TRACKMAN iO DUO INSTALLATiON INSTRUCTiONS

TRACKMAN iO

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BRACKET PACKAGE CONTENT

Support Plate
Part no. MD027-339

1x

Mounting Bracket
Part no. PA22-0049

1x

Support Plate Screw
Part no. MS101513-79

4x

Center Cover
Part no. MD027-342

1x

End Cover
Part no. MD027-344

2x

Medium Spacer Cover
Part no. MD027-383

2x

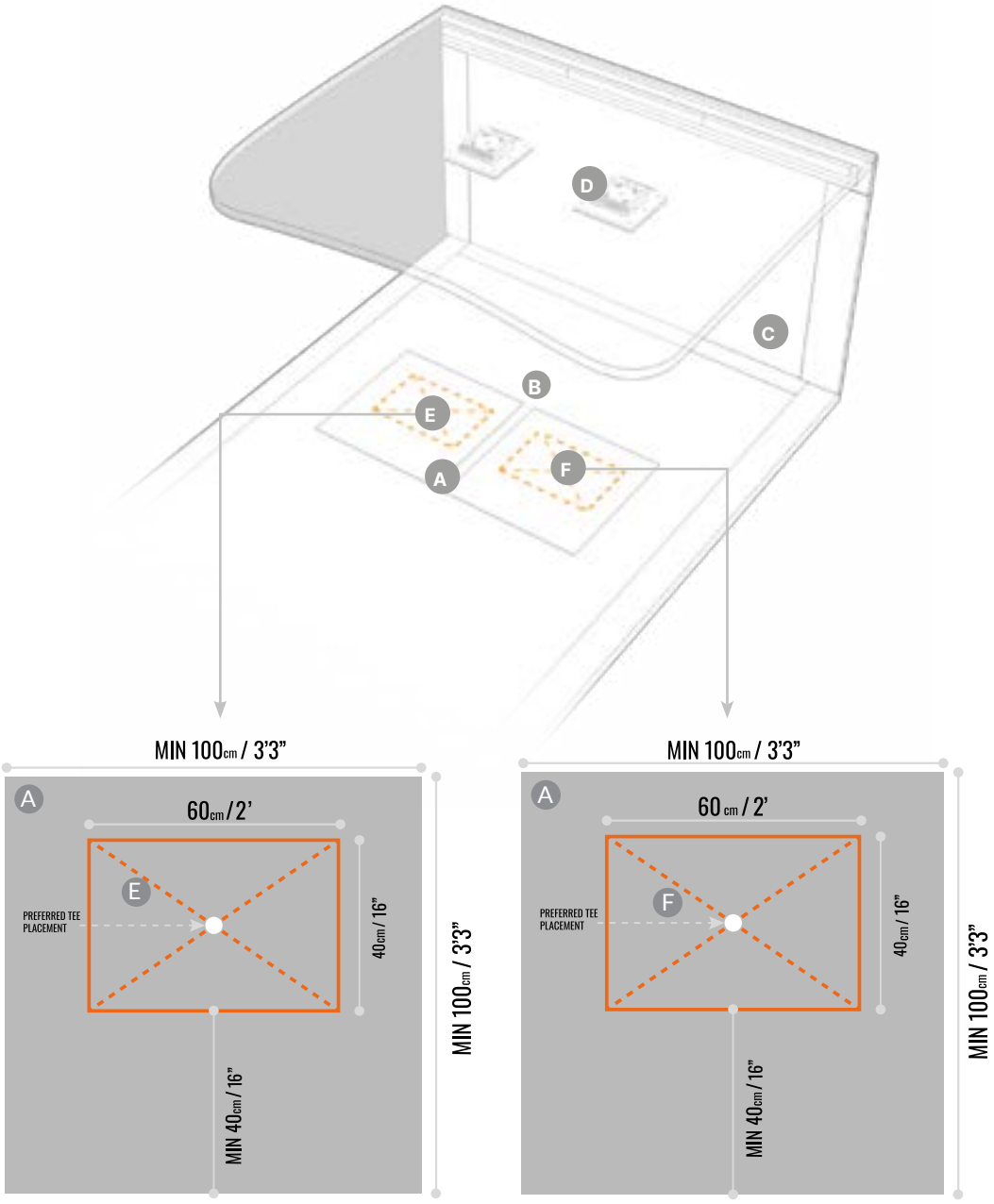
Small Spacer Cover
Part no. MD027-343

4x

Cover Screw
Part no. MS1849-89

12x

THE SPACE



A HITTING SURFACE
Must be green in color. The center of the **HITTING SURFACE** must also be the center of the **TEE AREA**

B FLOOR SURFACE

C HITTING SCREEN

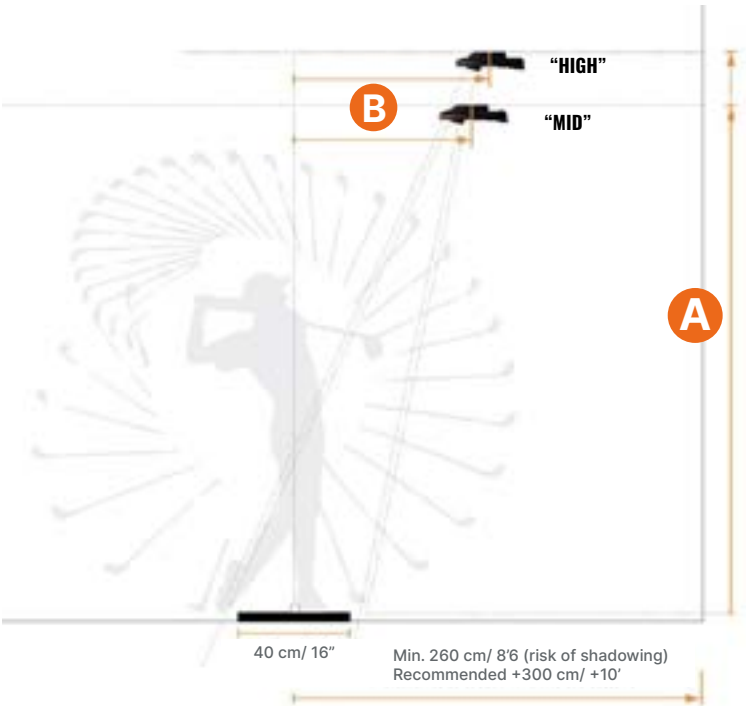
D CEILING SURFACE

E LEFT HAND
Tee AREA 60 × 40 cm / 2' x 16"
You will be able to hit shots from this **TEE AREA** the center of which is indicated by the **tee marker**

F RIGHT HAND
Tee AREA 60 × 40 cm / 2' x 16"
You will be able to hit shots from this **TEE AREA** the center of which is indicated by the **tee marker**

INSTALLATION TABLE

TRACKMAN IO DUO MOUNTING POSITION

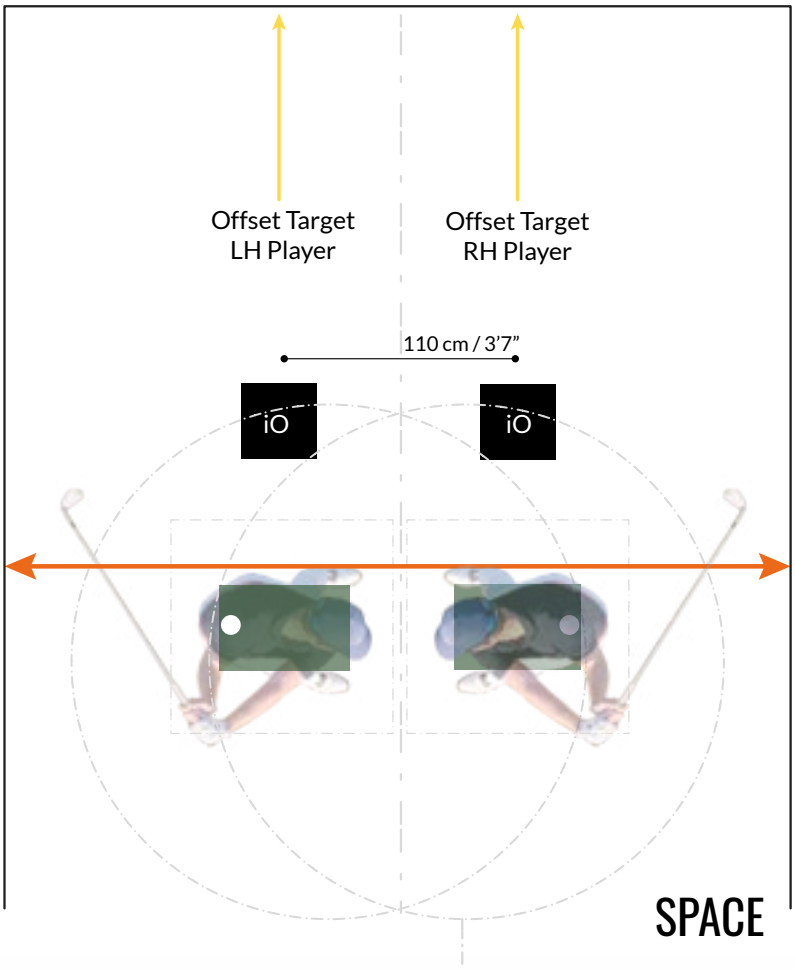


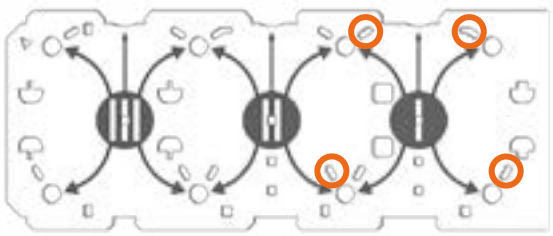
	A Mounting height		B Tee to iO		Comments
	cm	ft/in	cm	ft/in	
"HIGH"	320	10'6"	110	3'7"	Max
	315	10'4"	108.5	3'7"	
	310	**10'2"**	**107**	**3'6"**	**Recommended**
	305	10'	105	3'5"	
	300	9'10"	103	3'5"	Min
"MID"	305	10'	105	3'5"	Max
	300	9'10"	103	3'5"	
	295	**9'8"**	**102**	**3'4"**	**Recommended**
	290	9'6"	100	3'3"	
	285	9'4"	98.5	3'3"	Min

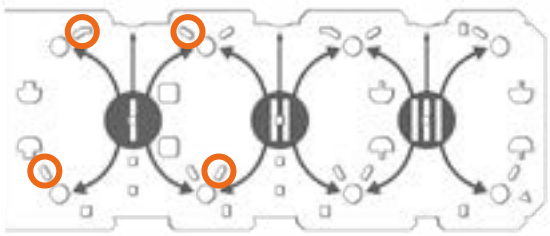
The Trackman DUO system can be a solution when dual dexterity is required, and the width of the space is less than 427 cm / 14'. Define install type by measuring the width of the space. This will also define the distance between theTrackman iO's. The install type is to be used later.

INSTALL TYPE I

Space width:
350 cm - 427 cm
11'6" - 14'

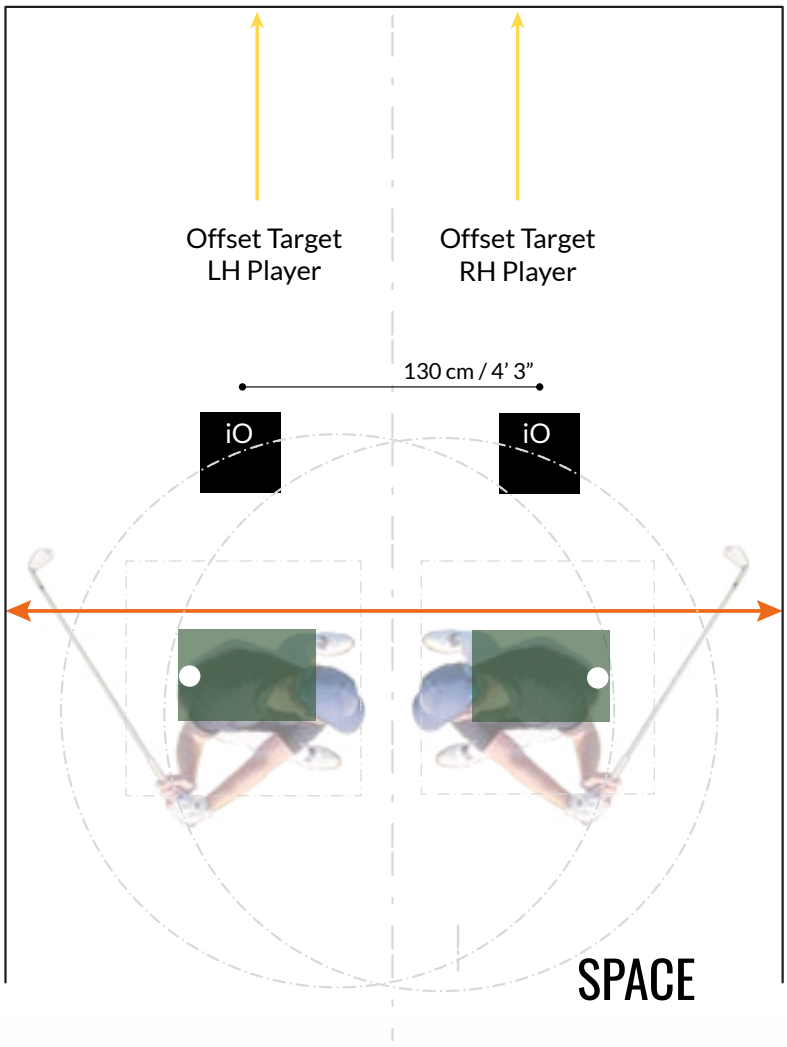


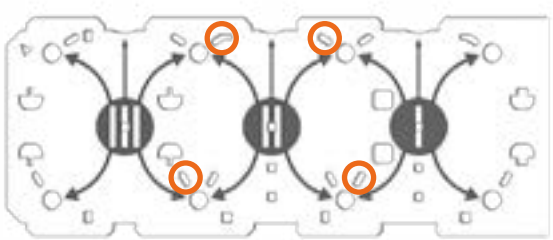


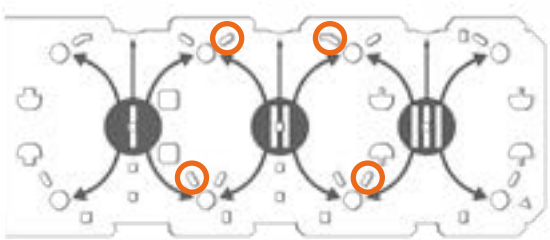


INSTALL TYPE II

Space width:
315 cm - 350 cm
10'4" - 11' 6"

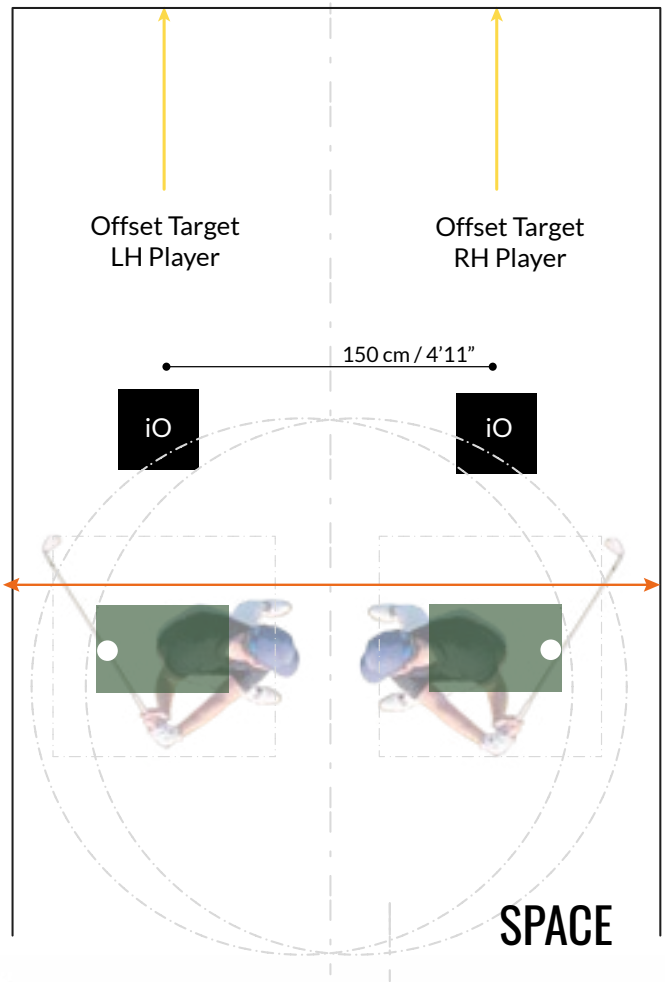


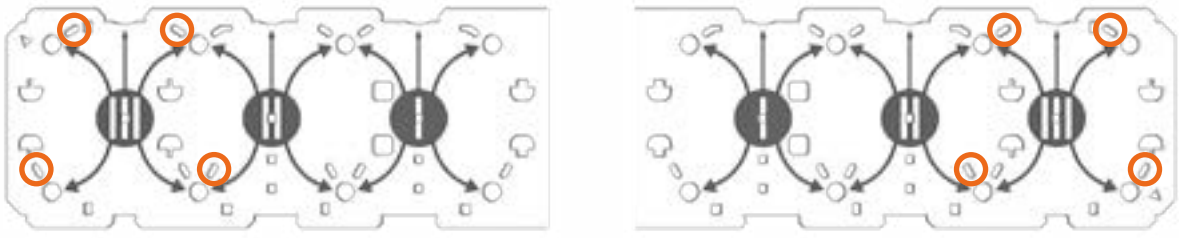




INSTALL TYPE III

Space width:
290 cm - 315 cm
9'6" - 10'4"





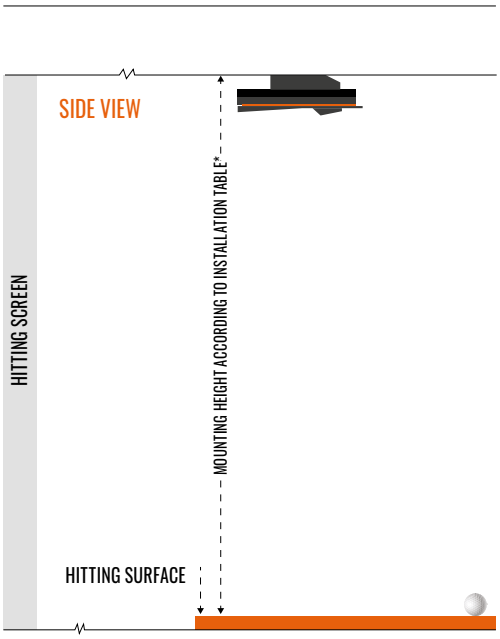
Placement of Trackman iO on the Mounting bracket for the Install types I, II & III will define the distance between the Trackman iO's.

MOUNTING TYPES

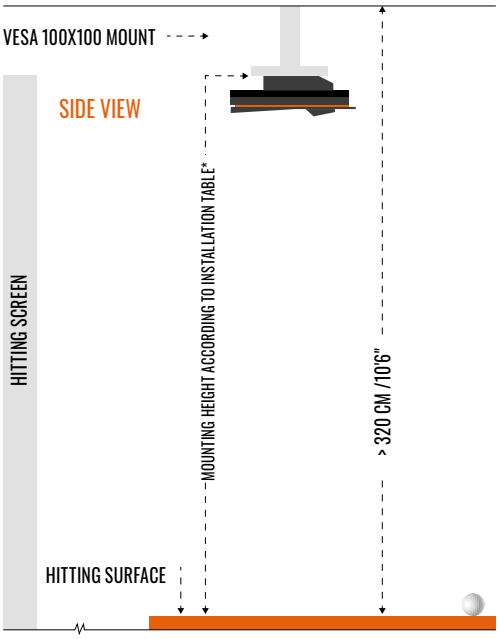
A. Direct ceiling mount
- See section for **Mounting Type A installation process** - Page 10

B. VESA mount (100×100, with rotary joint and adjustable pole/bracket)
- See section for **Mounting Type B installation process** - Page 24

MOUNTING TYPE A



MOUNTING TYPE B



To ensure a functional system, select a mounting type for installing your Trackman iO:

- It is recommended to use **Mounting Type A** (direct ceiling mount) if allowed by the ceiling height of the space. Check installation table* for recommended install height for device **"Mid"** and **"High"**
- When the distance between the **HITTING SURFACE** and **CEILING SURFACE** is greater than 320 cm / 10'6", use Mounting Type B VESA mount with adjustable pole/bracket and set to the recommended mounting height of the device as of the installation table*.

IMPORTANT	Whichever mounting type you choose, both the mounted **Trackman iO** and floor must be level. An installed **Trackman iO** or a floor that is not level will affect its performance and position of **Tee Area**. If the floor is not level, TPS, will inform to hold the Calibration board in level position while calibrating.

IMPORTANT	Keep the protective foil on your **Trackman iO** and do not insert the **power cable** until instructed.

**Installation table can be found on page 5*

MOUNTING TYPE A

INSTALLATION PROCESS

BEFORE YOU BEGIN: The following steps will show you how to use your preferred **tee marker** location to determine the proper position on the **CEILING SURFACE**. For best results, the **Trackman iO** should be mounted at the recommended mounting height as of the installation table. Please read these instructions carefully and double-check your measurements to ensure they are within the guidelines.

RECOMMENDED: This installation is best performed by two people.

IMPORTANT	Whichever mounting type you choose, both the mounted **Trackman iO** and floor must be level. An installed **Trackman iO** or a floor that is not level will affect its performance and position of **Tee Area**. If the floor is not level, TPS, will inform to hold the Calibration board in level position while calibrating.

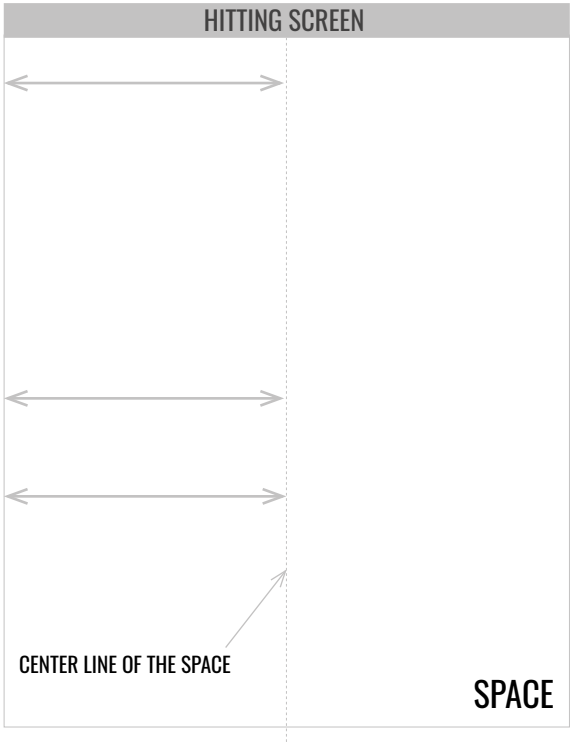
1. Find the half width of the Space.

A) Mark (e.g with tape) center line on the **HITTING SURFACE** from the **HITTING SCREEN** to the entrance of the Space.

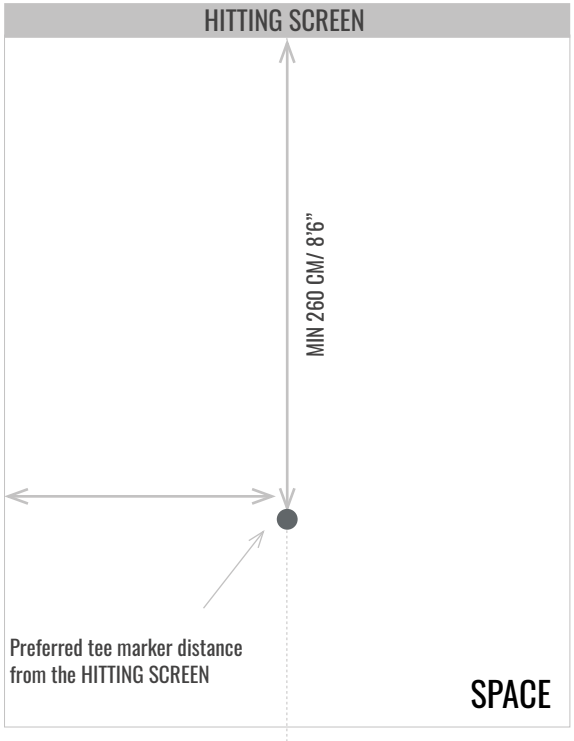
B) Place the **tee marker** on the center line at the preferred tee/ball distance on the **HITTING SURFACE**, at least 260cm/8'6" from the **HITTING SCREEN**. If your **HITTING SURFACE** allows, use the provided tee to fix the position of the **tee marker**. (Tee and Tee markers can be found in the Trackman iO box)

IMPORTANT	Do not remove the tee marker until the entire installation process is complete

A)



B)

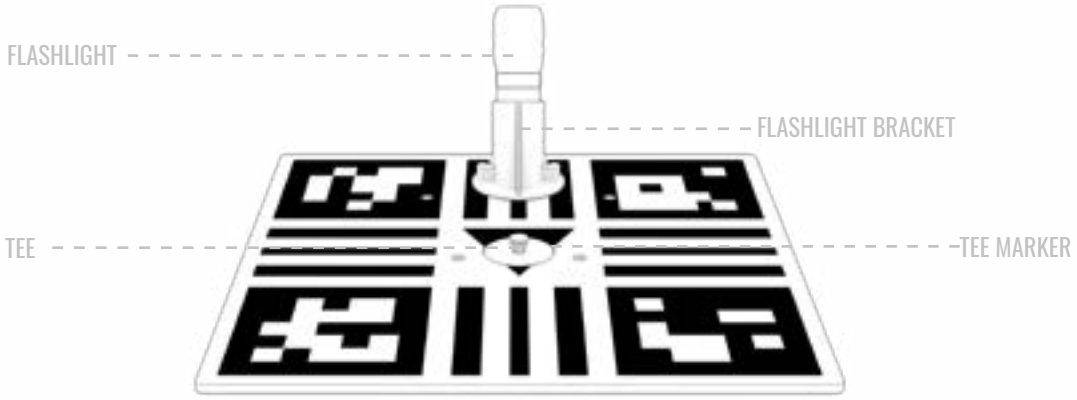


RECOMMENDED: This installation is best performed by two people.

2. Open one of the Trackman iO boxes and take out calibration board, flash light and 3 AAA batteries.
3. Install the 3AAA batteries in the flashlight and turn it on.

IMPORTANT	Do not look directly into the light cone.

4. Push the rear end of the flashlight into the flashlight bracket of the calibration board until it stops.

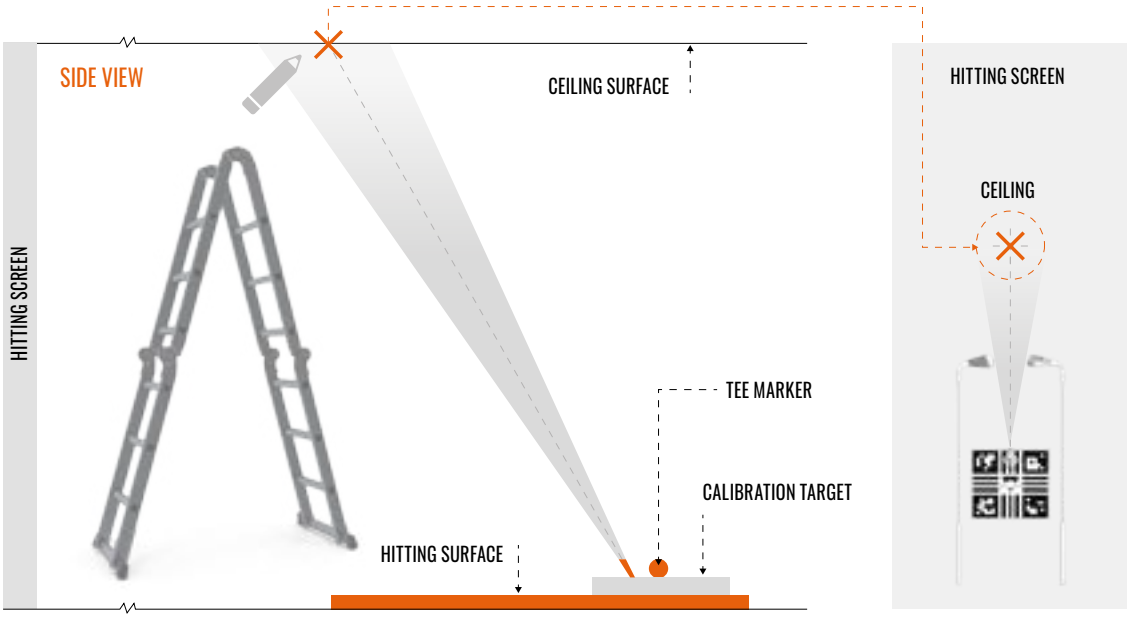


5. Set the calibrator board on the **HITTING SURFACE** with the **tee marker** you placed in Step 1 in the center. The side with the **flashlight** should be facing the **HITTING SCREEN**/net. Using **two golf clubs** or **alignment sticks** on each side of the **calibration board**, align the **calibration board** with the preferred target point on the **HITTING SCREEN**/net. Typically, the target point is the vertical center of the **HITTING SCREEN**/net.

The flashlight beam now indicates where your **Trackman iO** should be positioned at your **CEILING SURFACE.**

6. Climb the **ladder** and use the **pen/pencil** to draw an “X” on the **CEILING SURFACE** in the center of the flashlight beam.

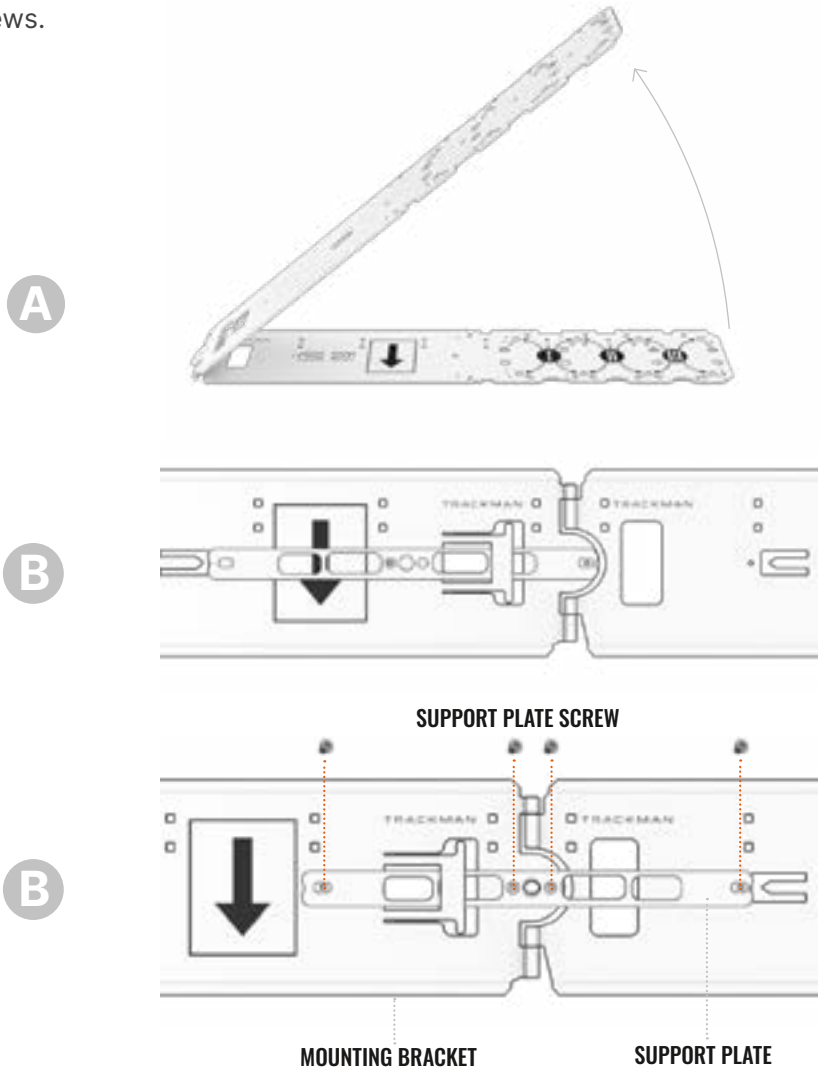
IMPORTANT	Have a person assist by supporting the ladder for safety.



7. Assembling the **"mounting bracket".**

A) Unfold the mounting bracket.

B) Slide the support plate to align the four screw holes in the mounting bracket and fasten with the supplied 4 screws.



IMPORTANT	Please see section of mounting screws recommendations in this instruction.

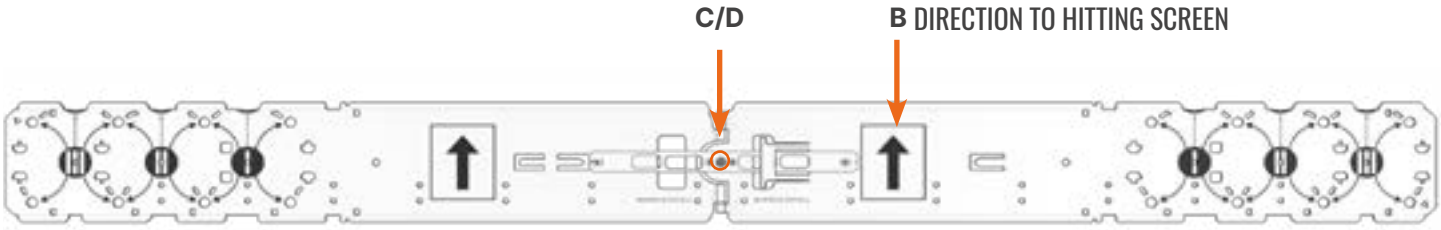
8. Assembling the **"mounting bracket".**

A) If required, drill a hole in the center of marked cross for the mounting bracket to be mounted in the ceiling.

B) Point the arrows on the **MOUNTING BRACKET** facing downwards and towards the **HITTING SCREEN.**

C) Align the centerhole on **MOUNTING BRACKET** with the marked cross on the ceiling.

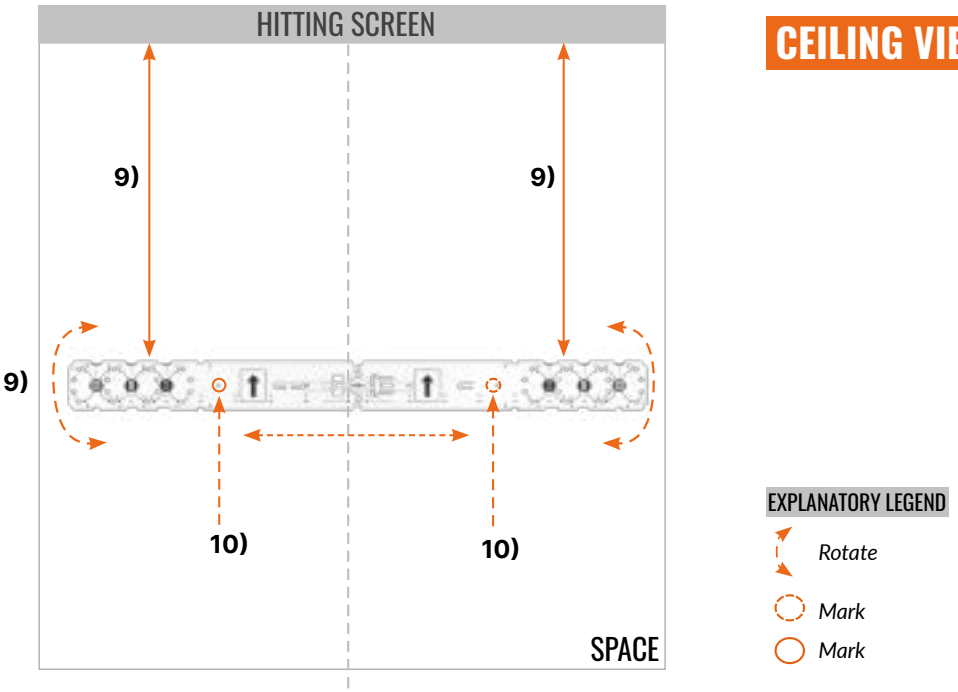
D) Mount the **MOUNTING BRACKET** in the center hole to the ceiling using 1 screw*.



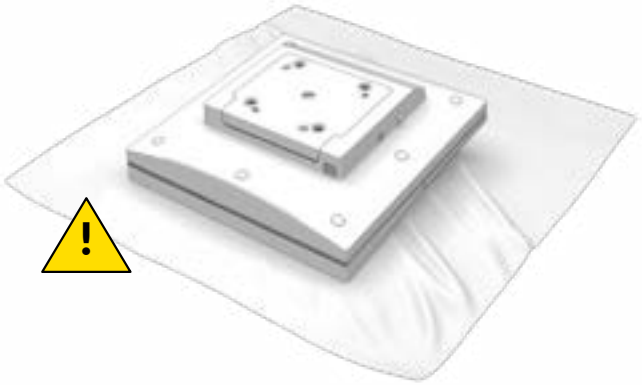
*See the screw recommendation's table on Page 35

9. Adjust the **MOUNTING BRACKET** so it aligns along the length to be parallel with the **HITTING SCREEN**

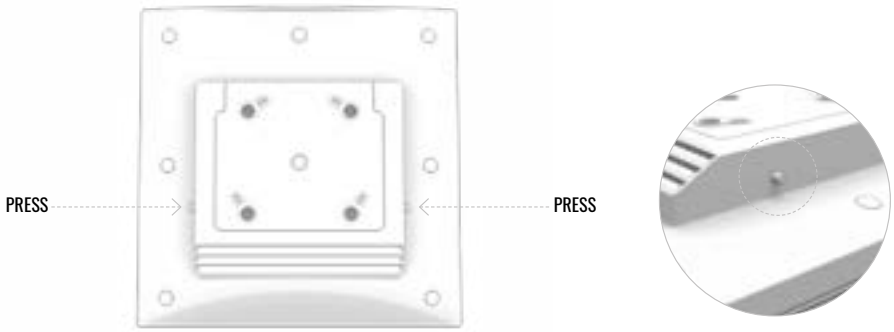
10. Mark the two holes through the **MOUNTING BRACKET** on the **CEILING SURFACE.**



11. Gently place your Trackman iO onto a blanket or towel with the back of the device facing up.



IMPORTANT	Do not remove the protective foil on the front cover until instructed.



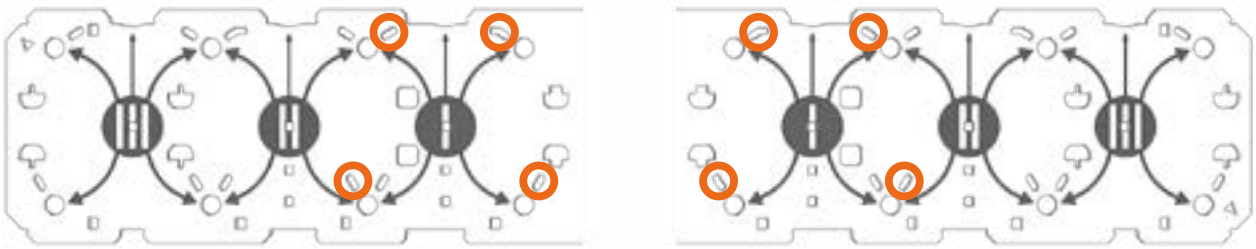
12. Remove the ceiling bracket from the back of your **Trackman iO** by simultaneously pressing the two release buttons/pins on each side of the bracket housing.

13. The placement of the two Trackman iO's on the mounting bracket is depending of the Space width. Use the markings for install types I, II & III on the mounting bracket for placement of the Trackman iO ceiling bracket.

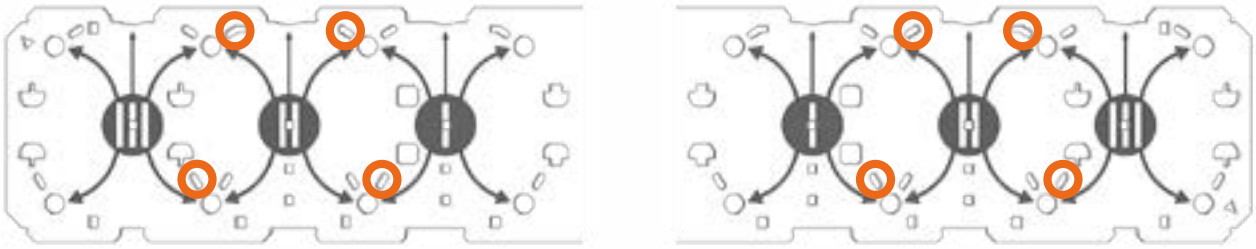
14. Mark the **CEILING SURFACE** through the 2 × 4pcs pill-shaped holes of the **MOUNTING BRACKET.**

IMPORTANT	You can use the **CEILING BRACKET** as guide to mark the correct holes.

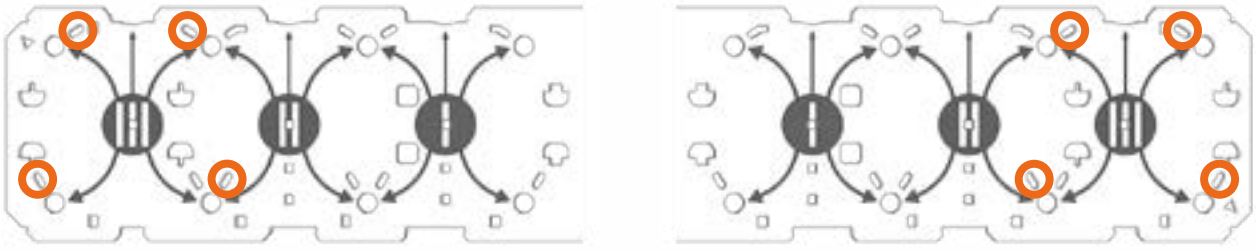
Install Type I
Space width:
350 cm - 427 cm
11'6" - 14'

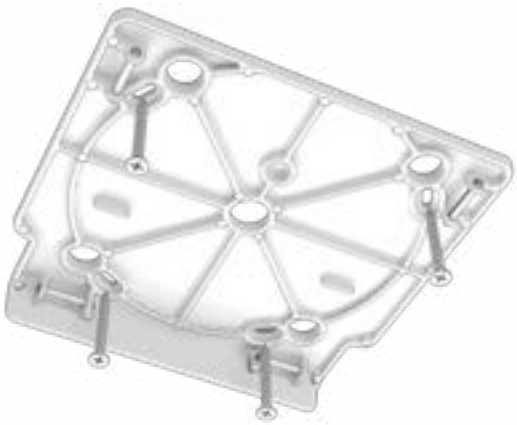


Install Type II
Space width:
315 cm - 350 cm
10'4" - 11'6"

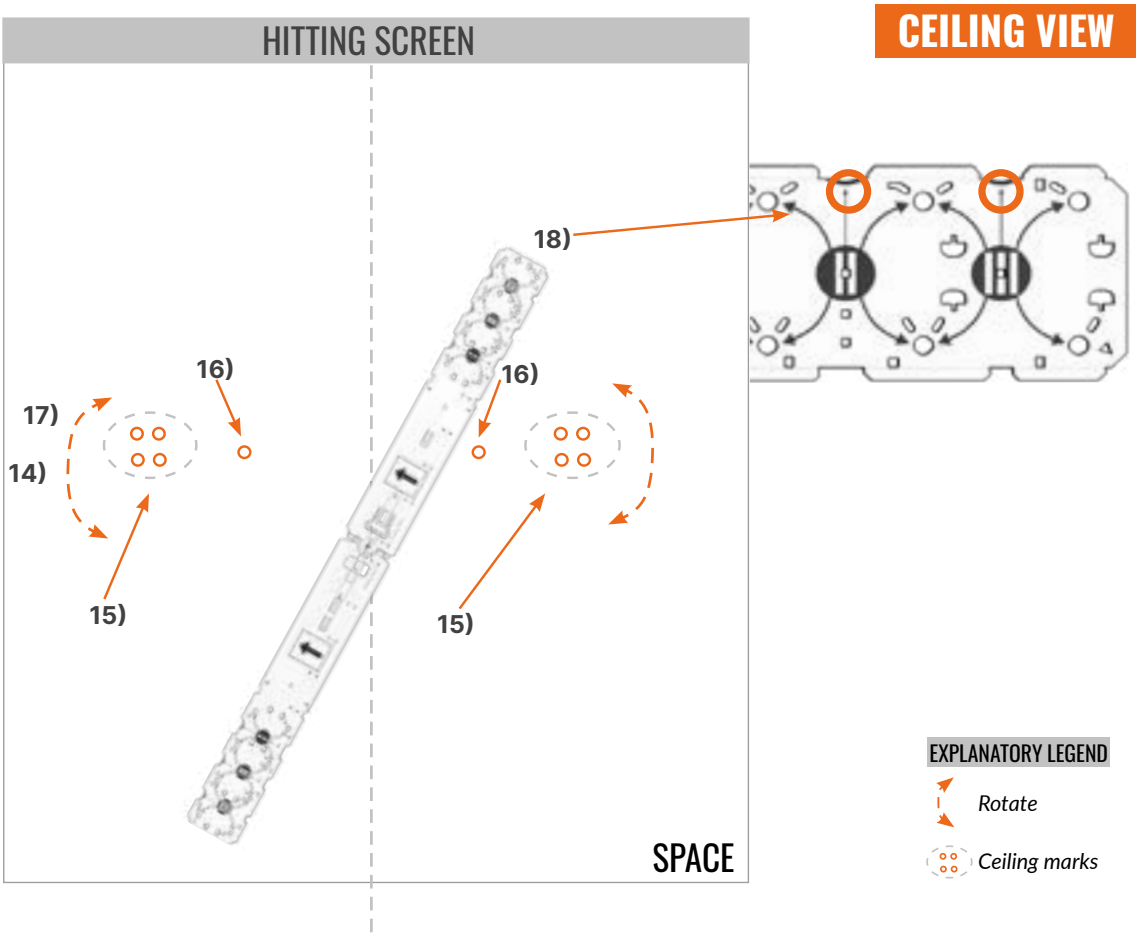


Install type III
Space width:
290 cm - 315 cm
9'6" - 10'4"



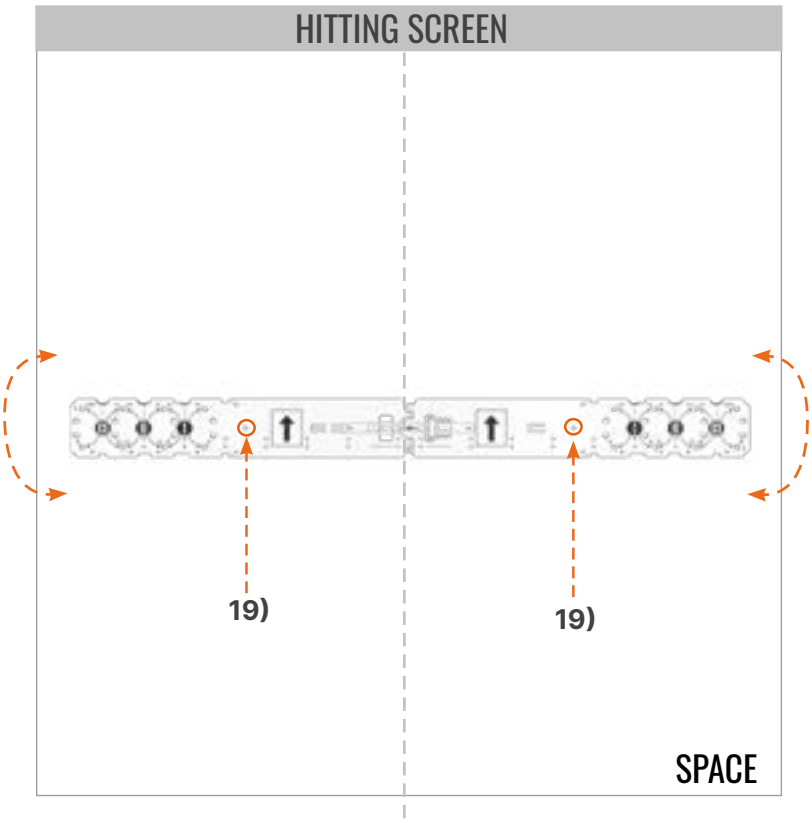


14. Rotate the “mounting bracket”, so the 10pcs markings you made in the ceiling can be seen.
15. If required, drill the marked 8pcs. holes. For the ceiling bracket*
16. If required, drill the marked 2pcs. holes. For the mounting bracket*
17. Rotate the mounting bracket back again to be parallel with the **HITTING SCREEN.**
18. Check the arrows on the mounting bracket facing downwards and towards the **HITTING SCREEN**



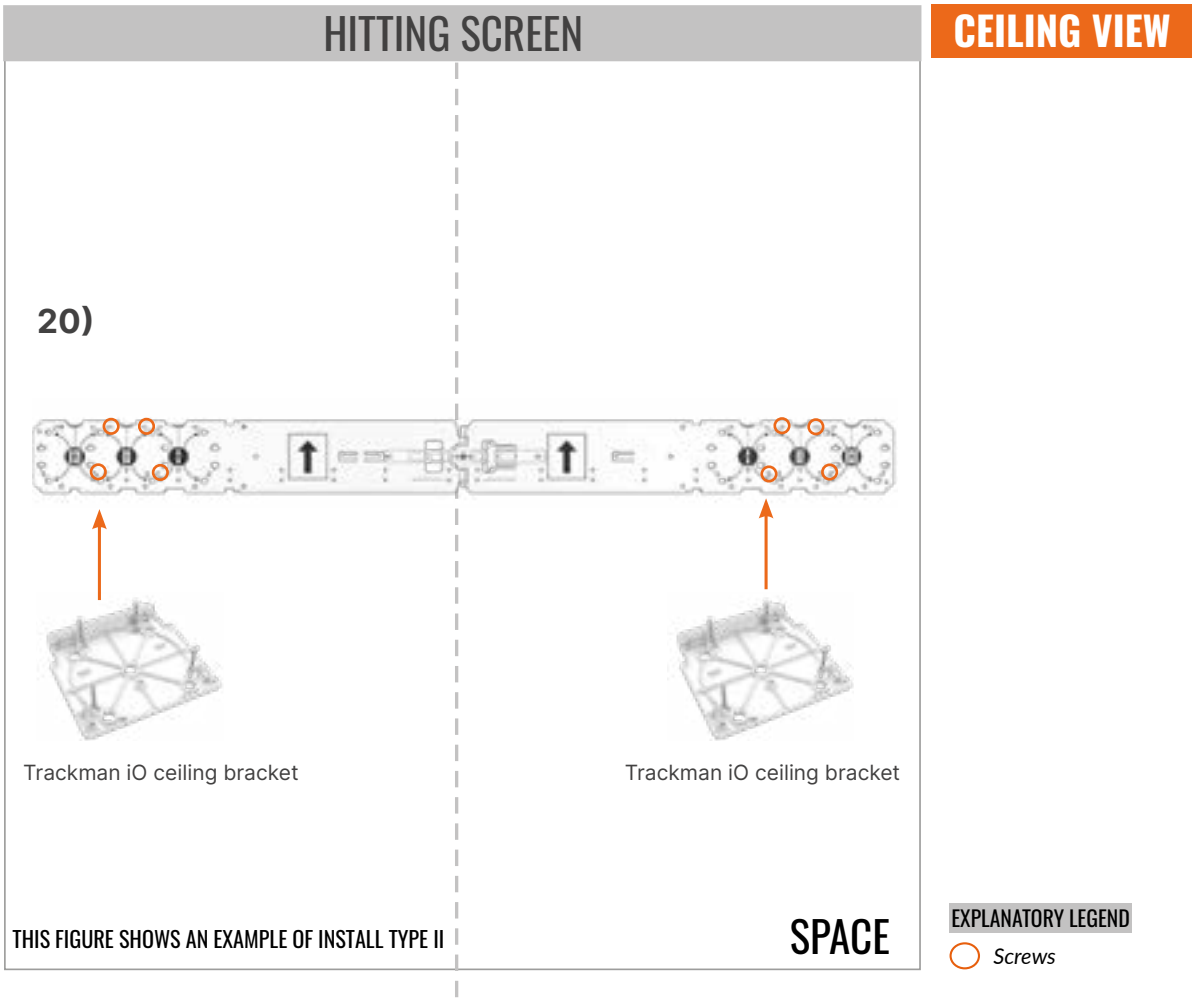
*See the screw recommendation’s table on Page 35

19. Mount the Mounting bracket using two screws. *



*See the screw recommendation's table on Page 35

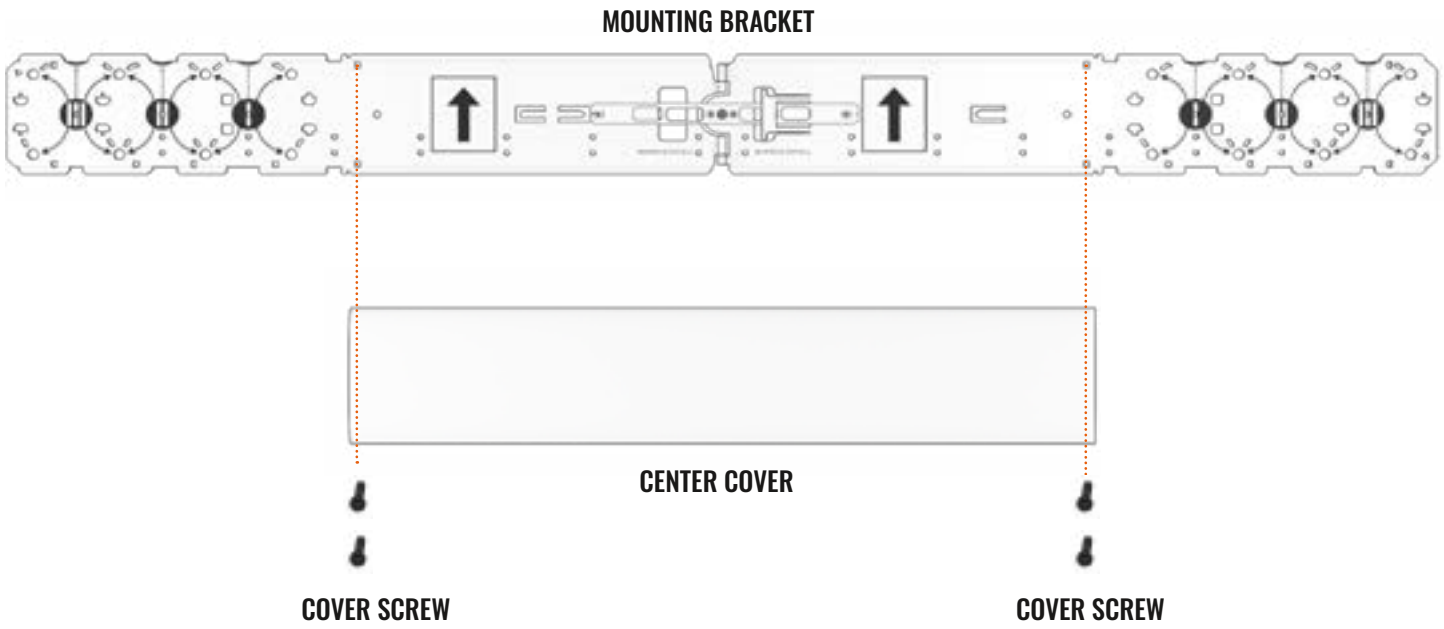
20. Mount the **Trackman iO** Ceiling brackets on the ceiling through the Mounting bracket using eight screws and the pill-shaped slots. Before tightening the screws*, adjust the bracket as needed to make sure it is mounted parallel to the **HITTING SCREEN**. Do not overtighten.



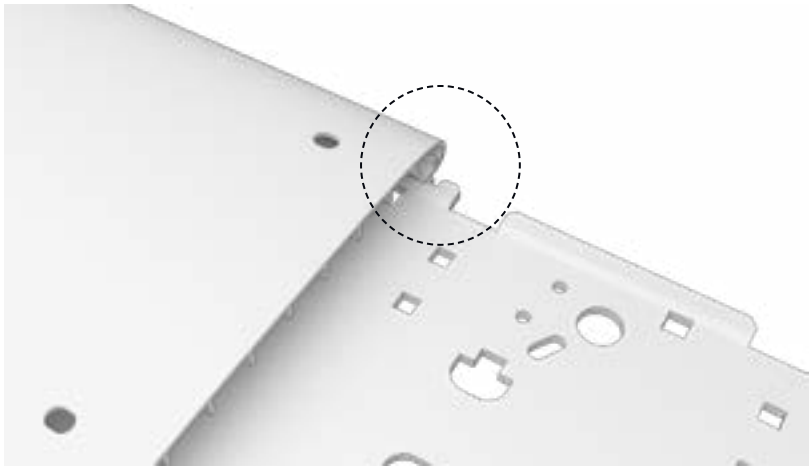
Ensure the **CEILING BRACKETS** are in level and aligned with the **HITTING SCREEN.**

*See the screw recommendation's table on Page 35

21. Mount the Center cover using 4 screws. Align center cover edge to cut-out in bracket



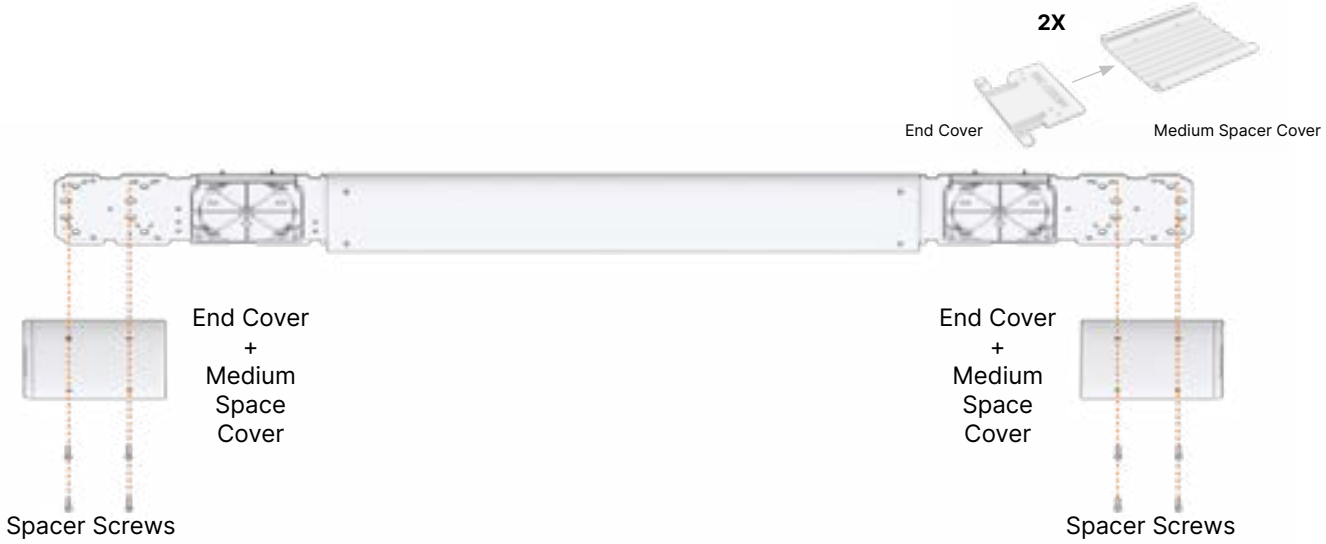
Align center cover edge to cut-out in bracket.



22. Mount the Spacer Covers and End Covers according the installation type as of shown below

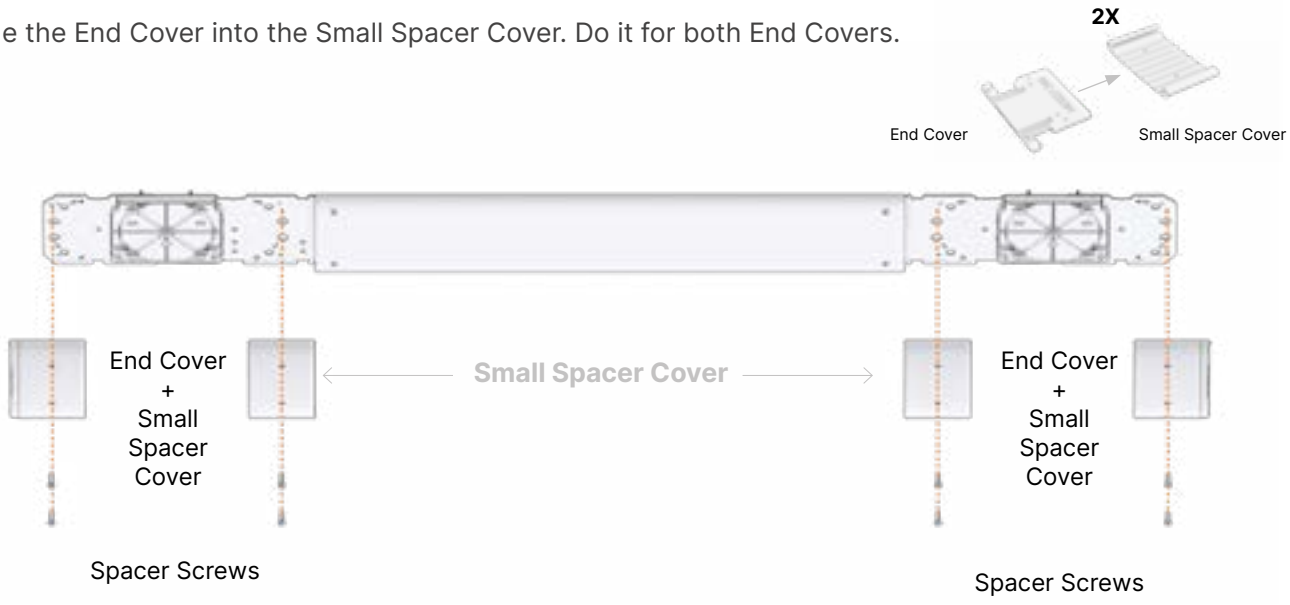
Install Type I

Slide the End Cover into the medium Spacer Cover for install Type I. Do it for both End Covers.

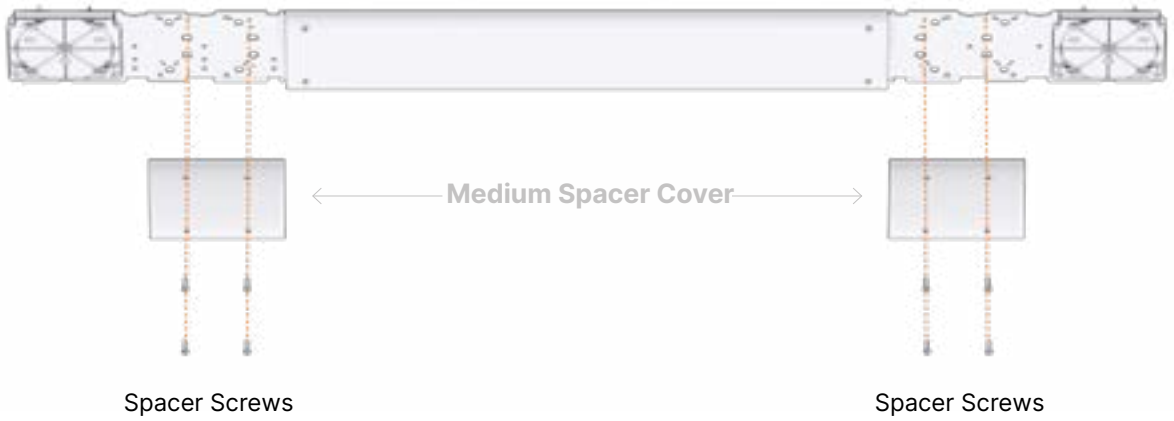


Install Type II

Slide the End Cover into the Small Spacer Cover. Do it for both End Covers.



Install Type III



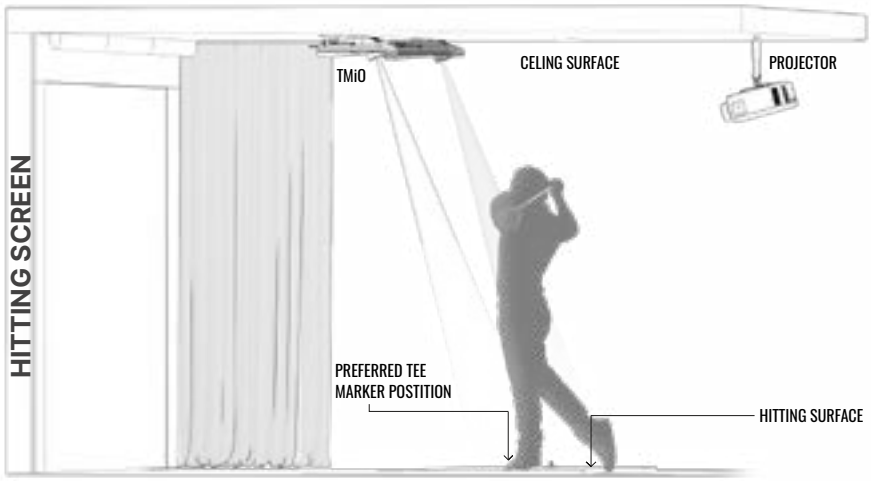
23. Using both hands, mount your **Trackman iO** by lifting it at an angle toward the **CEILING BRACKET** and pushing it lightly in place until you hear a click. Do not let go of the unit until you are sure the lock has engaged.

IMPORTANT	Hold the **Trackman iO** carefully in both hands when mounting it in the bracket.

24. Ensure your Trackman iO 's is in Level and aligned with the **HITTING SCREEN.**

Now it's time to complete the installation.
Skip ahead to the **"Powering up your Trackman iO**" section in page 35.

YOUR INSTALLED SIMULATOR ROOM



IMPORTANT	Your **Trackman iO** must be oriented as shown above.

MOUNTING TYPE B

INSTALLATION PROCESS

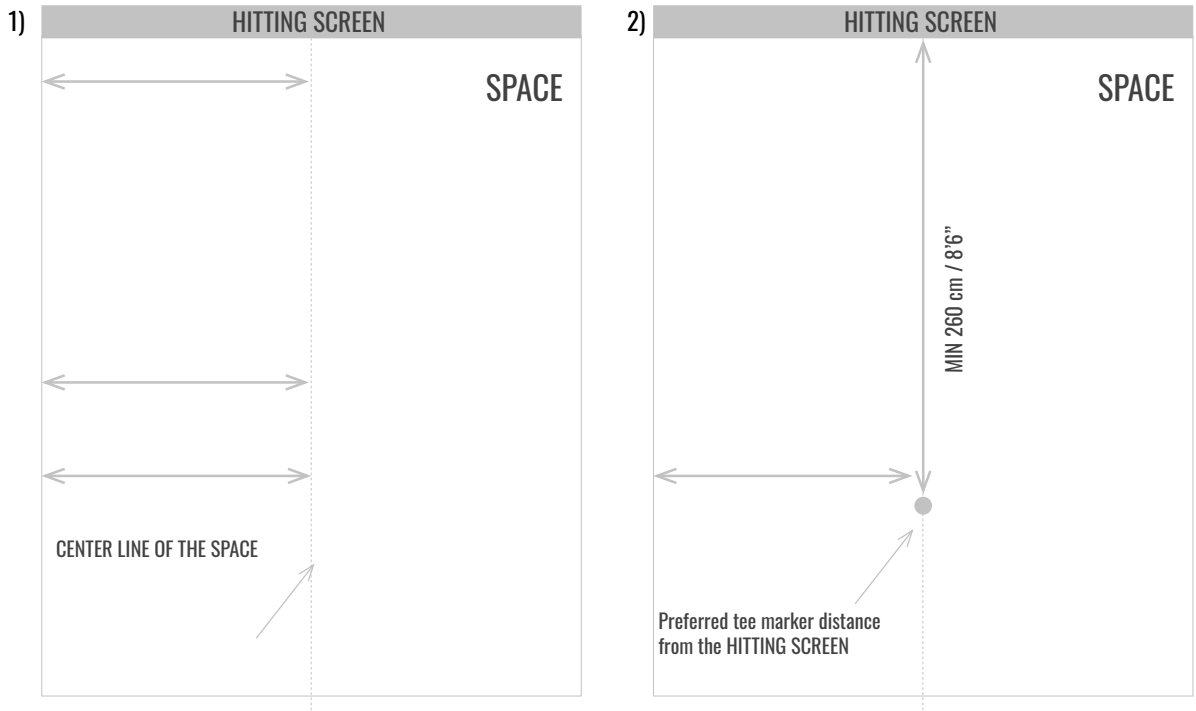
BEFORE YOU BEGIN: The following steps will show you how to use your preferred **tee marker** location to determine the proper position of the **VESA mount (100×100)** on the **CEILING SURFACE**. For best results, the adjustable pole/bracket on the VESA mount should be set to the recommended of installation table. Please read these instructions carefully and double-check your measurements to ensure they are within the guidelines.
RECOMMENDED: This process is best performed by two people.

IMPORTANT	Whichever mounting type you choose, both the **Trackman iO** and floor must be level. An installed **Trackman iO** or a floor that is not level will affect its performance and position of Tee Area. If the floor is not level, TPS will inform to hold the calibration board in level position while calibrating.

1. Find the half width of the Space. Mark (e.g with tape) center line on the **HITTING SURFACE** from the **HITTING SCREEN** to the entrance of the **Space.**

2. Place the tee marker on the center line at the preferred tee/ball distance on the **HITTING SURFACE**, at least 260cm/8'6" from the **HITTING SCREEN**. If your **HITTING SURFACE** allows, use the provided **tees** to fix the position of the **tee markers**. (Tee and Tee markers can be found in the Trackman iO box)

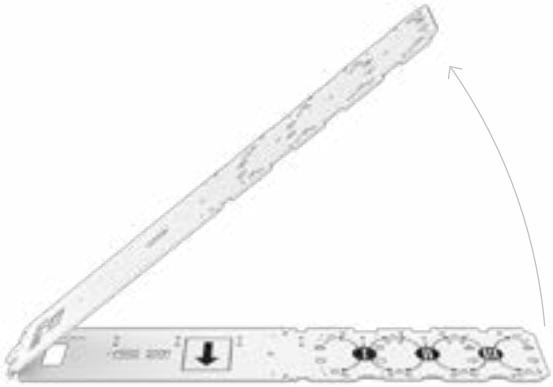
IMPORTANT	Do not remove the tee marker until the entire installation process is complete.



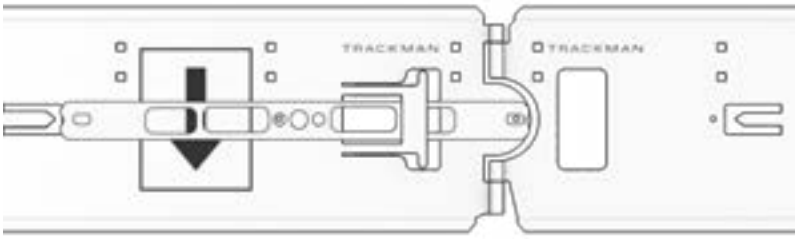
3. Assembling of the “mounting bracket”.

A) Unfold the mounting bracket.
B) Slide the support plate to align the four screw holes in the mounting bracket and fasten with the 4 screws.

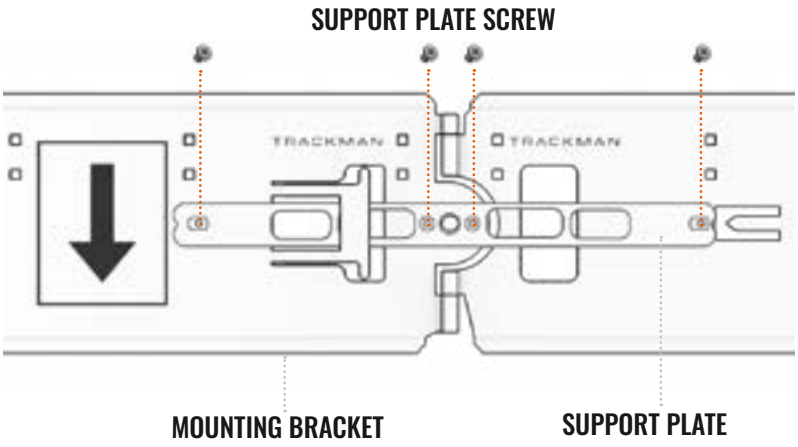
A



B



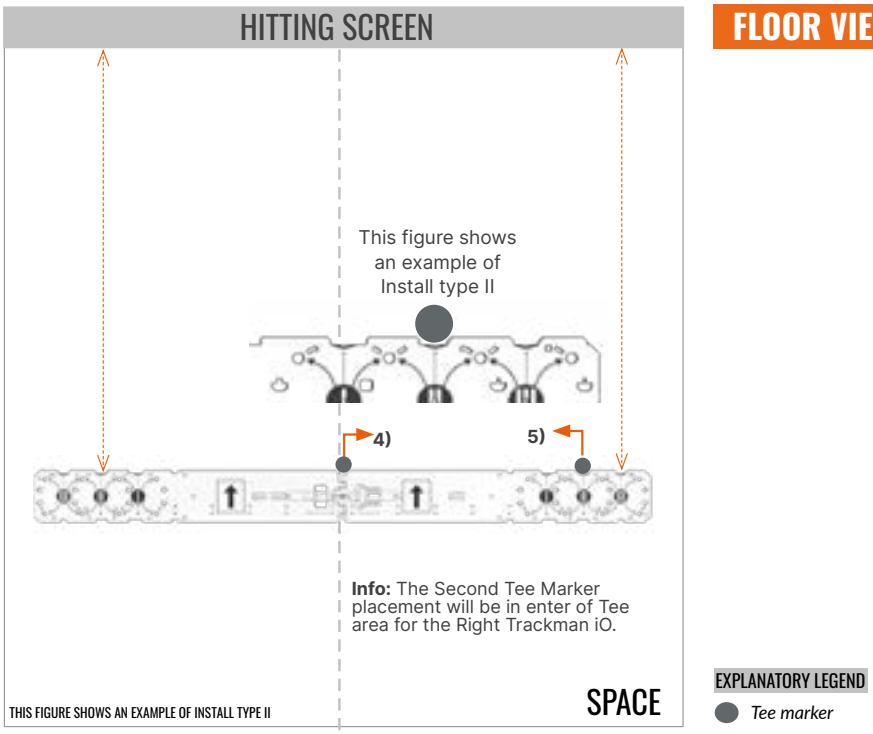
B



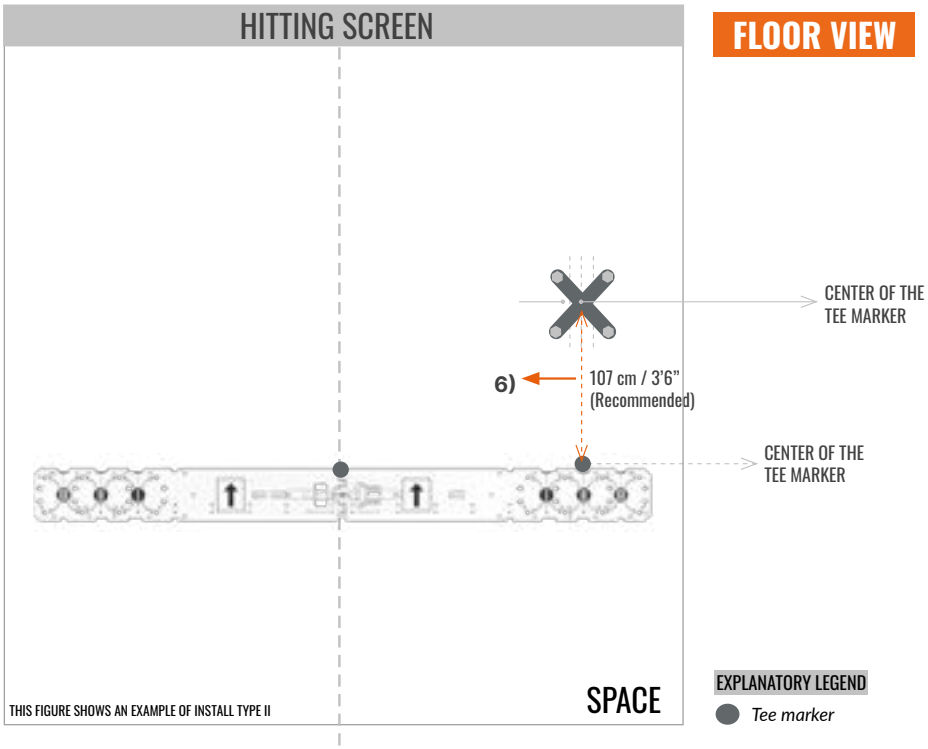
The following Installation shows an example of Install Type II

4. Place the Mounting bracket so the center hole is crossing the centerline of the Space, on the **HITTING SURFACE** and parallel to the **HITTING SCREEN**. The Tee marker must be between the Mounting bracket and the **HITTING SCREEN.**

5. Place the other Tee marker in front of the required install Type I, II or III on the Mounting Bracket.



6. From the center of the tee marker, measure 107 cm / 3’6” (Recommended) in the direction of the target point on the **HITTING SCREEN/**net. Mark this spot with an X. This spot represents the center of the VESA mount that will be installed on the ceiling directly above.

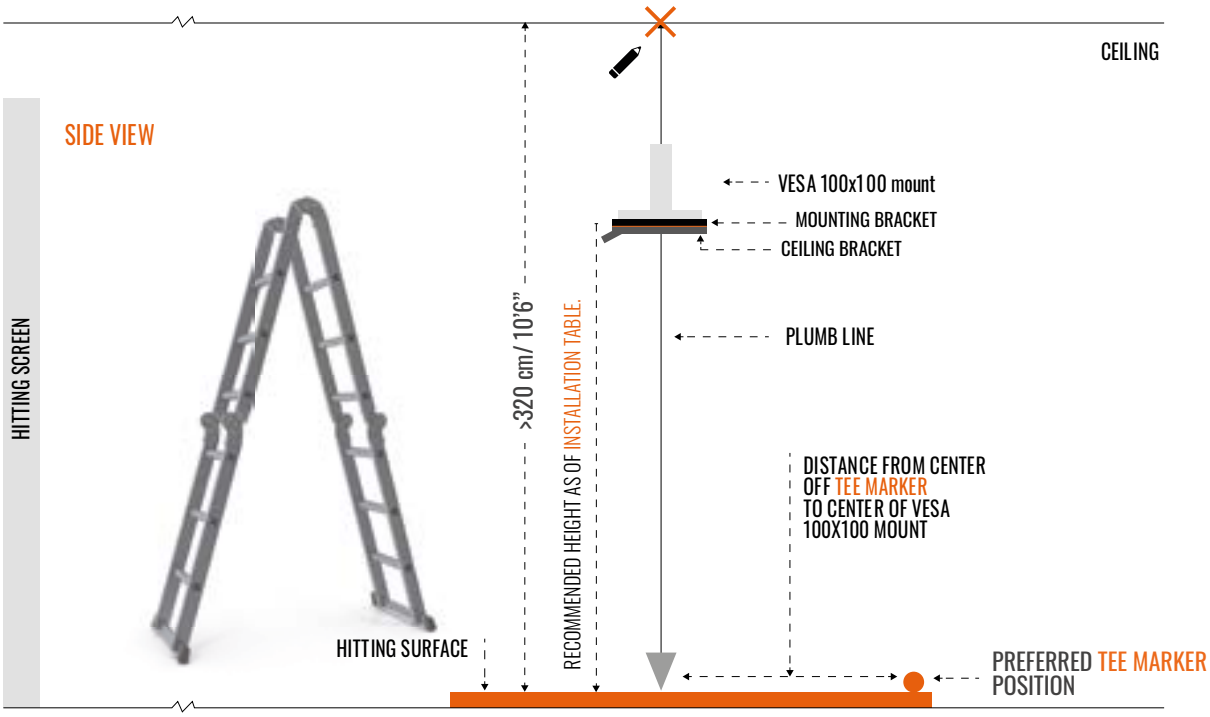


7. Now climb the ladder until you can comfortably and safely reach the **CEILING SURFACE**. Use a plumb line (see NOTE below) extending between the **CEILING SURFACE** and the **HITTING SURFACE** to identify the spot on the CEILING SURFACE directly above the X you marked in Step 3. Mark this spot on the **CEILING SURFACE** with an X.

NOTE: : A plumb line, also called a plumb bob, is a length of line or string with a weight attached to the bottom, usual- ly with a pointed tip. It is used as a vertical reference line. You may also use a laser level. (If you do not have access to either of these tools, you may use a heavy-duty tape measure; hold the end of the tape to the **CEILING SURFACE**, then extend the case to the **HITTING SURFACE**. If using this method, you should also use a level to ensure the tape is vertical.)

IMPORTANT	Whichever mounting type you choose, both the Trackman iO and floor must be level. An installed Trackman iO or a floor that is not level will affect its performance and position of Tee Area. If the floor is not level, TPS will inform to hold the calibration board in level position while calibrating.

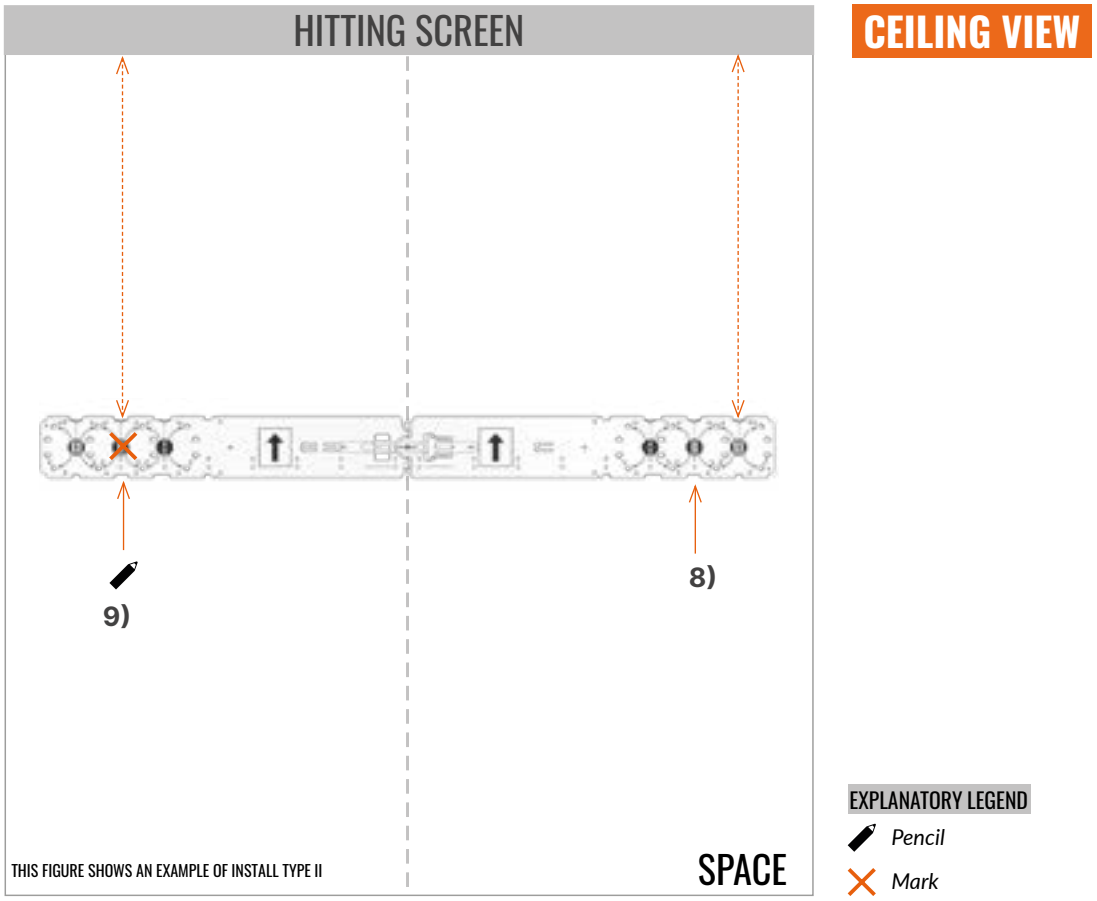
IMPORTANT	Have a person assist by supporting the ladder for safety.



8. Hold the Mounting bracket against the **CEILING SURFACE** so the "X" you drew in Step 7 is positioned in the squared center hole of the decided install type I, II or III.

   NOTE: Make sure the Mounting bracket is parallel to the **HITTING SCREEN.**

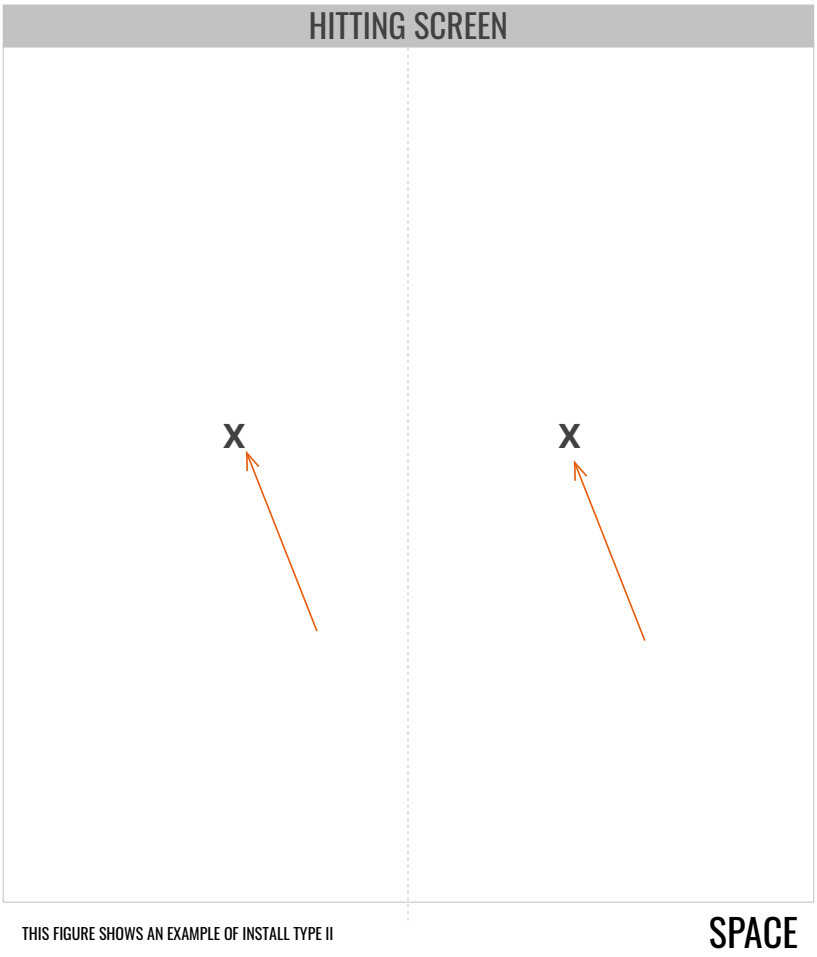
9. Mark a X in the opposite square center hole in **INSTALL TYPE I, II OR III**



10. Position the bases of the **VESA MOUNTS** on the **CEILING SURFACE** so that the center of the adjustable pole extends from the center of the X you marked in Step 7 and Step 9. Attach the bases of the **VESA MOUNTS** to the **CEILING SURFACE** following manufacturer's instructions.

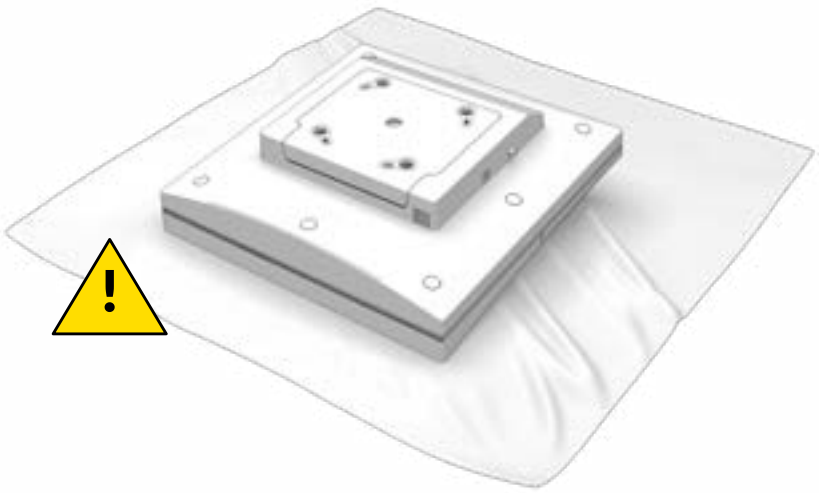
11. Adjust the pole on the VESA mount so that the bracket that attaches to your Trackman iO is set to the recommended mounting found in the installation table*.

**See the screw recommendation's table on Page 5*

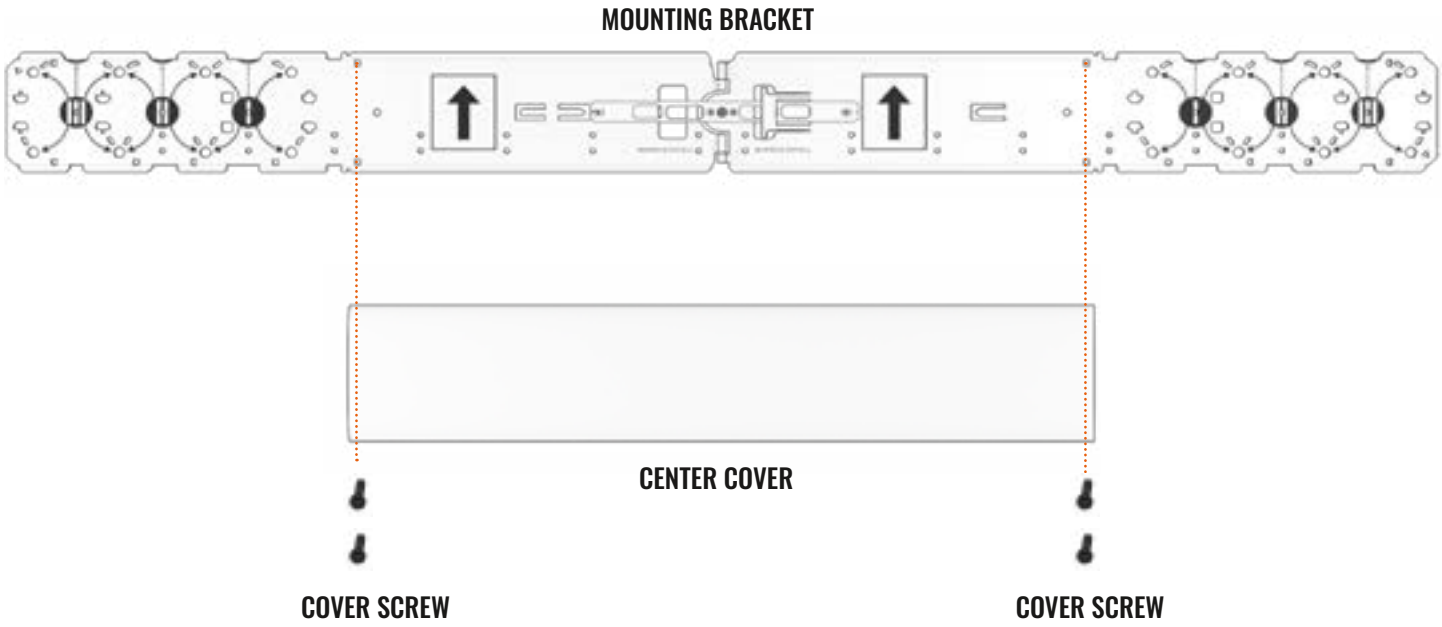


THIS FIGURE SHOWS AN EXAMPLE OF INSTALL TYPE II

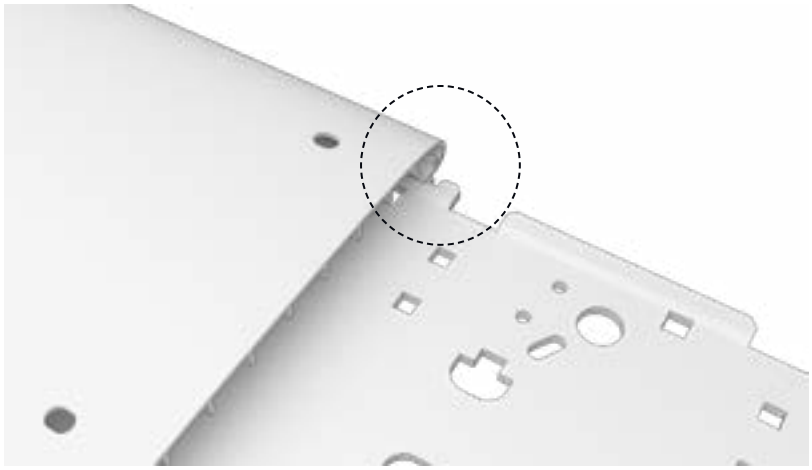
12. Gently place your Trackman iO onto a blanket or towel with the back of the device facing up.



13. Mount the Center cover using 4 screws. Align center cover edge to cut-out in bracket.



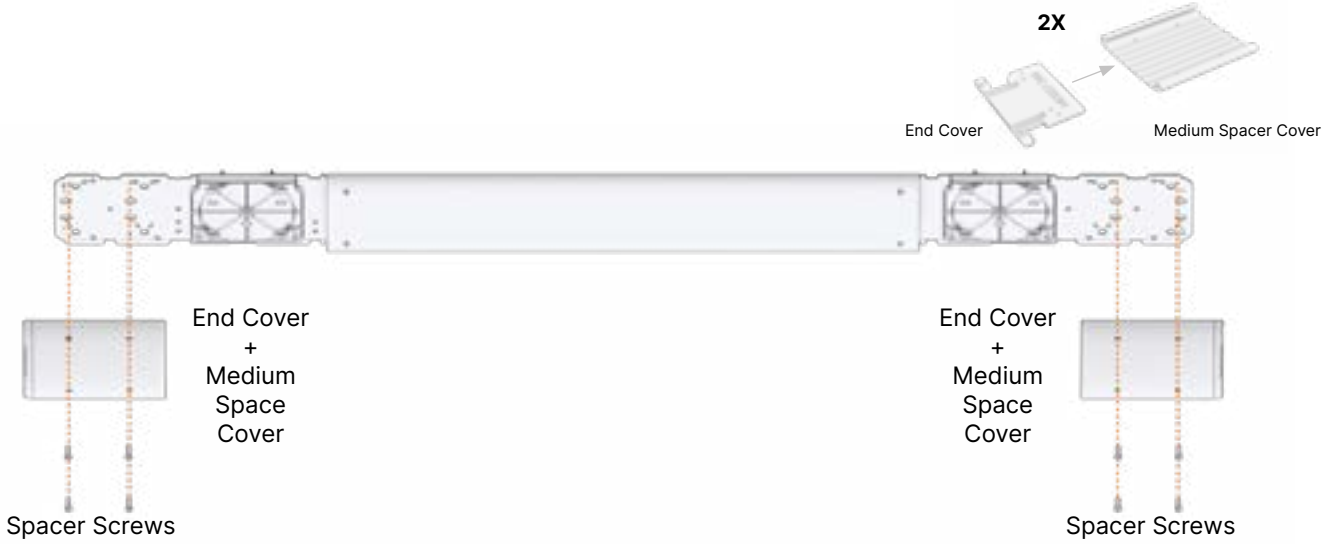
Align center cover edge to cut-out in bracket.



14. Mount the Spacer Covers and End Covers according the installation type as of shown below

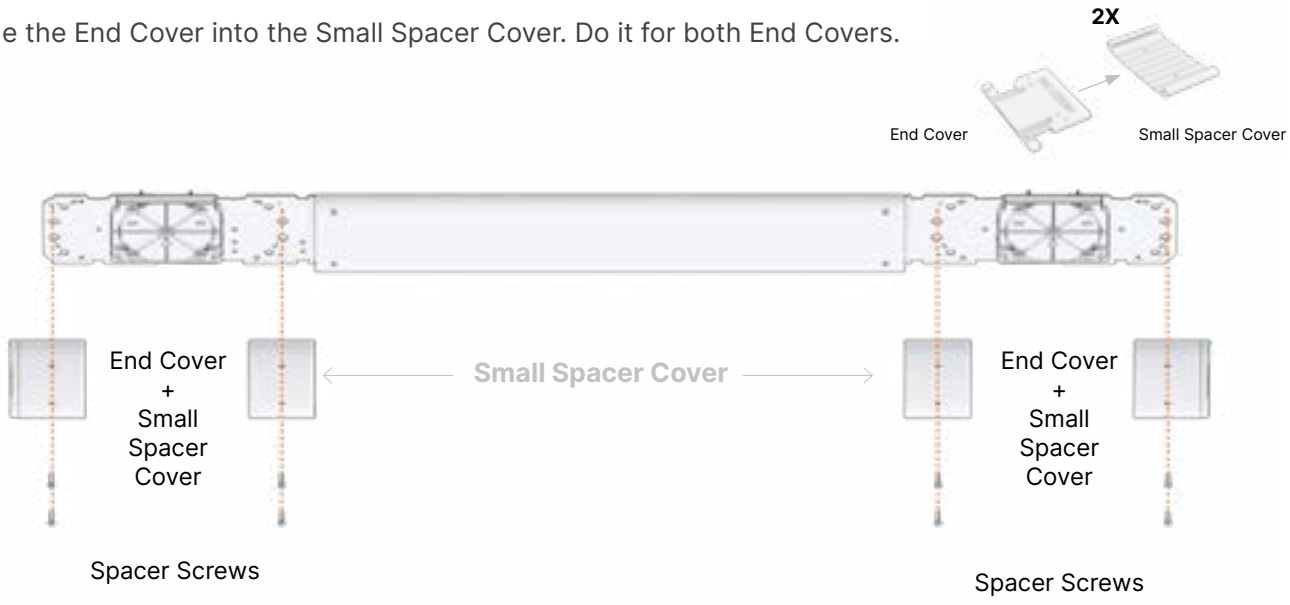
Install Type I

Slide the End Cover into the medium Spacer Cover for install Type I. Do it for both End Covers.

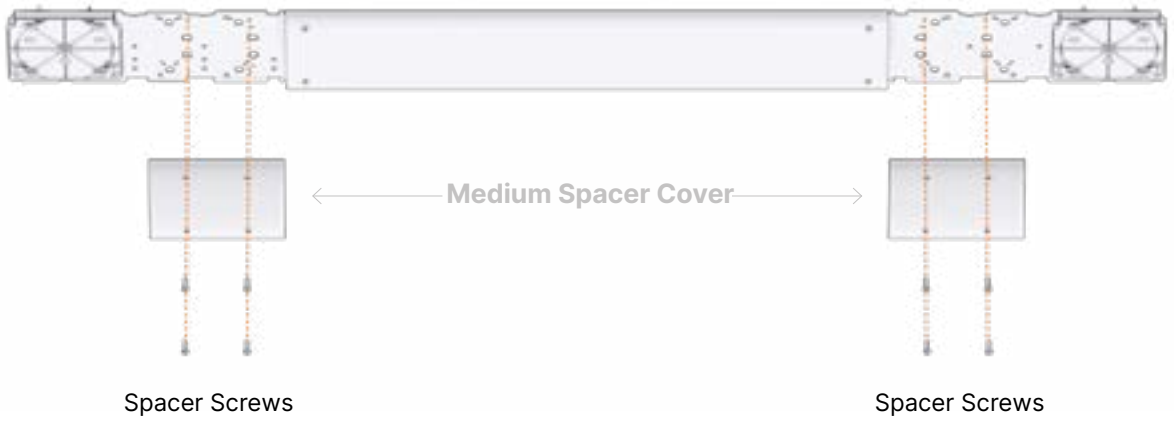


Install Type II

Slide the End Cover into the Small Spacer Cover. Do it for both End Covers.



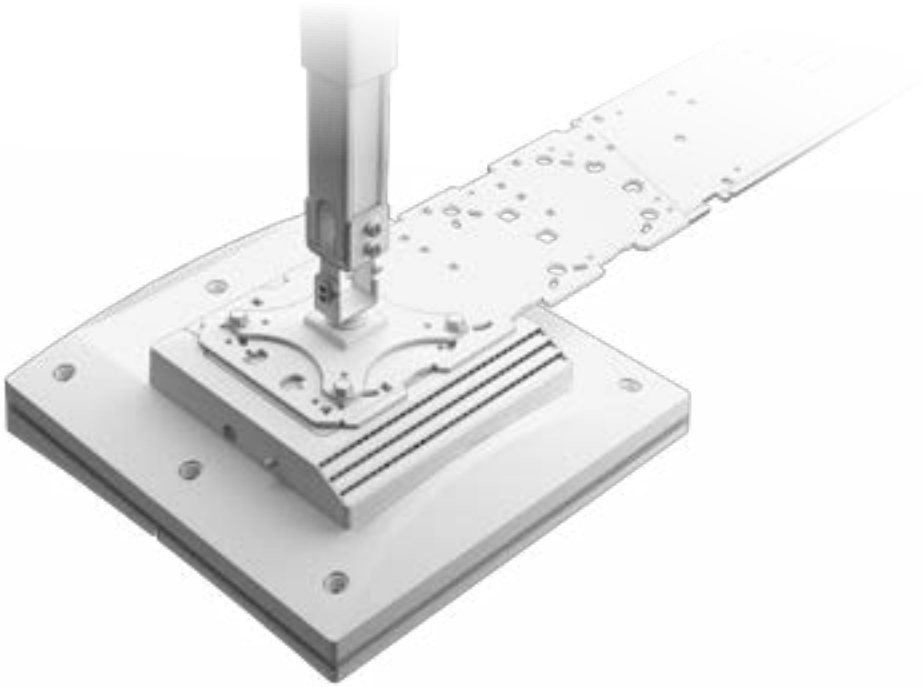
Install Type III



15. Mount both Trackman iO units with M6 screws through the mounting bracket as shown below*.

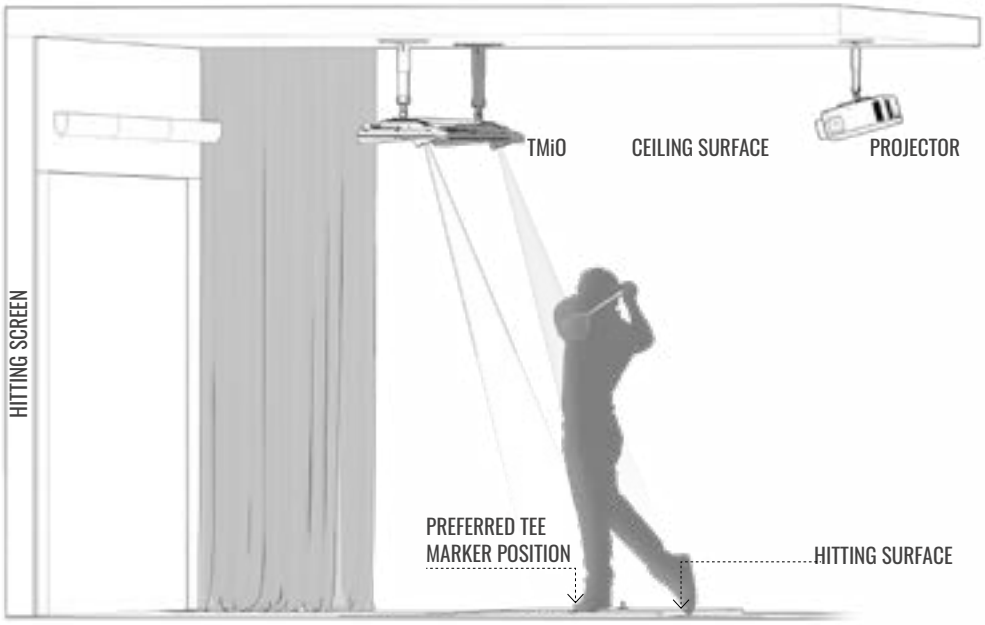
IMPORTANT	Have 2 persons assist you fastening the 4pcs M6 screws while holding the **Trackman iO** and the **MOUNTING BRACKET.**

Ensure the **CEILING BRACKET** is level and your **Trackman iO** is aligned with the **HITTING SCREEN**.



**This is an example of type III positioning*

YOUR INSTALLED SIMULATOR ROOM

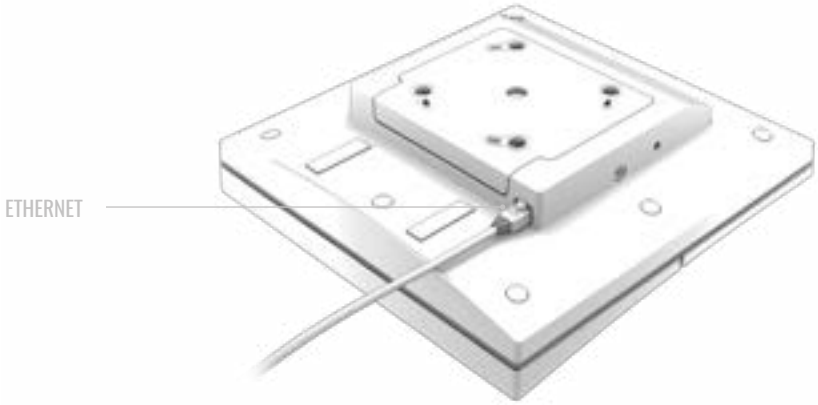


IMPORTANT	Your **Trackman iO** must be oriented as shown above.

16. Now it's time to complete the installation. Skip ahead to the **"Powering up your Trackman iO"** section.

POWERING UP YOUR TRACKMAN iO

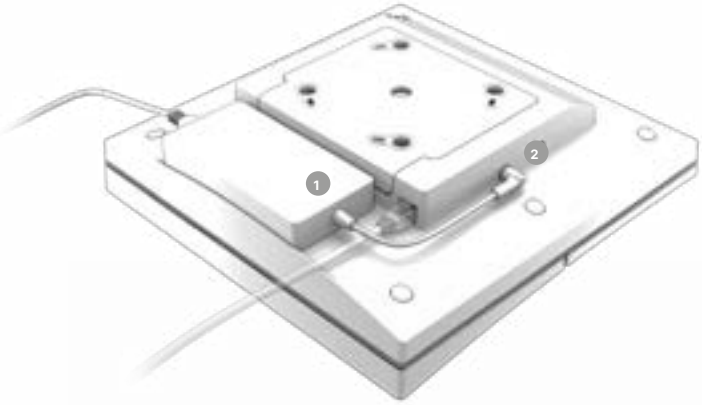
1. Once your **Trackman iO** is securely mounted, plug the **ethernet cable** into the ethernet port.



IMPORTANT	If your **Trackman iO** is mounted directly to the ceiling, use caution as there will be limited space when plugging in the **ethernet cable**.

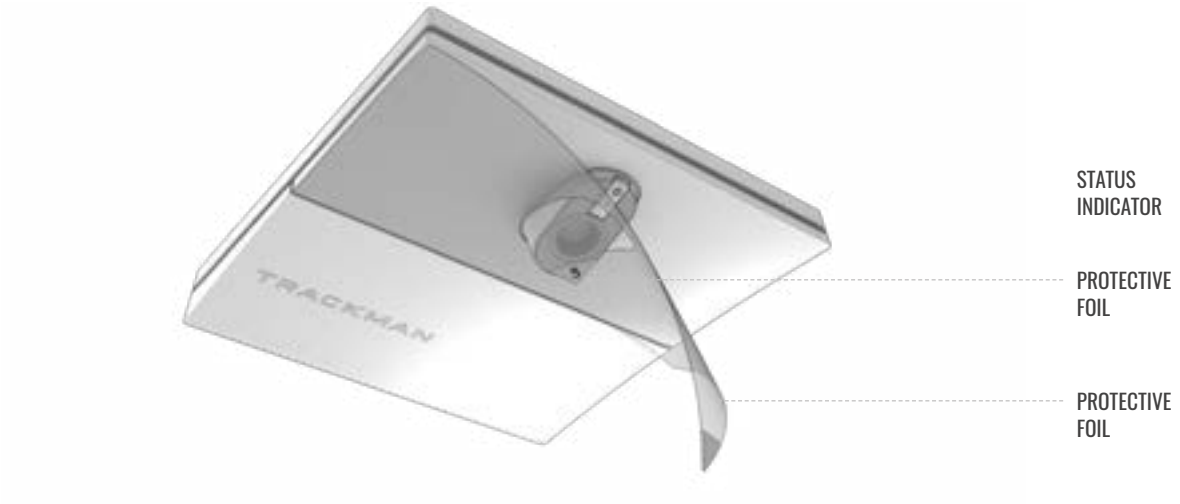
2. Connect the **AC/DC power adapter** to your **Trackman iO**.

- Connect mains powercable to **AC/DC adapter**.
- Place the adapter on the shelf of the **Trackman iO** (1).
- Plug the DC connector into DC power plug on the side of **Trackman iO** (2).
- Make sure the adapter is fastened to your **Trackman iO** by the Velcro strips.



IMPORTANT	Be sure to disconnect and remove the **AC/DC adapter** before unmounting the **Trackman iO**.

3. Now peel off the protective foils from the front and the lens of your **Trackman iO.** You can now also remove the **tee marker** from the **TEE AREA.**



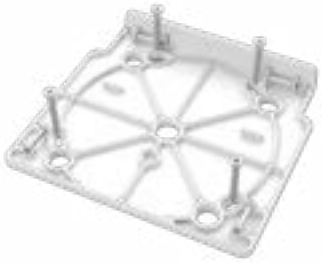
4. Connect the power plug from the **AC/DC adapter** into an appropriate outlet and your **Trackman iO** will turn on. The status indicator lights will display the current status as shown in Table 3.

State	
Booting	Blinking green
Ready (no PC connected)	Pulsating green
Active (PC/TPS connected)	Solid green
Recovery mode	Blinking green/red
No Network connection	Blinking yellow
Error	Blinking red

*Table 3. The **Trackman iO** status indicator*

MOUNTING SCREWS RECOMMENDATION

Type	Number	Diameter	Lenght	Screw head height/Diam	Mount	Environment
Screws	8 pcs	4 mm	40 mm	Max, 3.0mm/ Max, 7.00mm	Ceiling bracket*	Ceiling mount Wood, plaster and concrete
Rawplugs	8 pcs	6 mm	50 mm	N/A	Ceiling bracket*	Ceiling mount Wood, plaster and concrete
Screws	8 pcs	6 mm	12 mm	N/A	Trackman iO	VESA 100 × 100 mount (Drop pole)
Screws	3pcs	6 mm	40 mm	Max, 3.5mm	Mounting bracket*	Ceiling mount Wood, plaster and concrete
Rawplugs	3pcs	8 mm	50 mm	N/A	Mounting bracket*	Ceiling mount Wood, plaster and concrete



Ceiling bracket*

Mounting bracket*

PLUGGABLE EQUIPMENT

The system can be used in both pluggable equipment type A. In both situations the socket-outlet shall be installed near the equipment, shall be easily accessible and must always include a Grounded connection.

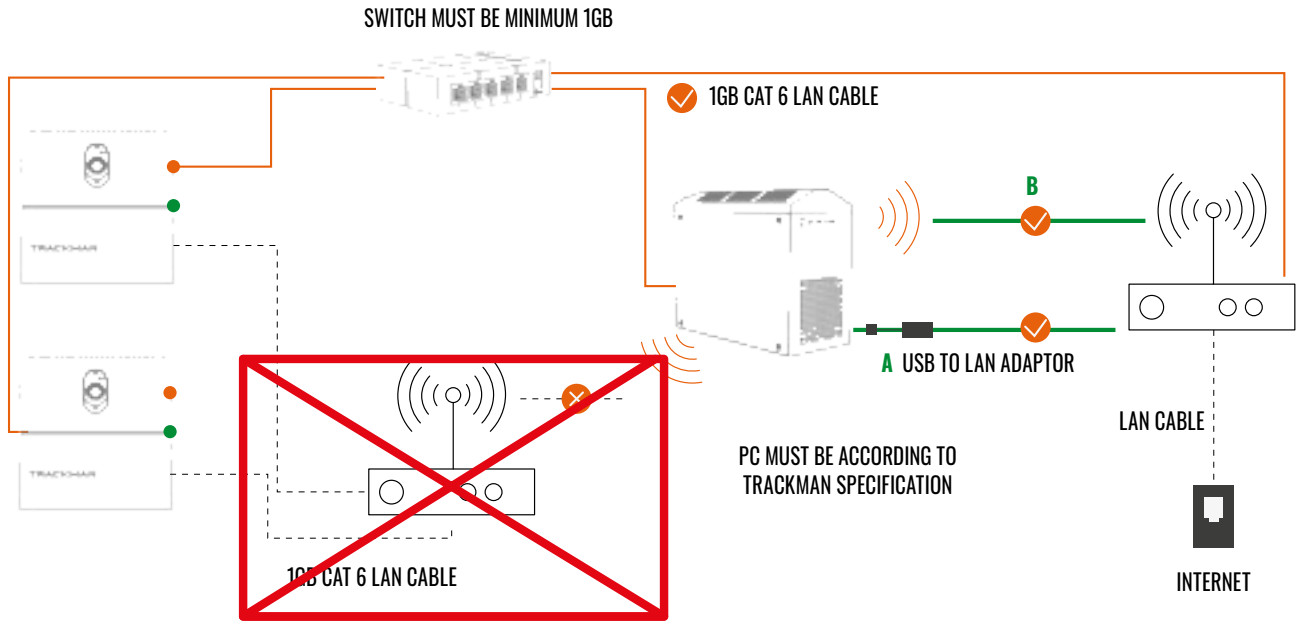
For Pluggable Equipment Type A, the protection in the installation must be max 20A (USA, Canada, Japan), max 13A (UK, EU).

UPDATES AND INSTALLATION VIDEO

Future updates of the theese instructions can be downloaded at https://www.Trackman.com/support.

Scan the QR code to watch an animated installation video.
You can also find the video at www.trackman.com/support.

CONNECTING YOUR TRACKMAN iO TO A PC AND THE INTERNET



Requires 1GB switch
Option a
Option b
Do NOT setup like this
NOTE: CAT 6 or higher Lan Cables required.

PC minimum requirements and recommended internet connection minimum upload/download.
For further information visit https://www.Trackman.com/support.

IMPORTANT	1Gb switch and Cat 6 Lan cables not included

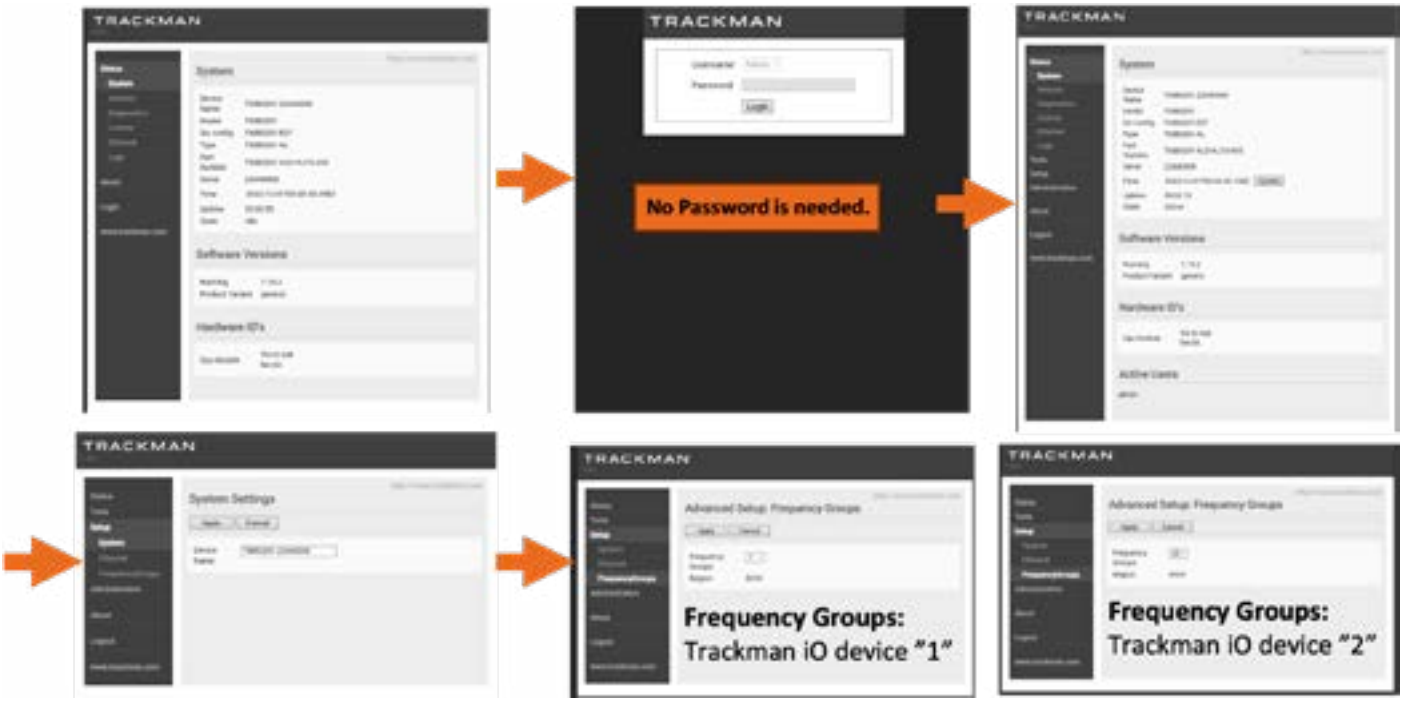
TRACKMAN IO DUO INITIAL SETUP

FREQUENCY GROUPS

The two Trackman iO's must be setup to two different frequencies Groups.
The Frequency Group must be setup in each Trackman iO Web Gui.

Default is Frequency Group setup to "1".
Set minimum 5 frequency Groups between the two Trackman iO to minimize interference between the two devices.
Example:
Device "1" is set up to Frequency Group "1"
Device "2" is set up to Frequency Group "5" or higher.

First login to the Trackman iO using IP address from a browser and follow:



INSTALLING TPS

1. Ensure Windows is fully updated.
   - Keep installing any pending updates and then press check for updates on the Windows Update settings page until no more updates are available. Reboot if necessary.
2. Install the TPS version from the USB stick.

Your Trackman iO are now fully setup and ready to use.

CONNECTING TO YOUR TRACKMAN iO

1. Turn off any other Trackman device normally connected to the system to avoid TPS auto-connecting to it.
2. Launch TPS and wait for it to load
3. Click the Trackman logo at the bottom of the screen.

4. You should be presented with a screen showing the **Trackman iO** as available.

5. Select it.
6. You may see a screen informing you about a license update to the device. **Press OK**.
7. You should be presented with a screen informing you that a software update is available for the device.

8. Press the button and wait while **TPS** downloads the required software to the computer.

CALIBRATING YOUR TRACKMAN iO

Your **Trackman iO** needs to be calibrated to know its position in the room relative to the **TEE AREA** and the **HITTING SCREEN.**

After connecting to your **Trackman iO**, you should be presented with a screen showing an image from one of the cameras in your **Trackman iO**.

*Alignment camera showing **HITTING SCREEN***

*Main camera showing **TEE AREA***

If your **Trackman iO** has never been calibrated before it will show a view of the **TEE AREA** automatically

1. Do you see a view of the **TEE AREA**?
   a. No: Press “Calibrate”
   b. Yes: Proceed

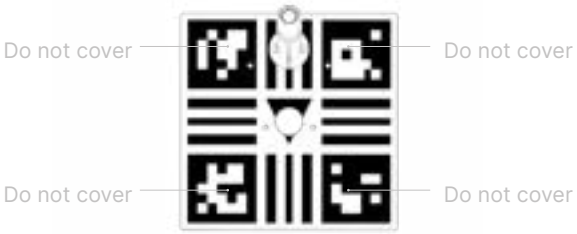
2. Place the supplied **calibration board** on the floor and position it in the center of the image.
   When placed correctly, you will see two crosses inside the hole in the board. The position of the hole indicates the optimal placement of the **tee marker**.

IMPORTANT	Whichever mounting type you choose, both the mounted **Trackman iO** and floor must be level. An installed **Trackman iO** that is not level will affect its performance. If the floor is not level, then TPS will inform to hold the calibration board in level position while calibrating.

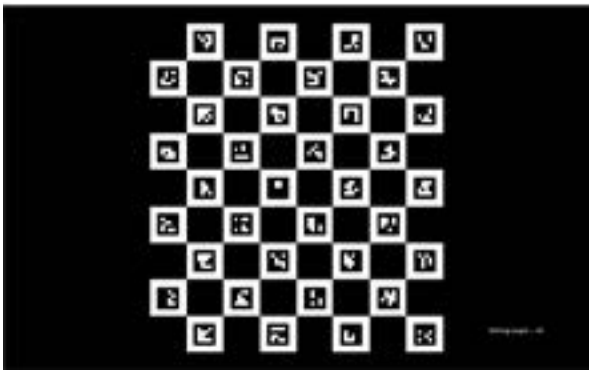
1. Place the supplied **calibration board** on the floor and position it in the center of the image.
   When placed correctly, you will see two crosses inside the hole in the board. The position of the hole indicates the optimal placement of the **tee marker**.

3. Once all devices are green press **“Calibrate”**

4. Pick up the **calibration board** and hold it against the **HITTING SCREEN** without covering the four corner markers on the **calibration board**. When the top of the image turns green the distance from **TEE POSITION** to the **HITTING SCREEN** has been recorded.
   a. For a **DUO** setup repeat for both devices.



5. Once all devices are green press **“Continue”**.



6. A checkerboard pattern will appear on the projector screen for a final calibration, and you should now be able to use your Trackman iO with TPS.

Your Trackman iO Duo system is now ready to be used.