MGI™

Ai SERIES

Ai500

Digital Manual

ORIGINAL VERSION 1.3

THANK YOU FOR PURCHASING MGI Ai 500.

To get the most out of your Ai 500 please follow these quick steps before use.

Register your Ai 500 via the Top Handle
[Refer to registration doc.]
Assembling the Ai 500 [section 3.0]
Charging the battery [section 4.0]

For Customer Support, please contact MGI directly for immediate and professional advice go to mgigolf.com

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NOTE: This user manual was correct at time of printing. The online version is the most up-to-date and must be referred to as the correct version. To download the most current user manual please visit mgigolf.com

Images shown throughout this manual may not be of the particular model you have purchased.

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1.0 REGISTRATION

It is important you register your MGI Ai 500 immediately via the Top Handle. Registration allows you to:

- Record your Ai 500 for warranty purposes
- Speeds up any servicing required on your Ai 500
- Assists us to contact you with any updates to your Ai 500

Alternatively you can also register your Ai 500 via the MGI app or visit **mgigolf.com**

You will need to record your Ai 500 serial number.

This is found on the Ai 500 battery base or in the top box compartment.

Please keep this user manual on file for your own reference and a copy of your serial number;

My MGI Ai 500 Serial Number is

(example AAI5V1242412345)

Purchase date:

/ /

You may be required to show proof of purchase so we recommend you keep your receipt with this manual.

2.0 WHAT'S INCLUDED

- ☐ MGI Ai 500
- ☐ 2 x All-terrain Rear Wheels
- ☐ High Performance Lithium Battery
- ☐ MGI Pouch
  - – Axle Lubrication Cloth
  - – Battery Charger Manual
- ☐ MGI Ai 500 User Manual (online)
- ☐ Battery Charger and Manual

3.0 ASSEMBLING YOUR Ai 500

3.1 ATTACHING THE REAR WHEELS

First, lubricate both axles using the axle lubricant cloth provided in the MGI Pouch. Lubrication of the axles should be performed regularly to keep your cart in optimal condition.

Press the black release button on the wheel hub. Place the wheel onto the axle. You will need to match up the inner female groove on the axle and the male of the wheel. See Section 3.3 for Rear Wheels Position.
When placed in position simply release the button. You will hear a "click" when the wheel is properly secured.

To check that the wheel is properly in position, pull on the wheel. If it is properly in position it will not slide off. Repeat for the other wheel.

3.2 REAR WHEELS POSITIONS

The MGI Ai 500 is designed to allow the rear wheels to be in two positions. The position is determined by where the wheel is locked on the axle in either of the two grooves (see picture).

The drive position is used during the normal operation of the Ai 500. The free wheel position is used to freely push the Ai 500 should you choose not to use your battery, allowing for a manual push instead of battery powered.

i. Drive position – Lock the wheel onto the groove closest to the battery base. To do this, press the black release button on the wheel hub, push the wheel onto the axle as far as possible and pull back until the wheel clicks into place. To test for drive position, try rolling the wheel backward.

If you feel resistance then the wheel is now in drive position and ready to use. Repeat for the other wheel.

ii. Free wheel – Lock the wheel onto the groove closest to the end of the axle. To do this, press the black release button on the wheel hub, push the wheel onto the axle and release the button onto the groove.

To test for free wheel position try rolling the wheel backward. The wheel should spin freely with no resistance. Repeat for the other wheel. The two front wheels need to be attached to your MGI Ai 500.

3.3 FOURTH FOLDABLE REAR WHEEL

The MGI Ai 500 comes standard with a fourth foldable rear wheel. The wheel MUST always be unfolded into position when the Ai 500 is in use. This will reduce damage to the Ai 500 and provide the ultimate stability across all terrains.

This fourth wheel should be cleaned regularly with a cloth to ensure it can be folded and retracted as required for storage.

3.4 UNFOLDING

Please see below the steps to unfold an Ai 500.

STEP 1: Depress the green toggle to unlock the Top Bag Support.

STEP 2: Unfold the Top Bag Support until it is vertical, as per the image.

STEP 3: The handle is now free to pull upwards. The handle will naturally unfold as you continue to pull until the handle is completely open. The front wheels will unfold simultaneously as the handle is lifted into position.

STEP 4: Position handle to desired height then push the bag support forward until it clicks into place.

3.5 FOLDING

STEP 1: Press and hold green toggle to move top bag support backwards until it touches the handle

STEP 2: Push handle forward until top bag support touches chassis. The front wheels will fold under the cart as the handle is folded down.

STEP 3: Lower handlebar until touching chassis.

STEP 4: Press and hold green toggle and rotate top bag support backward until it clicks into position.

3.6 INVERTING REAR WHEELS

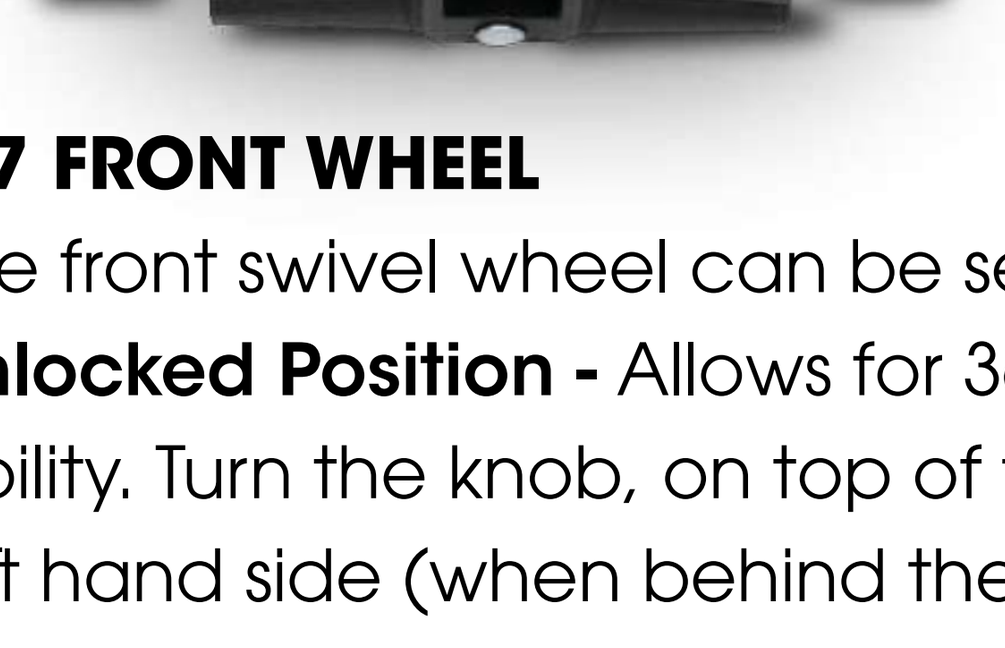
The rear wheels can be inverted on the axle to reduce the size of the Ai 500 when folded. To invert the rear wheels, press the black release button on the wheels hub and remove from the axle. Invert the rear wheels so that the wheels hub protrudes away from the axles.

Press the black release button on the wheel hub and release once the wheel is fitted onto the axle.

3.7 FRONT WHEEL

The front swivel wheel can be set in two positions.

Unlocked Position - Allows for 360˚ swivel for optimum turning ability. Turn the knob, on top of the front wheel assembly, to the left hand side (when behind the cart).



Locked Position - best for when using the Controlled Distance Function (CDF). Turn the knob, on top of the front wheel assembly, to the right-hand side when behind the cart.

4.0 BATTERY CHARGING & CONNECTION

The MGI Ai 500 can only be operated with the MGI Ai 24v Lithium battery.

4.1 BATTERY CHARGER

- Before using your MGI Ai 500 for the first time you must fully charge the battery overnight.
- Plug the charger AC Lead into a power point. The green LED indicates the battery is fully charged whereas the red LED indicates it is not fully charged
- Lift the charging cover flap on the side of the battery then insert the charger lead ensuring the small semi-circle is facing upwards.
- The battery should not be charged for longer than 10 hours. Once fully charged, remove the battery from charge.

4.2 CONNECTING THE BATTERY ONTO THE Ai 500

Position the battery on the Ai 500 with the Red indicator switch placed closest to the Handle. Connect the battery by sliding the ON/OFF switch until the green indicator is visible".

TIP: When the Ai 500 is powered off, current round scores will be lost. To prevent loss of data, the Ai 500 should be put into SLEEP mode (refer to the Top Box section for further information)

Your Ai 500 has been equipped with a fail-safe battery connection, so the Ai 500 will not move when you connect the battery. Your Ai 500 will only start after the screen turns on. (Which may take up to 30 seconds). The Ai 500 can then be activated by the speed control button.

4.3 CHARGING THE BATTERY AFTER USE

- The battery should be charged after each use even if it shows it has capacity.
- Disconnect the battery by sliding the battery connection switch until the red indicator is displayed.
- The battery can be left on or removed from the Ai 500 for charging.
- The battery can be removed by moving and holding the front toggle switch to the rear of the Ai 500 then lifting the battery using the handle grooves.
- Please refer to section 4.1 for battery charging information.

4.4 SAFE OPERATION GUIDELINES

- Do NOT charge your MGI lithium battery for more than 10 hours. The charger has an auto-shutoff function of 12 hours. Once the battery is fully charged, unplug the charger, or disconnect power supply.
- The battery is designed for indoor charging only. Please ensure it is used on an uncarpeted, non-flammable hard floor in a well- ventilated area.
- Plug the charger directly into the mains wall socket. Do not use a multi-outlet power board, or similar device, to charge the battery.
- Always place the battery on charge after each use. Complete discharge of the lithium battery will reduce battery lifetime performance.
- Charge your battery in ambient temperature; between 5°C (30° F) and 30° C (86°F).
- To minimise drain on the battery during play, avoid taking your Ai/Zip Series Model into rough terrain, where possible.
- The Ai/Zip Series Model is designed to carry a maximum load of 20kg (45 lbs) – exceeding this limit will reduce battery performance and may cause damage to the Ai/Zip drive system.

4.5 BATTERY STORAGE

- Lithium batteries should not be stored for long periods of time, either depleted or fully charged. Ideally the battery should be at 40-50% capacity, stored in a clean, dry environment on a hard non flammable surface, between 15°C (60°F) to 25°C (80°F). As lithium batteries slowly discharge over time, it is recommended that the battery be power cycled every 6 months if left unused and stored as above.
- Do not leave your lithium battery in a car as high temperatures can damage the battery cells. Do NOT charge your MGI lithium battery for more than 10 hours.

4.6 BATTERY SPECIFICATIONS

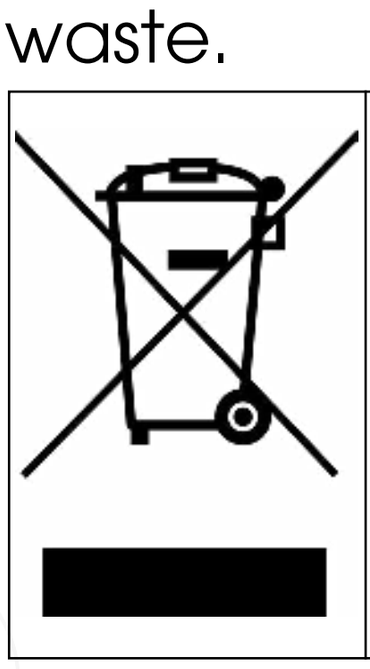
Golf Trolley: 28,8 V⎓; IPX4; Max. load: 20 Kg

Battery charger input: 100 - 240 V; 50 Hz / 60 Hz; 1.5A Max. ;

Battery charger output: CH1:28,8 V⎓; 2,0 A ;
CH2: TypeC 5V⎓; 0.5 A

4.7 DISPOSAL OF LITHIUM BATTERIES

This product contains materials that requires special handling at end-of-life. Please contact your local environmental authority or governing body for guidance on safe disposal and recycling in accordance with regional regulations. DO NOT dispose of in general waste.



Correct Disposal of this product
This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

5.0 FITTING A GOLF BAG

Ensure that the top bag support straps are disconnected.

1. Position the golf bag on the Ai 500.
2. Secure the lower bag strap by pulling it over the base of the golf bag.

- Secure the top bag support strap.
- Select a good position for the elasticised straps to be put around the golf bag. Adjusting the length of the top bag support strap. The rounded plastic bar on the longer strap can be adjusted to ensure the bag is securely in place.
- Stretch the longer end of the strap and loop the rounded plastic bar underneath the hook on the shorter end.

- The top bag support straps should now be connected.

Please ensure the top bag support straps are hooked in place securely before releasing. Failure to do so could result in injury to the user and/or damage to the Ai 500.

6.0 OPERATING THE DIGITAL TOP BOX

Please see separate Top Box user manual for further detail on all functions.

6.1 START / STOP THE Ai 500

Ai 500 Speed Control

Please note the following points regarding the Ai 500 Speed Control.

1. To select the desired speed, rotate the speed control button. Turning the speed control button clockwise will increase the speed, whilst anti-clockwise will decrease speed. The speed setting range is 1 to 20.

2. The speed setting chosen is displayed in the centre of the screen.

Please note you will feel notches as you rotate the speed control. The notches do not indicate a change in speed. The speed will only increase or decrease as the number changes in the display.

3. To start the Ai 500, tap the top of the speed control button. The speed setting will always start at 4.

4. Another tap will stop the Ai 500 and the speed setting will revert to 4.

5. The desired speed can be altered up or down while the Ai 500 is moving.

6. To activate the park brake stop the Ai 500 by pressing the speed control button. Turn the speed control button anti clockwise until you hear a click and the speed will be marked as a 'P' to indicate brake has activated.

7. To cancel the park brake start the Ai 500 by pressing the speed control button.

6.2 TURN THE Ai 500 ON/OFF

1. Disconnect the battery by sliding the battery connection switch until the red indicator is displayed. Please note this disconnection will also occur automatically when you fold the Ai 500.

Please note: When the ON/OFF Switch is used during operation, it will erase any in-game information if you are currently mid-round. Alternatively use the SLEEP mode which maintains all current game information (see point 2).

2. To turn the Ai 500 Top Box Display off: Hold down the Start/Stop Speed Control Button for five seconds and the display will bring up the sleep mode option. Select 'Enable Sleep Mode'.

3. To reactivate the Top Box Display, whilst the battery is connected, touch the screen to wake the Ai 500 up.

Please note that the battery will still be connected to the Ai 500 and will continue to drain whilst connected.

4. To fully shut down the Ai 500 and prevent the battery from discharging, disconnect the battery as per point 6.3.

The battery can be left on or removed from the Ai 500.

6.3 BATTERY LEVEL INDICATOR

Battery indication is located on the bottom right-hand corner of the display. It is displayed as a percentage. If you tap the battery icon it will display further details. You should always check the battery status before you play golf to ensure there is sufficient charge.

6.4 UNIT MEASUREMENTS

You can change from metres / kilometres / yards / miles simply by pressing the Golf Menu on the home screen and selecting the appropriate units. For more information, please refer to the Top Box Manual.

6.5 DISTANCE MODES

There are three distance measurement modes. To move between the modes, press the Distance Mode Button (DM) on the left.

Trip odometer: resettable distance measurement can be used to measure how far you hit your shot or to measure how far you have walked for the day.

To reset, simply press the reload button (left side) for 3 seconds until the reading displays "0".

Next Maintenance: This feature will assist with service reminders which are recommended at each 500km (300 miles) or 6 month period.

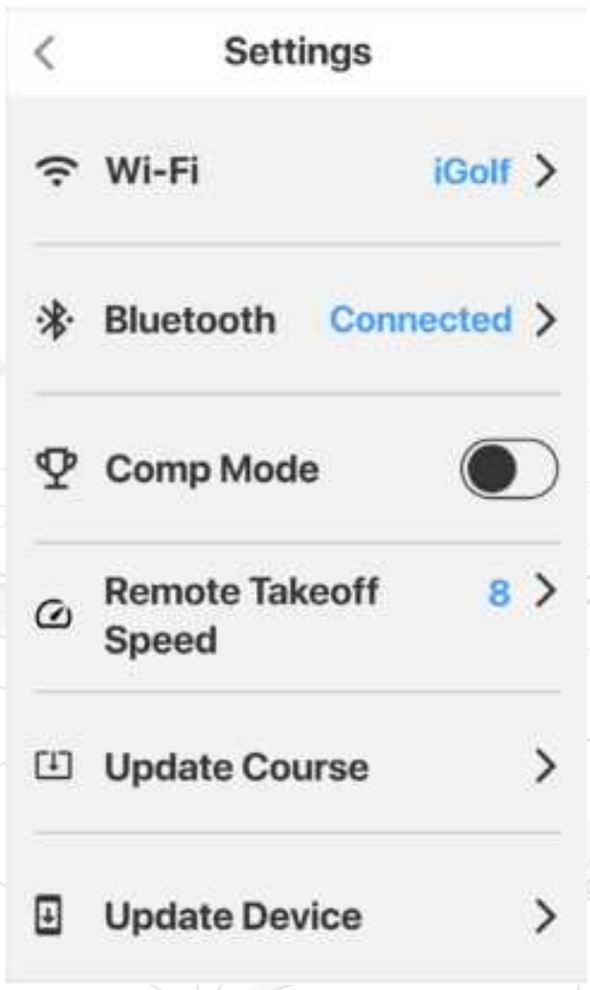
Lifetime Odometer: cannot be reset as it is the odometer for the life of the Ai 500.

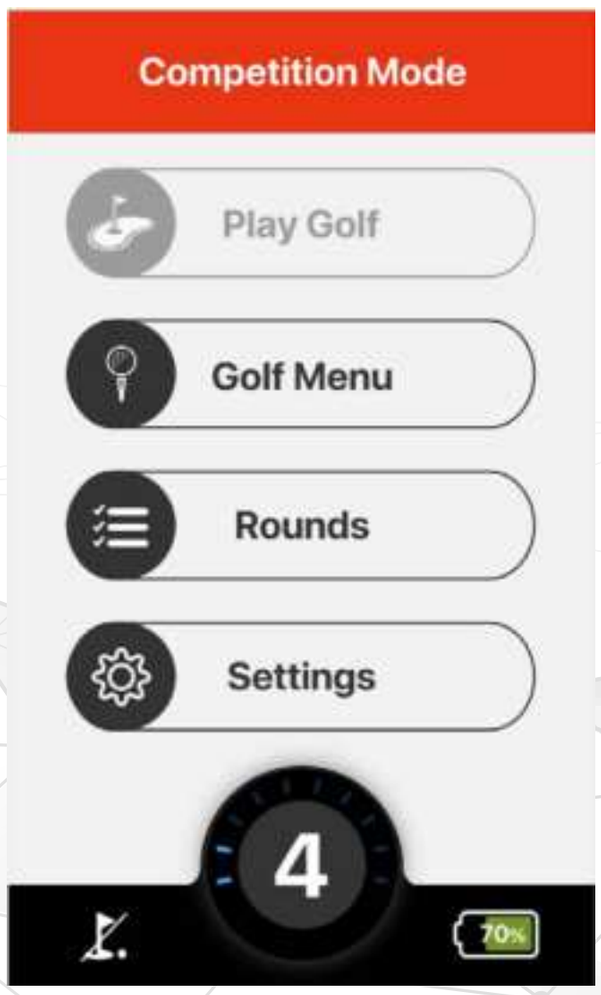
6.6 COMPETITION MODE

In the unlikely event that the club you are playing at does not allow the use of distance devices you will need to disable the distances feature on the MGI Ai 500.

To disable the distance recording feature, go to settings and select the "COMP MODE" option switch, which will appear on the screen and will turn green when activated. In addition, the competition mode banner is displayed on the home screen and you cannot select play golf.

To cancel back out of COMP MODE click the same switch until it turns into a white background. (For more information, please refer to the Top Box manual.)





6.7 CONTROLLED DISTANCE FUNCTION

The MGI Ai 500 features a Controlled Distance Function (CDF). This feature allows you to set a predetermined distance for the MGI Ai 500 to travel, before coming to a stop.

To enter CDF, press and hold the speed dial on the handle until the CDF option appears. Use the speed dial to increase or decrease the desired distance; from 5 - 60 metres/yards at increments of 5. Press the speed dial again to confirm.

Use the speed dial to increase or decrease the desired speed from 1-20. Press the speed dial to initiate the Ai 500 CDF.

Cancel CDF anytime by pressing the speed dial button.

Please note: It is the operator's sole responsibility to ensure the CDF is used in a safe manner, and care is taken to avoid course hazards, and other golfers sharing the course.

7.0 WARRANTY

7.1 WARRANTY POLICY

The MGI Ai 500 is covered by a limited 3 year manufacturer's warranty from the date of purchase.

Duration of this warranty is:

– 3 years on parts*

– 3 years on Lithium batteries and chargers

*MGI or an authorised service centre will repair or replace any parts found to be defective in materials or workmanship under normal use provided that:

1. The MGI Ai 500 has been properly used, maintained and regularly serviced (see section 10.5)

2. The replacement or repair is performed by an authorised MGI service centre or the owner with MGI approval.

3. The Ai 500 has been registered online.

Our goods come with guarantees that cannot be excluded under Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.
You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is in addition to other rights and remedies available to the consumer under law. The consumer is responsible for expenses associated with a warranty claim.

To make a warranty claim, cease using the goods immediately and contact MGI directly using the contact details on the back of this User Manual. Proof of purchase is mandatory.

7.2 WARRANTY EXCLUSIONS

The following events will void warranty:

- Any alteration performed by non-authorised people or companies.
- Fitting of parts or accessories not recommended by MGI.
- Any damage caused by continued operation of the product after it is known to be defective.
- Damage to the seat and/or seat support bracket on the unit.
- Damage caused by partial or complete ingress of water into motor/gearbox/battery/motor controller and other components.
- Damage caused by the unit being driven into bunkers, other course hazards or clubhouse and carpark hazards.

- Damage caused by golf balls or golf clubs.
- Application of external force to any part of the unit or battery.
- Fusion of motor or electronics through overload or continual stationary operation.
- All implied warranties (save those preserved by statute) are excluded.
- Liability for consequential damages under any and all warranties are excluded to the extent exclusion is permitted by law.

In the event of submersion in water (partial or full) of your Ai 500; MGI advises the complete write-off of your Ai 500.

The cost of replacing the water-damaged components (including labour) exceeds the price of a replacement Ai 500.

If you elect to purchase replacement components, i.e. motors, gearbox, motor controller and electronics, we advise the replacement of ALL components simultaneously.

Replacing individual components on a water-damaged Ai 500 poses a higher risk of future failure of other components and therefore these parts will not be covered under warranty.

Please note that MGI does NOT warrant water-damaged batteries and, due to fire risk, under no circumstances should they continue to be used. The battery must be disposed of immediately and responsibly.

The following events are not covered under warranty:

Normal wear and tear;

- (e.g. tyres, rubber handlebar, elastic straps, paintwork, battery performance, axles threads, charging ports on batteries and remotes, screen glass etc.)

- Minor appearance defects which bear no effect on the operation of the unit and are considered by the manufacturer to be within the accepted standards.

7.3 PARTS INSTALLED DURING WARRANTY

Warranty coverage for components installed during a motorised Ai 500's warranty period shall consist of the duration of the Ai 500's warranty period, provided the warranty installation is performed by MGI, an authorised service centre or the Ai 500 owner on approval.

Replacement of parts under warranty will not extend the warranty of the Ai 500 or parts. Warranties are non-transferable. The warranty applied to a product, on purchase, is limited to the original purchaser.

8.0 PREVENTATIVE MAINTENANCE PROGRAM

To properly provide for the continued operation of your MGI Ai 500, MGI has introduced its Preventative Maintenance Program (PMP).

The PMP consists of work to be carried out by both the owner and authorised service centres.

To maintain the warranty of your MGI Ai 500, it is essential that this work is carried out. If the work carried out by the authorised service centre is to replace parts that are part of the maintenance schedule, the owner will be charged for the parts and labour. If the work to be carried out is part of warranty, MGI will bear the cost.

Maintenance and cleaning should not be carried out by children, unless supervised.

8.1 CLEANING YOUR Ai 500 [SEE MAINTENANCE SCHEDULE]

For years of good operation, your Ai 500 requires care and attention:

- Keep your Ai 500 clean by using a cloth with warm water and a mild detergent.
- Do not hose down your Ai 500 under any circumstance, as the Ai 500 has electronic components.
- Ensure that the battery connection switch is free from sand.
- Ensure that the seat stem bracket is free from sand.
- Do not submerge your Ai 500 in water as it will cause irreparable damage.
- Clean the Ai 500 battery base when the battery is removed from the Ai 500.

8.2 REAR WHEEL AXLES MAINTENANCE [SEE MAINTENANCE SCHEDULE]

The rear wheel stub axles need to be lubricated monthly. Remove the rear wheels by depressing the spring clip and at the same time pull off the wheel. Apply Petroleum Jelly or light grease to the stub axles. Use a very small amount as the grease can attract sand.

If you play in sandy conditions you should clean the axles and re-lubricate fortnightly.

8.3 UPPER AND LOWER BAG STRAP MAINTENANCE [SEE MAINTENANCE SCHEDULE]

The bag straps should be replaced as per the Service Schedule.

The upper bag strap can be replaced by:

- Removing the left and right hand straps form the upper bag support.
- Undo and remove the screws holding the strap in position on the bag support.
- Remove and replace both bag straps.
- Insert bag strap securing screws.

MGI Ai 500	Monthly	6 Monthly	Every 2 yrs	Every 3 yrs
Wipe down the Ai 500 with a warm cloth after each use [do not hose]	BO			
Lubricate rear wheel stub axles	BO			
Check and tighten nuts and bolts		BO		
Check and tighten handle pivots		BO		
Check alignment of Ai 500 ensure that it runs straight		BO		
Replace Speed Controller and On/Off switch assembly				BO /SC
Replace rear and front wheels				BO
Replace upper and lower bag straps				BO

BO = Ai 500 owner can carry out this work
SC = Charged work to be carried by approved service centre
BO/SC = The six monthly service can be completed by either an authorised service centre or the owner of the Ai 500.

8.4 MGI SERVICE SCHEDULE

It is the owner's responsibility to ensure that all periodical checks, necessary adjustments and services are carried out. If in doubt please contact the MGI service centre:

Australia 1300 644 523

USA 1800 617 2990

Any work performed on your MGI Ai 500 should be recorded on your service record (see page 24) regardless of the type of work carried out.

8.5 SERVICE RECORD

6 month inspection	Date: Invoice #:	Serviced by: Signature:
1 year inspection	Date: Invoice #:	Serviced by: Signature:
1 ½ year inspection	Date: Invoice #:	Serviced by: Signature:
2 year inspection	Date: Invoice #:	Serviced by: Signature:
2 ½ year inspection	Date: Invoice #:	Serviced by: Signature:
3 year inspection	Date: Invoice #:	Serviced by: Signature:
3 ½ year inspection	Date: Invoice #:	Serviced by: Signature:
4 year inspection	Date: Invoice #:	Serviced by: Signature:
4 ½ year inspection	Date: Invoice #:	Serviced by: Signature:
5 year inspection	Date: Invoice #:	Serviced by: Signature:
5 ½ year inspection	Date: Invoice #:	Serviced by: Signature:
6 year inspection	Date: Invoice #:	Serviced by: Signature:

9.0 SERVICE AND REPAIR CENTRES

To find your nearest service centre visit **mgigolf.com**

For warranty repairs to be authorised you MUST provide proof of purchase. Please keep this with you as well as your serial number you can record in this manual. It is most important you register your MGI Ai 500 online for warranty purposes.

10.0 PURCHASING PARTS AND ACCESSORIES

You are welcome to service your Ai 500 out of warranty, by purchasing parts directly from MGI. Please call or email to discuss the right parts and instructions.

11.0 FAQ

Q: Does the handle have a USB charging port?

A: Yes, under the handle are two charging points; a USB type-A, used to charge your phone and a USB Micro, used for data transfer and firmware updating.

Q: I would like to have my MGI Ai 500 serviced. Who do I call?

A: Refer to section 14.0 for further information about getting your Ai 500 serviced.

Q: When is supervision required when using the Ai 500?

A: The Ai 500 can be used by children aged 8 and above. Persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use the Ai 500, if they are supervised or clear instruction has been given on how to use the model.

12.0 MGI CONTACT INFORMATION

MGI AUSTRALIA

Service Email: customerservice@mgigolf.com
Live Chat: visit mgigolf.com
Toll Free within Australia: 1300 644 523 (excludes mobiles) Western Australia/ Internal phone +61 3 8872 6700
Local Service Centres:
visit mgigolf.com to locate you local service centre.
Address: 1 Maurice Court, Nunawading, VIC 3131, Australia

MGI USA

Service Email: serviceusa@mgigolf.com
Live Chat: visit mgigolf.com
Telephone: 1800 617 2990
Address: 6825 Speedway Blvd, Suite B101B, Las Vegas, NV 89115, USA

MGI CANADA

Service Email: servicecanada@mgigolf.com
Live Chat: visit mgigolf.com
Telephone: 1800 617 2990
Address: 2526 Speers Rd, Unit 10-12, Oakville Onatario L6L 5M2

MGI GLOBAL

Sales Email: globalsales@mgigolf.com
Service Email: globalservice@mgigolf.com
Live Chat: visit mgigolf.com

Local Service Centres:

visit mgigolf.com/pages/international-stockists to find contact information for your local MGI distributor and/or service agent.

Please refer to **mgigolf.com** to find the distributor in your country.

MGI™

Ai SERIES

POWERED BY sureshot

Ai 500
Top Box Manual

VERSION 1.2

Ai 500
POWERED BY sureshot

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1.0 INITIAL SET-UP

1.1 FIRST BOOT-UP

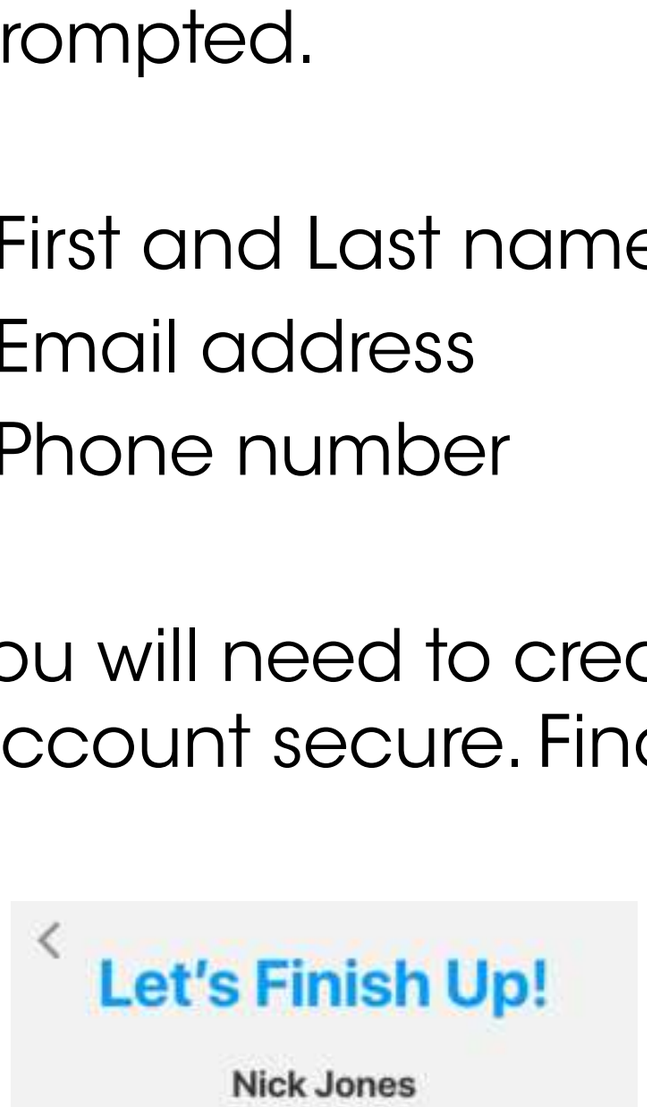
- When powering on your Ai 500, please note it will take a few moments to boot.
- Next, the Ai 500 will need to be connected to a Wi-Fi network to update to the latest firmware version and to allow user registration.
- If an update is required, the Ai 500 will prompt you to update firmware – MGI recommends the Ai 500 is always up to date prior to usage.
- Once rebooted, you will be prompted to register you Ai 500. Registering will allow access to hole view mode, round history, and advanced scoring statistics.

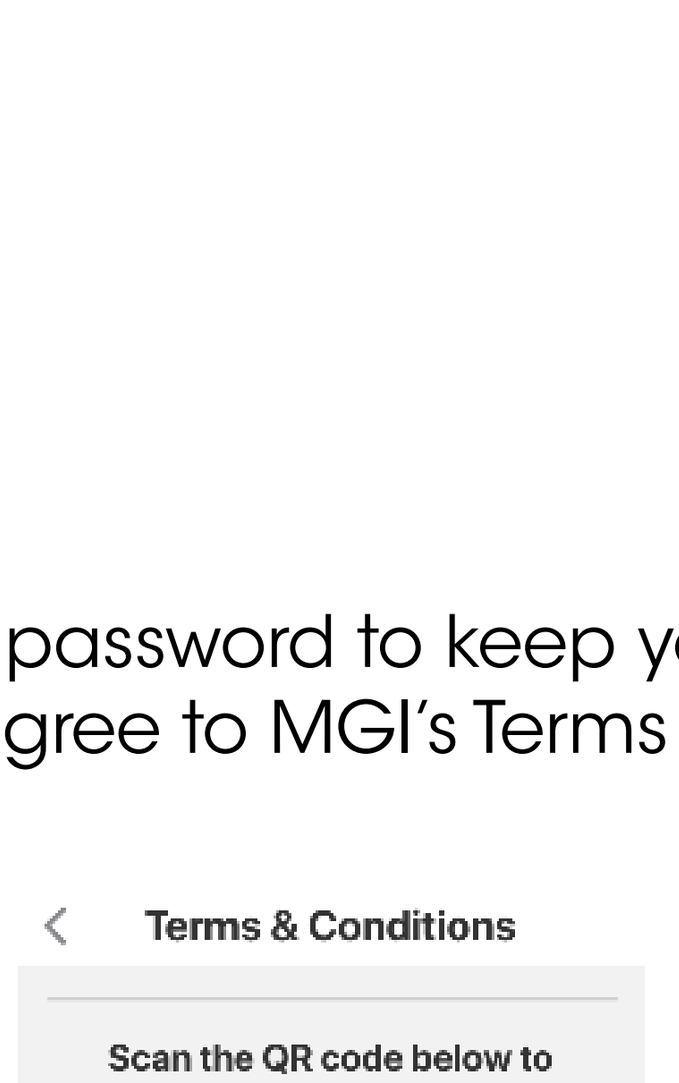
1.2 REGISTRATION

To register you Ai 500, please key the following details when prompted.

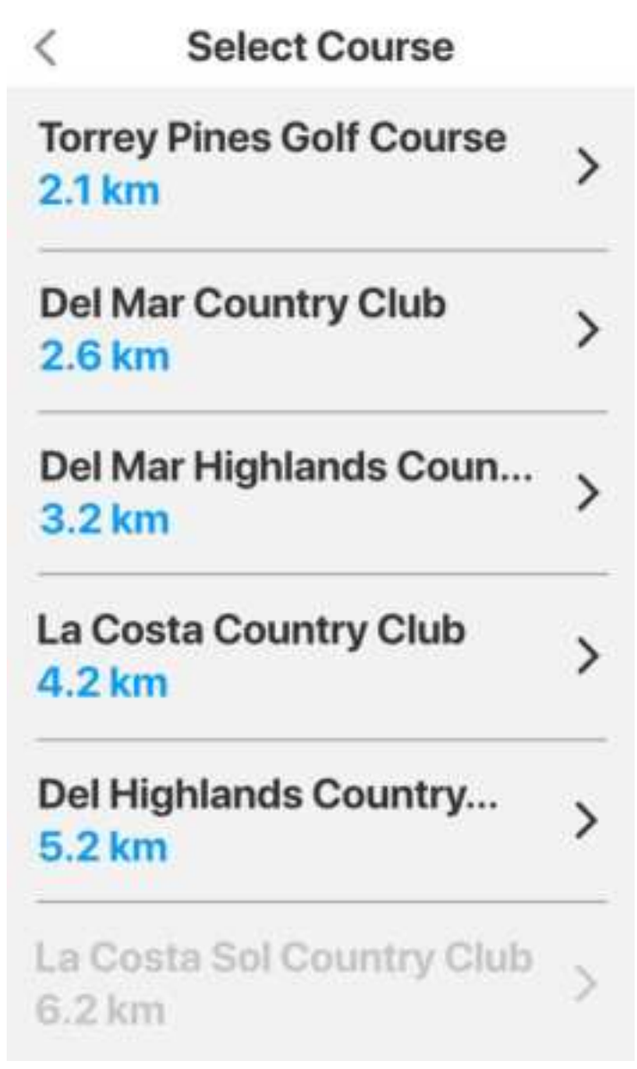
- First and Last name.
- Email address
- Phone number

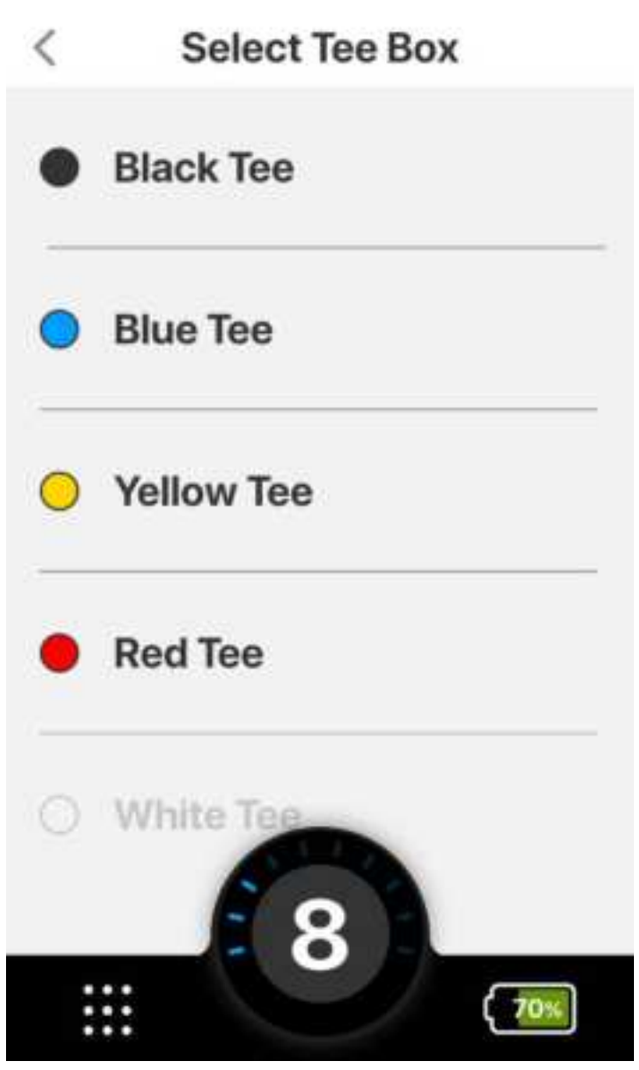
You will need to create a password to keep your MGI Customer Account secure. Finally, agree to MGI's Terms and Conditions.





The Ai 500 will now begin to populate the courses closest to your location and you can start enjoying your new purchase!





1.3 APP DOWNLOAD

The integrated high performance GPS system delivers fast and accurate distances to all parts of the course. This clear view of the hole will be further enhanced by the complimentary interactive MGI App. The App comes with maps, scoring and can be your MGI Sureshot handheld device which can be taken anywhere. When connected via Bluetooth you will receive notifications from your phone onto your Ai 500 screen, giving alerts to SMS, emails and incoming calls.

- **Registration Email**
  When you register your Ai 500 you will receive an email recommending you to download the MGI App. From the email you'll be able to click the link and download it in the app store/ google play store.
- **Key Information**
  Simply fill in the necessary information in the app and you will have access to the apps features. If you registered on your Ai 500 then you will need to simply log into the app with the same details you used to register.

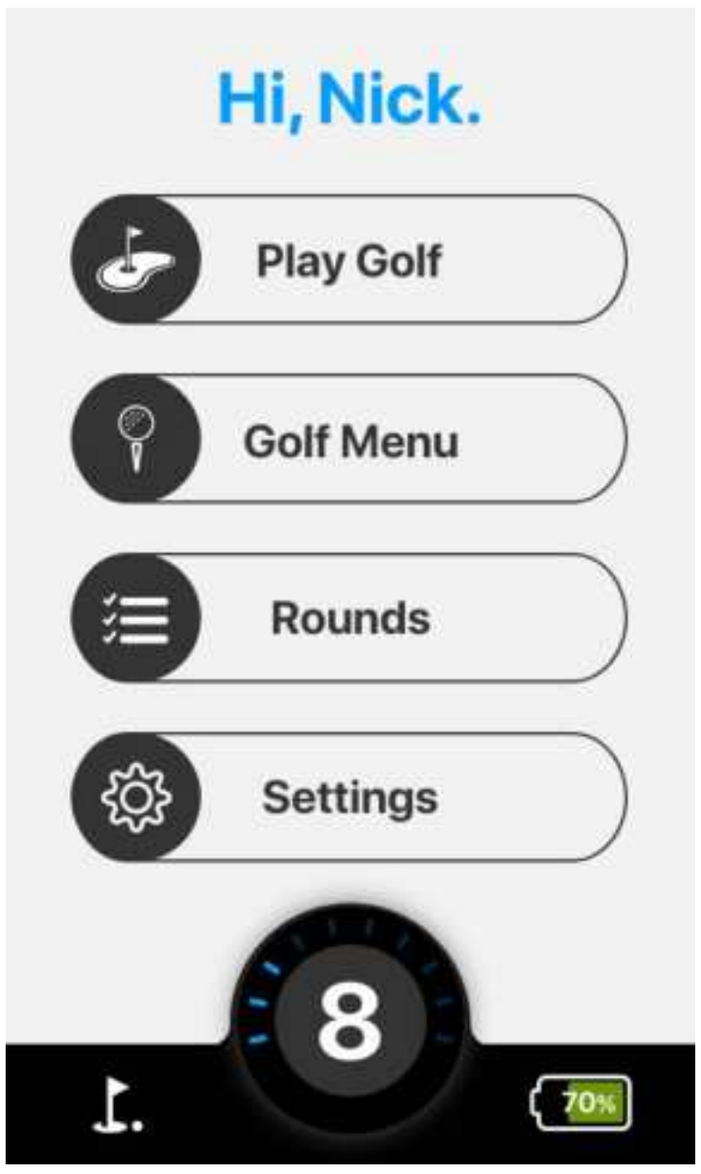
**MGI App currently only available for iOS. Android coming soon.*

2.0 HOME SCREEN

From the Home Screen you will be able to select from the following;

- Play Golf - Tap to select your course and commence the round (See section 6.0 for more information).
- Tap Golf Menu to change you round preference and register your handicap (See Section 3.0 for further information).

- Tap Rounds to view round history
(See Section 5.0 for further information).
- Tap Settings to change your Ai 500 preferences
(See Section 4.0 for further information).
- Tap the FLAG icon to bring up the course map.
- Tap BATTERY icon to view Ai 500 battery and connectivity status
(See section 7.1 for further information).
- To return to the Home Screen from the Golf Map or the Status screen tap the 9 DOTS icon located on the left bottom corner.
- To return to the Home Screen from Rounds, Golf Menu or Settings screens tap the ARROW icon located on the left top side.



3.0 GOLF MENU

3.1 TOGGLING METRES AND YARDS

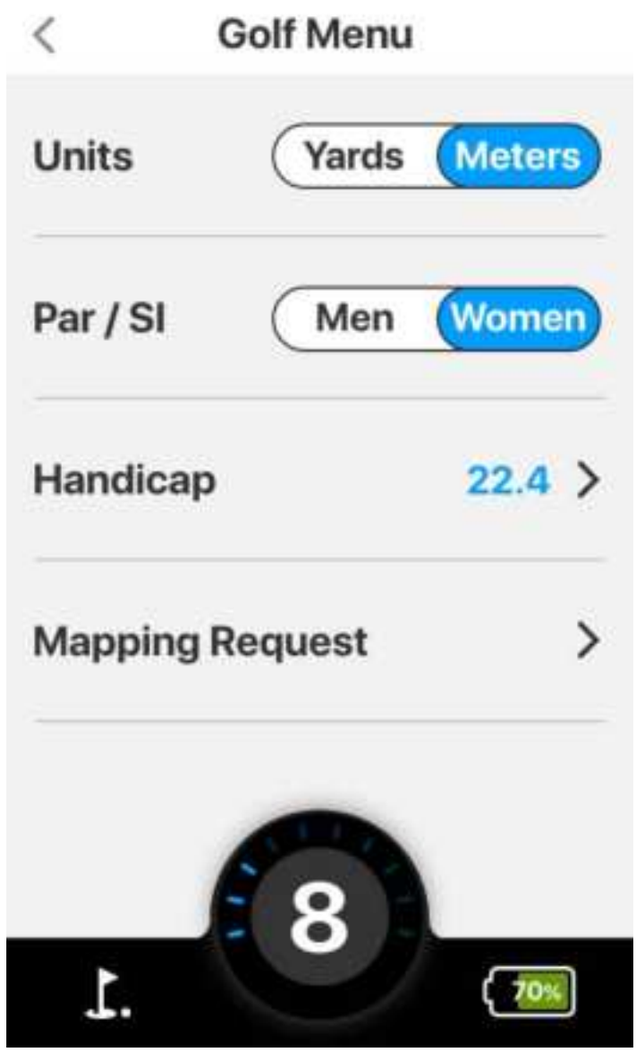
To change the unit preference between metres and yards, tap the Golf Menu then tap the preferred option.

3.2 MEN/WOMEN PAR SELECTION

To change your par preference between men and women, tap Golf Menu then tap the preferred option.

3.3 REGISTERING HANDICAP

To choose the handicap, tap Golf Menu from the Home Screen, then tap the handicap option, from there type in your playing handicap.

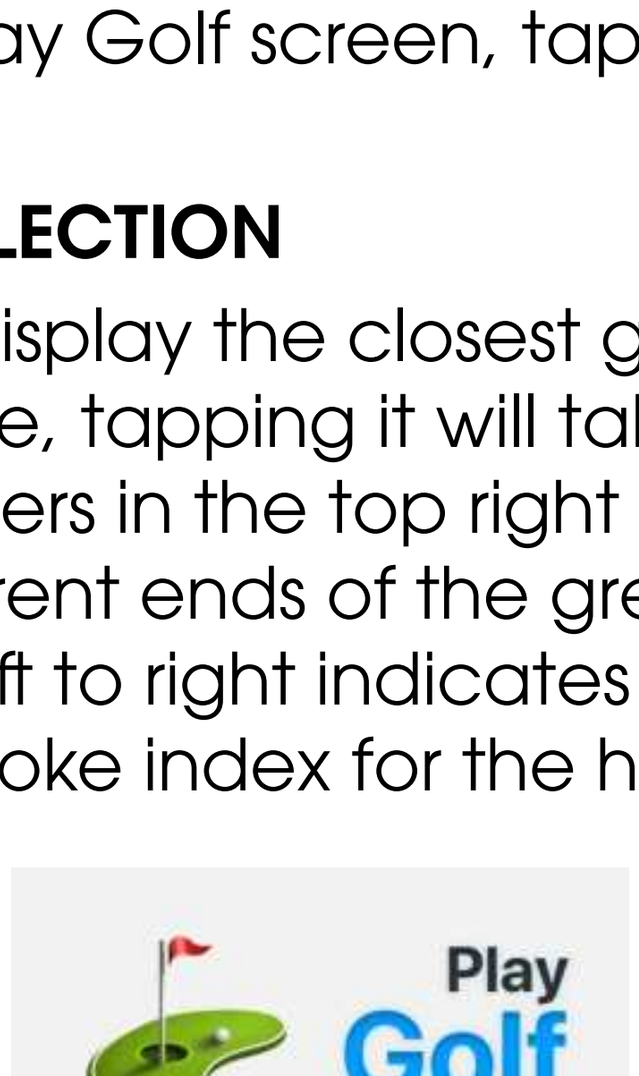


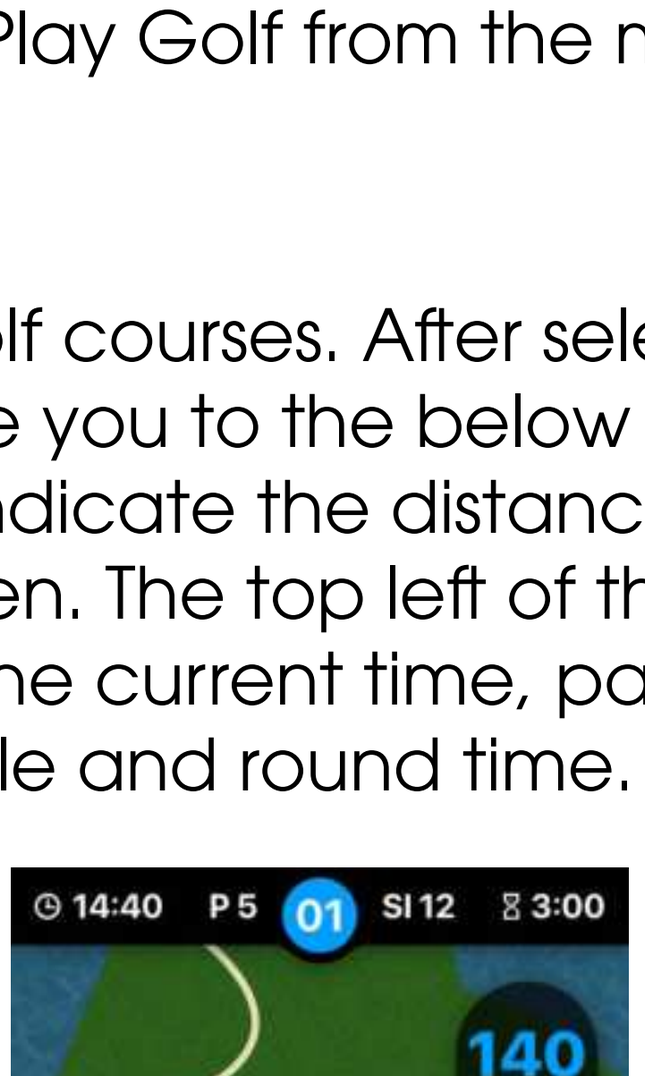
4.0 PLAY GOLF

To get to the Play Golf screen, tap Play Golf from the main screen.

4.1 COURSE SELECTION

The Ai 500 will display the closest golf courses. After selecting the preferred course, tapping it will take you to the below screen. The coloured numbers in the top right indicate the distance from your ball to the different ends of the green. The top left of the screen working from left to right indicates the current time, par for the current hole, stroke index for the hole and round time.



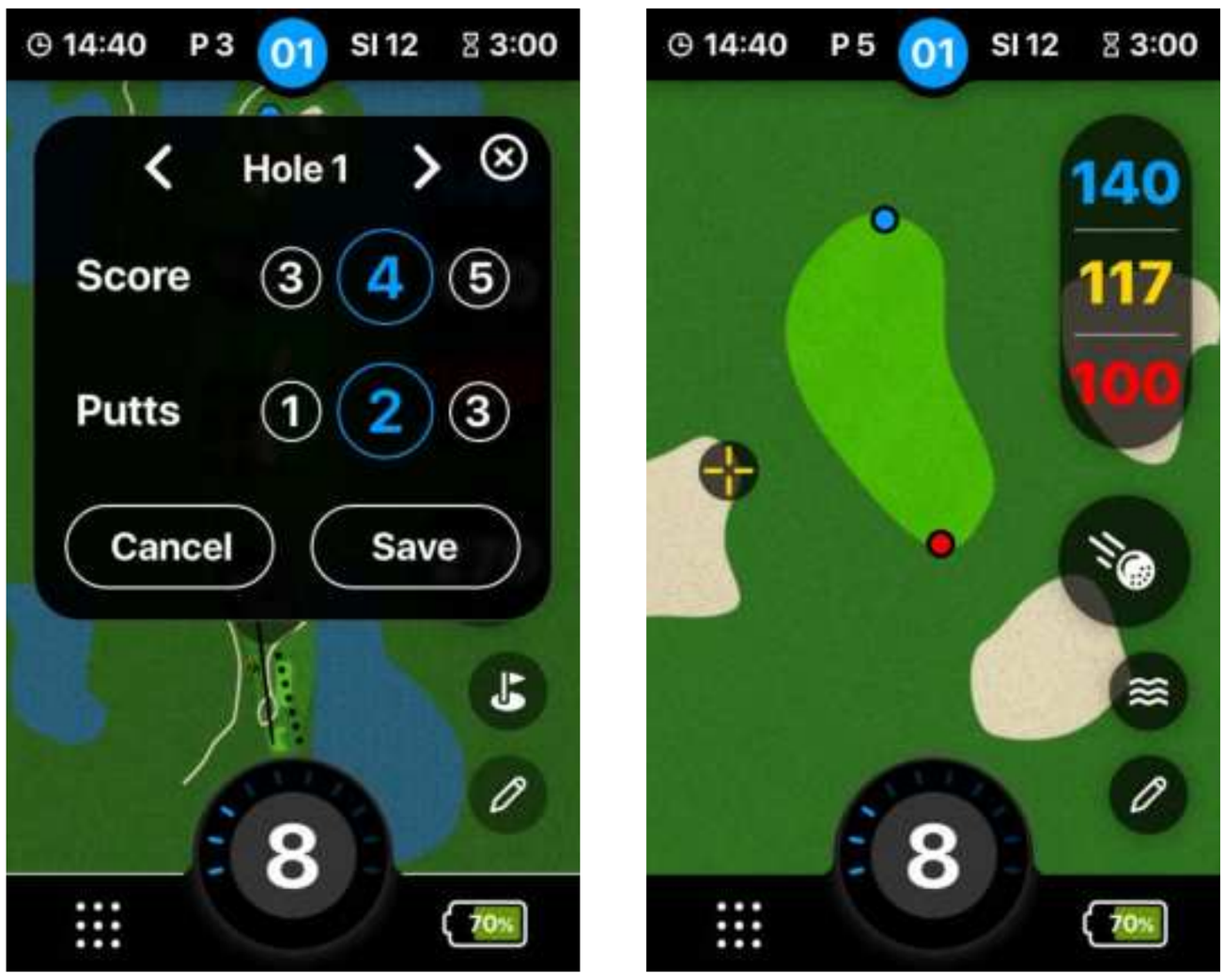


4.2 ROUND TIMER

To see how long a round has been played, tap the timer in the top right-hand corner the screen. Reset and pause the time using the reset and pause buttons on screen.

4.3 SCORE KEEPING

To enter the score in on each hole, tap the pencil symbol in the bottom right of the screen. You can select how many shots taken and you can also select how many putts taken.



4.4 CHANGING HOLE

To change hole, tap the arrow after entering in the score for the hole as seen above. Alternatively, select any hole from the course which will let you skip over holes if needed.

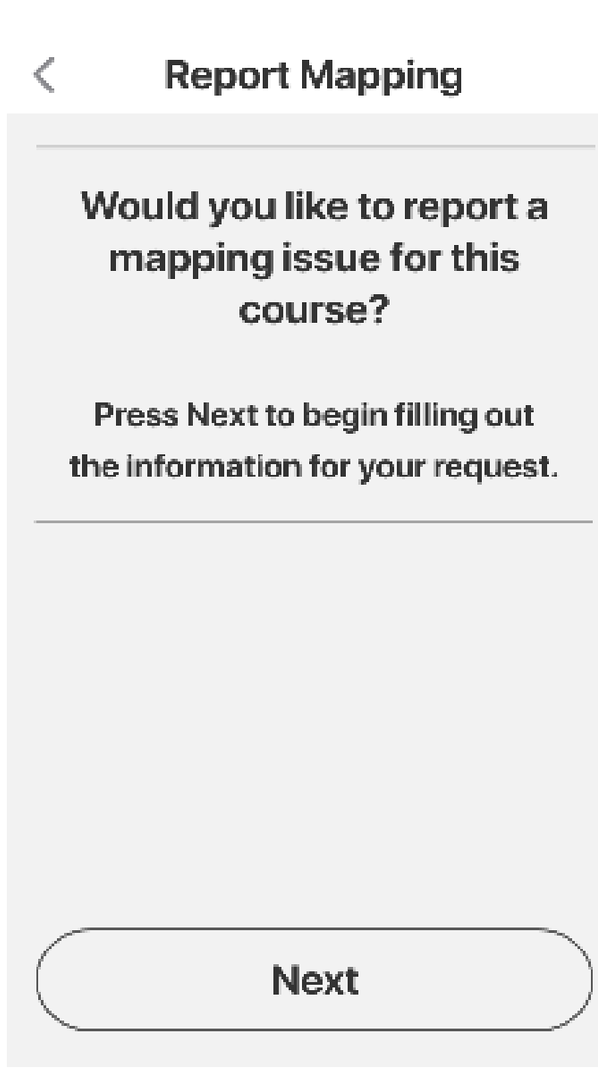
4.5 DISTANCE FUNCTION

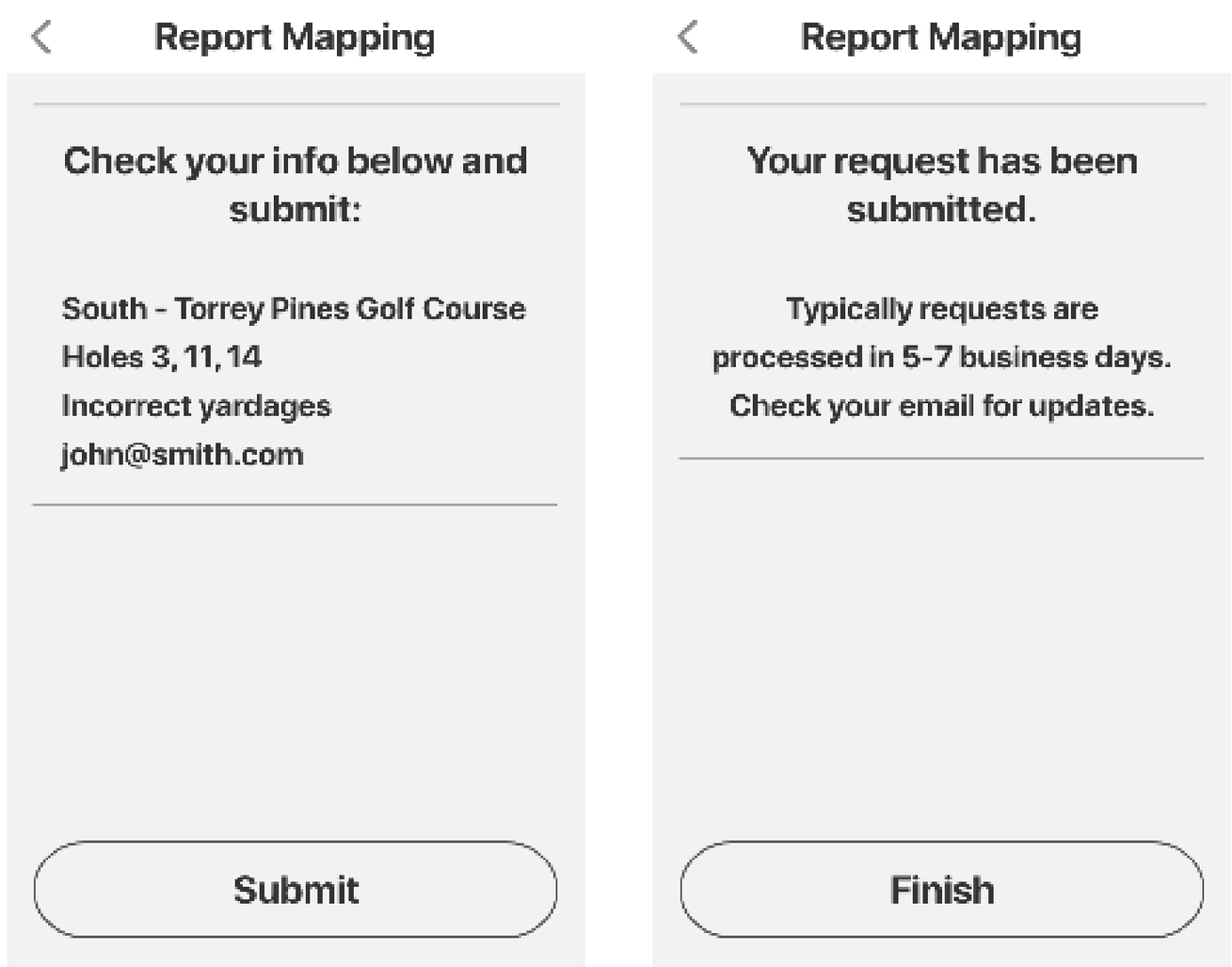
Tap the screen where your ball is situated during the hole to see the distance between the ball and the hole. Tapping on the screen will place the yellow marker to indicate distance. The flag on the Play Golf screen displays a closeup of the green for the current hole.

4.6 REPORTING A MAPPING ISSUE

- Golf courses change continually; it is advised to report any inaccuracies as they are found. To do this, tap the Golf Menu from the main screen, then tap mapping request.
- Once on the mapping request screen, tap Next to report the mapping issue, from there choose the hole on the course that requires correcting.
- After choosing the hole, select an option to indicate the specific issue of the map.

1. The 'Auto advance not working' option means the holes are not advancing sequentially meaning manual selection for every hole. Tap the option and then tap Next to submit the mapping report request.
2. The 'Incorrect yardage' option is for reporting incorrect distances across the fairway. Tap the option and then tap Next to submit the mapping report request.
3. The 'Remap hole' option is for reporting inaccurately mapped courses. Tap the option and then tap Next to submit the mapping report request.
4. Finally, you can tap 'Other' for all other mapping issue reporting.





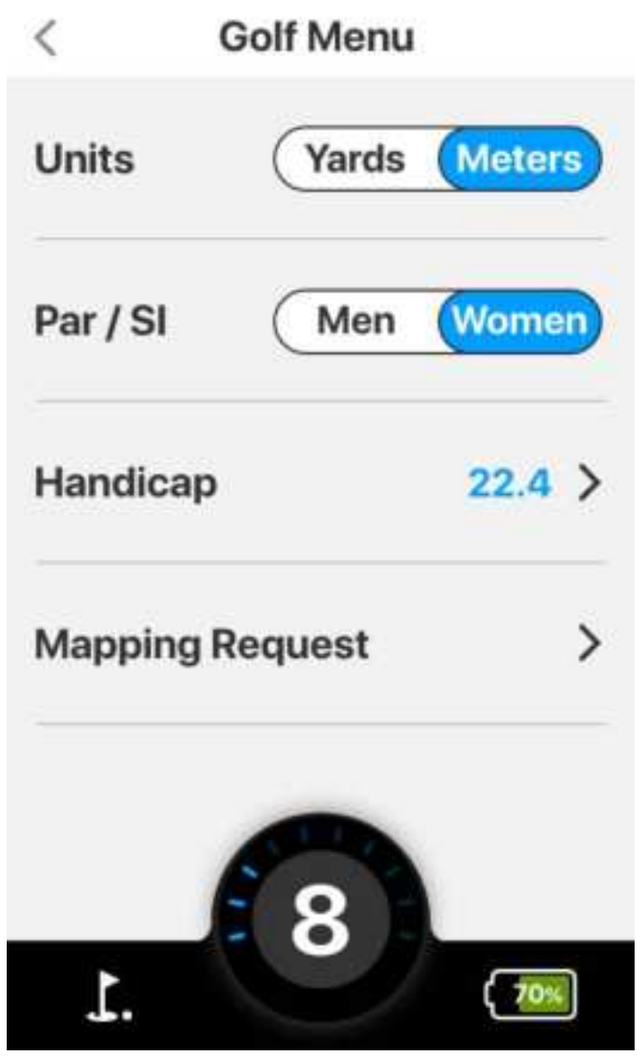
5.0 ROUNDS

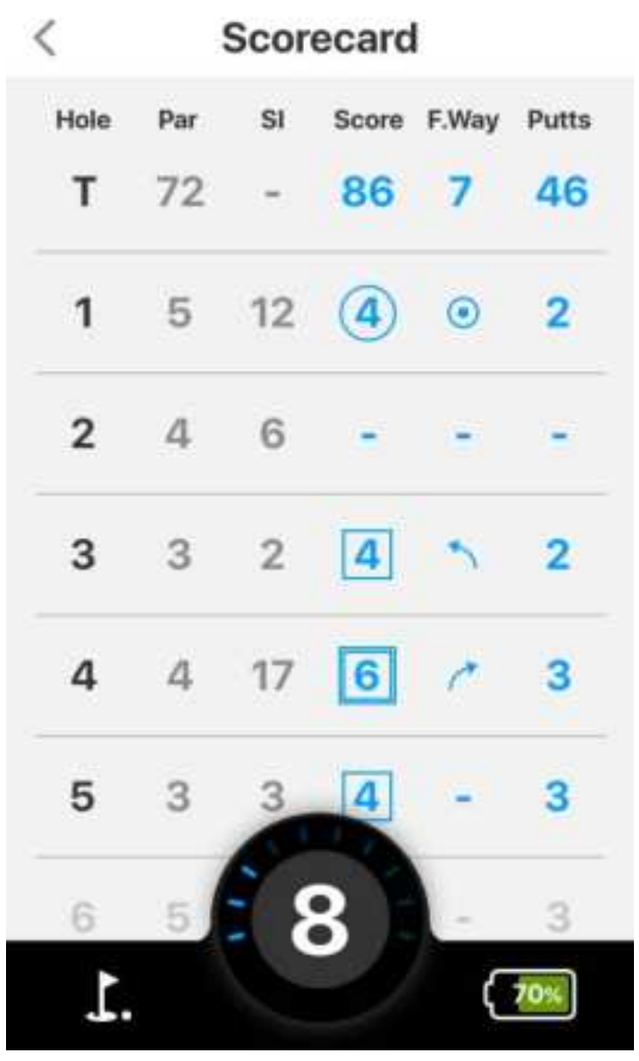
5.1 CHECKING COURSE PAR

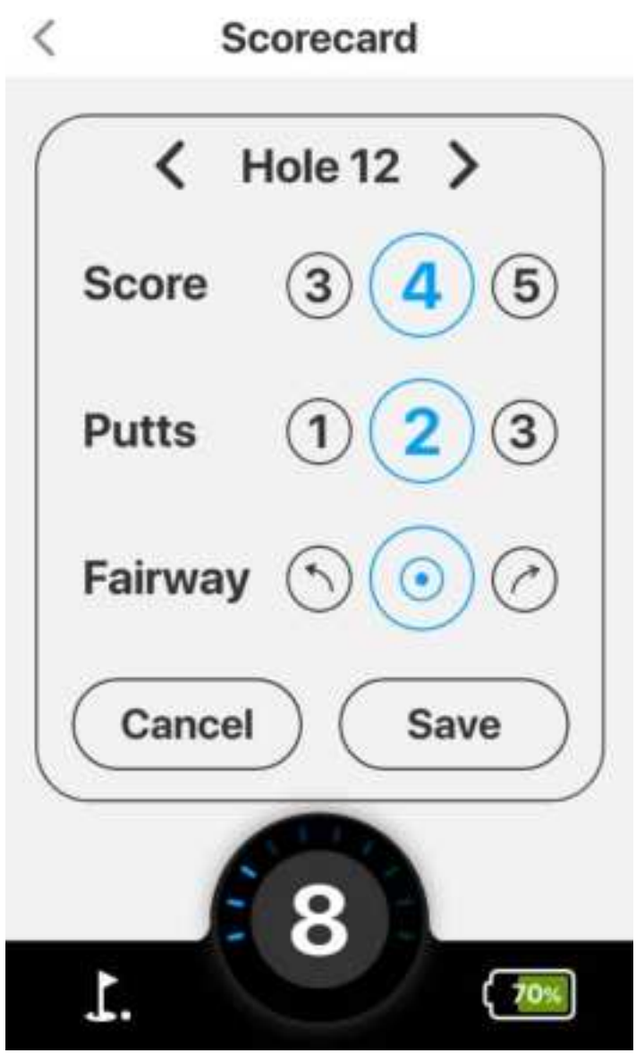
From the Home Screen tap the Golf Menu; from there tap the Scorecard option to see the par for each hole. Scores can also be entered from this screen.

5.2 VIEWING ROUND SUMMARIES

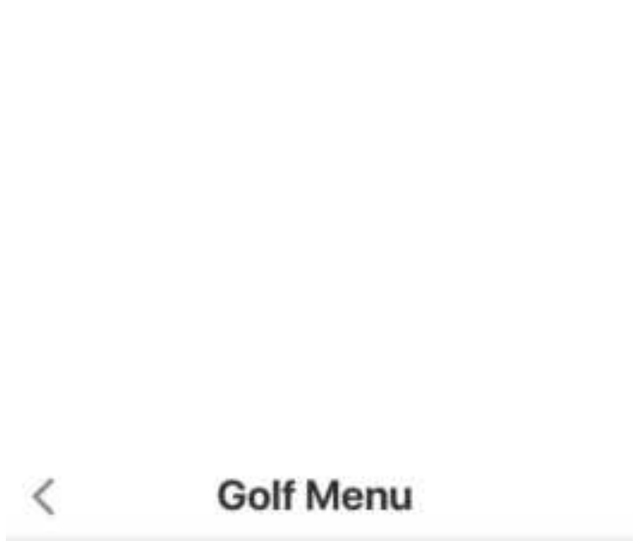
- To enter your score for each hole, simply tap the hole, enter the number of strokes taken, then tap save. You can also choose the number of putts you took for this hole.

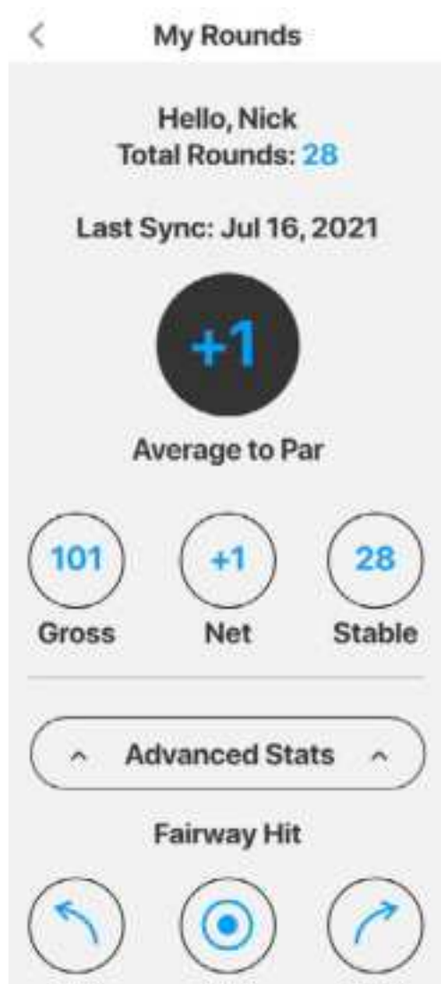






- To view the round summary for the course, go into the Golf Menu from the Home Screen then tap Round Summary.
- In the Round Summary you can view statistics from your round including your score compared to par and percentage of shots hit on the fairway.
  Also, in Round Summary you can view time taken, average putts per hole and percentage of hits on the green.

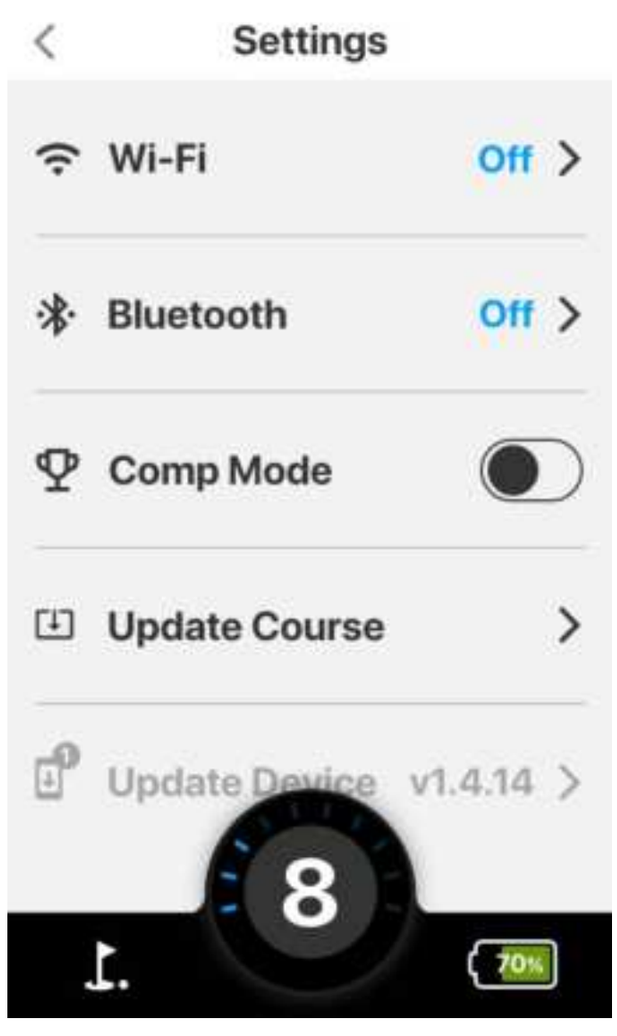


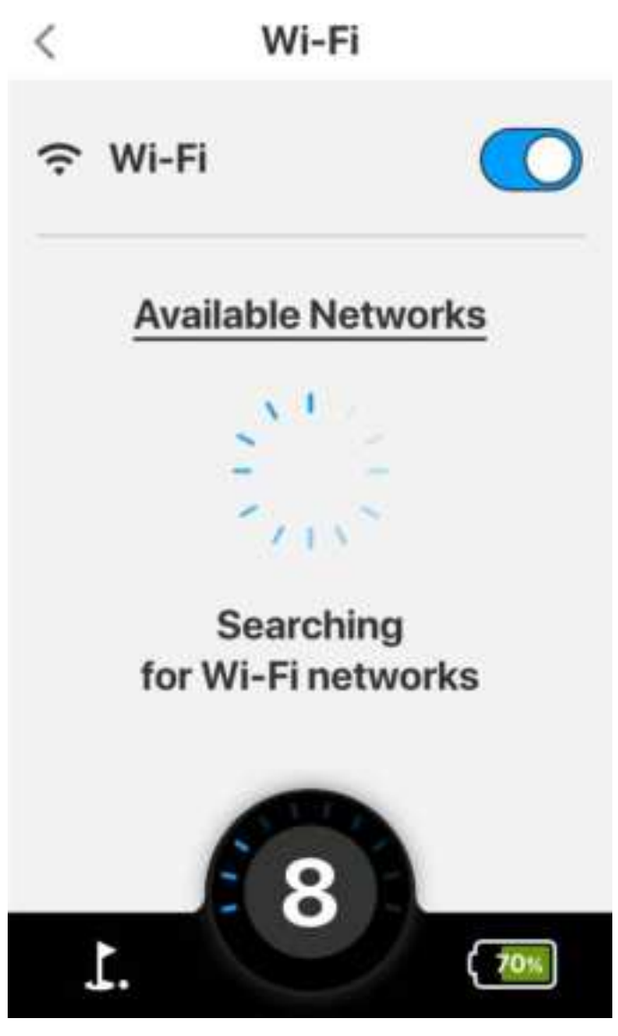


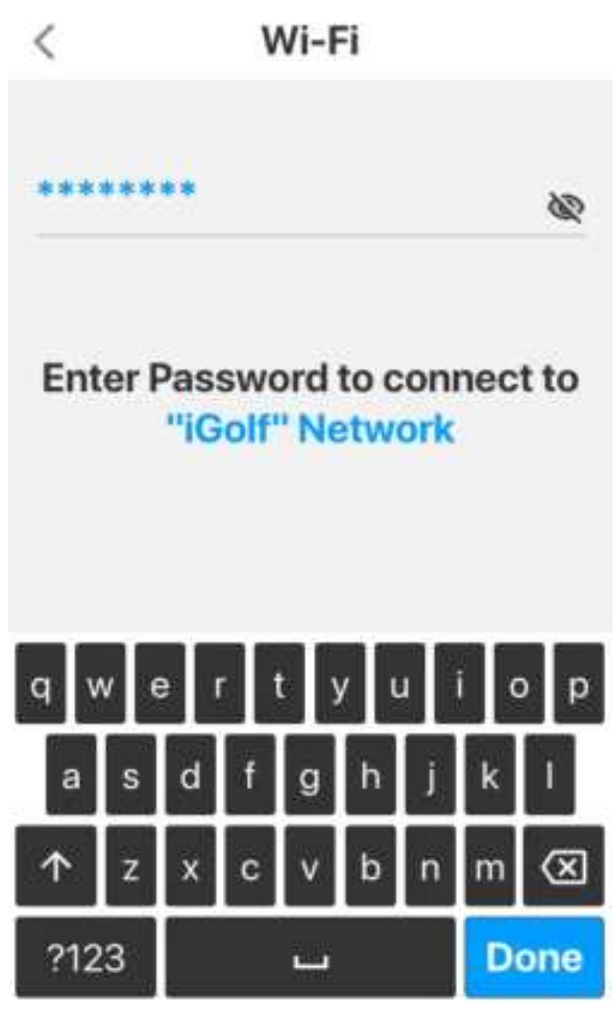
6.0 SETTINGS

6.0 SELECT/CHANGE YOUR WI-FI CONNECTION

- To select or change your Wi-Fi connection, tap the Settings option on the Home Screen, then tap the first option Wi-Fi.
- After selecting the Wi-Fi option, all nearby Wi-Fi connections will populate. Simply tap the Wi-Fi connection that you want to use and enter in the password (if any) to get connected.
- Please note, once connected, you may be asked to update your Ai 500 software; MGI recommends always updating to the latest version, when available, prior to playing golf.

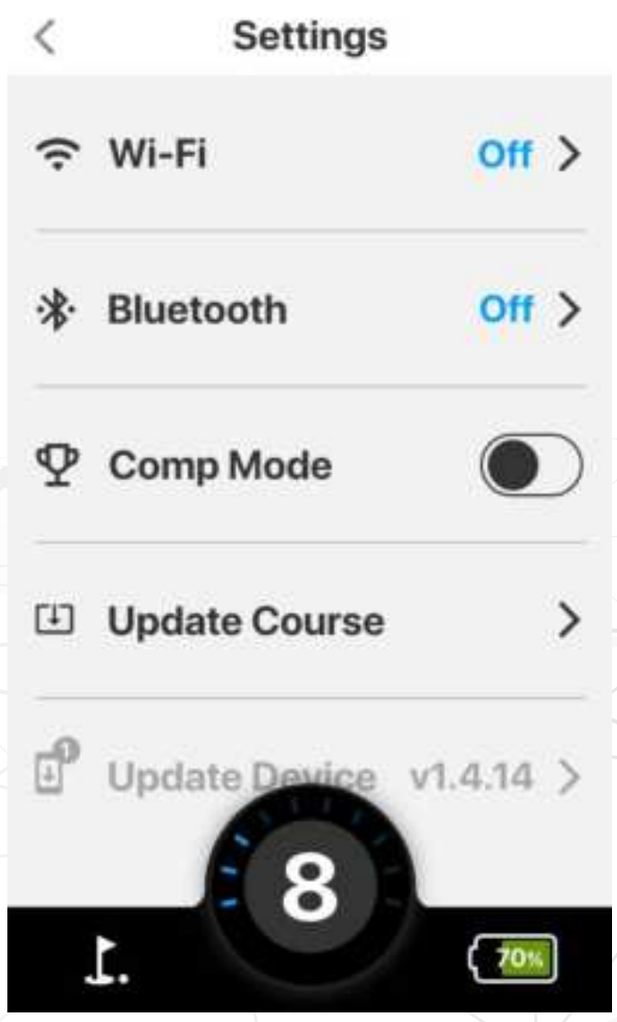


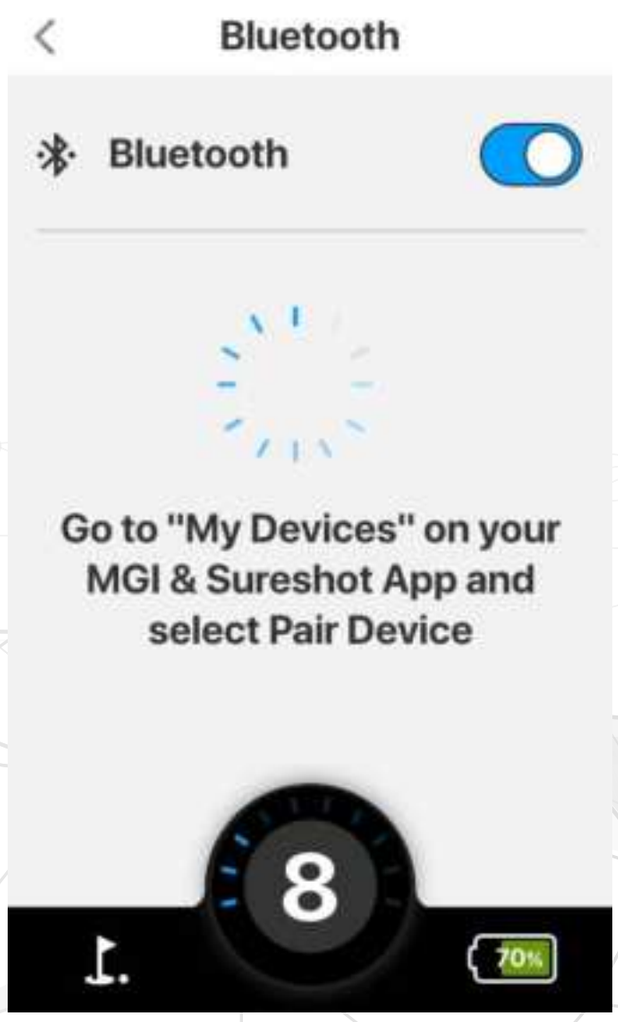


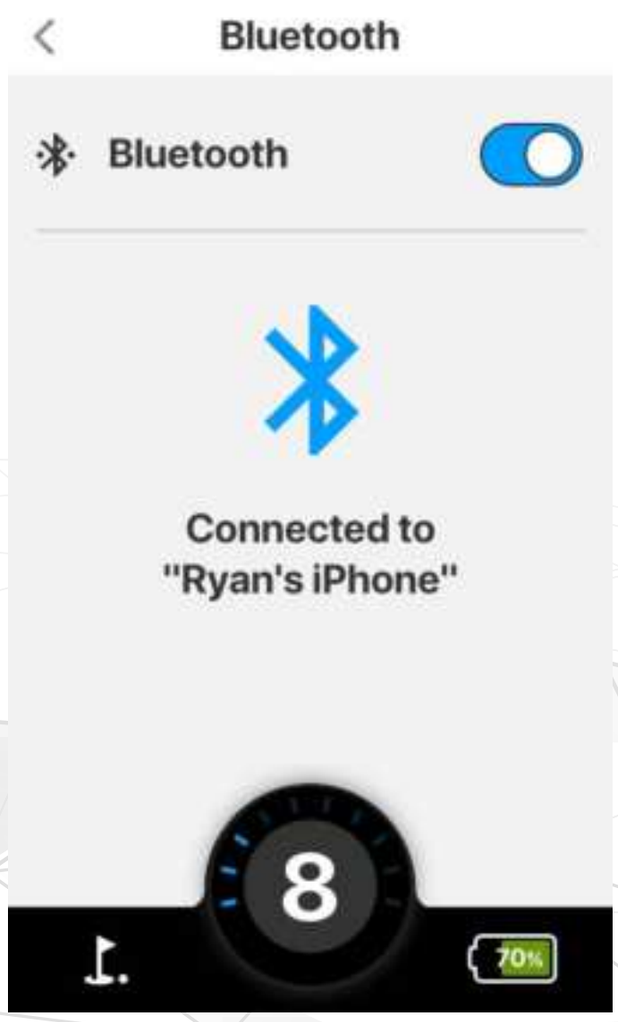


6. 1 SELECT/CHANGE YOUR BLUETOOTH CONNECTION

- To select or change your Bluetooth connection, choose the Settings option on the Home Screen then press the Bluetooth button, from there tap the Bluetooth switch so it turns green.
- After the Bluetooth button turns green, it will ask you to go to “my devices” on the MGI app which will then allow you to pair your device from the app.





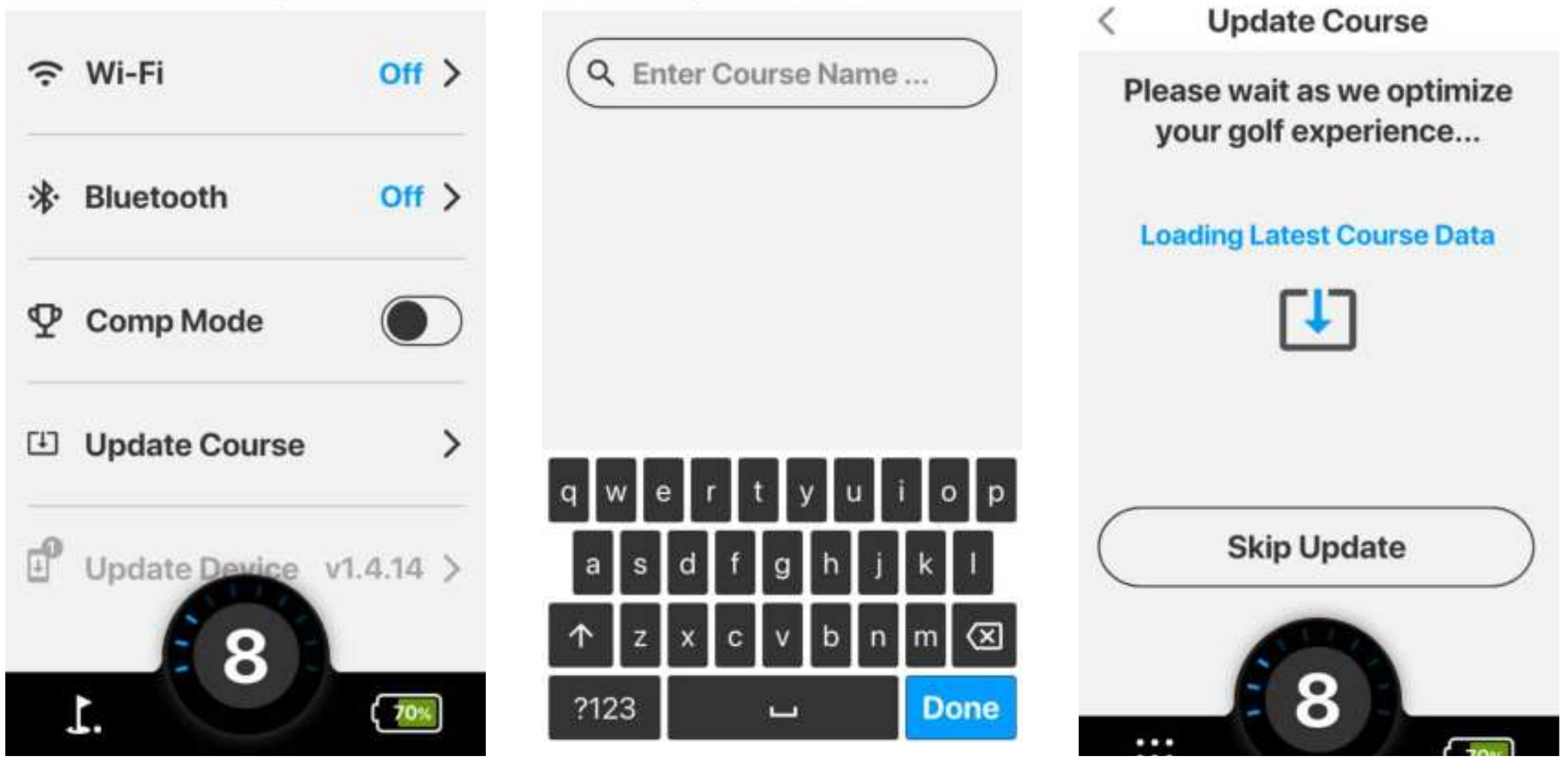


6.2 COMPETITION MODE

- To activate competition mode, click the settings option from the main page. From here you can click the switch to turn the comp mode green which indicates it has been turned on.

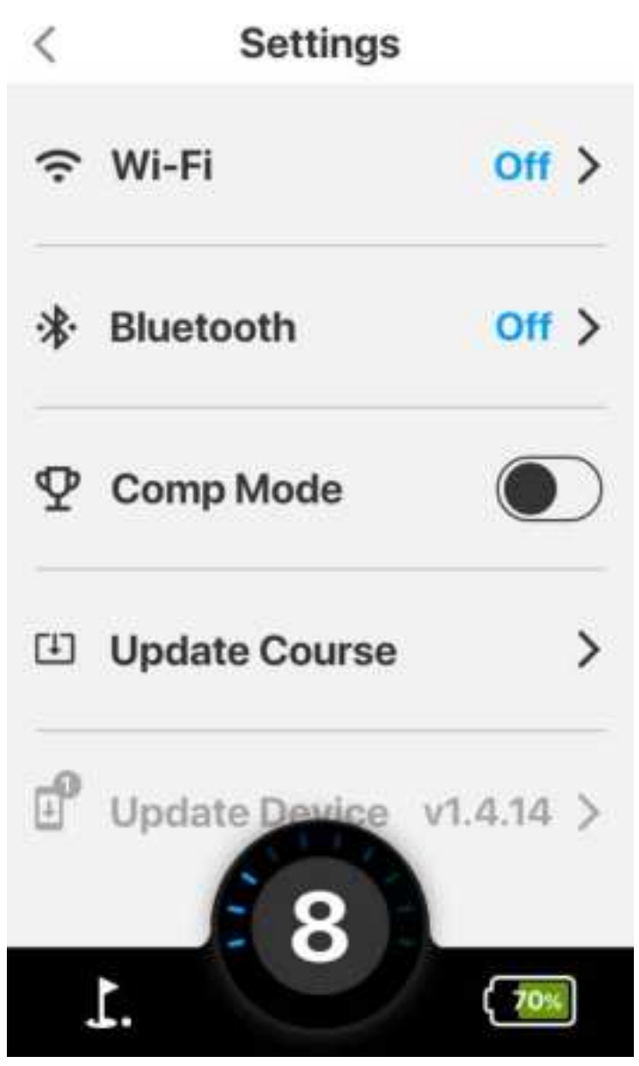
6.3 UPDATING A COURSE

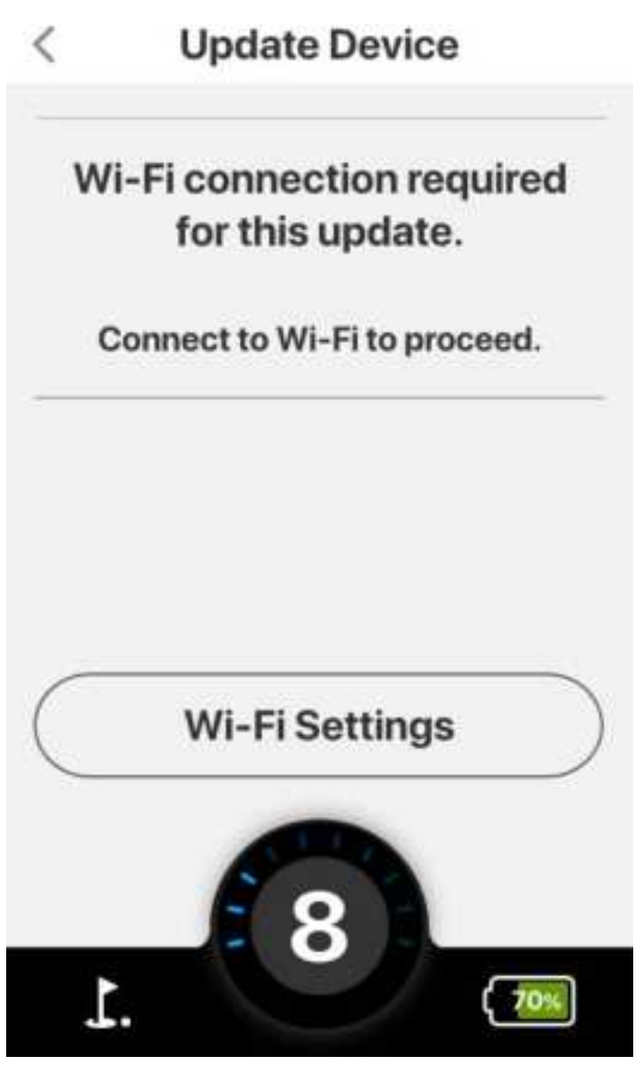
- To update a course, tap the Update Course option which can be found in Settings. There you can search for the course needed by typing in it's name.
- From the search you can tap on the course you want to be updated and it will complete the update. To show it is completed, it will project a small green tick to the right of the course name.

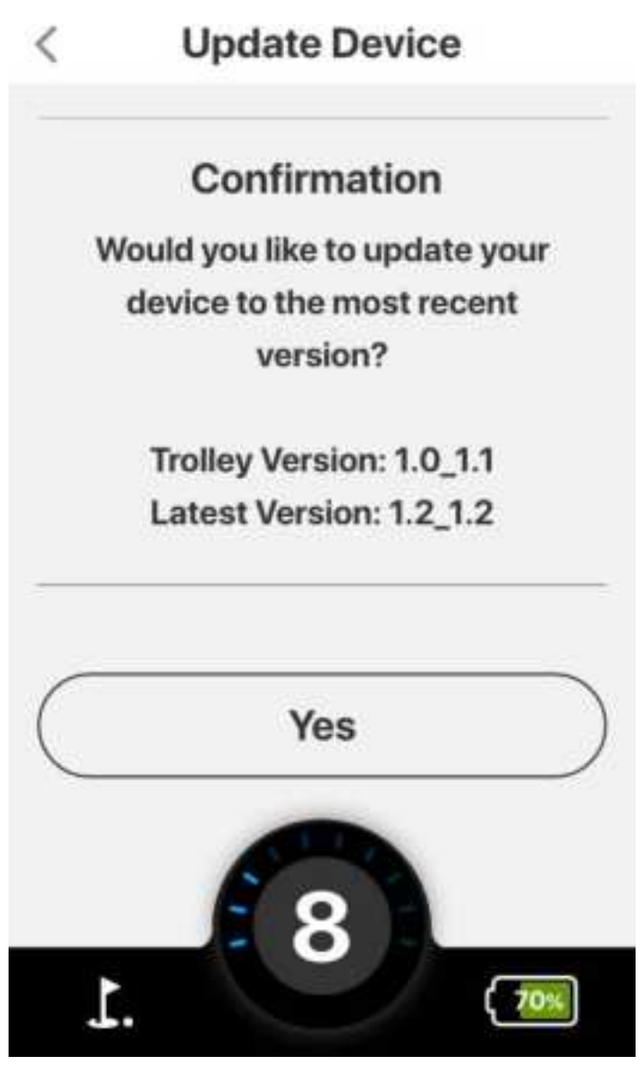


6.4 UPDATING THE Ai 500

- To update your Ai 500, ensure you are connected to Wi-Fi. Go into the Settings area from the Home Screen, scroll down, and tap the Update Device option.
- Your Ai 500 will show "Up to date" or give you the option to update your Ai 500 to the newest version available. Follow the on-screen prompt to update.







6.5 TIME SETTINGS

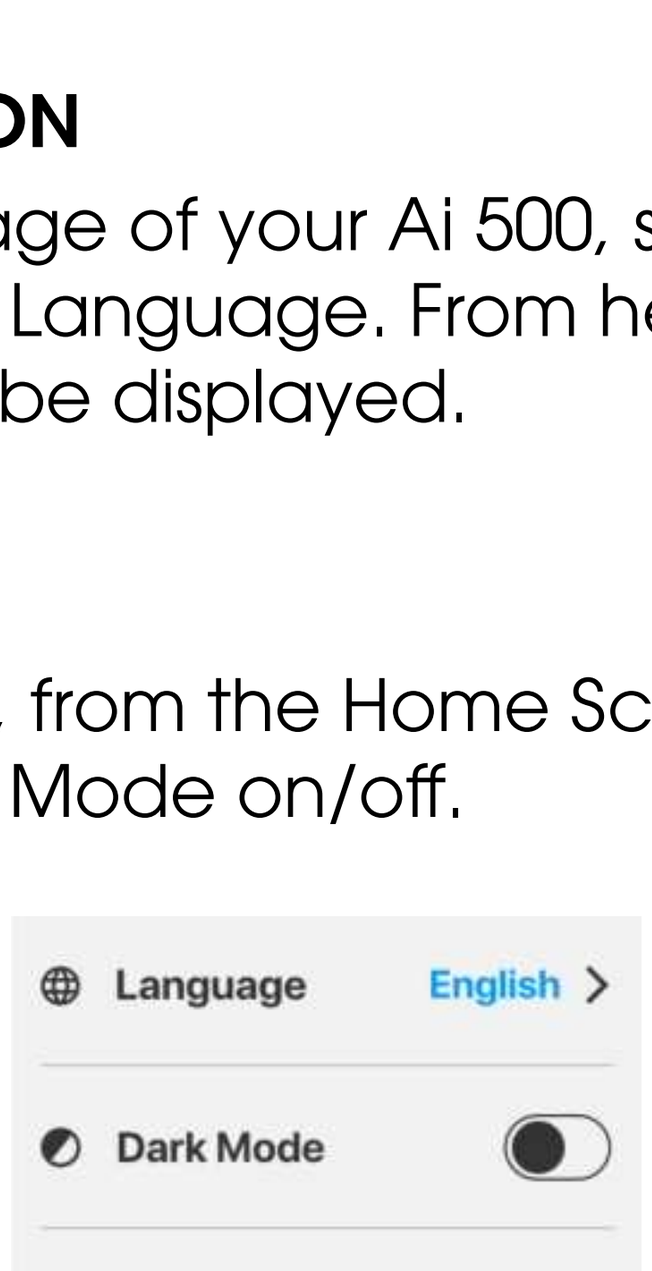
- To change the time Settings on your Ai 500, tap the Settings option from the Home Screen then tap Time. From here you will be able to change your displayed time format, date format and adjust for Daylight Savings.

6.6 LANGUAGE SELECTION

- To change the language of your Ai 500, select Settings from the Home Screen then tap Language. From here you can select the preferred language to be displayed.

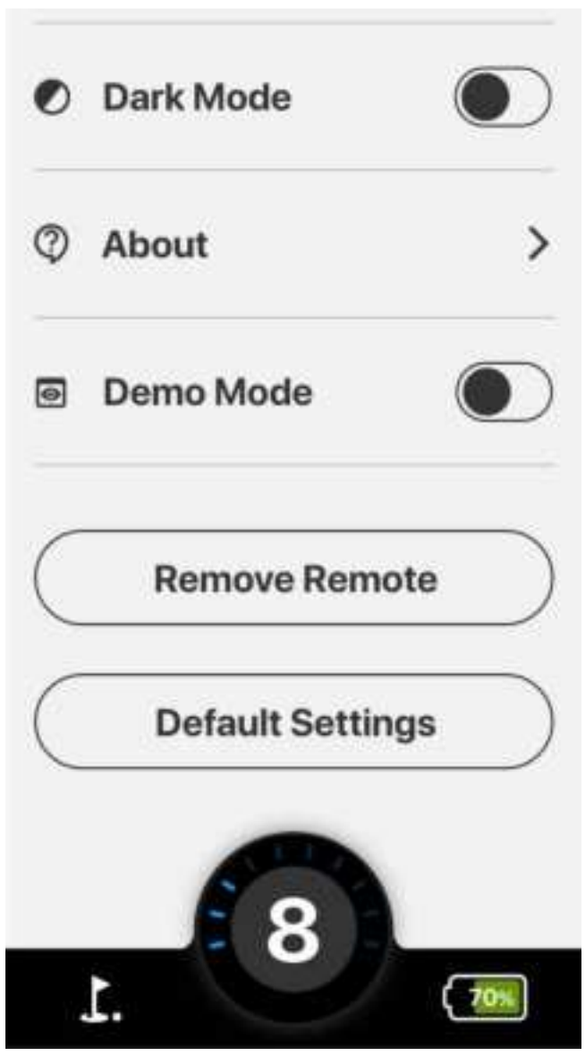
6.7 DARK MODE

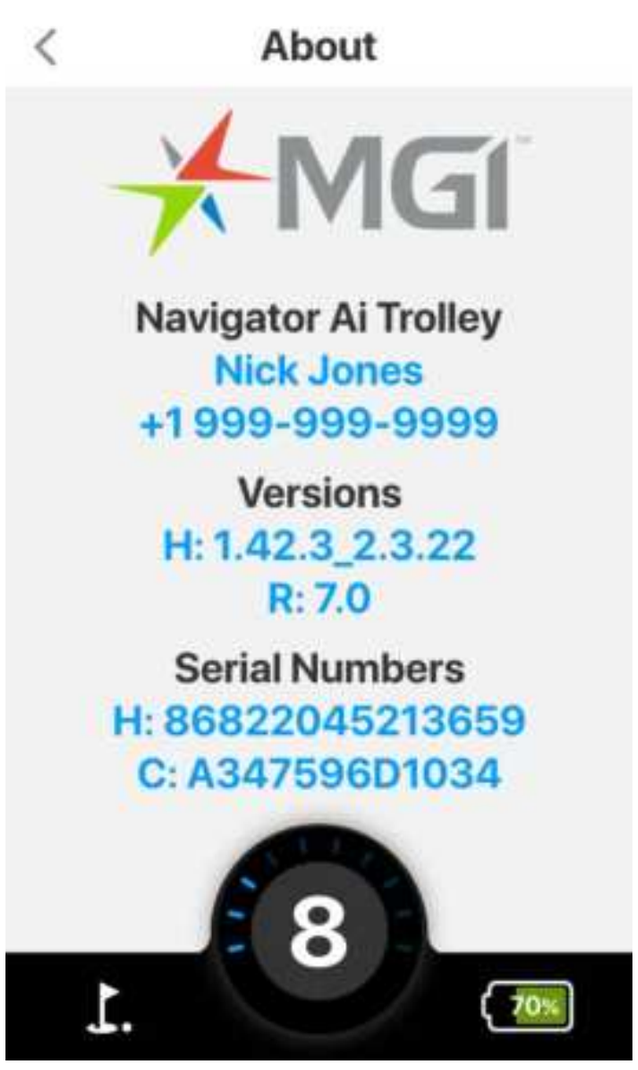
- To turn on Dark Mode, from the Home Screen select Settings, scroll down and toggle Dark Mode on/off.



6.8 VIEW FIRMWARE VERSION

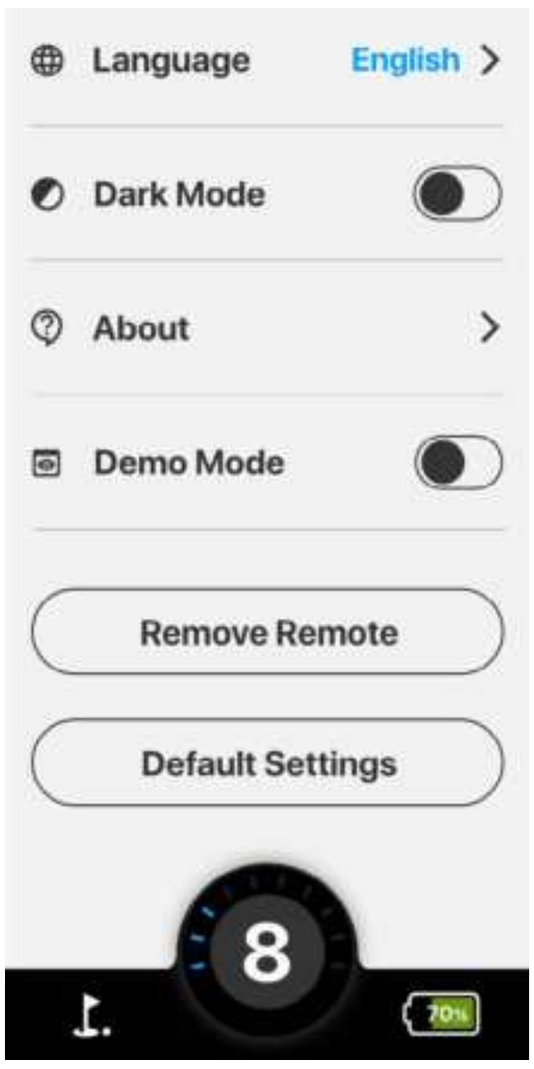
- To learn more about your Ai 500, select Settings from the Home Screen and then tap About.
- The About section will show you information about your Ai 500 such as the current firmware version and the Serial Number.

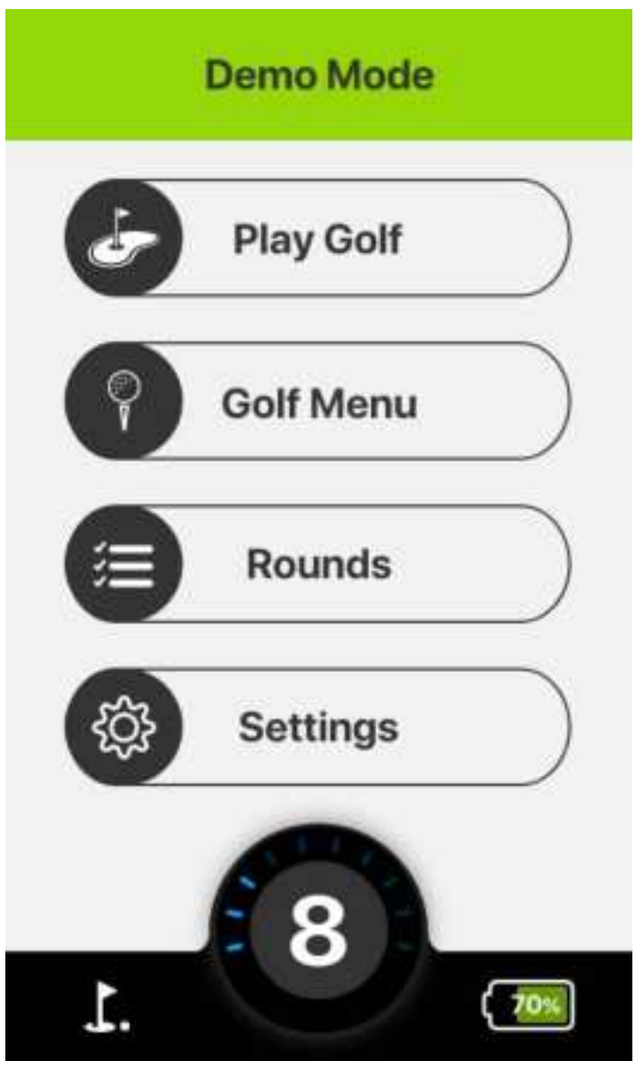




6.9 DEMO MODE:

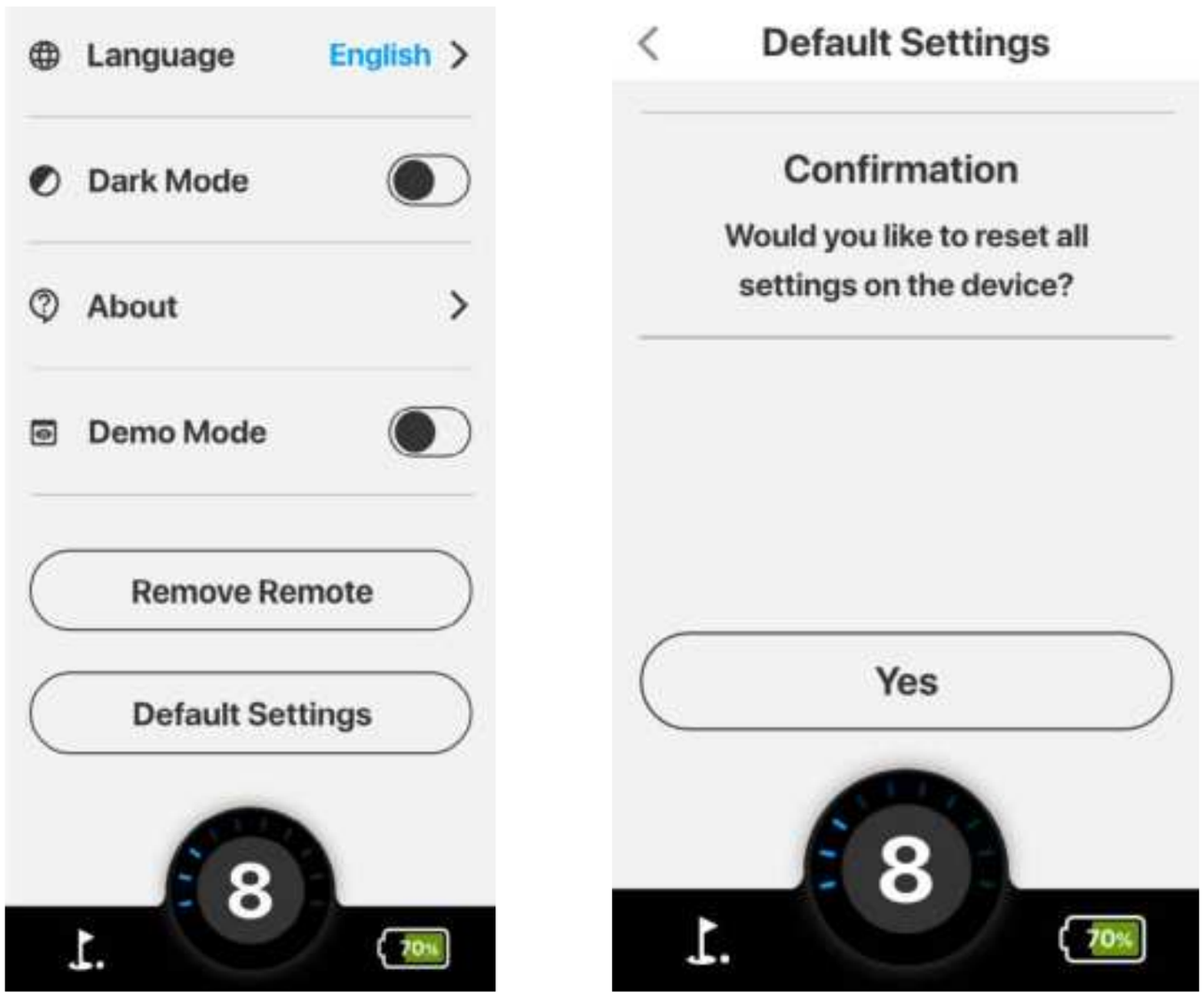
- Demo Mode can be activated from Settings from the Home Screen. Scroll down and tap the toggle to switch Demo Mode on/off.





6.11 REVERTING TO DEFAULT SETTINGS

- To revert all settings to default, go to Settings from the Home Screen scroll down and tap the toggle.
- Tap yes to confirm resetting all your settings and preferences on the Ai 500 back to default.



7.0 Ai 500 STATUS

7.1 VIEWING BATTERY STATUS

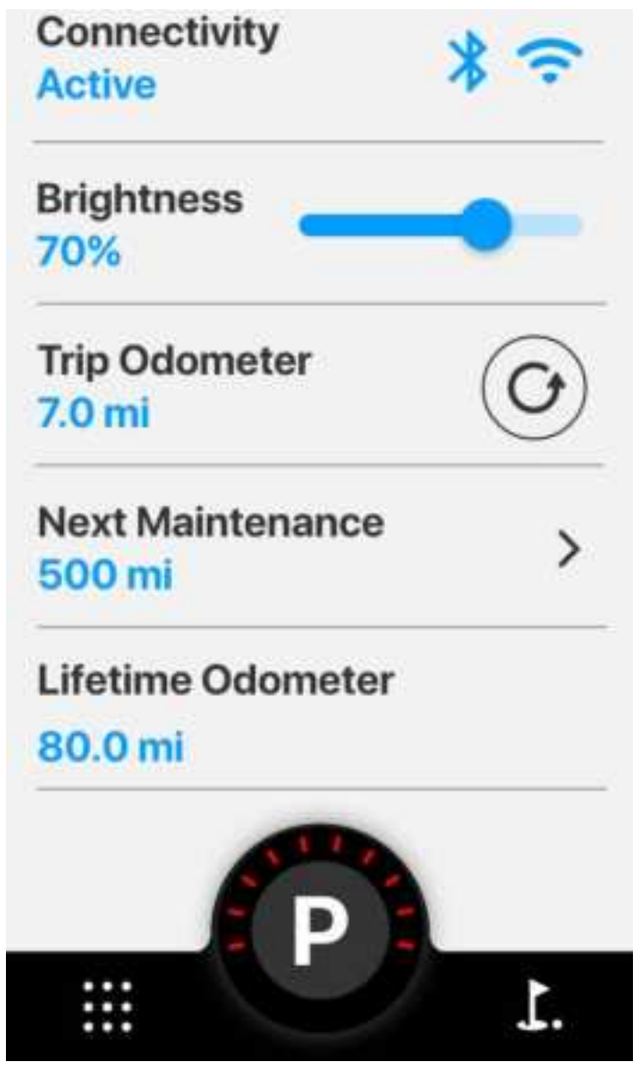
- To view your battery status, from the home screen tap the battery icon located in the bottom right hand corner.

7.2 ADJUSTING SCREEN BRIGHTNESS:

- To adjust screen brightness, tap the BATTERY icon located in the bottom right of the Home Screen and use the slider to brighten or dim the screen as needed.

7.3 VIEW ODOMETER & NEXT MAINTENANCE:

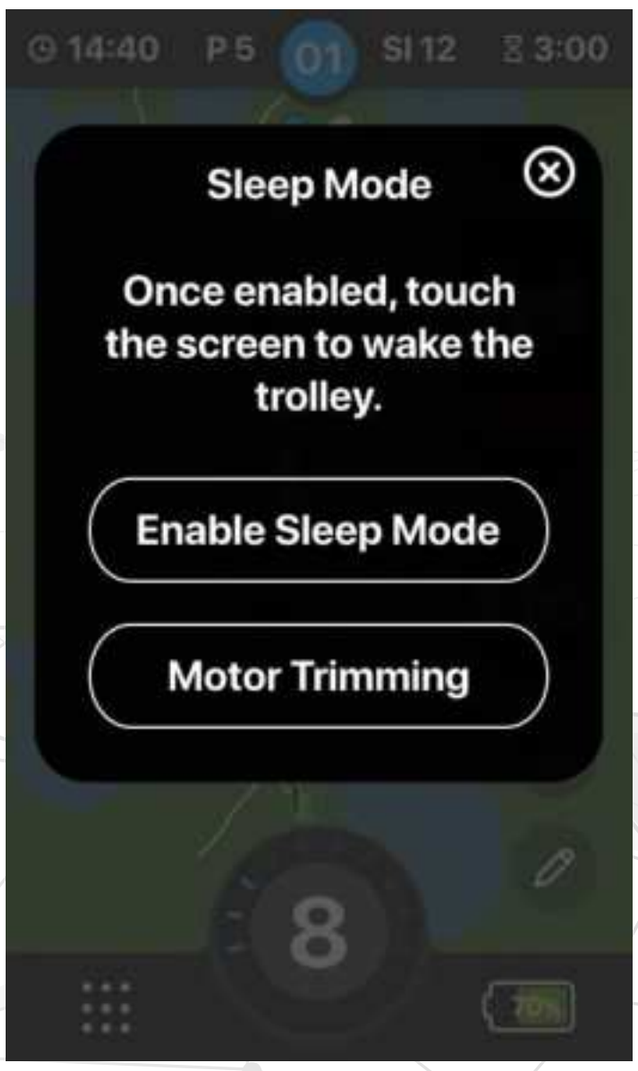
- To view Ai 500 lifetime and trip odometer tap the BATTERY icon located in the bottom right of the Home Screen then scroll down to view this information.
- You can update your trip odometer by tapping the REFRESH icon to the right of the Trip Odometer.
- To see when the next maintenance is due tap the BATTERY icon from the Home Screen then scroll down to Next Maintenance and tap to view.



8.0 MISCELLANEOUS

8.1 SLEEP MODE

- To enter Sleep Mode on the Ai 500, hold the Speed Dial button down for 3 seconds. The option to enter Sleep Mode will pop up.
- Sleep mode can be activated from any screen and will turn your screen black. Please note that during Sleep Mode, the Ai 500 will draw current from the main battery.
- To exit Dark Mode, tap anywhere on the screen.



9.0 FAQ

Q: How do I register my Ai 500?

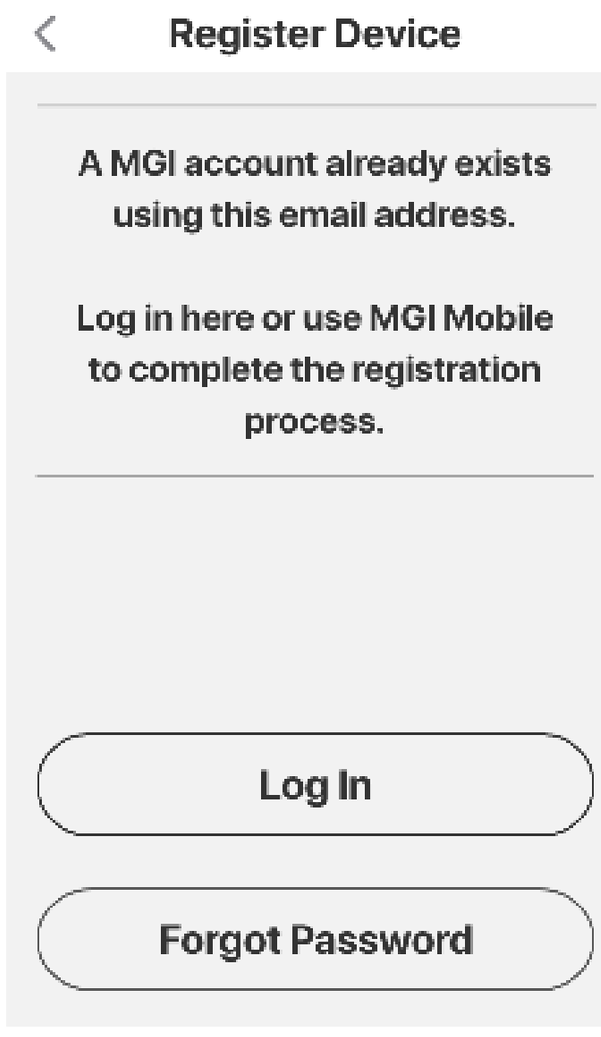
A: Option 1: Upon initial Start Up, the "Registration Process" follows the tutorial.

Option 2: Via Main Menu – A green registration banner will appear above the Main Menu items (if skipped on initial Start Up).

Option 3: Via About Screen - Go to Main Menu > Settings > About and tap 'Register Device'.

Q: What if I already have an MGI Account?

During the registration process, the Ai 500 uses Wi-Fi to check the server to see if an account already exists for a given email address. If an account exists, the following message will display. If this message appears, you will need to log into your account using your existing MGI account details.



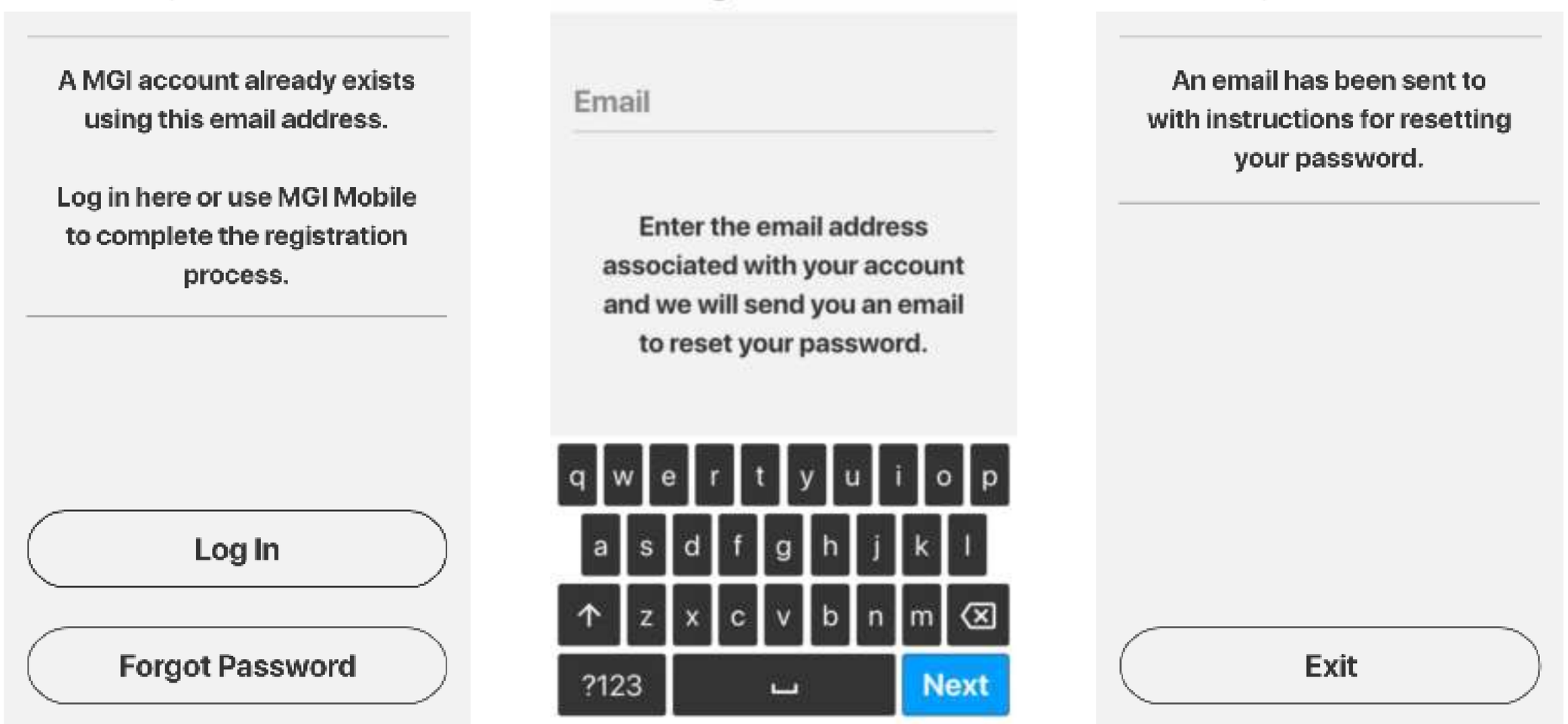
Q: Can I register multiple users on my Ai 500?

A: Each Ai 500 can only be associated with one owner account but one owner can have multiple MGI devices associated with their MGI account.

Q: What if I forgot my Password?

A: If you forget password, tap 'Forgot Password', which will send you an email with a temporary password to log in.

If you do not receive the 'Forgot Password' email, the password will need to be manually reset by MGI Golf Custom Service Team (contact details on the last page of this manual).
On rare occasions, this message may appear even when the user has entered the correct email and password – please contact MGI Customer Service for further assistance.



Q: What is Hole View and how do I get it?

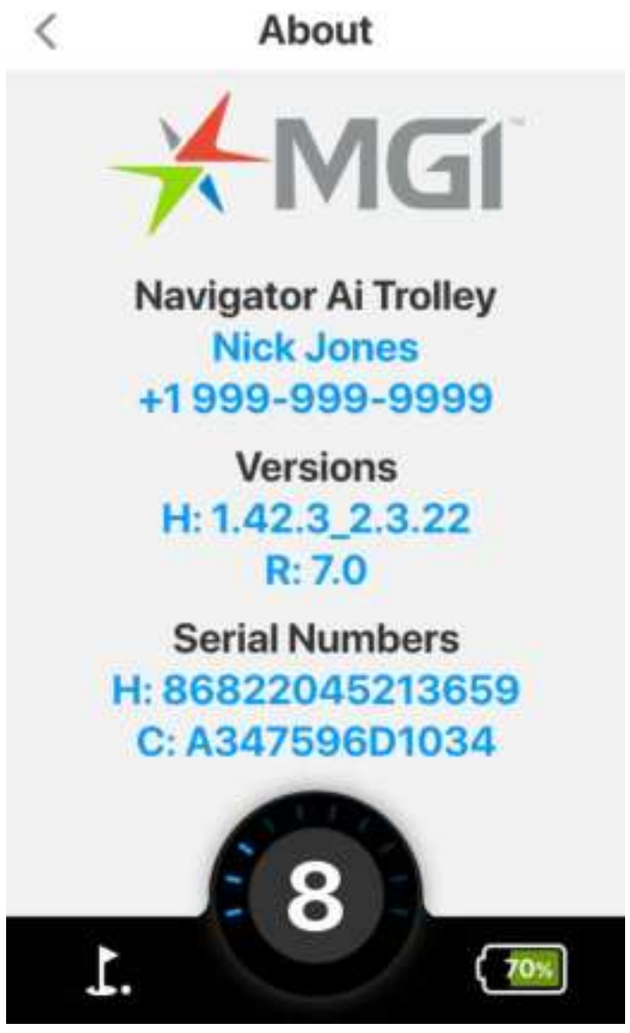
A: The advanced feature, Hole View, gives a full depiction of the golf hole for better details around layout and hazards. The Ai 500 is preloaded with details on tee boxes, greens, and scorecard information. This requires you to download the course details via Wi-Fi.

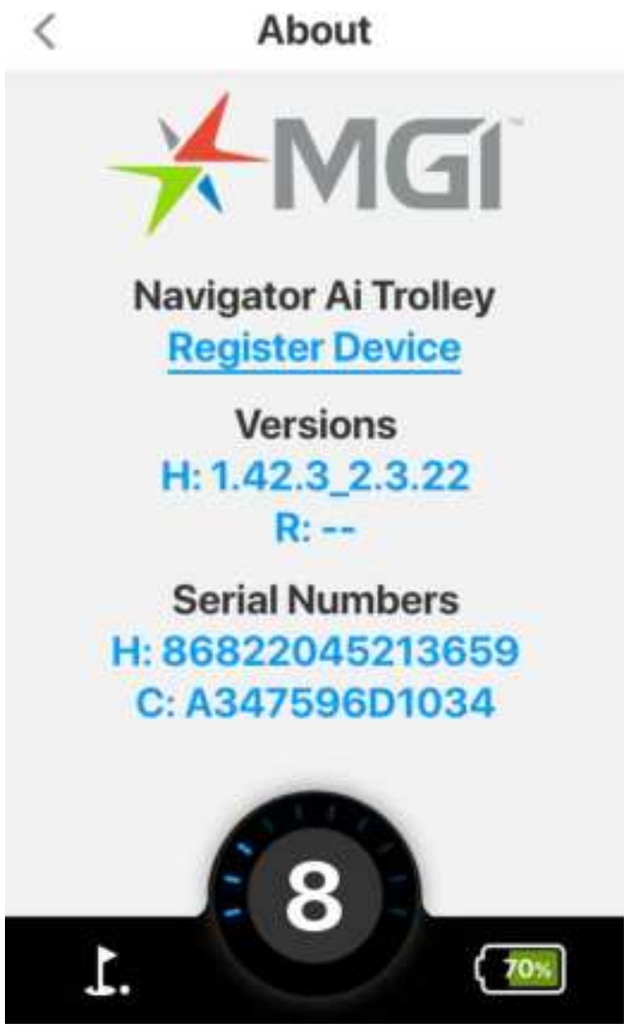
This can be done when you start your round or from the settings menu; go to Settings > Update Course to preload courses in advance. Once the course is downloaded, it will stay on your Ai 500.

Please note that each time your start a round of golf, the Ai 500 will attempt to search for any new course data for that course, i.e., any hazard changes. For this reason, the "Updating Course" message appears every time you start a round at that course.

Q: How do I know if my Ai 500 is registered?

A: Navigate to Main Menu > Settings > About and look for "Register Device" link. Your name, phone number and email address will appear beneath 'Ai 500'. If the device is not registered, it will hyperlink 'Register Device'.





Q: I don't have access to Hole View, but I am registered. How do I get full Hole View for my course?

A: Firstly, follow the steps in previous FAQ to verify that the Ai 500 is registered. If registered, the Ai 500 must be connected to Wi-Fi during the "Start Round" process, or you must download the course details via "Update Course" using Wi-Fi prior to the start of their round.

Option 1: Via Play Golf – Go to Play Golf > Select A Course

*Note: You must connect to Wi-Fi to get full course details.

Select your course and update. If you skip update, then the full Hole View will not display.

Option 2: Via Update Course – Go to Main Menu > Settings > Update Course. You can preload data for full Hole View. Note: you must first connect to Wi-Fi to be able to "Update Course".

Q: How do I connect to Wi-Fi?

A: Go to Main Menu > Settings > Wi-Fi.

Toggle Wi-Fi 'on'. If the Wi-Fi toggle is green, then Wi-Fi is on.

The system will automatically search for available networks.
**Note: Only secure networks can be connected to).*

Select the desired Wi-Fi network from the populated list.

Enter password - it is recommended to tap the "eye" icon to display the password to ensure there are no errors.
Do not go turn off the unit or tap 'go back' while the Ai 500 is attempting to verify a password.

- If the password is accepted, you will return to the Wi-Fi screen and the Wi-Fi Network will display as green.
- If the password is not accepted, you will receive an incorrect password error and must re-enter the password.

Note: Once Wi-Fi is connected the system will automatically connect to that Wi-Fi Network if Wi-Fi is 'on'.

Q: I am having issues with Wi-Fi and need to reset settings.

A: Option 1: Forget Wi-Fi Network – Go to Settings > Default Settings. Then turn off and turn on the Ai 500 and reconnect to Wi-Fi.

Option 2: Attempt to connect to an alternate Wi-Fi Network.

Q: How do I connect to Bluetooth?

A: Go to Main Menu > Settings > Bluetooth
Note: Bluetooth is ONLY required for Bluetooth Notifications from the phone. All other communications are handled via Wi-Fi

Turn Bluetooth on by tapping the toggle. If the Bluetooth toggle is green, then Bluetooth is on.
Note: Once Bluetooth is turned to ON, the connection process is managed by the MGI App.

Once Bluetooth is connected to a phone it will automatically connect to that phone in the future, if available, and Bluetooth is ON.

Q: I am having issues with Bluetooth

A: Reset Bluetooth:

- Turn Bluetooth on Ai 500 to OFF.
- Turn Ai 500 OFF.
- Forget all Bluetooth Devices on your mobile device.
- Turn Bluetooth OFF then back ON.
- Turn Ai 500 ON, then turn Ai 500 Bluetooth ON.
- Reattempt to connect.

Q: I am getting too many notifications on my Ai 500.

A: You can control the types of Bluetooth notifications from the MGI Mobile App under Notifications option.

Q: I dismiss notifications, but they continue to appear on my Ai 500.

A: The Ai 500 displays messages from "Notification Center" on your mobile device. The Ai 500 is only able to display messages from your mobile device, not dismiss them.

If outdated Notifications appear on your Ai 500, you will need to go to the "Notification Center" on your mobile device and clear messages from there.

Q: I am connected to Wi-Fi, but I am not prompted to update the firmware.

A: This is most likely due to a weak Wi-Fi signal. It is recommended to try an alternate Wi-Fi Network or to move the Ai 500 to an alternate location to improve the signal.

Go to Setting > Update Device to check for the latest firmware.

Q: What is the difference between GPS and Wi-Fi?

A: Wi-Fi Networks are used to update information (firmware, course maps, scoring details) on the device. GPS is used to pinpoint the Ai 500's position to ensure that distance calculations are accurate. GPS is required for the Play Golf function; however, Wi-Fi is not.

Q: Why does my Ai 500 get stuck on searching for courses or isn't getting satellite signal?

A: To get a satellite signal, the Ai 500 must be in open sky with no obstructions. Move to an outdoor location away from buildings with clear line of sight with the sky.

Q: How do I remove Registration from my Ai 500?

A: Option 1 (Preferred):

*Only applicable from version v1.57.1_1.2.141 onwards

- Go to Main Menu > Settings > Wi-Fi and connect to Wi-Fi.
- Go to Main Menu > Settings > Reset Registration. Turn OFF and then turn ON your Ai 500

*Please note that the device will need to also be removed from your mobile app to successfully unregister your Ai 500 Model.

Q: Why does it take 30 seconds for the Ai 500 to start?

A: The Ai 500 is equipped with a 'Smart Module', similar to what you would find on a computer. The initial load time is to safely active the Smart Module and its advanced operating system.

Q: On the Ai 500 there is a menu option called Rounds. How and what does this synchronise with?

A: Rounds scored on the Ai 500 will be available here. If you connect to Wi-Fi the rounds can also sync with your MGI & Sureshot mobile App, if the device has already been paired.

Q: Where do you input your fairways and green shots? I cannot find this anywhere in the scoring screens on either the Ai 500 or App.

A: Greens in Regulation are calculated automatically based on score/putts entered.
Fairways are only available on Par 4+ holes, therefore not available on a Par 3.

Please refer to **mgigolf.com** for more information.

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