

Frequently Asked Questions (FAQs)

Q: What are the advantages of registering my licensed copy of the product with register.K8software.com?

A: Registering the product entitles you to free upgrades and/or updates; which are distributed directly (via a download link) to the email address on file.

Note: Although uncommon, it is possible for obscure syntactical or logic error to surface that have eluded our comprehensive, multi-layered testing and review cycles. When these are reported or discovered and then resolved, all registered users are sent a link to the updated file(s).

Q: How many players does this product support for a single tournament?

A: Unlimited¹ The default payout table allows for a maximum of 150 players, however it can be updated to accommodate as many players as you choose.

Q: How many rounds will this product support for a single tournament?

A: Unlimited¹ Rounds/Breaks

Q: Does the product support adding new players after the tournament has started?

A: Yes. Players can be added through the Player Registry without interruption to the tournament clock

Q: What is the default Administrator Password?

A: None/Blank

Q: Is there a way to reset the Host Administrator Password if I forget it?

A: Yes. To do so, edit the K8PTM_Settings.xml file with Notepad and replace the HostPWHash line with “<HostPWHash>JEpmIWxj3io=</HostPWHash>”

Q: Why is the prize pool not the product of the number of players/re-entries/add-ons and entry fees minus the bounty pool (if applicable)?

A: When this occurs it is most likely means that there is a value in the Dealer Share input of the Tournament Setup form. Enter 0 for the Dealer Share input area for the current event if you are not intending to compensate the dealers.

¹ Not to exceed the disk storage capacity of the device (i.e. hard drive or USB drive) to which the product is loaded/installed.

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Q: What if change my email account?

A: Changing you email will not impact your product license or your ability to use it. However you will not be able to receive updates or patches unless you notify K8 Software Solutions LLC via email at register@k8software.com with the Subject Line: Email Address Change and include “Old: youroldemail@domain.com New: yournewemail@domain.com in the body of your email.

Q: What is the best way for me to get support on how to use the product?

A: K8 Poker TournaManager is intuitively designed and shouldn't require additional support outside of the product user interface. However, if additional support is necessary, K8 Software Solutions LLC recommends the following support channels:

1. Download the comprehensive User Guide from the “Support” page at <https://www.k8software.com> (*Coming soon*)
2. Watch the applicable Instructional Video located in the Demo and Instructional Videos section of on the “Support” page at <https://www.k8software.com> (*Coming soon*)
3. For Purchasing/Registration support, check out the Purchase and Registration video in Demo and Instructional Video section or the P&R guide in the Downloads section of the “Support” page at <https://www.k8software.com>
4. Join the K8 Poker Tournament Manager Facebook group to share knowledge, tips and success stories with fellow licensees.

Q: Can I transfer my product/license from one device to another?

A: Unfortunately no, *but ...* Since there is no way to deactivate the product on one device before activating it on another, a separate product license must be purchased for the new device. *However, for around \$10 more you can purchase the USB version which runs on a USB thumb drive allowing you to use on any compatible device with a USB port.*

Q: Is this product available for tablet or Mac/Apple devices?

A: No. Currently, this product is only able for devices running PC Windows 98 or higher.

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