



GT LIVE 2021 Update Instructions

WARNING: The game must be registered, actively communicating and have licenses available on your operator account. Force a call in the ITNet menu (Connection Test>Force Call) to test communication.

IMPORTANT – PLEASE READ

- Golden Tee LIVE 2021 is **only** compatible with an approved video card. The use of any other video card may result in unreliable or unknown performance results. The update installer will not allow the update to execute if using unapproved video cards. For a list of approved video cards see Video Card Compatibility at <http://amusement.itsgames.com/service/manuals>. **All video Cards that Incredible Technologies has provided for GTL in past years are compatible.**
- Complete an optional collection before starting. If a failure occurs, collection data may be lost.
- A Frequently Asked Questions sheet is available under Golden Tee LIVE 2021 at <http://amusement.itsgames.com/service/manuals>.

UPDATE CONTENTS: For Update Part Number 906000369K Golf LIVE 2016 - 2020 to Golf LIVE 2021

- Update Memory Stick labeled *Golden Tee LIVE 2021 Version 16.04.xx P/N 760250369*
- New 2021 Cabinet Marquee or Lighted Marquee (if ordered)

UPDATE CONTENTS: For Update Part Number 906250369K Golf Live 2005-2015 to Golf LIVE 2021

- Update Memory Stick labeled *Golden Tee LIVE 2021 Version 16.04.xx P/N 760250369*
- Keypad Assembly – The keypad can be installed before or after the update is completed.
- New 2021 Cabinet Marquee or Lighted Marquee (if ordered)
- 1 Gig DDR2 Memory stick if ordered. *This is only needed for GT LIVE 2012 and older.*

Note: One Update Memory Stick is provided per five licenses purchased. Additional Update Sticks may be purchased from Incredible Technologies using the P/N 760250369.

Memory

If your game is currently a **2013 or higher**, it already has enough RAM. It would not work without it. Continue with the Update Procedure

If your game is currently a version **2012 or older** you will likely need to upgrade the memory to 1 Giga-Byte. If you purchased a 1 Giga-Byte DDR2 RAM stick from Incredible Technologies, follow the RAM installation instructions that came with the RAM. Once the RAM is installed and your game can power up with the current version, continue with the Update Procedure.



Update Procedure

Please remember it is important to KEEP the memory stick for future updates. The memory stick can be used for an unlimited number of updates. DO NOT DISCARD. Follow the steps below in order.

1. Access the system box on a showpiece style cabinet by turning the key at the back of the cabinet to unlock the control panel box and lift up the hinged control panel. On a dedicated upright cabinet unlock and remove the back door.
2. Turn off power to the system box or the entire cabinet.
3. Locate an open USB port on the system box. If there are no open ports, unplug the USB cable that is routed to the keypad or to the card reader.

WARNING: Do not unplug the USB cables routed to the I/O Board or CID.

4. Insert the Update Memory Stick into an open USB port on the system box.
5. Turn ON power.
6. The game should automatically detect the memory update stick and run the Installer program. It is possible that on some systems the game might reboot again before running the Installer program.

WARNING: If Error Message 6 or 12 displays, or a blank screen after booting from stick, the wrong USB cable was disconnected. Turn OFF power, replace the cable, select a different USB port and try again. If the initial update speed is not ideal, more than one reboot may occur.

7. The Installer will read the CID, I/O Board, and Nighthawk system box to make sure this upgrade is possible. Watch the screen for instructions.
8. Press Start to connect to ITNet for authorization.
9. Press Start again to accept the ITNet Operator's Agreement (the installation of the software upgrade will begin). The upgrade will take about 30 minutes. In rare cases, depending on the hard drive health, it could take up to 1 hour to complete. Please be patient during this process. **It is important to prevent losing power or turning off the game during this software update!**

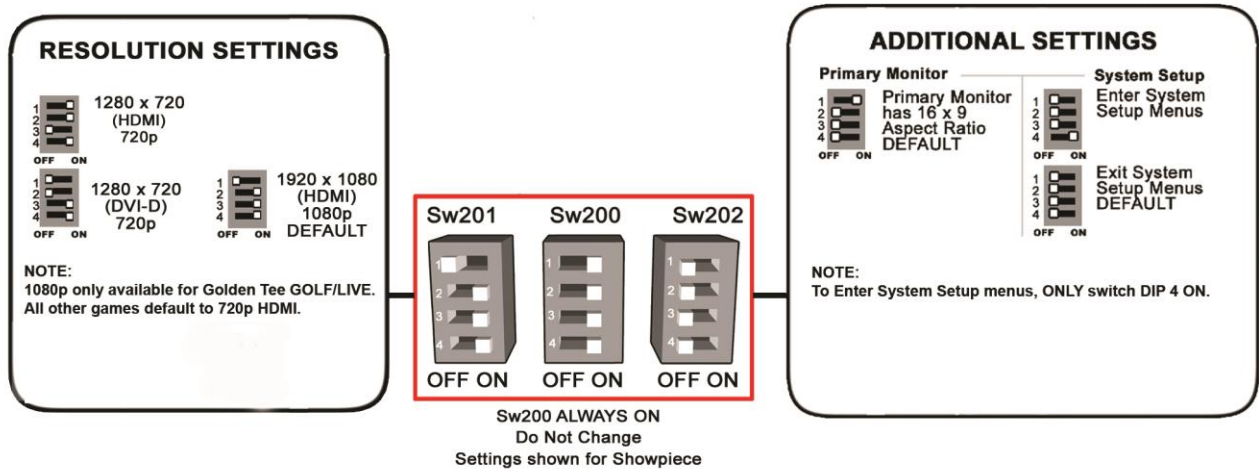
Note: A scrolling progress bar that you may be familiar with from previous year updates will not be displayed. Instead you will see a screen of scrolling text as with the boot up process.

10. When the install is complete, the Installer prompts to turn OFF the game, remove the memory update stick, reconnect the original USB cable if removed, and then turn the game back ON.
11. Once the game is in the attract mode, enter the System Setup menus and verify that the software version is **16.04.xx**.

SETTING THE RESOLUTION

If the game is connected to an HDTV wide screen, be sure the resolution switches on the I/O Board are set for a wide screen. With a capable HDTV the proper settings are 1920x1080 (1080p) with the use of a Zotac 640, 740, 750 or 1050 video card and 1280x720 (720p) with any other approved video card (800x600 and 640x480 resolutions are only meant for Cathode Ray tube 4:3 aspect ratio monitors).

To check the resolution settings on your Golden Tee, enter the System Setup menus and choose Trouble Shooting Shortcuts. The current resolution displays at the lower left side of the screen. If using a wide screen TV and the resolution indicated is 800x600 or 640x480, it **must** be changed to *at least* 1280x720. Refer to the chart below.





Dedicated Marquee Installation

1. With the power to the cabinet OFF, carefully unscrew and remove the back panel of the marquee.
2. Once the back panel is removed, disconnect the light from the attaching cables so it is safe to remove the back panel and the old marquee art.
3. Clean the glass on both sides to give players a clear view of the new marquee.
4. Remove the tabs to expose the adhesive on the new marquee. Follow the instructions for **one** of these installations:
 - A. If you have a Golden Tee Fore! cabinet, use a pair of sharp scissors or a cutting knife to trim the new marquee along the horizontal lines drawn at the edges of the plastic laminate. IT recommends using a ruler and a pencil to extend the lines across the laminate before cutting. (See image above)
 - B. If you have a cabinet with a rounded top, turn over the new marquee and notice the Ultraviolet (UV) imprint on the back. Use a pair of sharp scissors or a cutting knife to trim around the curving outline. (See image above)
 - C. If you have a Showpiece cabinet, see the following page.
5. Carefully line up the marquee with the inside of the glass, making sure that all the printed images are visible, and gently press into place.
6. Reconnect the cables to the marquee light and secure the back panel. Be sure the light behind the marquee works.

Note: Marquee installation will be different for cabinets that were not manufactured by Incredible Technologies. Consult your manual.



Showpiece Marquee Installation

1. Slide the rectangular marquee mounting frame from its position on the two upright posts.
2. Remove any one of the four side pieces of the mounting frame. *On the lighted Marquee remove the side opposite the side with the power cable.*
3. Remove the current plastic laminate marquee from the mounting frame, but do not remove the cardboard.
4. Slide the updated marquee into place and reassemble the side piece or pieces. Make sure all the surrounding pieces of the mounting frame are tight and the plastic laminate is smooth against the cardboard.
5. Slide the fully assembled marquee back into position.

Note: No cutting required when installing the Showpiece marquee.

System Box Filter Cleaning

A clean filter is very important for proper cooling and optimal performance of the hardware. Be sure to clean this filter regularly.

1. With the back door removed, slide out the ventilation filter located on the underside of the system box.
2. Clean the filter thoroughly so it is free of dust and debris.
3. Insert the filter back into the slots of the bracket located on the underside of the system box.