

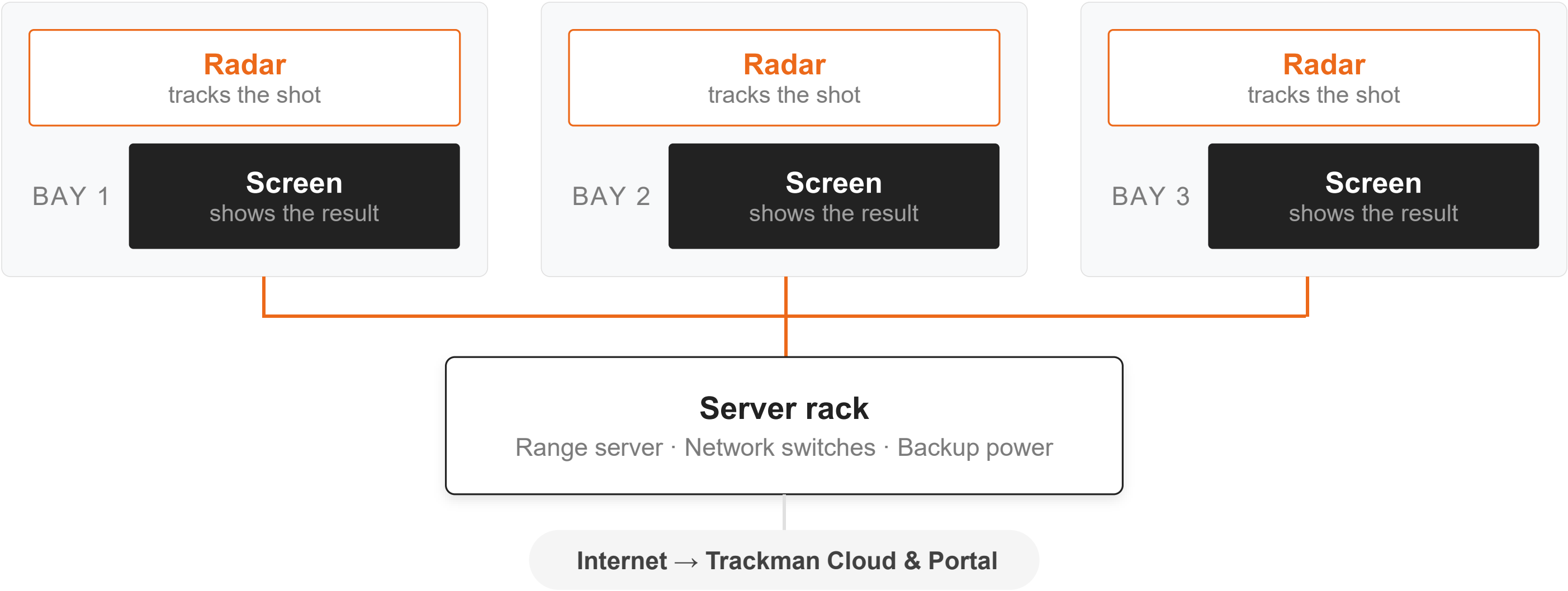


YOUR TRACKMAN RANGE

Post-Installation Operations Guide

How your system works, how to look after it, and what to check before you call us.

YOUR RANGE AT A GLANCE



HOW IT WORKS

RADARS

Each radar tracks every ball hit in the bays it covers.

SCREENS

One touchscreen per bay. It is how players start a session and see their shots and games.

SERVER

In the rack. It turns the radar data into shot results and sends them back to the screens.

NETWORK

Cables and switches connect it all, and the internet link syncs to the Portal and to us.

Radar sees the shot → server makes sense of it → screen shows it → cloud stores it.

PROJECT INSTALLATION JOURNEY

Key milestones and communication points



MILESTONES

Key points
in the process



1 PRE SIGNATURE

Agreement and
scope definition

2 DELIVERABLES PREPARATIONS

Site readiness and
deliverables completion

3 INSTALL

System installation
by TrackMan

4 TEST PERIOD

System testing,
calibration and
performance validation

5 SITE OPERATIONAL

Handover and
go-live



COMMUNICATION

Continuous alignment
throughout the process



KICK-OFF CALL

Project introduction
and alignment

FREQUENT COMMUNICATION IS REQUIRED

Regular updates, alignment and collaboration
to ensure success



FINAL CHECK-IN

Readiness confirmation
before installation



OUR SHARED GOAL:

A successful installation and a fully operational site.

YOUR OPERATIONS TEAM

CUSTOMER SUCCESS

Help you maximize results from your Trackman Range. Staff training and strategy advice.

PROJECT MANAGER

Your dedicated Project Manager will provide guidance and documentation on range install preparation.

COORDINATORS

Your dedicated team during the Test Phase install. They resolve any issues, customise the range to your facility, and are your point of contact until handover.

SUPPORT

Handles ongoing issues, maintenance, and operational guidance after the Test Phase.

THE TEST PHASE

3 WEEKS

Standard duration for the Test Phase. Our Operations Team monitors your system, fine-tunes performance to your facility, and validates all data accuracy.

EXTENDABLE

If ongoing maintenance or calibration is required, the Test Phase may be extended. We'll keep you informed of any timeline adjustments.

After the Test Phase: Your range transitions to Support team for ongoing maintenance, issue resolution, and operational guidance.

CONFIGURE YOUR PORTAL

Complete these setup steps right away to ensure seamless support.

EMERGENCY CONTACTS

Add primary contact, backup contact, and facility manager information in Portal settings. This ensures we can reach the right person quickly.

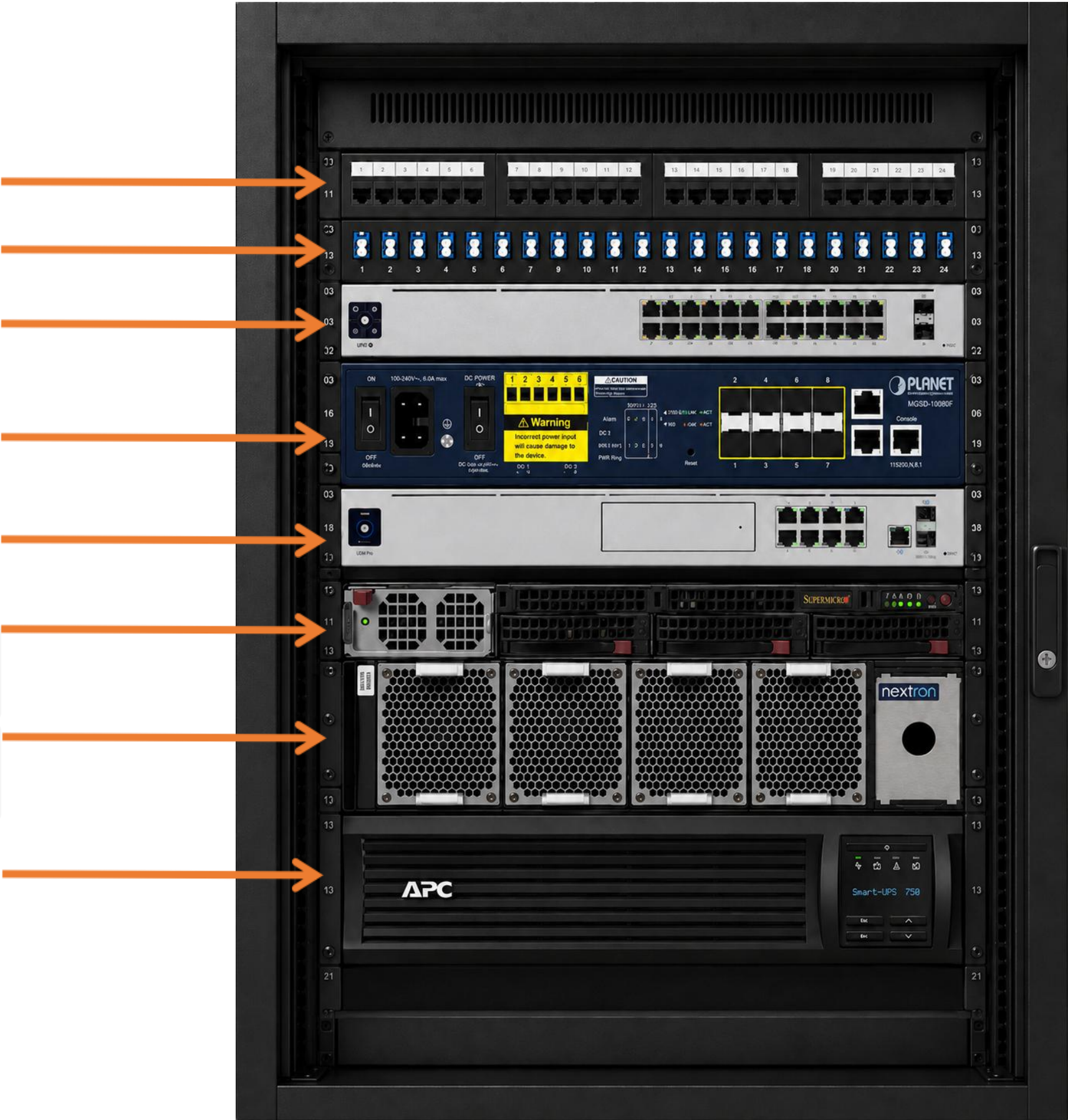
USER MANAGEMENT & STAFF ROLES

Create user accounts for all staff members and assign roles (Admin, Coach, Operator). When your team calls for support, we'll know which range they belong to and help more efficiently.

Why this matters: Having complete facility information and staff roles in the Portal helps us identify your location immediately and provide faster, more targeted support during the Test Phase and beyond.

INSIDE THE SERVER RACK

- CAT6 Patch Panel**
24 Ethernet ports for office devices
- LC UPC Fiber Panel**
High-speed internet from ISP
- Ubiquiti Switch**
Main traffic router (Green = working)
- Planet Switch**
Secondary switch for specialized traffic
- Dream Machine**
Network controller at protect.ubnt.com
- Range Server**
Data processing and system core
- Render Server**
Data processing and system core
- APC Smart-UPS 750**
Backup power during outages



SCREENS: DAILY OPERATION

Operation: Leave on during opening hours, switch off at end of day.

Runtime: Up to 16 hours per day, 7 days a week.

Theft protection: Keep the protection box closed and locked at all times.

If a screen is not working: Close the bay and leave the screen powered so we can support it remotely.

SCREENS: CARE & CLEANING

HOW TO CLEAN

Switch the screen off and let it cool first.

Use a clean, dry or lightly damp microfibre cloth. Water only.

Dampen the cloth away from the unit — never spray anything onto the screen.

Wipe gently in straight passes, then dry with a second cloth.

NEVER USE

Glass cleaner, alcohol, ammonia or solvent-based sprays — they strip the touch and anti-glare coating.

Paper towel, abrasive cloths, scrapers or scouring pads.

Pressure washers or hoses anywhere near the enclosure.

Polish, wax or protective film of any kind.

EXTENDING SCREEN LIFE

Power down at close — daily rest keeps the panel healthy.

Keep vents and the back of the enclosure clear; never cover the unit.

Clean weekly so grime doesn't build into the touch layer.

HARDWARE CONSIDERATIONS

Don't hang, lean or mount anything on the screen or its bracket.

Report cracked glass or moisture straight away — stop using that bay.

LOOKING AFTER THE SERVER

The rack runs your whole range. Heat, dust and clutter are what shorten its life.

KEEP IT CLEAN

Wipe the outside of the rack with a dry cloth monthly and vacuum the floor around it. Never open the server or clean inside it yourself.

DUST IS THE ENEMY

Dust blocks the fans and cooks the hardware. Keep the room swept, keep doors shut, and keep the rack out of workshops and mowing areas.

TEMPERATURE & AIRFLOW

Keep the room between 10–30 °C and well ventilated. Leave clear space front and back so air can move.

DRY ENVIRONMENT

No damp, no leaks, no condensation. Don't place the rack in a wash bay, cleaning cupboard or anywhere water is used.

NOT A STORAGE ROOM

Keep boxes, balls, clubs, chemicals and spare stock away from the rack. Nothing stacked against it, nothing resting on top.

POWER & ACCESS

Leave the UPS plugged in and never use its sockets for other equipment. Keep the room locked and accessible only to trained staff.

BEFORE YOU CALL SUPPORT

IF A RADAR DISCONNECTS

1. Check whether one bay is affected or all of them.
2. Check the radar's power and network cables are firmly seated at both ends.
3. Look at the switch port light — green means the link is live. No light means a cable or port issue.
4. Power-cycle the radar at its socket and wait two minutes.
5. Still offline? Call Support with the bay number and what you have already checked.

POWER & CONNECTIVITY CHECKS

UPS on, no alarm beeping.

Switches showing green link lights.

Facility internet working elsewhere on site.

LEAVE TO US

Moving cables to different ports.

Opening the server or the radar housing.

Changing any network settings.

MAINTENANCE HOURS

Scheduled maintenance overnight during your site closure hours.

What happens: Software updates, radar firmware, and tracker improvements.

You can view and adjust your maintenance window in Range Settings.

YOU'RE READY

Your Trackman Range is installed and operational

Want to dig deeper?

[Visit Trackman Range Help Center →](#)