

Release Notes: **Advanced Features** **Frequently Asked Questions (August 5, 2024)**

Advanced Features Frequently Asked Questions (FAQ)

Q: What are Advanced Features?

A: Advanced Features allow the user to utilize AtGames' hardware and software to connect a computer (OTG) and/or run third party applications and games (External Applications via General Loader).

Q: Are Advanced Features going to be disabled on my current Legends Pinball 4KP device?

A: No. Devices that currently have these features will retain them indefinitely and you will not have to pay to keep them.

Q: During my firmware update, I saw a quick notification stating "Advanced Features for this device have not been enabled. You can enable the Advanced Features using On-Device Purchase a...". Did I lose my Advanced Features?

A: No. You still have your Advanced Features. This notification is normal as the device needs to retrieve its Advanced Features settings from the server and store it on the device. This is a one-time process.

Q: Why is AtGames charging for Advanced Features for the new Premium Starter machines?

A: The recently announced Legends Pinball 4KP Premium Starter machine has removed some options, including Advanced Features, to allow customers to pay as they go and when they need it. Those customers who don't need these features will be able to save some money.

Q: If I purchase a Legends Pinball 4KP Premium Starter machine, can I enable Advanced Features later?

A: Yes. Each of the Advanced Features, OTG and External Applications, can be purchased separately for \$100 each when you are ready to use them. During 2024, customers will be able to take advantage of a Buy One Get One (BOGO) sale to enable both Advanced Features for \$100.

Q: How can I purchase Advanced Features?

A: Advanced Features are available to purchase exclusively on your Legends Pinball 4KP Premium Starter machine via On-Device-Purchase.

Q: Once enabled, are Advanced Features transferrable when I sell the machine?

A: Yes. The Advanced Features keys are tied to, and stored on, the machine.

Q: If AtGames servers are down or my Internet Service Provider has an outage, will I still be able to use my Advanced Features?

A: Yes. Once Advanced Features are enabled on the machine, it no longer has to communicate with AtGames servers.

Q: Can I have Advanced Features enabled upfront?

A: Yes. Customers can choose to purchase the Standard Legends 4K machines, which come with Advanced Features enabled.

Q: Are Advanced Features refundable?

A: No. Advanced Features are considered final sale and non-refundable. This policy applies to all on-device purchases.

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