



FACTS LIVE FREQUENTLY ASKED QUESTIONS

What does FACTS LIVE do?

FACTS stands for **Free Automated Contest and Tournament Software**, and LIVE references the games from Incredible Technologies that are connected to the ITNet® online communications system. The FACTS LIVE software allows registered ITNet Operators to run contests and promotions on any of their online Golden Tee LIVE, Silver Strike Bowlers Club and Silver Strike LIVE game units.

Can I run contests on Silver Strike games, as well as Golden Tee LIVE?

Yes! All of your registered and online Silver Strike Bowler's Club and Silver Strike LIVE machines can use FACTS to run contests. The original Silver Strike Bowling games were offline units only and as such they cannot use FACTS LIVE.

What Operating Systems will FACTS LIVE run on?

FACTS LIVE is compatible with Windows XP, Windows 2000 and Windows Vista. The original FACTS program ran on older operating systems (Windows 95...) The software does not run under the Mac or Linux OS.

What Are The Minimum System Requirements?

The minimum system requirements for FACTS LIVE are a Pentium III processor, 128 MB of RAM, 60 MB of free space on a hard drive, and a Windows compatible modem or an Ethernet hookup.

How do I get FACTS LIVE?

FACTS LIVE is available to all registered operators through the Operator Services section of the Incredible Technologies website (www.itsgames.com.) You must login to your personalized account using your Operator ID number and Password. After logging in, click on the "Download FACTS LIVE Software" menu option. Once this option is selected you can begin downloading and installing the software.

Okay I have downloaded and installed the tool, now what?

You can run the FACTS LIVE program by double-clicking the FACTS LIVE desktop icon, or from your Windows Start menu. Simply go to "Start" and then "Programs" to access the FACTS LIVE program option. Once the program loads up, login with the first seven digits of your Operator ID and your Password.

How soon is my data available?

Unlike the previous version of FACTS, there is no waiting necessary. Once you have downloaded the software you will be prompted to download data immediately. Click on the number of days back that you require, and your data download will begin. The initial download may take a while, but once it is complete all of the play data from your online machines will be available immediately.

Is my data still stored in daily batches?

No, unlike the previous version of FACTS, FACTS LIVE makes data available as it is received from ITNet. In other words, your data should not have any meaningful time delay.

How soon will my advertising screens and leaderboards show up on the game?

The timing of an Operator's messages (ad screens and leaderboards) directly correspond to how many are being sent or deleted. As a rough figure, the longest period of time it should take for two messages (an ad screen and leaderboard...) to appear on a new machine is five hours, but since these messages are received and displayed on a timed cycle it can also take as short a time as a few minutes. More than two messages that are sent or deleted at one time will take an additional cycle (up to five hours.) Therefore, if an operator deletes two messages off of a game and sends two new messages, the machine will have to go through two full cycles (the first one to delete two messages, the second to receive two messages), so the longest time it could take would be roughly ten hours.

Can I download the tool on multiple computers?

Yes, simply go back to our website from the second computer, and follow the steps to download the application again. Please note that your data is stored on each computer, so you will have multiple copies of data.

Do I need to come to the Incredible Technologies website or be online to use FACTS Live?

After you download and install the FACTS LIVE software, you do not have to come back to the website again. You DO have to have an active Internet connection to download your data, or to send ad and leaderboard messages, but once that active connection is there the FACTS LIVE tool will connect up automatically. Since your data is stored locally on your computer, after you have downloaded or uploaded the necessary information, you may run reports offline as much as you wish.

Will I be able to get any past information on my games with the tool even though I just signed up?

Yes, you will be able to initially download as many as 90 days worth of back-data from your machines. However, since the tool is on your computer and your data is stored locally, you can continue to download new data and accrue it well beyond 90 days.

How many leaderboards or advertising screens can I send to my machines?

At this time, you may send as many advertising screens and leaderboards as you wish.

Can multiple operators run a contest together?

Since FACTS LIVE uses standard Operator IDs and Passwords to link games with their owners, unless you truly share a joint Operator account (i.e. same bank account,) you will not be able to merge your games together. If you wish to organize and run a multi-operator, statewide, or national contest, you should contact Incredible Technologies, and for a fee we will setup and even manage the event for you.

If I have questions about how to use FACTS LIVE what is the easiest way to get an answer?

Every screen in the FACTS LIVE program has a "?" icon the upper right-hand corner. Click on this icon, and a pop-up box containing help will appear. If you still have questions after reading the help documentation, you may call Cheryl Osorio - Incredible Technologies at 847.870.7027 extension 195.