



GT PGA TOUR® Edition Commercial Online Configuration Guide

To access the online features in your new IT game, you must have a Network with Internet access.

- Golden Tee PGA TOUR® Edition has both WiFi and Ethernet capability. You will need to choose the correct configuration for your location.

Sections (Access any of the sections below by tapping on them)

Section 1: [WiFi Network Connection Setup](#)

Section 2: [Ethernet Network Connection Setup](#)

Section 3: [Connection Verification](#)

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Section 1: WiFi Network Connection Setup

1. Turn the power ON to the game.
2. Once the game boots to the Attract screen, access Operator Menus using the red setup button located under the control panel on the right side in a Dedicated PGA cabinet or inside the coin door on the Showpiece cabinet. You will need to answer **Yes** to the question before access to the menu will be granted.
3. Use the trackball to navigate to **ITNet Settings>Communication Settings**.
4. Select **Configure WiFi Settings**.
5. Select **Scan**.

The game scans available Networks to find yours. **Select the network you want the game connected to.**

Note: If your Network is not found it is possible to manually enter the name of your Network by selecting **Add Network** at the bottom of the list of available Networks.



Configure WiFi Settings

6. Enter Password. Be aware that it can be difficult to tell the difference between upper and lower case letters on the screen. **Be sure to enter your password so it is exactly correct.** Select **Done**. (It will take anywhere from 30 seconds to four minutes for the game to connect to the WiFi Network.) If no connection is made, the attempt will time out. If the connection fails, attempt the setup again from Step 3 above. See Troubleshooting Shortcuts for additional information.
7. A successful connection will have a quick indicator on the screen that the game connected successfully. The game will ask you to select **Yes** to reboot the game. Please select **Yes**. Proceed to Connection Verification on page 3.

WiFi Dongle

NOTE: For WiFi to work, a WiFi Dongle Must Be installed. This is the Dongle Part Number and Name: 760365301K WIFI ADAPTER KIT (TITAN). Use this when ordering. Phone Number to place order: 1-847-870-7027 Extension 386.

For purchase outside IT: ONLY USE THESE MODELS: Edimax Model EW-7822ULS, ASUS Model USB-AC51.

Section 2: Ethernet Network Connection Setup

If your computer Internet connection point (router and modem) is close to your game cabinet, you can connect an Ethernet cable (not included) from the router to the rear of the Titan system box.

1. When facing the rear of the Pedestal cabinet, unlock the rear panel to reveal the Titan system box. (Figure 1)
2. Make sure that the Titan system box is OFF before starting.
3. Plug in the Ethernet cable to the Ethernet port (Figure 2) on the back of the Titan system box.
4. Plug in the opposite end of the cable to the Ethernet port on the router.
5. Turn ON the Titan system box and let game boot to Game Attract Mode screen.

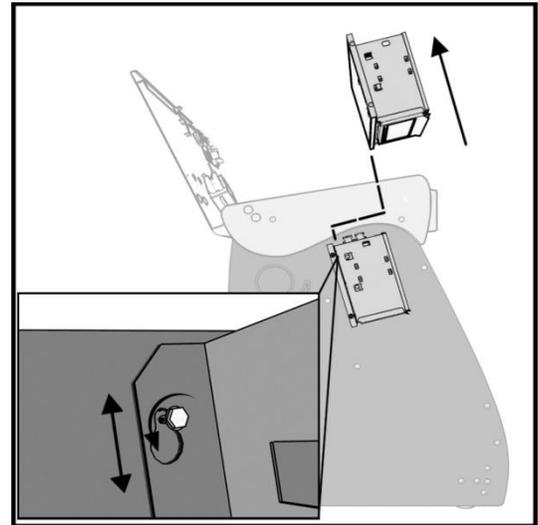


Figure 1: System Box Location

6. Access the Operator Setup Menu using the red setup button inside the coin door (Under control panel – Dedicated).
7. Navigate to **ITNet Settings>Communication Settings** and verify that your connection is Ethernet. Your last IP address should display if the game is connected.
8. Choose **Configure Ethernet** and then **Test Ethernet**. If the settings are correct a connection attempt will be successful. Next, it will be necessary to **Force Call to ITNET**. See following page for details.

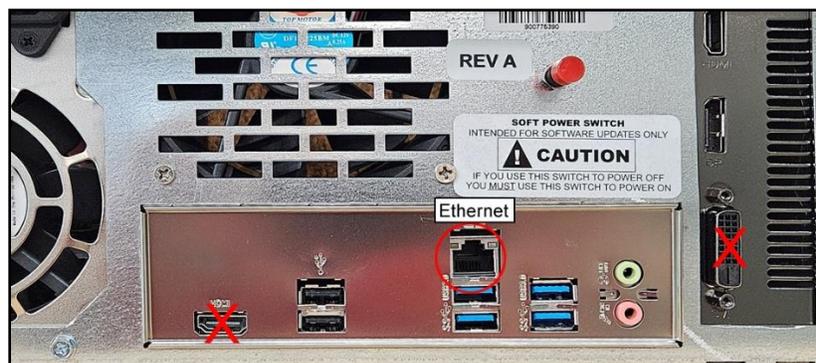


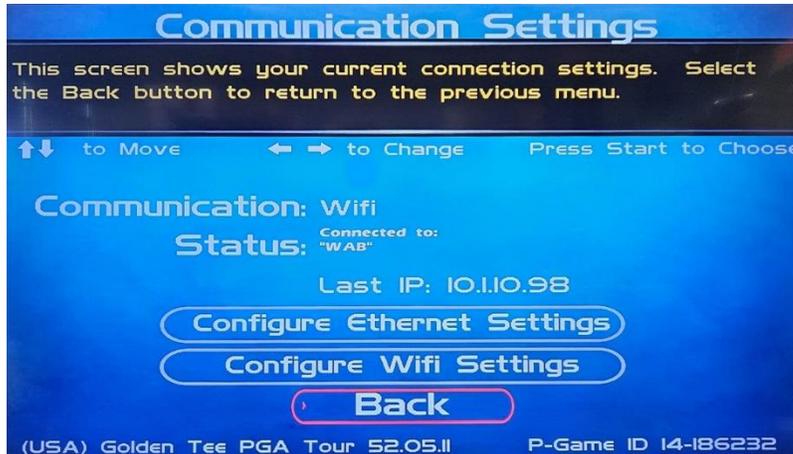
Figure 2: Ethernet System Box Port



Section 3: Connection Verification

Once the game is connected to the location Network, test to assure the game can connect to the ITNet Servers at Incredible Technologies.

1. Enter the Operator Setup Menu
2. Navigate to **ITNET Settings>Communication Settings**
This screen will verify the WiFi Network name the game is connected to.



If Ethernet is used the indicators will be
Communication: Ethernet
Status: Ethernet Cable Plugged in

With both methods the Last IP number should be displayed. If the IP is all Zeros this is an indication that the game is not able to make an internet connection.

3. To Test the connection: Force a Call to the IT network. Navigate to **ITNET Setting>Connection Test>Force Call**
 - If your game is registered to your Operator Account, a successful connection will result in a message of **Call was Successful, Adjustables Synced**
 - If your game is not registered to an Operator Account a successful connection will result in a message of **Call Was successful, Adjustables could not be synced** This is the expected result when a game is not registered to an Operator Account.
4. Once connected to ITNET the game is online and ready to register to a location if it is not already. Go to **Section 4: [Self-Registration](#)**



Section 4: Self-Registration

To Self-Register your game for online features, your game must already be connected to a Network via WiFi or Ethernet and have the verified results shown in **Section 3: [Connection Verification](#)**.

Requirements:

- 7 digit Operator Account Number
- 4 digit security code
- Locations full Address

Country Codes: USA: 000 Canda: 003

Self-Registration Steps

1. Enter the Operator Setup mode and select **ITNET Settings>Register Cabinet**
 - a. The main screen asks for the **Country Code**, **Operator Customer** code (account number), **Operator Security Code**
2. Use the keypad on the control panel to enter the requested codes:
3. Use the main screen to enter the location information that the game requests. Use the **Trackball** and **Red player start button** to enter the required information.
4. The ZIP CODE is the first item requested for the Location information. If there is more than one Jurisdiction represented by the Zip Code, Select the City name from the list in the background of the main screen.
5. After the final address information is entered, the game will make a connection to the ITNET Server and the Main screen will indicate a successful registration. See **Registration Verification**



Section 5: Registration Verification

Once connected to ITNET and registered, the game is ready for online play features. Online indicators are displayed at the bottom middle part of the Main screen while the game is idle and running in Attract Mode.

- Green = Active feature
- Red = Inactive feature
- Left side indicator will alternate between Online status and the Prize Play Status.
- The Right Icon is the other game features, such as Hole N Win.

To further verify that online play is available, start a game using the player start button. The game menu will offer **Online** as a game play selection. **Casual** is an offline type game mode.

To Verify the Location Information: In the Setup Menu, select **ITNET Settings>Location Information**.

Note: If a game is not registered, the location Information selection is not available in **ITNET Settings**.

To Change Location Information, Select **ITNET Setting>Location Change** The process is the same as **Section 4: [Self-Registration](#)**.



Section 6: Obtaining Operator Account Information

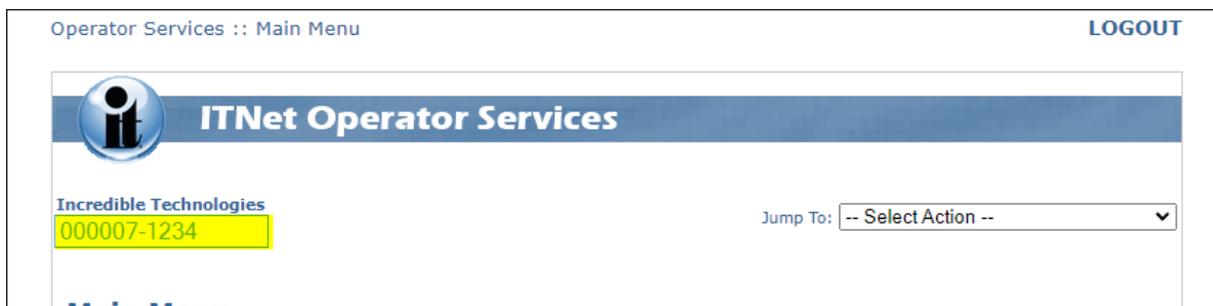
You must know your Operator Account number and 4-digit PIN Number. This information is on your operator card. See example at right.

Operator Account information can be found on your operator card or the [Operator Services Main Login](#).



Operator Identification Card

Your Operator Account main page displays as shown below:



ITNET Operator Services Main Page Example

For further assistance with your Operator Account information, use this [Contact Form](#) on the IT website and select **Connecting Online**.

Or call Operator Services at 800-262-0323 Extension 380.



Section 7: Operator Services

Operator IT Net Information can be found at:

<https://amusement.itsgames.com/operators>

To become an ITNET Operator? Go To

<https://amusement.itsgames.com/operators/become-online-operator> for instruction to become an ITNET Operator.

Operator Services Login

<https://www2.itsgames.com/operators/services/index.jsp>

Setting Up an IT Operator Account

If you do not have an Operator Account, please visit IT's website: [Be an ITNET Operator](#)

This page has several PDF forms to fill out and submit. Once the forms are verified, you will have an Operator Account. If you have any trouble during the setup of your Operator Account, please call **IT Customer Service at 847-870-7027 x382**.

Section 8: Contact Information

Game Registration Request. Select this link to Request Incredible Technologies to register your game if you choose not to Self-Register:

<https://amusement.itsgames.com/downloads/itnet-operators/game-registration.pdf>

For Registration Questions, call Amusement customer Service 800-262-0323 Extension 380.

For further assistance with your Operator Account information, use this [Contact Form](#) on the IT website and select **Connecting Online**.

Or call **Amusement Technical Service** at 800-262-0323 Extension 380.

Player Account Questions and Games play questions

800-262-0323 Extension 389 Player Account Help.

General Contact Numbers – [Contact Us](#)



Section 9: Troubleshooting Online Connections

- The game will not connect to the network over WiFi I select.
 - Possible Causes
 - **The password is not correct** – be sure the password is being entered correctly. Be very aware of upper and lower case
 - **There may be restrictions on the WiFi Network** – if you cell phone or a tablet can connect the game should as well. You may need to contact the network administrator.
 - Game WiFi function test – Set your phone up as a hotspot
 - Temporarily connect the game to your Cell phone hotspot. If the game can connect to your phone hotspot indicates the games WiFi is functioning. Force a call to further test the connection to the ITNet Servers over your phones hotspot.
- When I scan for a Network, my network is not displayed. There are 10 other networks displayed,
 - Possible Cause
 - **Too Many Networks** – The list is limited to 10 networks listed in alphabetical order. Your network name may be too far down the list.
 - Solution – Manually add your network. Be aware of upper and lower case. It has to be exact.
- The game indicated it is connected to the locations network but a force call is not successful.
 - Possible Cause
 - **There still may be restrictions on the network.** You will need to consult the network administrator. If you smart phone or Tablet can connect to the same network and you can download documents on the network or even surf the internet that game should be able to connect.
 - Defective USB WiFi Dongle
 - Replace the WiFi Dongle with a known good device.
 - Corrupted hard drive. This is very rare.
 - Attempt to connect the game over Ethernet. If a game can connect over Ethernet, it should be able to connect on WiFi.
 - Replace hard drive – This is a rare occurrence but possible.
- The game does not find the network when connected to Ethernet.
 - Possible Cause
 - Bad Ethernet cable
 - Not actually connected to a network
 - Can another Device Such as a laptop connect to the internet Using the same cable the game is attempting to use.
 - The Ethernet cable was connected to the game but never rebooted
 - The game will need to power up with an ethernet cable connected. The game will not connect if the cable was connected after the game fully booted up.
 - Bad Ethernet port on the Motherboard or corrupted hard drive. These situations are rare but possible.



Further Assistance

Scan the QR Codes below or tap the hyperlink to access some of the other guides for this product line.

Troubleshooting & FAQ



If you have additional technical questions, scan for the Golden Tee [PGA TOUR Edition Troubleshooting and FAQ \(PDF 335 KB\)](#).

https://amusement.itsgames.com/pga_commercial_troubleshooting_faq

Operator Menus and Operation Guide

If you have any questions about the Operator Menus, Collections and Game Operation, scan for the Golden Tee [PGA TOUR Edition Operator Menus and Game Operation Guide \(PDF 3.6 MB\)](#).



https://amusement.itsgames.com/pga_commercial_menus_operation_guide

Technical Problems, Errors or Other Unresolved Issues

If you have lingering technical problems, such as setting up the Ethernet or the WiFi Connection, please visit the Service Department website:

[Amusement Technical Services](#)

For more extensive Troubleshooting please call **IT Technical Support at 1-800-262-0323 Ext 380, 7 a.m. – 6 p.m. Monday – Friday.**