



***PitchTracker Softball***  
***User Guide***

Model: DKPTS01  
User Guide

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## **IMPORTANT PLEASE READ CAREFULLY BEFORE USING PITCHTRACKER SOFTBALL™**

PitchTracker Softball consists of the Smart Softball and the PitchTracker Softball iOS app. This user guide contains important safety, handling and warranty information, as well software license information for PitchTracker Softball. Please read carefully before using PitchTracker Softball.

Failure to follow these safety instructions could result in fire, electric shock, other personal injury and/or damage to your Smart Softball or other property.

- Athletes under 18 years of age should only use under adult supervision.
- Repetitive pitching may result in injury at any age or skill level. Please consult your physician to determine if, how often, and how long you should use the Smart Softball. If you experience any pain, soreness, or aching during or after use, discontinue use and promptly consult your physician.
- Your Smart Softball contains sensitive electronic components. Do not attempt to modify or repair your Smart Softball yourself. Disassembling your Smart Softball will void the manufacturer's warranty.
- The Smart Softball contains small parts that are a choking hazard. It is not appropriate for children under the age of three.
- The Smart Softball is similar to a softball and is not waterproof. Extended exposure to water can cause the ball to become waterlogged and damage the internal components. For more information see the "Smart Softball Care Instructions" section of this user guide.
- If the charging pad has become damaged or has been exposed to rain, liquid or excessive moisture, unplug the USB power cable and discontinue use.

## ***PACKAGE CONTENTS***

### **What comes in the Box**

- Smart Softball
- 2 O-Rings
- Wireless Charging Pad
- USB Connection Cable
- Quick Start Guide

Requires free PitchTracker Softball iOS App.

## ***USING YOUR SMART SOFTBALL***

### **Turn On Your Smart Softball**

To turn your Smart Softball on, simply toss it up in the air, making sure to put spin on it.

### **Pair your Smart Softball**

You will need to pair the Smart Softball to your iOS device to collect data.

- Go to Settings > Bluetooth
- Make sure that Bluetooth is enabled in the Settings Menu
- Select the “PitchTracker” option

If you do not see a “PitchTracker” option on the device list

- Confirm that your Smart Softball is on
- Confirm that your Smart Softball is charged.
  - If it is not, go to the “Charging your Smart Softball” section
- Check that it is not connected to another nearby iOS device.
- Confirm your Smart Softball is close to the iOS device and try again.

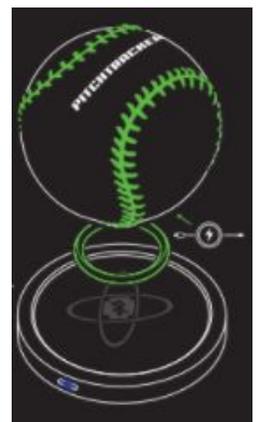
### **Turn off your Smart Softball**

When your Smart Softball is on and paired, use the Settings menu at the bottom left of the screen (three horizontal lines) to select **Smart Ball**. Next select **Smart Ball Off**.

**DK Tip: Your Smart Softball will shut off after 7 minutes without use.**

### **Charge your Smart Softball**

Plug the charging station into a powered USB port. Place an O-Ring in the



center of the charging pad. There will be a graphic on the Smart Softball showing a charging cord. Place the Smart Softball graphic side down on top of the O-Ring on the charger. The battery will last up to 7 hours with continuous use.

**Never force a charge cable into the USB port of your Smart Softball charging station. If the charge contact does not easily fit, confirm that they are properly aligned before attempting to insert again.**

**ONLY use the USB charging cable provided to charge your Smart Softball. Diamond Kinetics is not responsible for the operation of third-party accessories.**

## Check Battery Life and Power

Determine Battery Charge: To determine the battery level of your Smart Softball, use the **Settings** menu at the bottom left of your screen (three bars stacked on top of each other). Select **Smart Ball**. Here you will be able to see all of the information of your sensor including, **Smart Ball Battery Level**.

## PITCHTRACKER SOFTBALL APP

### Download the Mobile App

Download and install the PitchTracker Softball app from the iOS App Store.

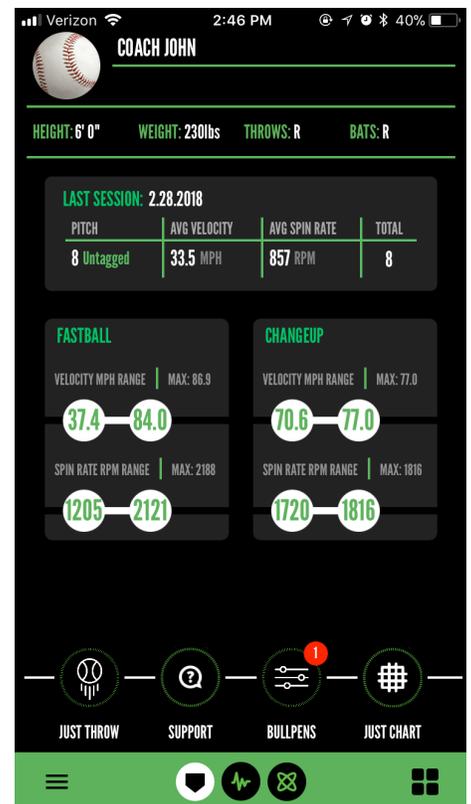
### Create an Account

Open the PitchTracker Softball App. Select **SIGN UP**, choose **COACH** or **PLAYER** and your skill level. Once you select continue, you can enter your profile information to customize your PitchTracker Softball experience.

### Starting a Throwing Session

To start a throwing sessions select **Throw Now!** on your homescreen. When your Smart Softball is on and paired to your device, you will then be able to start a throwing session right away. You have the ability to chart pitches as you go. After the pitch, select what type of pitch and where the pitch was thrown.

Select the red 'X' at the top left of the session screen to end the session. You can view it again at any time in your history.



## Starting a BullPen Session

To create a bullpen select the **BullPen** option on the bottom of your homescreen. This will take you to your **BullPens** and your **Assigned BullPens**. To create a bullpen select “**New BullPen**” You will then need to name your bullpen and start charting pitches. To chart a pitch, select the type of pitch you want thrown, then select where you want the pitch to be thrown and finally select the ‘+’ sign at the bottom of your screen. Select **save** in the top right to save your bullpen.

The bullpen will appear in your bullpen list. To throw a bullpen, select the bullpen and then select **Throw BullPen**. To assign a bullpen, select the bullpen and the select **Assign BullPen**. You will be taken to your groups and connections. Select the desired connections and the select **Assign**.

## Video

You can also capture pitch video while throwing pitches by selecting the **Camera icon** on the bottom right corner of the pitch session screen.

***\*\*\*Make sure that the person taking video is at a safe distance from pitcher during the pitching session.***

## Charting

The PitchTracker Softball app also allows you to chart pitches. On your session screen, you should see a strike-zone. Once the pitch is thrown, select the correct pitch type and where it was thrown in the strike-zone.

On your dashboard you will also see a **Just Chart** option, this allows you to chart with no Smart Softball connected. This will be saved in your history as well.

## History View

To view history select the **Calendar Icon** on the menu at the bottom of the home screen.

By selecting the **History** you will be taken to a screen with a calendar on it. Days that have a circle around them represent days that a pitch session was taken. When you select a day, it will list below the calendar all the sessions taken on that day. Double click on a specific session to look at that sessions history.

To view your performance select the **Graph Icon** at the top right of the screen. This view allows you to track your pitch performance and see the trends between them over time. The different color lines represent different types of pitches. You will see a key at the top of the page to tell you which color corresponds to a different pitch type. Each dot represents a session. Select a dot to see the average for that desired metric in that session. The date of that session will appear in the upper left corner of the

screen. You can zoom in and out on the trend lines as well.

You can edit your trend history by selecting the **Pencil Icon** on the top right of the screen. You can change what metrics as well as what pitch types you are seeing on the trendlines. Make sure the switch next to the desired metrics and pitch types shows green.

## **CONNECTIONS AND GROUPS**

### **Connections**

The PitchTracker Softball App allows you to connect with your teammates and friends. To add a connection select the **Settings** menu in the bottom left corner of your dashboard. Select **Groups**. At the top of this screen you should see a rectangle that says **Groups** and a rectangle that says **Connections**. Select **Connections**. At the top right of this screen you should see a menu icon. By selecting that you will be able to manage your connections by adding or deleting them.

Once you add a connection an invitation will be sent to them to accept. To manage and check your invitations login to the web app at <http://app.diamondkinetics.com/#/performance>.

When you connect with other users you will be able to view their history and data and they will be able to view yours.

### **Groups**

The groups feature in the PitchTracker Softball app allows you to manage teams and lots of connections. To create a group select the **Settings** menu in the bottom left corner of your dashboard. Select **Groups**. At the top of this screen you should see a rectangle that says **Groups** and a rectangle that says **Connections**. Select **Groups**. At the top right of this screen you should see a menu icon. By selecting that you will be able to manage your groups; you can create, join or delete groups.

When creating a group you have a choice to make it open for anyone to join, open for players to request to join or closed, invitation only. The user who creates the group will be set-up as the administrator of the group. The administrator is able to view everyone's data and history that is in the group. Members of the group will be able to view each others

You are able to view and manage groups when logged into the web app at: <http://app.diamondkinetics.com/#/performance>.

## ***PITCHTRACKER SOFTBALL PITCH METRICS***

PitchTracker Softball measures seven (6) different metrics including: Release Velocity, Spin Direction, Spin Rate, Extension, Time to Plate and Delivery.

For more information on the different metrics measured by PitchTracker Softball, visit our PitchTracker Softball Science section.

## ***SMART SOFTBALL CARE INSTRUCTIONS***

### **Moisture**

Do not submerge your leather Smart Softball in water for a long duration of time. The Smart Softball is similar to a softball and is not waterproof. Extended exposure to water can cause the ball to become waterlogged and damage the internal components.

Do not attempt to dry it with an external heat source, such as a microwave oven or hair dryer.

Smart Softballs that are damaged as a result of exposure to liquids are not serviceable and are not covered by the Manufacturer's Warranty.

### **Usage**

Smart Softballs are not meant to be against brick, stone or any other hard surface. They are only meant to be thrown with partners or into a net, doing otherwise may damage you Smart Softball. Smart Softballs that are damaged as a result of throwing it against brick, stone or any other hard surfaces are not serviceable and are not covered by the Manufacturer's Warranty.

Smart Softballs are not meant to be hit with a bat. Doing so may damage your Smart Softball. Smart Softballs that are damaged as a result of hitting them with a bat are not serviceable and are not covered by the Manufacturer's Warranty.

### **Storage**

Store your Smart Softball in a cool, dry place at room temperature. There is no special storage case for Smart Softballs.

### **Temperature Sensitivity and Storage**

Avoid exposing your Smart Softball to extreme temperatures. Operate your Smart Softball between 32° and 95° F (0° and 35° C).

Avoid dramatic changes in temperature or humidity when using your Smart Softball, as condensation may form within the sensitive electronic components of your Smart Softball.

## **Technical Specifications**

PitchTracker Softball is compatible with the following devices:

### **iPhones:**

iPhone 5  
iPhone 5c  
iPhone 5S  
iPhone 6  
iPhone 6 Plus  
iPhone SE  
iPhone 6S  
iPhone 6S Plus  
iPhone 7  
iPhone 7 Plus  
iPhone 8  
iPhone 8 Plus  
iPhone X

### **iPads:**

iPad Pro 10.5"  
iPad Pro 12.9" (2nd gen)  
iPad Pro 9.7"  
iPad (5th gen)  
iPad Pro 12.9" (1st gen)  
iPad Air 2  
iPad mini 4  
iPad mini 3  
iPad Air  
iPad mini 2  
iPad (4th gen)  
iPad (3rd gen)

## ***SUPPORT***

Videos, FAQs, troubleshooting and other support is available at [diamondkinetics.com/support](http://diamondkinetics.com/support) and in the Settings section of your app.

### **Customer Support**

You can contact Customer Support at [support@diamondkinetics.com](mailto:support@diamondkinetics.com) or by using the in-app Chat feature found under the Support tab located in the menu at the bottom of your screen.

### **Return Policy and Warranty**

#### **PitchTracker Softball Warranty**

Diamond Kinetics provides a 90-day warranty that begins at the time of purchase. The warranty covers all manufacturing defects.

This warranty is limited and not applicable to:

- normal wear and tear such as: cover cuts and scrapes, scuffs, seam fraying, dirt and any damage caused by water.
- The device being damaged from being hit by a bat, thrown at a hard surface or submerged in water.

In order to receive replacement, original package must be returned with all contents.

Diamond Kinetics is not liable for any injury resulting from use of product. Users must exercise caution when training with or throwing the product. Repeatedly throwing a ball may cause injury to arm.

For more information on Diamond Kinetics 90-day warranty visit:  
[www.diamondkinetics.com/support](http://www.diamondkinetics.com/support)



**Compliance and Certifications**

**Symbol Definitions**



Federal Communications Commission  
Model: DKPTS01  
FCC ID: 2ABWR-DKPTS01

Industry Canada Model:  
DKPTS01  
IC: 12312A-DKPTS01

### **Disposal and Recycling Information**

Your Smart Softball should be disposed of separately from household waste. Take the Smart Softball to a collection point designated by local authorities that accept batteries and other similar waste. Not all collection points accept products for free. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

### **Compliance Statement**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that

may cause undesired operation.

(1) L'appareil ne doit pas produire de brouillage; (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

*Note:* This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician to help.

U.S. Patents: 7,021,140 and 7,234,351