



TRACKMAN **i0** MAINTENANCE GUIDE

SCAN TO ACCESS
THE TRACKMAN i0
INSTALLATION
GUIDE



* Note the serial number of your unit here for easy reference



ROUTINE MAINTENANCE CHECKLIST

TRACKMAN iO

- Confirm 1 GB/s connection between unit and PC with Cat6 shielded cable. Do not use USB Ethernet adapters.
- Reboot the unit at least every other day to keep it running smoothly. Do not leave it in an idle/sleep state for extended periods without a full power cycle.
- Inspect the lens windows on the unit periodically for dust or smudges. Use a dry or lightly dampened microfiber cloth only — never spray liquid of any kind onto the unit.
- Check the mount and frame hardware monthly to confirm it's still tight and nothing has shifted.
- Do not place any plexiglass or protective barriers in front of the unit — these interfere with tracking and cause dust buildup that reduces performance.

PC

- Perform a full reboot of the PC regularly. (Windows fast startup must be disabled.)
- In Windows, enable automatic updates or check for new updates weekly.
- In the Nvidia app installed on the PC, enable automatic updates or check for new updates weekly.
- Maintain at least 25GB of free space on the hard drive.
- Keep the PC in a well-ventilated location to avoid overheating.
- Remove collected dust from fans at least once a month to avoid overheating.

IMPACT SCREEN

- Inspect the screen regularly for wear spots and slack. If you notice too much slack in your impact screen and balls are not reacting correctly off the surface, the screen may need to be tightened.
- Use a fabric steamer to remove any wrinkles on the screen after tightening.
- Clean the screen periodically with a lightly dampened microfiber cloth. Dab gently — do not scrub. Test in a corner first. Avoid harsh chemicals.
- Always use clean, unmarked golf balls — scuffed or dirty balls are a primary cause of screen marking.

CAMERAS

- Connect each camera to its own USB hub. Even if cameras are on different USB ports, they can still share the same internal hub, so check the support guidelines to make sure each camera is on a separate hub. Visit the Support Help Center for more information.
- Once USB connections are set up correctly, do not change cable positions. If a peripheral disconnects, plug the cable in the same position.
- In the Windows Device Manager, disable the Power Saving settings for the USB ports used by the cameras. Visit the Support Help Center for more information.
- Static electricity may cause cameras and other connected peripherals to disconnect. To prevent this, apply antistatic spray (two parts water, one part fabric softener) evenly across the entire turf surface within the bay. In commercial settings, we recommend re-applying frequently.

TEE AREA AND TURF

- Brush debris off the hitting area before each session and confirm the hitting strip is lying flat with no lifted edges.
- Rotate the hitting position periodically to distribute wear evenly and maintain consistent ball data.
- Regularly apply antistatic spray (two parts water, one part fabric softener) evenly across the entire turf surface to prevent static electricity from disconnecting cameras and peripherals.

SUPPORT CONTACTS:

We encourage you to always check the online Help Center at support.trackman.com before contacting Trackman Support by phone or email.

If you still need help, call any of these numbers 24/7:

US: +1 (602) 362-9714

CA: +1 (888) 244-8812

DK: +45 4574 4742

UK: +44 1628 965500

DE: +49 6131 493 2002

AU: +61 3 9071 0030

KR: +82 3083 210 183 / 00 3083 210 183 (local line)

JP: +81 5032 051 191