FREQUENTLY ASKED QUESTIONS

What equipment is needed to perform the update?

▪ You will need an External DVD player with USB 2.0 interface. The critical requirements are the interface and it must be a DVD player.

What comes with the Update Kit?

▪ A Security Chip, Software Update Disk and a new marquee.

Do I get a license in order to install the update?

▪ No, there are no licenses or authorization associated with this form of update.

Are the software update disks unique?

▪ No, they are all the same and can be used multiple times. Handle the disks with extreme care. Carry them by the edges only and in the protective sleeve when transporting.

What if I damage the security chip by plugging it in backwards or breaking legs?

▪ **Do not throw away the damaged security chip.** There will be a charge for a replacement security chip and the damaged security chip will need to be returned to Incredible Technologies. Contact Technical Support at extension 121.

What if I lose the security chip?

▪ You will be required to purchase another kit at full price. Losing the security chip is the same as losing the kit. Incredible Technologies guarantees each kit has the proper security chip.

Can I get another Software Update disk?

▪ Yes, the update disks are available for a small cost. Do not touch the media of the disk. Fingerprints will damage the disk. Cary it by the sides only and keep it in the protective sleeve when it is transporting. Call Incredible Technologies parts department at extension 118.

I have Bowlers Club 2009 update disks. Can I use it to perform this update?

▪ No, The Silver Strike Bowling Club 2009 update is different software. Make sure your update disk says <u>Silver Strike Bowling 2009 offline.</u>

I have a spare Silver Strike bowling system box. How do I make it Silver Strike Bowling 2009?

▪ Install the older Silver Strike Bowling system box into an already updated Silver Strike Bowling 2009. Run the update to turn the system box into a SSB 2009.

SEE OTHER SIDE FOR TROUBLESHOOTING GUIDE

TROUBLE SHOOTING GUIDE

Just as the installer is about to start up, I see on the screen, Terminating all processes and the game reboots. It will repeat this indefinitely.
- Dip switches for the video resolution are most likely set wrong. Check SW201. If you are using a VGA monitor, these switches must be set to VGA video. The correct setting would be 1 on and 2 through 4 off. Be sure the IO board is set to match the monitor resolution.
- Security chip may be in the wrong location. Be sure to install the security chip into location U101.

The screen goes black just when the installer is about to start.
- You may be using the S-video output to display video to your main monitor. The installer will not work in this mode. To perform the update, temporarily connect a VGA monitor to the computer. When doing so, make sure SW201 on the I/O board is set to VGA mode. SW 201 switch 1 on and 2 through 4 off.
- Security chip may be in the wrong location. Be sure to install the security chip into location U101.

The game boots up into a red screen saying software is incompatible with hardware.
- The DVD player may not be powered on or is not connected to the system box by a USB cable. DVD player may be incompatible or defective along with the USB cable or DVD.

The Game Boots up into a screen displaying ERROR 2 USB I/O BOARD CHIP FAILURE.
- The new security chip may be installed wrong or is in the wrong location. Check that the security chip is installed properly into U101. The security chip may be damaged.

The game boots up into a screen displaying ERROR 12 USB I/O BOARD Disconnected.
- The USB cable to the IO board may be disconnected. Be sure to have a USB connection from the System box to the I/O board and that you have the power cable connected to the I/O board. A defective DVD Player can cause this as well.

The game boots up into a screen displaying ERROR 6 a disconnected CID (Cabinet Identification Device) was detected.
- The Cabinet Identification Device USB cable is likely disconnected from the system box. Reconnect and try again.

During the file copy phase, the update stops at a certain point and never goes past that point.
- Be sure to give it at least a few minutes to continue. If it is still stopped, power down, reload the disk into the DVD player and try again. If possible, try another disk. If the problem continues, call Technical Support at extension 121.

During the file copy phase, I mistakenly unplugged power to the game or DVD player.
- This generally causes a failure that you can't recover from. There is a chance that if you restart the update, you will have success.

Unreadable video is displayed during the boot up sequence.
- You may be operating your game using medium resolution. This is a normal symptom. Once the installer starts, video will be clear.
- If you never see readable video, there may be an error. You may notice red on the screen, look at Diode D102 on the IO board. Look for a flash code on the green light. An 11 flash means you need to turn the system off and try again. If you observe a 10 flash, call technical Support at extension 121.
- Connect a VGA computer monitor to the system box to allow you to view video.