GT PGA TOUR Remote Update Installation Guide

This guide covers the process of updating your Golden Tee PGA TOUR system remotely via the Operator Services website or locally using the cabinet's Operator Menu. It also includes instructions for using a USB Update Stick to install the update locally if a remote update is not possible.

Prerequisites for a Successful Remote Update

- **Minimum Software Version**: **GT PGA TOUR 2022** (game version 51.05.16) or Higher to perform a remote update. *GT PGA TOUR 2021 games are not eligible for remote updates.*

- **System Registration**: The game must be registered to your operator account and actively connected to ITNet.

- **Internet Speed Test**: Each cabinet must pass the Internet Speed Test. This test can be done remotely via Operator Services or locally at the cabinet. Wi-Fi performance may vary based on the distance between the router and the cabinet, how many other devices are connected to the Wi-Fi network, etc.

- **Update License**: To install the software update, an update license must be available on the registered owner's operator services account for each cabinet you are updating.

If any issues arise during the process, refer to the Remote Update FAQ available on the Incredible Technologies website.

Operator Services Website Login

Enter your Username and Password on the Operator Services Login page (https://www2.itsgames.com/operators).

- If you forgot your password, click Forgot Password to update.

- If you are experiencing problems with your operator account, please notify: AmusementCustomerService@itsgames.com.

At the Home Page, under Technical Tools, click Remote Update.

Main Menu

FINANCIAL TOOLS	PROMOTIONAL TOOLS
• ITNet Billing Statements	• Run Local Contest Info
• Cabinet Audits and Adjustables	• Download Contest Handbook
LOCATION TOOLS	• Download FACTS LIVE Software
• Manage Cabinet Locations	**ADVERTISING TOOLS**
• Manage Membership Group Profiles	• Create Ads with AdWiz
TECHNICAL TOOLS	• Manage AdWiz Campaigns
• Remote Update	• Download AdWiz Templates
• View Cabinet Issues	• Manage Scrolling Messages

Remote Update Process

1. **Verify System Version**: Your GT PGA TOUR cabinet must at least be running GT PGA TOUR 2022 software version 51.05.16 or newer to be eligible to remotely update. Any GT PGA TOUR 2023-2024 system (52.05.xx) or GT PGA TOUR 2025 (53.05.xx) is eligible for the remote update. If your system is not eligible, you will receive an error message.

190060	AMOA – PGA TOUR 2022 BETA 1 OVERLOOK POINTE SUITE 630 LINCOLNSHIRE, IL, 60069	51.5.15	No Remote Update available for this version
	Game not eligible for remote download. Must be GT PGA TOUR 2022.		

2. **Internet Speed Test**: Run the Internet Speed Test if prompted by a "Low Internet Speed" message. If the game location's internet meets the minimum speed requirements, you may proceed with the download, which will be available starting on **September 17, 2025**.

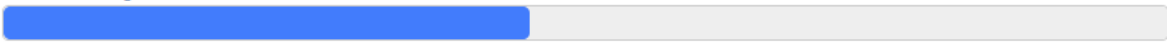| 190060	AMOA – PGA TOUR 2022 BETA 1 OVERLOOK POINTE SUITE 630 LINCOLNSHIRE, IL, 60069	51.5.16	**Rerun Speed Test**
	Low Internet speed. Please check connection and then "Rerun Speed Test".		

3. **Download Software**: From the Operator Services website, select **Download**. The download may take between 1-2 hours, depending on the internet speed. In some cases, it may take up to 24 hours with slower connections. The download runs in the background without disrupting gameplay.

   If the game is turned off or rebooted while the software update is downloading, the system will automatically resume the download the next time the game boots up.

   The images below show the status of your game's update download on the Operator Services website.

190060	AMOA – PGA TOUR 2022 BETA 1 OVERLOOK POINTE SUITE 630 LINCOLNSHIRE, IL, 60069	51.5.16	Download

190092	**AMOA – PGA TOUR 2022 BETA** 1 OVERLOOK POINTE SUITE 630 LINCOLNSHIRE, IL, 60069	51.5.16	**Download in progress**
Download Progress: Downloading 104/232 Complete			

4. **Installation (Available September 29, 2025)**: Start the installation process by selecting **Install** from the Operator Services page. *Ensure the game remains powered on during the installation, as losing power may damage the hard drive. The game will not be playable during the update installation.*

190060	**AMOA – PGA TOUR 2022 BETA** 1 OVERLOOK POINTE SUITE 630 LINCOLNSHIRE, IL, 60069	51.5.16	Install
Install: Reboot can take 45 minutes to an hour. DO NOT SHUT OFF CABINET DURING THIS TIME!			

The Updating Game screen will pop up on the cabinet to let players know about the pending update installation.

The installation typically takes 90 minutes. Once the installation is finished, the system will reboot and be ready for use with the 2026 software. We recommend installing the update during the location's non-peak hours.

Download and Installing the Update at the Cabinet

If you prefer to begin the install of the digital update directly from the cabinet, follow these steps:

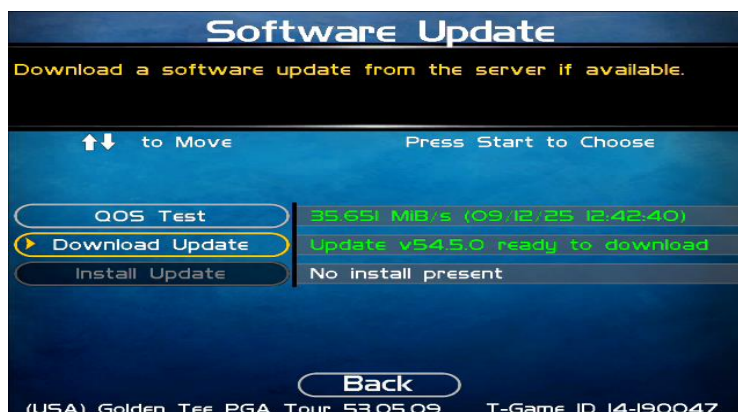1. **Access Operator Menu**: Push the red button inside the cabinet to access the Operator Setup Menu.

2. Navigate to the **Software Update** selection from the main menu.
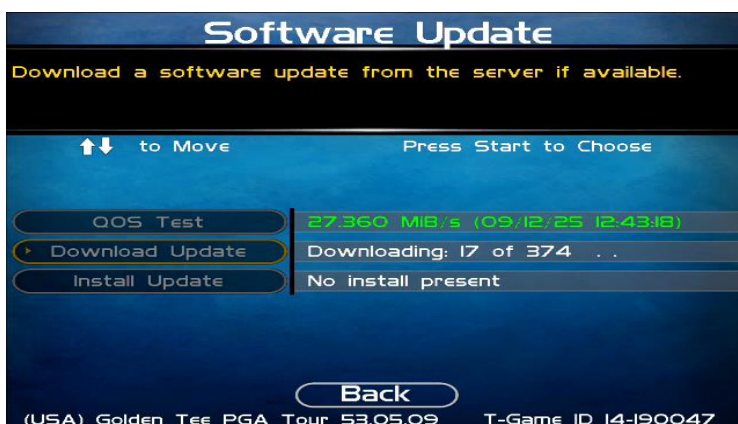
3. **Run Quality of Service (QOS) Test**: Perform the QOS Test to evaluate the internet speed.

   o Green: Fast speed.

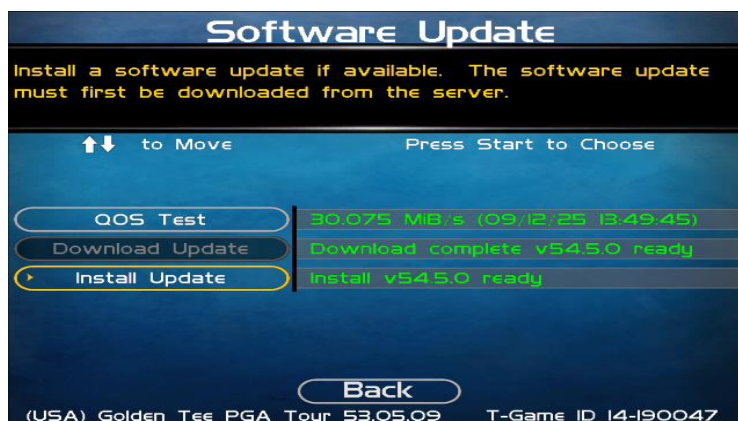   o Yellow: Acceptable speed.

   o Red: Slow speed.

4. **Download Software**: Initiate the software download by selecting **Download Update**. This download will occur in the background while the game remains playable.

   The download time depends on the location's internet speed, but it should be completed within 1-2 hours (although it may take up to 24 hours at very slow internet speeds). If the power is interrupted, the download will resume once the game is rebooted. Once the download begins, you can exit the service menu and back into game mode.

5. **Install Software Update**: Once the software is downloaded, follow the on-screen prompts to install the update.
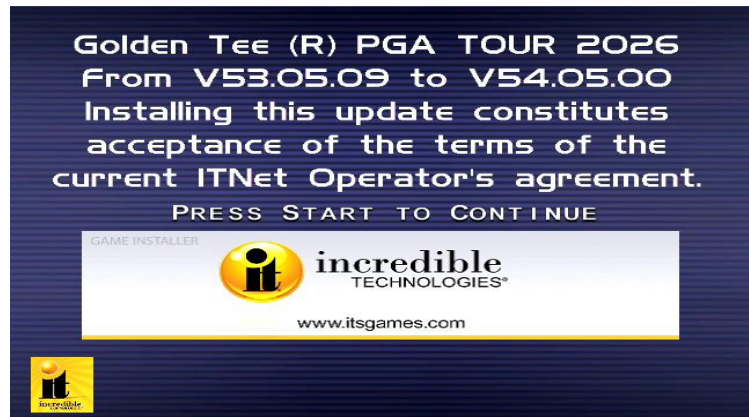
The installation typically takes 90 minutes.

Once the installation is finished, the system will reboot and be ready for use with the 2026 software. We recommend installing the update during the location's non-peak hours.

Note: *While the game installs the update, you will see multiple lines of text quickly scroll on the game screen.*

This is normal, and it is critical **NOT TO TURN OFF THE GAME DURING THE INSTALL.**

Once the update has completed, the game will reboot and display the Golden Tee PGA TOUR 2026 boot-up screen, as well as the game's new version number, **54.05.00**.

You can also verify that the game version is **54.05.00** by entering the game's Operator Menu. The game version will be listed in the bottom right-hand corner of those screens.

Note: It is likely, as future minor updates are released, the final '.00' in the software version will increment: .01, .02, .03, etc.