

## GT LIVE 2021 Update Instructions Frequently Asked Questions (FAQ)

### Can I update a game that is older than a GT LIVE 2020?

- Yes, there is only one version of the update stick in 2020 that will update any version to 2020.

### I have a spare GT LIVE system box and I need it updated to 2021, but I do not want to use a license. How do I do this?

- Connect the spare system box to any already updated GT LIVE 2021 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 2021 system box to update a 2020 or older game. The installer will not be able to authorize the update to change the game to 2021.

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

- The 2021 update is an entire operating system update. As a result, we are not able to provide a graphic status indicator. In 2021 you will see text scrolling on the screen. There will be a clear indication that the update is complete.

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

- Additional update sticks can be purchase. The cost is \$50.00 (part number **760250369**). Call Incredible Technologies Customer Service line at 847-870-7027.

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

- This is normal with the 2021 update. 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 2021.

### I have a spare GT LIVE 2020 or older I/O board and I need it updated to 2021. 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.

**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.

**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. However, 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, but 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.