick.

### **I would like extra update memory sticks. How do I get them?**

- The cost is \$30.00 per piece for the 2018 to 2019 update stick (part number **760000358**).
- \$50.00 for the 2005 through 2017 to 2019 update stick (part number **760250358**).
- Call Incredible Technologies Customer Service line at 847-870-7027.

### **How many times can I use the memory update stick?**

- It can be used repeatedly. As long as you have purchased licenses available, a memory stick will update one I/O Board per Cabinet Identification Device (CID) and download software to the system box hard drive.

**After pressing start to begin the update, the graphic on the screen goes black and then there is text scrolling by.**

- This is normal when using the 2005 through 2016 to 2019 update stick. Please be patient and wait for the prompt in green indicating the update is complete. This is when it is safe to turn off your game and to remove the update stick. At this point your game has been updated to GT LIVE 2019.

**When I attempted an update, a message on the screen reads: *This game is not eligible for an update.* Why does this happen?**

- 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 memory update 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 operator account. They 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 five updates. Why do I only get one memory update stick?**

- You get ONE memory update stick per five licenses purchased. The memory sticks are all the same and can be used on any of your registered machines.

**I am getting a message on the screen when I try to update a game that reads: *Update Error Video Card has not been approved for use with Golden Tee***

- The installer detected a video card that has not been tested and or approved by Incredible Technologies. The installer will not allow the update to work with unapproved video cards.
- For optimal performance and earning potential, only use approved video cards. For a list of approved video cards, see Video Card Compatibility at <http://amusement.itsgames.com/service/manuals>

**Why does the video card need to be so specific? Why can't I use any 750 video card?**

- Golden Tee LIVE requires advanced programming to achieve the stunning graphics displayed in the game. Unfortunately, it is impossible to program Golden Tee LIVE to work with a wide range of video cards that perform at such a high level without negatively affecting the frame rate speed or high-end graphics, which contribute to making the game so much fun to play. Without optimal performance the player experience will be diminished and drive down earnings.
- Video card companies release video cards with the same base model number with lesser capabilities than the IT-approved video card. The game will not function as well with those video cards. It is important to only use the exact approved models.
- If using an unapproved card, the update installer may not allow the update to happen. This is mainly to protect against the game from not working at all after the update is completed.

**The update stick is installed and the game just boots up into the current version and does not start the update.**

- Power down and remove the update stick. Without the update stick installed power the game on and let it boot up to where it is displayed on the screen checking database. Insert the update stick at that point or after. Be sure to insert the stick before the screen reads checking for update device. In rare instances motherboards have difficulty detecting the update stick. This trick typically works.