

# ARE YOU READY FOR WHEN LOCKDOWN ENDS?

ENSURE YOUR TECHNOLOGY IS READY FOR BUSINESS WHEN YOU ARE

**The lockdown restrictions are starting to relax , and we are sure you are eager to get back to using your Foresight Sports technology.**

This means you might be dusting off your launch monitor and turning on your computer for the first time in weeks or months.

During that time there have been updates to your system and to make sure you get back up and running as quickly as possible, we wanted to provide you with the resources needed to implement the improvements and to ensure you don't experience issues when first using your system.

The resources below provide links to the instructions you need, and if you get stuck at any point please feel free to contact our support team and they will get back to you as quickly as possible (prioritising according to your support level).



## If you have a GCHawk...

There has been an updated firmware version which should be installed:

[GCHawk Firmware Update Guide](#)

## If you have a GCQuad...

There has been an updated firmware version which should be installed:

[GCQuad Firmware Update](#)

The 45-day registration may well have also expired preventing you from connecting it to mobile devices; this will need to be refreshed:

[GCQuad Registration Process](#)



**GC2+HMT**

**GC2**



## If you have a GC2 or GC2+HMT...

There have not been any dedicated updates to the GC2a or HMT, however you may wish to make sure you have everything you need to ensure the system runs without issues.

Flash modules and club markers are available for purchase with next day delivery, just contact [sales@foresightsports.eu](mailto:sales@foresightsports.eu) to get yours.

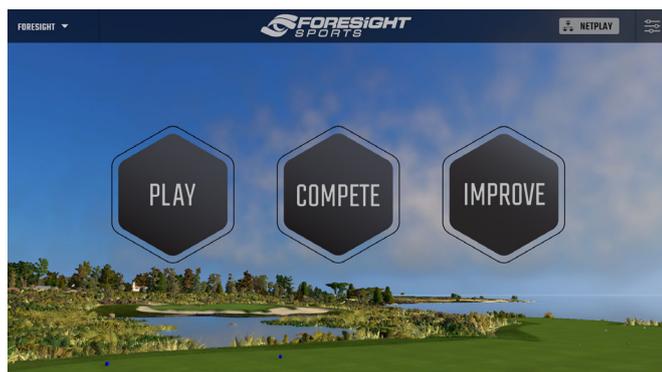
## If you have FSX 2018...

You are entitled to a free upgrade to FSX 2020! Use the links below to download the updated software and separate updated courses:

[FSX 2020 Download](#)

... and the links below for the installation instructions and user manual.

- [FSX Installation Instructions](#)
- [FSX Course Installation Instructions](#)
- [Nvidia GPU Setup Instructions](#)
- [FSX 2020 User manual](#)



If you have FSX or FR1, the upgrade can be purchased for an upgrade fee; please contact [sales@foresightsports.eu](mailto:sales@foresightsports.eu) if you would like to know more.

If you need assistance installing FSX 2020 onto your computer, we do offer a remote service where one of our support technicians will get everything up and running for you. This is a service offered to Enhanced and Business Critical support customers as standard, or for a one off £50+VAT charge for other support levels.

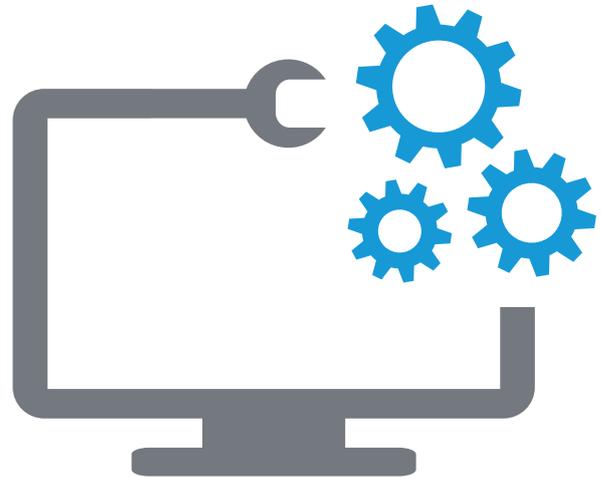
## If you have a simulation computer...

Regardless of the software you are running, there will have been numerous Windows, driver and graphics card updates whilst you have been away. It is best to make sure your system is up to date and optimised ready for simulation so that you don't experience an interruption when you least expect it:

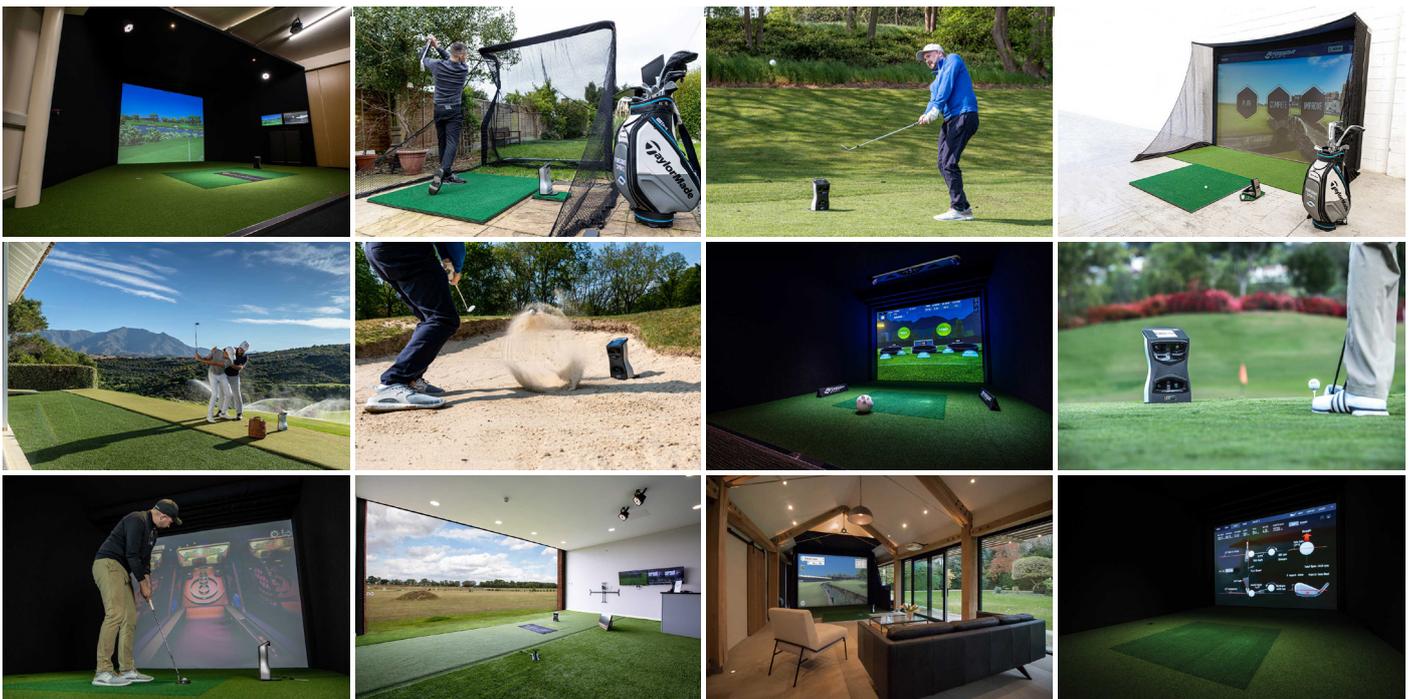
[Computer Update Advice](#)

## If a component of your system is not working, or a repair has been delayed due to the lockdown...

Our hardware support services are reopening and as such we will now be arranging for repairs to recommence. Please contact [support@foresightsports.eu](mailto:support@foresightsports.eu) if you need to arrange for a component of your simulation system to be returned for diagnosis and repair. Please note that a backlog will need to be cleared and as such we will be prioritising customers according to their support level.



We hope that you and your business are back up and running as soon as possible, and - as ever - if you need assistance with your Foresight equipment we are here to help. Just email [support@foresightsports.eu](mailto:support@foresightsports.eu) to log a request and one of our technicians will be back in touch to guide you through your issue.



To access our Online Help Centre, please visit <https://foresightsportseu.zendesk.com/hc/en-gb>

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